



To Place a Call:

- Pick up the handset or press the **SPEAKERPHONE** button.
- Enter the number you wish to call. **-OR-**
- Pre-dial by first keying in the phone number, then picking up the handset or pressing the **DIAL** soft key.

To Put a Call on Hold:

- During an active call, press the **HOLD** button.
- To resume the call, press the **RESUME** soft key.

To Transfer a Call (announce the call before transferring):

- During an active call, press the **XFER** soft key. This will put the caller on hold.
- A dial tone will sound. Enter the number to which you wish to transfer the call.
- When the Transfer party picks up you may begin your consultation, the first party will still be on hold.
- When you are done with your consult press the **XFER** soft key.
- Call will immediately transfer and you may hang up.

To Blind Transfer a Call (do not announce the call before transferring):

- During an active call, press the **RIGHT NAVIGATION** arrow.
- Press the **BXFER** soft key. This will put the caller on hold.
- Enter the NUMBER to which you wish to transfer the call and press the **DIAL** soft key.
- Call will immediately transfer and you may hang up.

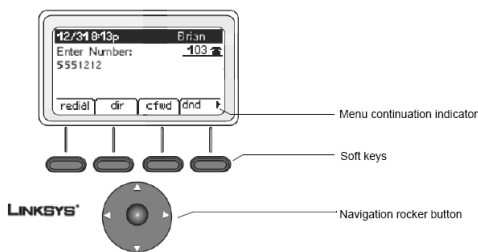
To Create a 3-Way Conference Call:

- During an active call, the **CONF** soft key. This will place the current caller on hold.
- Dial the number of the party you wish to add.
- When the party answers, press the **CONF** soft key. All parties will now be in conference.

To Forward Incoming Calls to Another Phone:

- Press the **CFWD** soft key.
- Enter the forwarding NUMBER.
- A stutter tone will sound indicating the forwarding number has been programmed a the message CALLS FORWARDED will appear on screen.
- To deactivate call forwarding, press the **-CFWD** soft key.

SPA900 Series LCD Controls



Call Waiting – Answering a Second Incoming Call:

- While the first call is active and the second call begins ringing, press the **HOLD** button to put the first caller on-hold.
- Take the second call by pressing and releasing the flash-hook (or placing the handset in its cradle and picking it up again). Or, press the speaker button is using the speakerphone.

To Change the Default Ring Tone:

- Press the **MENU** button.
- Use the down arrow key to scroll down and highlight the **Ring Tone** menu option.
- Highlight an extension and press the **CHANGE** soft key.
- Use the navigational keys to scroll through the different ring tones. Press **PLAY** to hear how the ringers sound.
- Press the **SELECT** soft key to select the current highlighted ring tone.

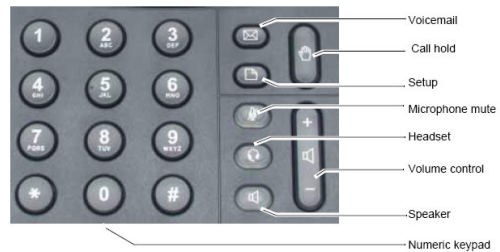
To View Missed, Received and Placed Calls:

- Press the **MENU** button.
- Select **Call History** menu option and press the **SELECT** soft key.
- Select **REDIAL LIST** to view all placed, missed, or answered calls.
- Select **ANSWERED CALLS** to just view calls that you answered.
- Select **MISSED CALLS** to view calls that went unanswered.
- Using the DISPLAY CONTROL keys, scroll through the calls.
- You can dial any of the numbers by highlighting, then pressing the **DIAL** soft key.
- The call logs will be reset if the phone is rebooted or power cycled.

To Transfer a Call to Voicemail:

- During the active call, press the **HOLD** button.
- Dial **999**.
- To transfer caller to your own voicemail, press the **#** key. To transfer caller to another voicemail box, enter the desired extension then **#**.

Telephone Keypad



Voice Mail Controls

Menu 1	Key
Save	#
Delete	7
Replay Message / Skip Envelope	2
Fast Forward	3
Rewind	4
Play Message Envelope	5
Call Back Sender	8
Go to Menu 2	9
Menu 2	Key
Reply	1
Forward	2
Go to Menu 1	*

Voice Mail

To Access Your Voice Mail:

- Press the **MESSAGES** button.
- Enter your password.
- To navigate, follow the menu choices.

From Outside the Office:

- Dial your phone number.
- When the voice mail system answers, press the **#** key.
- Enter your password.
- To navigate, follow the menu choices.