

CISCO SPA 525G REFERENCE

How To Reach Us When You Need Us

24 Hour Customer Support: [800.217.3096](tel:800.217.3096) TechSupport@smartchoiceus.com

Smart Choice Communications maintains a 24x7x365 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 problem
- 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, onsite dispatch will be arranged

Cisco SPA 525G Quick Reference



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|------------------------------|--------------------|
| 1. Handset | 9. Messages Button |
| 2. Speaker | 10. Hold Button |
| 3. Message Waiting Indicator | 11. Setup Button |
| 4. LCD Screen | 12. Mute Button |
| 5. Line Keys | 13. Volume Button |
| 6. Soft Key Buttons | 14. Speaker Button |
| 7. Navigation Button | 15. Headset Button |
| 8. Center Select Button | 16. Keypad |

Place A Call

Use any of these methods

- Lift handset and dial #
- Press Speaker Button and dial #
- Press Headset Button and dial # (requires headset)
- Press a green Line Key and Dial #

Answer A Call

Use any of these methods

- Lift handset
- Press Speaker Button
- Press Headset Button (requires headset)
- Press "Answer" Soft Key
- Press the flashing red Line Key

Create A Conference Call

- Place a call
- Press "Conf" Soft Key
- Dial a 2nd phone # and press "Dial"
- Press "Join" Soft Key

Place A Call On Hold

- Press "Hold" Soft Key or Hold Button
 - Press the "Resume" Soft Key or flashing red Line Button
- **If multiple calls are on hold, be sure to select the desired Line Button of the held call before pressing "Resume" Soft Key**
- **If there are multiple calls per line, use the Navigation Button to highlight the desired call**

Call Forward All Calls

- Press "Forward" Soft Key

- Dial forwarding # and press "Dial" Soft Key
- Press "Clr Fwd" Soft Key to deactivate call forwarding

Change Ring Tones

- Press Setup Button
- Navigate down to "6 User Preferences" and press "Select" Soft Key
- Navigate down to "2 Audio Preferences" and press "Select" Soft Key
- Press the Navigation Button to the right, highlight desired ring tone and press "Select" Soft Key
- Press "Set" Soft Key

Personal Phone Directory

- Press "Directory" Soft Key
- With "Personal Address Book" highlighted, press "Select" Soft Key
- To dial, highlight desired entry, press left or right on Navigation Button for Work/Mobile/Home, and press "Dial"
- To add new entry, press "Add" Soft Key
- Type in name the Name text field
- Type in number in the Work/Mobile/Home text field and press "Save" Soft Key
- To edit, highlight desired entry and press Center Select Button

Retrieve Voicemail Locally

- Press the Messages Button
- If prompted for mailbox number, enter extension number, then press "#"

- If prompted for password, enter voicemail PIN, then press "#"

Retrieve Voicemail Remotely

- Dial the assigned remote voicemail #
- When prompted for mailbox number, enter extension number, then press "#"
- When prompted for password, enter voicemail PIN, then press "#"
- Alternatively, use OmniVoice User Panel in any web browser

Attended Transfer

- During a call press "Transfer" Soft Key
- Dial phone # or extension #, press "Dial" Soft Key
- You may speak to person to whom you are transferring the call before completing the transfer with "Transfer"
- If the person does not want the call, press "End Call" to end the transfer
- Press "Resume" to retrieve the call

Blind Transfer

- During a call press "BlindXfer" Soft Key
- Dial phone # or extension #, Press "Dial" Soft Key

Transfer A Call Directly To Voicemail

- Use a transfer method above, but instead of dialing extension #, dial "***" before the extension #