<table>
<thead>
<tr>
<th>Sections</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>5</td>
</tr>
<tr>
<td>Using this Document</td>
<td>5</td>
</tr>
<tr>
<td>Notational conventions</td>
<td>5</td>
</tr>
<tr>
<td>Typographical conventions</td>
<td>5</td>
</tr>
<tr>
<td>Special messages</td>
<td>5</td>
</tr>
<tr>
<td>Definition</td>
<td>5</td>
</tr>
<tr>
<td>Basic Requirements</td>
<td>6</td>
</tr>
<tr>
<td>USING YOUR HOSTED PBX PHONESYSTEM</td>
<td>7</td>
</tr>
<tr>
<td>System Description</td>
<td>7</td>
</tr>
<tr>
<td>Getting Started</td>
<td>7</td>
</tr>
<tr>
<td>Introduction to your Cisco Desk Phone</td>
<td>7</td>
</tr>
<tr>
<td>Before You Use Your Phone</td>
<td>7</td>
</tr>
<tr>
<td>Soft key Buttons your Cisco SPA504G Phone</td>
<td>9</td>
</tr>
<tr>
<td>Information Screen</td>
<td>11</td>
</tr>
<tr>
<td>Main Menu Screen</td>
<td>12</td>
</tr>
<tr>
<td>Adjusting the Volume</td>
<td>13</td>
</tr>
<tr>
<td>DESK PHONE– BASIC CALLFEATURES</td>
<td>14</td>
</tr>
<tr>
<td>Placing Calls</td>
<td>14</td>
</tr>
<tr>
<td>To place a call using the handset</td>
<td>14</td>
</tr>
<tr>
<td>To place a call using Hands-Free Speakerphone mode</td>
<td>14</td>
</tr>
<tr>
<td>To place a call using the headset</td>
<td>14</td>
</tr>
<tr>
<td>Placing a second call</td>
<td>15</td>
</tr>
<tr>
<td>Method 2</td>
<td>15</td>
</tr>
<tr>
<td>Answering Calls</td>
<td>16</td>
</tr>
<tr>
<td>To answer a call using the handset</td>
<td>16</td>
</tr>
<tr>
<td>To answer a call using Hands-Free Speakerphone mode</td>
<td>16</td>
</tr>
<tr>
<td>To answer a call using the headset</td>
<td>16</td>
</tr>
<tr>
<td>Inbound Caller ID</td>
<td>16</td>
</tr>
<tr>
<td>Ending Calls</td>
<td>16</td>
</tr>
<tr>
<td>Forwarding Calls</td>
<td>17</td>
</tr>
<tr>
<td>Static Forwarding</td>
<td>17</td>
</tr>
<tr>
<td>Call Management Features Call Hold</td>
<td>19</td>
</tr>
<tr>
<td>Conferencing Calls</td>
<td>20</td>
</tr>
<tr>
<td>Splitting Conference Calls</td>
<td>21</td>
</tr>
<tr>
<td>Ending Conference Calls</td>
<td>21</td>
</tr>
<tr>
<td>Transferring Calls</td>
<td>21</td>
</tr>
<tr>
<td>Performing a Consultative (Warm) Transfer</td>
<td>21</td>
</tr>
<tr>
<td>Performing a Blind Transfer</td>
<td>22</td>
</tr>
<tr>
<td>Call Transfer to Voicemail</td>
<td>22</td>
</tr>
<tr>
<td>Using Network-based Call Transfer</td>
<td>22</td>
</tr>
<tr>
<td>Note: If the transfer party does not pick up the phone, touch #6 to return to the original caller</td>
<td>23</td>
</tr>
<tr>
<td>Call Park</td>
<td>23</td>
</tr>
<tr>
<td>Paging (Intercom)</td>
<td>23</td>
</tr>
<tr>
<td>Redial</td>
<td>24</td>
</tr>
<tr>
<td>Mute</td>
<td>24</td>
</tr>
<tr>
<td>Directed Call Pickup</td>
<td>24</td>
</tr>
<tr>
<td>Directed Pickup</td>
<td>24</td>
</tr>
<tr>
<td>Any Call Pickup</td>
<td>24</td>
</tr>
<tr>
<td>Group Pickup</td>
<td>25</td>
</tr>
<tr>
<td>Directed Call Pickup</td>
<td>25</td>
</tr>
<tr>
<td>MANAGING INCOMING CALLS</td>
<td>26</td>
</tr>
<tr>
<td>Rejecting Calls</td>
<td>26</td>
</tr>
<tr>
<td>USING VOICEMAIL</td>
<td>27</td>
</tr>
</tbody>
</table>
Setting up the voicemail box for the first time ................................................................. 27
Retrieving messages from your Desk Phone .................................................................... 27
Retrieving messages when you are away from the office ............................................... 28
Returning a Call ................................................................................................................... 28
Change your Voicemail PIN .............................................................................................. 28
Record a Personal Greeting via the Phone ...................................................................... 28
Forward Voicemail Messages via the Phone .................................................................... 29
Logging into your Voicemail Box via the Web ................................................................. 29
Retrieving messages via the Web ...................................................................................... 29
Forward Voicemail Messages via the Web ...................................................................... 30
Voicemail Notification via Email ..................................................................................... 31
To Create a Voicemail Group ............................................................................................ 32
Change the Number of Rings Before Voicemail Picks Up .............................................. 33

