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|-------------------------------|---------------------------|
| 1. Handset | 8. Hold button |
| 2. LCD screen | 9. Setup button |
| 3. Voice mail indicator light | 10. Volume adjustment bar |
| 4. Lines (SPA941 & SPA942) | 11. Headset button |
| 5. Soft buttons | 12. Speaker button |
| 6. Navigation button | 13. Mute button |
| 7. Mailbox button | 14. Dial pad |

Making a Telephone Call

Call using one of three devices:

- Lift the handset and dial, or
- Connect the headset (port is on right side of phone), press the headset button and dial, or
- Press the speaker button and dial.

Switching Devices During a Call

- Only one device at a time can be used.
- Press the button for the device.
- Adjust volume as needed.

Dialing a Stored Number

- To redial the last number called, press the soft button below **redial** twice.
- To view directory choices, press the soft button under **dir**. Use the navigation button to highlight your choice. Press **dial** to call.
- To dial the number of the last call the phone received, press the soft button under **lcr**.

Speed Dialing

- Speed dial numbers must already be programmed into the phone (see Setup Shortcuts)
- Dial the speed dial number and then lift the handset, or
- lift the handset and dial the speed dial number, followed by the # button on the phone,
- the entry in the speed dial list will be dialed automatically.

Receiving Calls

1. Multiple Calls on a Single Line

- (For SPA921 and SPA922)
- Caller information will display on the LCD screen.
- To access more than one simultaneous call, use the hold or conference feature.

2. Multiple Calls on a Multiple Lines

- (For SPA941 and SPA942)
- Calls will come in on the first available line.
- Call information will display on the LCD screen.

Muting a Call

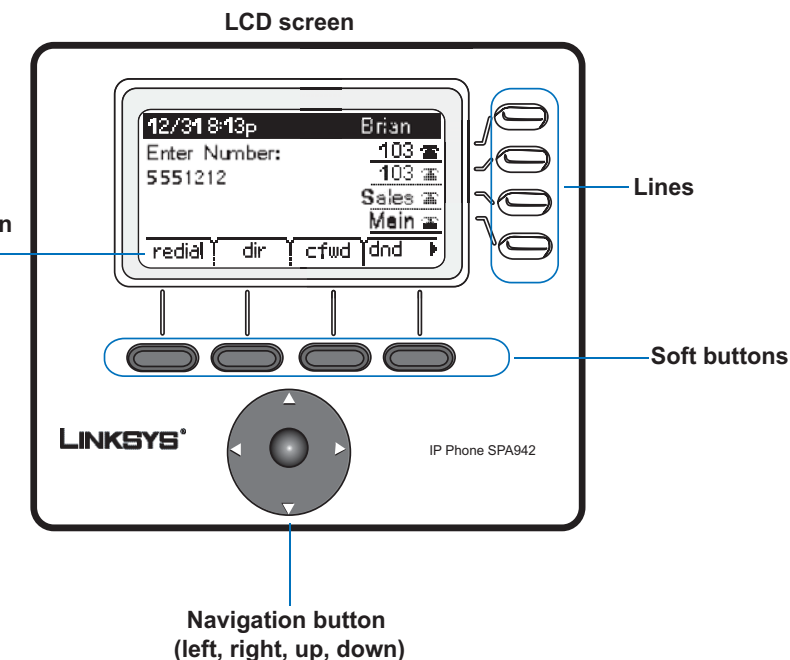
- Mute the call by pressing the mute button.
- Press the mute button again to cancel.

Placing a Call on Hold

- Press the hold button to put the active call on hold. If there is another incoming call, you can now answer the 2nd call or line.
- For multiple lines (SPA941 and SPA942), the call's line will flash red.
- Resume the 1st call by pressing the line button associated with the 1st call.
- If the 2nd call is still in progress it will automatically go on hold.

To End a Call

- From a handset, hang up.
- From a speaker call, press the speaker button.
- From a headset call, press the headset button.



LCD Screen Overview

- Top line displays date, time, phone number
- main area displays call information
- bottom lines display soft button options
- right side displays extension numbers, if available.

Soft Button Features

Shows available features. As shown above, by pressing the soft button below the feature, you could:

- redial: view redial list
- dir: view directory options
- cfwd: forward your calls
- dnd: choose do not disturb.

In this display, more choices are available by pressing the right navigation button.

Soft Buttons

Press to activate a soft button feature.

Navigation button

Use to move up, down, left or right through soft button features.

