CISCO

Star2Star
COMMUNICATIONS
One System, One Service, One Provider... The Whole Solution

Cisco SPA508G
(4 Line appearance phone)

Quick User Guide

Basic Phone Features
Customizing Your Phone

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

https://portal.star2star.com/

PLACING A CALL
Using the Handset:
1. Pick up the handset and dial the desired number.
2. Press the **dial** soft key to complete the call.
Using the hands-free Speakerphone:
1. With the handset on-hook, either press ▢ (speaker button), or ▢ (a line button). Dial the desired number.
2. Press the **dial** soft key to complete the call.
Using the optional Headset:
1. With the headset connected, press ▢ (headset button), or ▢ (a line button). Dial the desired number.
2. Press the **dial** soft key to complete the call.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the ▢ or ▢ keys.

ANSWERING A CALL
Using the Handset:
1. Pick up the handset.
Using the Speakerphone:
1. Press ▢, **answer** soft key or ▢ (red flashing line button).

Using the optional Headset:
1. Press ▢ to answer the call using a headset.

ENDING A CALL
1. Press the **endCall** soft key or replace the handset.
2. Press ▢ (line button) if you are using the Speakerphone, headset or handset.
3. Alternatively you may also press ▢ (headset button) if you are using a headset.

MICROPHONE MUTE
1. To mute the phone microphone, speaker, or headset microphone press ▢. The button will glow red.
2. The other party cannot hear you.

3. Press ▢ (microphone mute button) again to unmute and resume audio.

CALL HOLD AND RESUME
1. During a call press the hold button ▢ to place the call on hold.
2. The line button flashes red ▢.
3. The caller on hold will hear Music or Message on hold if enabled on your system.
4. Press the **resume** soft key or flashing red line button to re establish the call.

LOCAL CONFERENCE CALLS
To create a three-way local conference call:
1. You can create a conference with two other parties using the phones local conferencing feature.
2. During an active call, press (right arrow) then press the **conf** soft key to create a new call.
3. The active call is placed on hold and the caller will hear Music or Message on hold if enabled on your system.
4. Dial the phone number of the second party
5. When the second party answers, press the **conf** soft key again to join all parties in the Conference.
When you hang up, the other two parties are disconnected. To keep the other parties in a call, but disconnect you from the call, press **join**.

Use the Star2Star Conference room feature for larger conferences

CALL TRANSFER
Blind Transfer (Transfer without announcement):
1. During a call press the **bxfer** soft key.
2. The caller on hold will hear Music or Message on hold if enabled on your system.
3. Dial the number you want to transfer the call to then press the **dial** soft key to complete the transfer.
Transfer (Announced):
1. During a call press the **xfer** soft key.
2. The caller on hold will hear Music or Message on hold if enabled on your system.
3. Dial the number you want to transfer the call to and then press the **dial** soft key.
4. When the called party answers announce the call.
5. Press the **xfer** soft key to complete the transfer.

CALL FORWARDING
To enable call forwarding:
1. Press the **cfwd** soft key from the phone's idle display. A tone will be heard.
2. The phone displays **Enter CWFD All Number**.
3. Enter the number required.
4. Press the **dial** soft key to invoke the feature.
5. The soft key changes to **–cfwd** and is highlighted.

To disable call forwarding:
1. Press the **–cfwd** soft key.

Use the Star2Star Find-Me / Follow-Me feature found in the Star2Star Web Portal Individual Phone Settings section.
Follow Me (Immediate)
Find Me (Sequential
Find Me (All).

REDIAL
1. Press the **redial** soft key and use the navigation arrows to select the desired number from the Redial List.
2. Lift the handset or press the **dial** soft key.
3. Select the **edit** soft key to edit the number selected before dialing e.g. to add an area code.

DO NOT DISTURB
1. Press **dnd** soft key.

2. The soft key changes to **-dnd** and is highlighted.
3. Press the **-dnd** soft key to turn off the feature.
(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked.