6 CALL LISTS AND DIRECTORIES .................................................................................. 34
Managing Call Lists .......................................................................................................... 34
Managing Contacts .......................................................................................................... 35
Adding Contacts ............................................................................................................... 35
Adding Contacts Manually ............................................................................................. 35
Adding Contacts From Call Lists ................................................................................... 36
Editing Contacts ............................................................................................................... 36
Deleting Contacts ............................................................................................................ 37
Placing Calls to Contacts .................................................................................................. 38
Searching for Contacts .................................................................................................... 38

7 CUSTOMIZING YOUR PHONE .................................................................................... 39
Configuring Basic Settings .............................................................................................. 39
To configure the time and date formats: ......................................................................... 39
To Adjust the Display contrast: ......................................................................................... 40
Selecting the Ring Type ................................................................................................... 40
To change the incoming ring type: ................................................................................... 41
Changing the Language ................................................................................................... 41

8 INSTALLATION OVERVIEW ..................................................................................... 42
Before you begin your installation .................................................................................... 42
Assigning Extension Numbers and Phone Numbers to Phones ...................................... 44
Understanding Extensions and Lines .............................................................................. 44

9 INSTALLING YOUR HOSTED PBX ........................................................................ 45
Installing Desk Phones ................................................................................................... 45
Option 1: Connect Desk Phones using your existing data network .................................. 45
Option 2: Connect Desk phones using your existing data network then connect the phones to your computer ...... 46
Connecting Wired and Wireless Headsets ...................................................................... 47
Installing the Desk Phone Wirelessly .............................................................................. 48
Step 1) Installing the Wireless Transmitter ..................................................................... 48
Step 2) Connect phones wirelessly (within 40') using the Wireless Adapter .................. 48
Activating the Service ....................................................................................................... 49
Conformance ..................................................................................................................... 51
Important Safety Instructions ......................................................................................... 51
FCC Information ............................................................................................................. 52
Customer Owned Coin/Credit Card Phones .................................................................. 52
Data Equipment ................................................................................................................. 53
Systems ............................................................................................................................. 53
Automatic Dialers ........................................................................................................... 53
Toll Restriction and Least Cost Routing Equipment ......................................................... 53
Equal Access Requirements ............................................................................................ 53
Electrical Safety Advisory ............................................................................................... 53
1 Introduction

Congratulations on purchasing the Intermedia Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new PBX phone system and service.

