



Linksys SPA962 User Guide

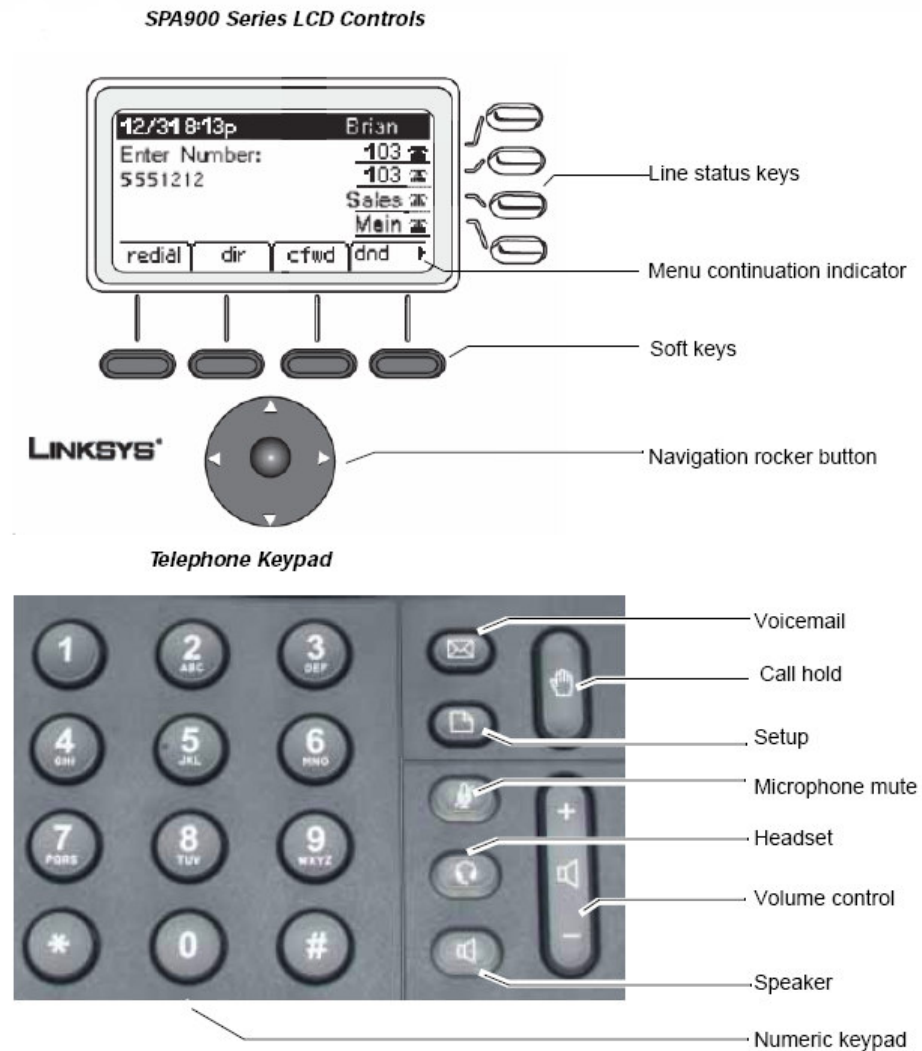
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Introduction

The purpose of this document is to inform Zayo Managed Services users on how use the Linksys SPA962 Phone with their Hosted PBX Service. Each feature available with the Professional Seat will be described along with instructions on how to use the feature. Some users may not have all of the functionality described in this document. Seat type purchased determines which features are available.

