SPA941/942 - User Guideline

Incoming Call

1. A call comes in. The top line button will flash red. Press the <u>hands-free button</u> or pick up the handset to answer. The red light will stop flashing and will become a solid red light.	
2. Answer the call as normal, introducing the company and yourself.	
3. If the caller requests another person, place them on hold by pressing the <u>hold button</u>. The line button red light will start flashing.	
4. Select another <u>line button</u> and type in the number you are going to call. If you have the number in your directory, select it and place the call. For an internal office transfer, type in the extension number Similar if the number is in speed dial. (If you miss step 3, pressing another line button will also put the caller on hold.)	
5. Announce the call. If the person cannot take the call OR it goes to voicemail, end it by pressing the solid red light button in the line buttons. This will disconnect the call. Select the flashing red light to go back to the caller.	

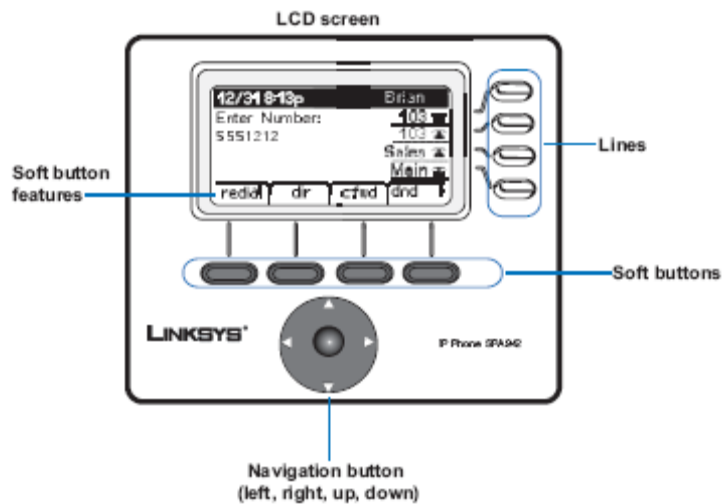|	
6. If the person can take the call press the <u>transfer</u> button. All lines will show as green. The transfer button is one of the <u>soft button features</u>. See diagram below. These buttons change similar to a mobile phone. They will be applicable to what section you are in.	

7. If the caller wishes to be put through to the voicemail, do steps 3 and 4. When the phone starts ringing press the <u>transfer</u> button and hang up.

8. If you wish to conference call see how on the following page.

REMEMBER: When the line buttons are red and not flashing, if you press the button you will hang up on the caller.

Using your Phone

Speaker To place and answer calls on speaker, press the <u>speaker</u> button. A green light will illuminate behind the button.	
Headset Press the <u>headset</u> button and a green light will illuminate behind the button. The headset must be an approved model.	
Volume You can adjust the volume of a call by using the <u>volume adjustment bar</u>.	

Switching between the handset/speaker/headset

To switch from the handset, make sure the speaker or headset light is illuminated before replacing the handset back on the hook.

Accessing the Voice Mailbox (if available) Press the <u>mailbox</u> button or dial the voicemail extension.	
Muting a Call To mute the handset, speaker of headset press the <u>mute</u> button. This will prevent the caller from hearing what you are saying.	
Place a call on Hold Press the <u>hold</u> button to place an active call on hold. If there is another call coming in you can now press the second line to answer the call. The line button you placed on hold will flash red. To resume the first call, press the line button for that call. It will be flashing red. The second call line button will automatically flash red.	

Three Way Conference Calls

To initiate a conference call, press the soft button under <u>conf</u> during an active call.

The first call is placed on hold and you will hear a dial tone.

Dial the second person's telephone number.

To start the conference call, press the soft button under <u>conf</u> again; all three parties will be participating in a conference call.

When you hang up the other two callers will be disconnected.

Setting up your Phone

Setup Button To change preferences in your phone press the <u>setup</u> button.	

Directory

To add phone numbers into the directory of the phone press the <u>setup</u> button and select <u>Directory</u> or press 1.

In the directory menu press the <u>add</u> soft key button or press 1. Enter the name (similar to entering text on a mobile phone). The 0 key is the space.

Using the down arrow move down to the number to enter this detail. Press the <u>save</u> soft key to save the entry.

Speed Dial

To place numbers in speed dial press the <u>setup</u> button and select <u>Speed Dial</u> or press 2. Press a number that has not been assigned.

Enter the number or if the number is in your directory start typing in the name of the person and it will locate the details. Use the down arrow to select the person and press the <u>ok</u> soft key to save the entry.

Call History

Displays a <u>redial list</u>, an <u>answered call</u> list and a <u>missed call</u> list.

Using the down arrow move through the lists to the number you require and press the <u>dial</u> soft key to call the number.

Ring Tone

This will allow you to change the ring tone of your phone. It will list the 4 extensions on the phone so you could have a different tone for each line. Select the line you wish to change using the down arrow and press the <u>change</u> soft key.

There are 11 installed tones to choose from, using the down arrow or press the number corresponding to the tone. Press the <u>play</u> soft key to hear the tone and <u>select</u> to keep the tone.

Call Forward

1. If you are going to be away from your desk you can forward your calls to another number, eg. mobile. After pressing <u>setup</u> press 6 and then 1. Enter the number that you want your calls to go to and press <u>ok</u>.

2. You can forward calls to another number if your phone is busy. After pressing <u>setup</u> press 6 and then 2. Enter the number that you want your calls to go to and press <u>ok</u>.

3. If there is no answer at your phone you can forward the call to another number. After pressing <u>setup</u> press 6 and then 3. Enter the number that you want your calls to go to and press <u>ok</u>.

4. Similarly, after a certain number of rings you can forward your calls to another number. After pressing <u>setup</u> press 6 and then 4. Enter the number that you want your calls to go to and press <u>ok</u>.

Time/Date

Allows you to change the date and time on the phone. Press <u>setup</u> and then 7.

Reboot (Only use if requested by National Phone & Data)

By pressing <u>setup</u> and then 12 you will reboot the phone.