Using this Document

Notational conventions
Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions
Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages. Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages
This document uses the following icons to draw your attention to specific instructions or explanations.

- **Note**: Provides clarifying or non-essential information on the current topic.

- **Definition**: Explains terms or acronyms that may be unfamiliar to many readers.

- **WARNING**: Provides messages of high importance, including messages relating to personal safety or system integrity.
Basic Requirements

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don’t have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the Hosted PBX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

Note

Installation Instructions are located on page 43 of this guide.
2 Using Your Hosted PBX phone system

System Description

The Hosted phone system supports up to 100 phones
• You can have as few as one phone at an address
• Cordless phones can be used in conjunction with Desk Phones or can be installed stand alone
• Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner’s Manual is your guide to using the PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

Introduction to your Cisco Desk Phone

The Cisco SPA504G Desk Phone provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution graphic display supplies content for call information, directory access, and system status. The phones support advanced functionality, including multiple call appearances, HTTPS security and a suite of business phone features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone.

Before You Use Your Phone

The image below and table describe the various feature buttons of your phone.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset</td>
</tr>
<tr>
<td>2</td>
<td>Message Waiting Indicator</td>
</tr>
<tr>
<td>3</td>
<td>IP Phone screen</td>
</tr>
</tbody>
</table>
| 4      | Line keys | Indicates phone line status.  
Green: Line is idle.  
Red (steady): Line is active or in use.  
Red (flashing): Line is on hold or there is an inbound call.  
Orange: Line is unregistered (cannot be used). |
| 5      | Soft key Buttons | Press a soft key button to perform the action shown on the label of the IP phone screen.  
Note: The Cisco SPA504G has the following four buttons:  
Redial - Dials the last number called.  
Dir - Accesses the Directory.  
Cfwd – Forwards all calls.  
Dnd – Do Not Disturb |
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Navigation button</td>
<td>Press an arrow key to scroll left, right, up, or down through items shown on the IP phone screen.</td>
</tr>
<tr>
<td>7</td>
<td>Messages button</td>
<td>Press to access voice mail.</td>
</tr>
<tr>
<td>8</td>
<td>Hold Button</td>
<td>Press to place call on hold.</td>
</tr>
<tr>
<td>9</td>
<td>Setup button</td>
<td>Press to access a menu to configure features and preferences (such as your directory, status, and speed dials), access your call history, set up functions (such as call forwarding), and provide phone status information.</td>
</tr>
<tr>
<td>10</td>
<td>Mute Button</td>
<td>Press to mute or unmute the phone. When phone is muted, the button is lit red. A blinking or steady red mute button indicates the network connection cannot be found.</td>
</tr>
<tr>
<td>11</td>
<td>Volume Button</td>
<td>Press (+) to increase the volume and (-) to lower the volume of the handset, headset, speaker when the phone is offhook, or ringer volume when the phone is on-hook.</td>
</tr>
<tr>
<td>12</td>
<td>Headset Button</td>
<td>Push to turn the headset on or off. When the headset is on, the button is lit green.</td>
</tr>
<tr>
<td>13</td>
<td>Speaker Button</td>
<td>Push to turn the speaker on or off. When the speaker is on, the button is lit green.</td>
</tr>
<tr>
<td>14</td>
<td>Keypad</td>
<td>Use to dial phone numbers, enter letters, and choose menu items.</td>
</tr>
</tbody>
</table>

**Soft key Buttons your Cisco SPA504G Phone**

This section contains information on the terms used when interacting with your new Cisco SPA504G Desk Phone.