The Linksys SPA962 IP Phone



Web Portal

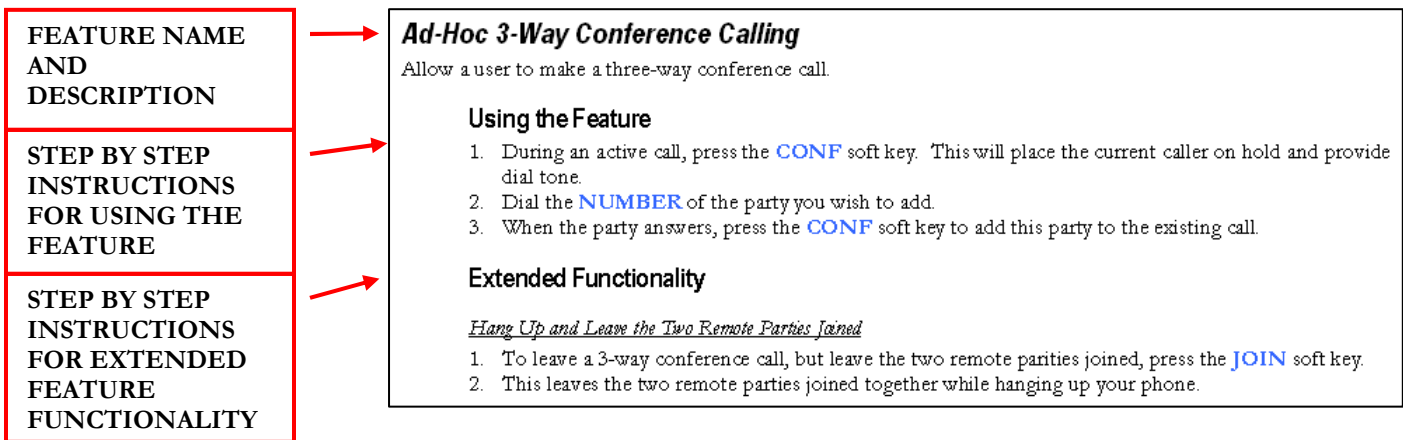
The Zayo Managed Services Web Portal is a robust online tool used to configure calling features such as selective call forward and find-me/follow-me. While many features can be activated using the phone, you may want to explore the Web Portal to fully enjoy all of the powerful call management tools available. Please see your company's Administrator for access to the Web Portal.

Telephony Toolbar

The Telephony Toolbar is a software application for Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox and can be used to configure calling features such as do-not-disturb and call forward, and can also be used for a wide variety of click to call features. The Telephony Toolbar complements the Web Portal and allows users easy access to often used calling features. Please see your company's Administrator for more information on the Telephony Toolbar.

Document Format

Below is an example of how each feature will be presented and examined in this document.



Feature Functionality

Account Codes - Verified

Requires a user to enter a unique number that identifies to which account an outbound call should be assigned.

Using the Feature

1. **GO OFF HOOK.**
2. Dial the **NUMBER** of the party you wish to call.
3. An **IVR** will instruct you to enter your Account Code.
4. Once your code is entered the call will connect.

Account Codes – Unverified

Allows a user to enter a unique number to identify to which account an outbound call should be assigned.

Using the Feature

1. **GO OFF HOOK.**
2. Press ***02**.
3. An **IVR** will instruct you to enter your Account Code. You will hear a stutter dial tone then a normal dial tone.
4. Dial the **NUMBER** of the party you wish to call.

Ad-Hoc 3-Way Conference Calling

Allow a user to make a three-way conference call.

Using the Feature

1. During an active call, press the **CONF** soft key. This will place the current caller on hold and provide dial tone.
2. Dial the **NUMBER** of the party you wish to add.
3. When the party answers, press the **CONF** soft key to add this party to the existing call.

Extended Functionality

Hang Up and Leave the Two Remote Parties Joined

1. To leave a 3-way conference call, but leave the two remote parties joined, press the **JOIN** soft key.
2. This leaves the two remote parties joined together while hanging up your phone.

Call Forward Always

Allow a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by using the soft keys, or by dialing a feature code.

NOTE: The user must use the same method to turn the function off that they used to turn the function on. Otherwise, the system will not recognize the 'off' command.

Using the Feature

Activate: Using the Soft Keys[†]

1. Press the **FORWARD** soft key.
2. Enter the forwarding **NUMBER** with the **KEYPAD**.
3. A stutter tone will sound indicating the forwarding number has been programmed.
4. **CALLS FORWARDED** message and **CLR FWD** soft key appear on the screen as reminders that call forward always has been activated.

[†]Call Forwarding will only forward incoming calls for the primary telephone number on the phone. If there are other telephone numbers in addition to the primary number on the phone, using the FORWARD soft key will cause incoming calls to the primary to be forwarded; however, incoming calls for other the other telephone numbers will continue to ring on the phone.

Deactivate: Using the Soft Keys

1. Press the **CLR FWD** soft key.
2. The **CALLS FORWARDED** message on the screen will go away and the **FORWARD** soft key appears.

Activate: Using the Feature Code[†]

1. **GO OFF HOOK**
2. Press ***72**
3. Follow the **IVR** instructions.

[†]When enabling call forwarding using the * feature code, incoming calls are forwarded on the Zayo system instead of being sent to your phone. There will be no indication on your phone that call forwarding has been enabled. You will need to remember that call forwarding was enabled and will need to be disabled. You can disable call forwarding by dialing a * feature code or using the Telephony Toolbar or logging into the Web portal.

