

CISCO SMALL BUSINESS PRO IP PHONE



One Call | infinite solutions

Model SPA 525G

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Everything Your Business Needs



Voice Network Cabling VOIP Security PM Internet

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Phone Lines & Buttons



#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Speaker	Speaker for phone
3	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call or when the phone's firmware is being updated.
4	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options.
5	Line Keys	Indicates phone line status. Typically, when lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Line is on hold. Orange: Line is unregistered (cannot be used). Flashing Orange: The phone is not connected to the network

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6	Softkey Buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
7	Navigation Button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
8	Select Button	Press the check mark button to select option or menu item on the screen.
9	Messages Button	Press to access voice mail (must be set up by your phone system administrator).
10	Hold Button	Press to place a call on hold.
11	Setup Button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
12	Mute Button	Press to mute or unmute the phone. When phone is muted, the button glows red.
13	Volume Button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
14	Speaker Button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset Button	Push to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
shown below	USB 2.0 Host Port	Accepts USB memory device to play MP3 files on the phone or to upload security certificates for wireless authentication.
not shown	Headset Port	Accepts Wired headsets.



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Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone system setup. Press the right navigation button or the More softkey button to view additional softkey buttons. Following is a partial listing of softkey buttons that may be available on your phone.

SOFT KEY	DESCRIPTION
BXfer	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call.)
Call Rtn/lcr	Returns the last missed call by dialing the number that called you.
CFwdALL	Forwards all calls coming to your phone to a specified number.
Change	Opens a menu so that you can change the properties for an item (for example, change a ring tone).
Clear	Deletes an entire text/number field
Clf DND	Clears Do Not Disturb
Conf/Confrn	Connects callers to a conference call.
DelChar	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials a number
Directory/dir	Provides access to phone directories.
DND/DnD	Do Not Disturb; prevents incoming calls from ringing your phone.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing
Forward/cfwd	Forwards calls coming to your phone.
GrPick/GPickUp	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
Hold	Places a call on hold
More	Accesses additional softkeys.
Option	Enters a sub-menu and when pressed multiple times, shows all of the choices in that submenu.
Park	Puts a call on hold at a designated "park" number. The call is parked on the line until you unpark it or the caller disconnects. Must be configured by your phone system administrator.
Pickup/PickUp	Allows you to answer a call ringing on another extension by entering the extension number.
Play	Plays an item (for example, a ring tone)
Redial	Displays a list of recently dialed numbers.
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.
Transfer/Trnsfer	Performs a call transfer.
Unpark	Disconnects a parked call
View	Displays more information about a selected item



Using Your IP Phone

Placing or Answering Calls

To place or answer a call, do one of the following tasks:

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a line button.

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps indicates the call is on hold.

To resume the call, press the **Resume** soft key or the flashing red line button for the call. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

- If you are using the handset, hang up.
- If you are using the speakerphone, press the Speaker button.
- If you are using the headset, either press the Headset button (wired) or replace the receiver (wireless).
- Press the **End Call** soft key, if available on your phone.

Transferring Calls

- STEP 1 During an active call, or a call on hold, press **Transfer/Trnsfer**.
- STEP 2 Either enter the number to which you want to transfer the call or use the directory to choose a number.
- STEP 3 Press **Dial**. The call is placed on hold and a new line is opened to dial the number.
- STEP 4 To transfer the call without waiting for the other person to answer, press **Transfer/Trnsfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the line button again to receive a dial tone.
- STEP 5 To transfer after speaking privately to the other person, press **Transfer/ Trnsfer** at any time during the conversation.

Redialing

Depending on your phone model and phone system setup, use one of the following methods:

- Press **Redial** to dial that last number that you called.

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- To redial a recently-called number, press **Redial**, select the number from the list, and then press **Dial**.)
- Press the **Setup** button and then select **Call History**. You can then select any list, such as Missed Calls or Received Calls, and you can press **Dial** to call any number on the list.

Adjusting Volume and Muting

To adjust the volume of the handset or speaker, lift the handset or press the speaker button. Press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **Save**. Pressing the Volume button while not on a call adjusts the volume of the phone's ringer.

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button glows red. Press the **Mute** button again to unmute.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

To set Do Not Disturb, press the **DND/DnD** softkey on your phone. Depending on your phone, either press the **Clr DND** softkey or the **DnD** softkey to turn Do Not Disturb off.

Placing a Three-Way Conference

- STEP 1 Press the **Conf/Confrn** button during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
- STEP 2 Dial the second person's telephone number.
- STEP 3 Press the **Conf/Confrn** button again. All three parties are connected in the conference call.
- STEP 4 When you hang up, the conference call is ended.

NOTE If the **Join** soft key is available on your phone, press **Join** to keep the other parties in a call but disconnect yourself from the call.

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your system administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system. BCS initially programs the password as **1234**.

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