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Quick Reference Guide for SPA9x2 Phones

QUICK REFERENCE

BUSINESS SERIES

Linksys IP Phone Models:
SPA962, SPA942 and
SPA922




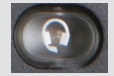



Phone Buttons and Features



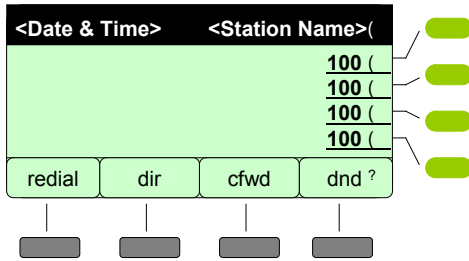
NOTES:

- You can use only one device at a time: handset, headset, or speaker. To switch devices during a call, press the button for the device you want.
- Calls come in on the first available line.
- Caller information appears on the LCD screen.
- Press line keys to use extensions on the SPA942 and SPA962.
- You might need to dial a number, such as **9** or **0**, to make an outside call. Ask your system administrator.

Using Your Phone Buttons

Press this button...	To do this....
<p>Messages</p> 	<p>Access voice mail messages. You can either:</p> <ul style="list-style-type: none">• press the Setup button (below), then 8or• dial the voice mail extension. <p>Note that voice mail must be available on your network.</p>
<p>Setup</p> 	<p>Modify the phone's operations. Press Setup to display a menu on the LCD. Press the corresponding number for the option you want. Use the Navigation button to scroll through options and use the soft buttons to Select, Edit, and Cancel options.</p>
<p>Mute</p> 	<p>Turn off the phone's microphone. Press again to turn on the microphone.</p>
<p>Headset</p> 	<p>Speak and listen through a headset. Connect the headset in the port on the right side of the phone. Press the Headset button to make a call. Press it again to end the call.</p>
<p>Speaker</p> 	<p>Enable the full-duplex speakerphone. You must speak somewhat near the phone.</p> <p>Press the Speaker button to make a call. Press it again to end the call.</p>
<p>Hold</p> 	<p>Put active call on hold. You can answer a call on another line (the first line flashes).</p> <p>Resume the first call by pressing the call's line key.</p> <p>If the second call is still in progress, it automatically goes on hold.</p>
<p>Volume</p> 	<p>Increase or decrease the volume on any device (handset, headset, or speaker). Press + (the plus key) to increase volume. Press - (the minus key) to decrease volume.</p> <p>You can press the Save soft button to save your volume setting.</p>

Using Your LCD and Buttons



NOTE: This illustration shows the SPA942 phone display. The SPA922 has no line keys. The SPA962 has six line keys.

The LCD shows basic phone and line information:

- Top status line displays date, time, and station name
- Main area displays call information during a call
- Bottom lines display soft button names
- Right side displays extension numbers associated with the Line keys

Use the soft buttons to access phone features. As shown above, soft buttons let you:

- Redial a number (redial)
- View your personal directory information (dir)
- Forward your calls (cfwd)
- Select “do not disturb” (dnd)



NOTE: Use the **Navigation** button to scroll up, down, left, and right through soft button features.

Answering Two Calls on a SPA922

1. If a call comes in while you are on another call, press **Hold** to answer the second call. The LCD displays both calls, and the **Resume** softkey appears. Use the **Resume** softkey to toggle between calls.
2. When you hang up one call (on-hook), you can press **Resume** to retrieve the call on hold. *Note: press **Resume** while the phone is on-hook; otherwise, the **Resume** softkey disappears.*
3. To retrieve the call on hold, press **Resume** and pick up the handset (or press speaker/headset).

Transferring Calls

You can transfer in calls in two ways:

1. Press the soft button under **Transfer/xfer** during an active call. The first call goes on hold and you will hear a dial tone.
2. Dial the second phone number or extension. That phone rings.
3. To transfer the call without speaking to the second person, press **Transfer/xfer** again.

To speak to the second person, wait for that person to answer and speak privately before pressing **Transfer/xfer**.

You are disconnected from the call.

Starting a Conference Call

To initiate a three-way conference call:

1. Press the **Conf** soft button during an active call. The first call goes on hold and you hear a dial tone.
2. Dial the second phone number or extension to conference in.
3. Press the **Conf** soft button again. The call now includes you and the other two parties.

Hanging up disconnects all parties in the conference call.



Using Setup Shortcuts

You can use the **Setup** button to perform many tasks, including:

- Using your phone directory
- Speed dialing a number
- Forwarding calls

Frequently Used Soft Buttons

<< or >> moves the cursor left or right	DelChr deletes the previous character	Edit changes an entry	Clear erases an entire entry
Ok or Save confirms your selections	Cancel cancels changes (if pressed before Ok or Save)	Select chooses an item to view or change	Add/Delete adds or deletes an entry

Common Setup Shortcuts



NOTE: Press the buttons and numbers in the order shown. Pause between numbers (so **1>1** is not mistaken for **11**, for example).

Using Your Directory

- Add a new entry: **Setup > 1 > 1**
- View a corporate directory: **Setup > 2**
- Use a personal directory (if created): **Setup > 1 > 3**

Using Speed Dial

- Add or edit a speed dial number: **Setup > 2**

Viewing Call History

- View a list of numbers you have dialed: **Setup > 3 > 1**
- View your answered calls: **Setup > 3 > 2**
- View your missed calls: **Setup > 3 > 3**

Setting Up Call Forward

- Forward all calls to one number: **Setup > 6 > 1**
- Forward when your phone is busy: **Setup > 6 > 2**
- Forward when your phone is not answered: **Setup > 6 > 3**
- Forward after a specified time delay: **Setup > 6 > 4**

Changing the Time/Date

- Change the time and date displayed on your phone LCD: **Setup > 7**

Voice Mail

- Change the number to dial for your messages: **Setup > 8**

For more information about Setup shortcuts, soft buttons, and all other phone features, see the *Linksys SPA9x2 Phone User Guide*.

Additional support is also available by phone or online.

24-Hour Technical Support

866-606-1866

Websites

US/Canada <http://www.linksys.com>

EU <http://linksys.com/international>

Support

<http://www.linksys.com/support>

RMA (Return Merchandise Authorization)

<http://www.linksys.com/warranty>

FTP Site

<ftp://ftp.linksys.com>

Sales Information

800-546-5797 (800-LINKSYS)



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