Deactivate: Using the Feature Code

1. **GO OFF HOOK**
2. Press ***73**

Call Forward Busy

Enable a user to redirect calls to another destination when the user's line is busy. Normally, a call would be directed to a user's voicemail.

Using the Feature

Activate:

1. **GO OFF HOOK**
2. Press ***90**
3. Follow the **IVR** instructions.

Deactivate

1. **GO OFF HOOK**
2. Press ***91**

Call Forward No Answer

Enable a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Normally, a call would be directed to a user's voicemail.

Using the Feature

Activate: Using the Feature Code

1. **GO OFF HOOK**
2. Press ***92**
3. Follow the **IVR** instructions.

Deactivate: Using the Feature Code

1. **GO OFF HOOK**
2. Press ***93**

Call Park

Enables a user to place a call on hold and allow a user to pick up the call at another phone.

Using the Feature

1. During an active call, press the **HOLD** button. This will place the caller on hold.
2. Dial ***68**.
3. Follow the **IVR** instructions.

Call Park Retrieve

This feature enables a user to pickup a call that has been placed on hold using the Call Park feature.

Using the Feature

1. **GO OFF HOOK**
2. Press ***88**.
3. Follow the **IVR** instructions.

Call Pickup

This feature enables a user to pickup a call that is coming in on another user's line. The other user's line must be in the same 'pickup group' with the user activating the feature. Pickup groups are pre-configured by the System Administrator.

Using the Feature

1. **GO OFF HOOK**
2. Press ***98**.

Directed Call Pickup

This feature enables a user to pickup a call that is coming in on another user's line without being specifically assigned to a common group. The other user's line must also have the Directed Call Pickup feature assigned to it.

Using the Feature

1. **GO OFF HOOK**
2. Press ***97** plus the extension that you wish to pickup.

Call Return

Allows a user to call back the last number that called their line, regardless of whether or not the phone was answered.

Using the Feature

1. **GO OFF HOOK**
2. Press ***69**.

Extended Functionality

Last Call Return Soft Key

1. Press the **Call Rtn** soft key, if displayed.

Using the Call Directory

1. Press the **SETUP** button.
2. Select **CALL HISTORY** menu option.
3. Select **ANSWERED CALLS** or **MISSED CALLS** menu option.
4. Highlight phone number and press the **DIAL** soft key.

Call Transfer – Blind

Allow incoming calls to be transferred to another line without consultation with the receiving party.

Using the Feature

1. During the call, press the **RIGHT NAVIGATION** key then press the **BLINDXFER** soft key.
2. Enter the transfer **NUMBER** and then press the **DIAL** soft key.

Call Transfer – Consult

Allow incoming calls to be transferred to another line with consultation with the receiving party.

Using the Feature

1. During the call, press the **TRANSFER** soft key. This will place the caller on hold and provide dial tone.
2. Enter the transfer **NUMBER** with the **KEYPAD**.
3. When the second party picks up you may consult with them.
4. Press the **TRANSFER** soft key to transfer the call.
5. Press the flashing red **LINE** key to return to the first caller without transferring the call.

Call Transfer – To Voicemail

Allow incoming calls to be transferred to any user's voicemail.

Using the Feature

1. During the call, press the **HOLD** button. This will place the caller on hold.
2. Dial ***55**
3. Follow the **IVR** instructions. Press the **#** key to send the caller to your own voicemail box. To send the caller to another voicemail box, enter the desired extension followed by the **#** key.

Call Waiting

This feature enables a user to answer a call when engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone.

Using the Feature

Retrieving the Second Call

1. When another call rings in, a waiting tone will sound and the caller information will appear on screen.
2. Press the blinking red **LINE** key to answer the call. The party you were previously speaking with will be put on-hold.

Getting Back to the First Call

1. Press the flashing red **LINE** key that has the caller on hold.
2. This places the other call on hold.

Cancel Call Waiting Per Call

Allow users to turn off call waiting on a call-by-call basis.

Using the Feature

1. **GO OFF HOOK.**
2. Press ***70**. You will hear a stutter dial tone then a normal dial tone.
3. Dial the **NUMBER** of the party you wish to call.

Caller ID Blocking Per Call

Allow users to block their caller ID on a call-by-call basis.

Using the Feature

1. **GO OFF HOOK.**
2. Press ***67**. You will hear a stutter dial tone then a normal dial tone.
3. Dial the **NUMBER** of the party you wish to call.

Caller ID Delivery Per Call

Allow users to deliver their caller ID on a call-by-call basis when they have turned on the Caller ID Blocking feature within the Web Portal.