Lines

(SPA 941 and 942 only)
Use to access additional extensions.

SPA IP Phone

| Feature | Use to: |
|----------------|---|
| < < or >> | move left or right through an entry without deleting characters |
| add | add an entry |
| alpha, IP, num | toggle through choices to enter a number, URL or IP address |
| cancel | to cancel any changes you have made (press before ok or save) |
| cfwd | access call forwarding options (see Setup Shortcuts) |
| change | change a ring tone feature |
| clear | clear an entire entry |
| copy | copy an existing directory entry |
| delChr | delete the last character entered |
| delete | delete an stored entry |
| dial | place a call to the number highlighted on the LCD screen |
| dir | access the phone's directory (see Setup Shortcuts) |
| dnd | enable do not disturb (see Setup Shortcuts) |
| edit | edit a stored entry |
| grPick | pickup a call from an extension outside your group |
| lcr | dial the last call received |
| ok or save | confirm your choice when entering new information |
| park | park a call (see <i>SPA IP User Guide</i> for more detail) |
| paste | paste the copied information into your personal directory |
| pickup | pickup a call from another phone in your group |
| play | listen to ringtones before choosing |
| redial | redial recently called numbers |
| select | choose an item to review or change |
| unpark | pick up a parked call |

Accessing Voice Mail

Voice mail service must be available on your network

- Press the mailbox button, or
- Press the setup button then, 8 or
- Dial the voice mail extension.

Initiating Three Way Conference Calls

1. Press the soft button under **conf** during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the telephone number to conference in.
3. Press the soft button under **conf** again. The conference call will now include you and the other two parties.
4. Hanging up disconnects all parties.








Attended Transfer

1. Press the soft button under **xfer** during an active call.
2. The first call goes on hold and there will be a dial tone. Dial the second telephone number.
3. When the second person answers, you can have a private conversation without the first person hearing it.
4. To connect the call to the second person, press the soft button under **xfer** again to complete the transfer.
5. You will be disconnected from the call.

Unattended Transfer

1. Press the soft button under **xfer** during an active call.
2. The first call is placed on hold. There will be a dial tone. Dial the second telephone number.
3. When the phone rings, press the soft button under **xfer** again to complete the transfer.
4. You will be disconnected from the call.

Phone Buttons

| | |
|---|----------------------------------|
|  | mailbox |
|  | setup |
|  | mute (illuminates when on) |
|  | headset (illuminates when on) |
|  | speaker (illuminates when on) |
|  | hold |
|  | volume adjustment bar |



Setup Shortcuts

Note: Press buttons in sequence

1. Directory

- To add a new entry: Setup, 1,1
- To view a corporate directory: Setup, 1, 2
- To use a personal directory: Setup, 1,3

2. Speed Dial

- To add/edit a speed dial number: Setup, 2

3. Call History

- To view redial list: Setup, 3, 1
- To view answered calls list: Setup, 3,2
- To view missed calls list: Setup, 3,3

4. Ring Tones

- To change a ring tone: Setup, 4

5. Preferences

- To block your caller ID: Setup: 5, 1
- To block anonymous callers: Setup: 5, 2
- To enable Do Not Disturb, Setup: 5, 3
- To enable Secure Call, Setup: 5, 4
- To enable Dial Assistance, Setup: 5, 5
- To choose Preferred Audio Device, Setup: 5, 6

6. Call Forward

- To forward all calls to one number: Setup, 6, 1
- To forward calls when your phone is busy: Setup, 6,2
- To forward calls when there is no answer at your phone: Setup, 6, 3
- To forward calls after a time delay: Setup, 6, 3, then Setup 6, 4

7. Time/Date

- To change the time and/or date: Setup, 7

8. Accessing Voice Mail

- To access voice mail: Setup, 8
(or the mailbox button)

NOTE: 9 through 14 are Network settings - check with your Phone Administrator before using

15. Phone password

- To setup a phone password: Setup, 15

16. LCD Contrast

- To adjust the LCD screen contrast: Setup, 16

17. Call Park Status

- To view the status of a call that has been parked: Setup, 17

18. Login

- To login to phone: Setup, 18
(use only if a phone password is in use)

For detailed information on these or any other features in this Quick Reference guide, please see the *SPA IP Phone User Guide*.

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For additional information or troubleshooting help, refer to the User Guide on the Setup CD-ROM. You can also email for further support.

Website

<http://www.linksys.com>

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