

How To Reach Us When You Need Us

24 Hour Customer Support:

800.217.3096

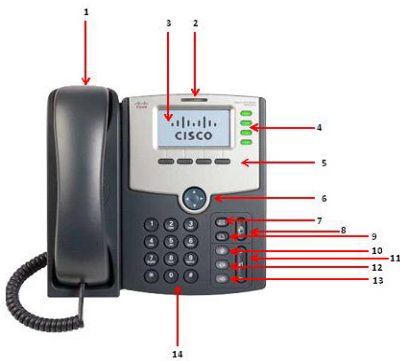
TechSupport@smartchoiceus.com

Smart Choice Communications maintains a 24 hours a day 7 days a week customer support call center.

Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

- Identify yourself & the company you represent
- State the nature of the trouble
- A service ticket will be opened
- Your call will be transferred to our Tech Support Team to attempt problem resolution
- In the event the issue resides, an onsite dispatch will be arranged

Cisco SPA 504G Quick Reference



- | | |
|----------------------|--------------------|
| 1. Handset | 8. Hold Button |
| 2. Indicator Light | 9. Setup Button |
| 3. LCD Screen | 10. Mute Button |
| 4. Line Keys | 11. Volume Button |
| 5. Softkey Buttons | 12. Headset Button |
| 6. Navigation Button | 13. Speaker Button |
| 7. Messages Button | 14. Keypad |

Place A Call

Use Any Of These Methods

- Lift Handset & Dial #
- Press Speaker & Dial #
- Press Headset & Dial #

Answer A Call – Four Ways

- Lift Handset
- Press Speaker
- Press Headset
- Press Answer Softkey

Create A Conference Call

- During A Call Press The Conf Softkey
- Dial The Second Extension Or Telephone Number
- Press The Conference (conf) Softkey Again

Place A Call On Hold

- Press Hold
- Press The Resume Button

If Multiple Calls Are On Hold, Be Sure To Select The Desired Line Button Of The Held Call Before Pressing Resume

Do Not Disturb

- Press Dnd Softkey On The LCD Screen Of The Phone.
- To Remove, Press The Dnd Softkey.

Personal Phone Directory

- Press the Setup Button & Select Directory
- Select New Entry & Press Add Softkey
- Type In Name & Number In Designated Fields
- To Choose Ring Type:
 - Press Option Softkey
 - Toggle Through Available Options
 - Press Select Softkey To Assign Ringtone
- Press Save To Save Entry

Call Forwarding

- Press The Call Forward (cfwd) Softkey On The LCD Screen
- Enter The Extension Or Phone Number You Want The Call Forwarded To
- To Remove, Press The Call Forward Softkey

Voicemails

- Press The Messages Button
- Enter The Ext Of Your Phone # & Then Press #
- Enter Your Password, Then Press The # Key

Retrieve Your Voicemails Remotely

- Dial The Assigned Remote Ph #
- Press * When Hear Recording

- When You Hear “Mailbox” Enter Your Extension Followed By The # Key
- When You Hear “Password” Enter Your Password Followed By The # Key.

Transfer A Call Directly To Voicemail

- During A Call, Press Blind Transfer (bxfer) Softkey
- Dial **+Ext
- Press Dial

Transfer

- During a Call, Press The Transfer (xfer) Softkey
- Enter The Number That You Want To Transfer The Call To
- Press the Transfer (xfer) Softkey After The Phone Begins To Ring Or After The Phone Is Answered

Blind Transfer

- During A Call Press The Blind Transfer (bxfer) Softkey
- Dial The Extension Or Phone Number You Wish To Transfer The Call To
- Press The Dial Softkey To Transfer The Call