Using the Feature

1. **GO OFF HOOK.**
2. Press ***65**. You will hear a stutter dial tone then a normal dial tone.
3. Dial the **NUMBER** of the party you wish to call.

Dialing

Allow a user to make a call.

Using the Feature

Placing a Call

1. Pick up **HANDSET**, press the **LINE KEY**, or press the **SPEAKERPHONE KEY**.
2. Enter the number you wish to call.

Extended Functionality

Predialing a Number

1. Without taking the phone off-hook, dial the **NUMBER** you wish to call using the **KEYPAD**.
2. Press the **DIAL** soft key.

Do Not Disturb

Allow users to set their station as unavailable so that incoming calls are given a busy treatment. Depending on how the user has set up their busy treatment, the callers will be directed to voicemail or forwarded to another line.

NOTE: The user must use the same method to turn the function off that they used to turn the function on. Otherwise, the system will not recognize the 'off' command.

Using the Feature

Activate: Using the Phone's Keys[†]

1. Press the **DND** soft key.
2. **Do Not Disturb** message will appear on the screen.

[†] If the phone number is shared on another phone, enabling Do Not Disturb on the phone will simply turn on silent ring and does not make it busy. Calls may still be answered on any phone sharing the phone number. The Do Not Disturb button will place all line appearances into Do Not Disturb.

Deactivate: Using the Phone's Keys

1. Press the **CLR DND** soft key.

2. The **Do Not Disturb** message will be removed from the screen.

Activate: Using the Feature Code

1. **GO OFF HOOK**
2. Press ***78**

Deactivate: Using the Feature Code

1. **GO OFF HOOK**
2. Press ***79**

Hold

Allows user to place a call on hold and retrieve it.

Using the Feature

Activate[†]

1. Press the **HOLD** button.

Deactivate[†]

1. Press the flashing red **LINE** key.

[†] If the phone number is shared on another phone, you can put a call on-hold and take the call off-hold at the other phone that is sharing the phone number.

Last Number Redial

Allow the user to redial the last number dialed with a feature code or a button.

Using the Feature

1. Press the **REDIAL** soft key.
2. Select number to redial from the Redial List.
3. Press the **DIAL** soft key.

Extended Functionality

1. **GO OFF HOOK**
2. Press ***66**.

Push-to-Talk

Provides intercom-like functionality. This feature allows a user to dial another station where the system will request the destination station to automatically answer. For this feature to work (called station automatically answers via the speakerphone), the called station must support an enhanced calling protocol. The calling station must also be in the called party's Push-to-Talk allowed access list.

Using the Feature

Activate: Using the Feature Code

1. Pick up **HANDSET** or press the **SPEAKERPHONE KEY**.
2. Dial ***50**. You will hear a stuttered dial tone then a normal dial tone.
3. Dial the extension of the phone you want to intercom.

Speed Dial 100

Allow a user to use a feature code and 2 digits to complete a call.

Using the Feature

Configure

1. **GO OFF HOOK**.
2. Press ***75**. You will hear a stuttered dial tone then a normal dial tone.
3. Using the **KEYPAD** Enter the Speed Dial 100 Code **00-99** plus the **NUMBER** you want to associate with it and then press the **#** key.
4. The **IVR** will notify you whether or not the programming was successful.

Use

1. **GO OFF HOOK**.
2. Press **#**
3. Press the Speed Dial 100 Codes **00-99**.

Speed Dial 8

Allow a user to hit only one button to complete a call.

Using the Feature

Configure

1. **GO OFF HOOK**.
2. Press ***74**. You will hear a stuttered dial tone then a normal dial tone.

3. Using the **KEYPAD** Enter the Speed Dial 8 Code **2-9** plus the **NUMBER** you want to associate with it and then press the **#** key.
4. The **IVR** will notify you whether or not the programming was successful.

Use

1. **GO OFF HOOK**
2. Press the Speed Dial 8 Code **2-9** using the **KEYPAD**.
3. Press the **DIAL** soft key.

Voicemail

Allow a user to hear messages left in their voicemail box.

Using the Feature

From your desk phone[†]

1. Press the **MESSAGES** button.
2. At the voice prompt, enter your **PASSWORD**.
3. To navigate, follow the **IVR** choices.

From Outside the Office:

1. Dial your phone **NUMBER**.
2. When the voice mail system answers, press the ***** key.
3. Enter your phone's **EXTENSION**.
4. Enter your **PASSWORD**.
5. To navigate, follow the **IVR** choices.

Menu	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