VOICE MAIL

1. The indicator at the top of the phone will glow red when new message are waiting. A message envelope icon ✉ will appear against your extension number in the phone display.
2. To listen to voice messages press the ✉ button or dial 1000.
3. The system will prompt for your password.

(Note) when accessing the voice mail system for the first time your password is your extension #. Change your password to a number other than your extension number e.g. a 4-digit number you can recall easily.

DIRECTORY

The Company Extension Directory is automatically downloaded to the phone.
1. To access the Directory press the **dir** soft key or press 🗋 (setup button) and press the **select** soft key.
2. The phone will display 3 options:

DIRECTORY (contd)
New Entry
Search
Directory

- Personal Address Book
1. Select the **New Entry** option to add personal address entries.
2. Select the **add** soft key and use the keypad to enter the name as appropriate.
3. Select the down arrow navigation button to move down the **Number** field.

4. Select the down arrow navigation button to move down the **Ring** field. This can be changed from **Default** to a specific ringer sound by selecting the **option** soft key.
5. Use the up arrow navigation button to search available options.
6. Select the **play** soft key to listen to your selection.
7. Select the **save** soft key when done.
8. Use the **Search** option to search entries in the Personal Address Book.

- Directory
*The corporate extension directory is automatically downloaded to the phone. The phone will display 32 entries at a time. Press the **Next** soft key to display additional entries as required.*

1. Using the navigation arrows select option **3 Directory** then press the **Select** soft key.
2. The Company Directory is displayed.
3. Use the navigation arrows to select the entry you require.
4. Press the **Dial** soft key to dial the entry you require.

SPEED DIALS
You can create speed dials assigned to a number, that, when pressed on the keypad, dials the number assigned to it. You can have up to 8 of these (2 – 9) speed dials. Location 1 is reserved for voice mail).

1. Press 🗋 (setup button)

SPEED DIALS (contd)
2. Scroll to **Speed Dial** and press the **Select** soft key.
3. For a new speed dial, scroll to select an unused speed dial location (2 through 9).
4. To edit an existing speed dial or add a new one select it by using the navigation buttons then press the **edit** soft key.
6. Enter the phone number for the speed dial and select the **ok** soft key.

To call one of your configured speed dial numbers, choose one of the following options:

• Open a phone line and press the number for the speed dial (2 – 9), then wait a few seconds or press the **dial** soft key.

• . Press 🗋 (setup button) select **Speed Dial**, choose the number, and press the **dial** soft key.

(Note) if your phone has been fitted with an expansion module(s) use the Star2Star Web Portal Individual Phone Settings / Speed Dials section to configure this device. Typically you would add local extensions to view their presence and allow one touch transfer of calls from your phone to that extension.

VOLUME ADJUSTMENT

1. Press the ⊟ volume button to adjust handset, headset and speakerphone volume during a call.
2. Pressing this button with the phone in an idle state will adjust the ringer volume.
3. Press the **save** soft key to keep the setting.

RING TYPE
1. Press 🗋 (setup button) to enter the Setup Menu.
2. Scroll to **4 Ring Tone**.

RING TYPE (contd)
3. Press the **Select** soft key.
4. Scroll to the extension you wish to change. Typically all calls will arrive on **Ext 1**.
5. Press the **change** soft key to view and subsequently scroll the available ring tone options.
6. Press the **play** soft key to listen.
7. When you have selected the tone you require press the **select** soft key.

STAR2STAR CALL PARK AND RETRIEVE
1. With a call in progress press the **park** soft key.
2. The phone will announce the system retrieval code e.g. 7001 and automatically park the call in the first available park position e.g. **Park 1**.
3. The park button glows red and the caller is now parked.
4. The caller will hear music or message on hold if configured on your system.
5. Press the relevant **Park** position button on your phone or any similar model local extension to retrieve the call.
6. Alternatively dial the retrieval code e.g. 7001 to retrieve the call.

CALLER PICKUP
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.