The soft key buttons on your phone display might vary depending on your phone model and the phone system setup. Press the Right Arrow or Left Arrow keys on the navigation button to view additional soft key buttons.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; or &gt;&gt;</td>
<td>Move left or right through an entry without deleting characters.</td>
</tr>
<tr>
<td>activ</td>
<td>Activates screensaver mode.</td>
</tr>
<tr>
<td>add</td>
<td>Add an entry.</td>
</tr>
<tr>
<td>bXfer</td>
<td>Performs a blind transfer (transferring a call without speaking to the party to whom you are transferring the call.</td>
</tr>
<tr>
<td>cancel</td>
<td>Cancels and changes you have made. (Press before ‘ok’ or ‘save’)</td>
</tr>
<tr>
<td>cfwd</td>
<td>Forwards all calls coming to your phone to a specified number.</td>
</tr>
<tr>
<td>-cfwd</td>
<td>Clears call forwarding.</td>
</tr>
<tr>
<td>conf</td>
<td>Initiates a conference call.</td>
</tr>
<tr>
<td>confLx</td>
<td>Conferences active lines on the phone together.</td>
</tr>
<tr>
<td>delChr</td>
<td>Deletes the last number or letter.</td>
</tr>
<tr>
<td>delete</td>
<td>Deletes an entire item. (example, a number from the call history)</td>
</tr>
<tr>
<td>dial</td>
<td>Dials a Number.</td>
</tr>
<tr>
<td>dir</td>
<td>Accesses phone directory</td>
</tr>
<tr>
<td>dnd</td>
<td>Do Not Disturb. (prevents incoming calls)</td>
</tr>
<tr>
<td>-dnd</td>
<td>Clears Do Not Disturb.</td>
</tr>
<tr>
<td>edit</td>
<td>Opens an item so that you can edit numbers or letters, or enable or disable a feature.</td>
</tr>
<tr>
<td>grPick</td>
<td>Allows you to answer a call ringing on an Ext by Discovering the number of the ringing Ext.</td>
</tr>
<tr>
<td>Command</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>ignore</td>
<td>Ignores an incoming call.</td>
</tr>
<tr>
<td>lcr</td>
<td>Dials the last call received.</td>
</tr>
<tr>
<td>miss</td>
<td>Shows the Missed Calls list.</td>
</tr>
<tr>
<td>park</td>
<td>Puts a call on hold at a designated “park” number. The call is parked on a Park group ext, and announce where parked.</td>
</tr>
<tr>
<td>xcode</td>
<td>Allows you to enter a starcode.</td>
</tr>
<tr>
<td>redial</td>
<td>Displays a list of recently dialed numbers.</td>
</tr>
<tr>
<td>resume</td>
<td>Resumes a call that is on hold.</td>
</tr>
<tr>
<td>save</td>
<td>Saves your changes.</td>
</tr>
<tr>
<td>select</td>
<td>Selects the highlighted item on the IP phone screen.</td>
</tr>
<tr>
<td>xfer</td>
<td>Performs a call transfer.</td>
</tr>
<tr>
<td>xferLx</td>
<td>Transfers a line on the phone to a called number.</td>
</tr>
<tr>
<td>y/n</td>
<td>Enters a submenu and when pressed, toggles between ‘Yes’ or ‘No’ to enable or disable an option.</td>
</tr>
</tbody>
</table>

**Information Screen**

The display screen of your phone provides you with a host of important information elements. This screen is also referred to as the **idle screen**.

The screen displays:

- Popup text
- Do Not Disturb text
• Missed call text or second incoming caller display
• Directory
• Time and date text
• Voicemail and missed call indicators
• New Call Option
• Forward Option
• Redial and Last call received

The main content area of the screen displays the phone number assigned to the phone as well as your company name. As a call comes in, this area displays caller information.

Main Menu Screen:
This screen is the first point for more menu selections. You can reach this menu at any time by pressing .
**Adjusting the Volume**

To adjust the volume of the handset or speaker, lift the handset or press the Speaker button. Press + on the Volume button to increase the volume, or press – to decrease the volume. Press Save.

---

**Note**

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call.
3 Desk Phone— Basic Call Features

Placing Calls

You can place a call in many ways using your Desk Phone:

- using the handset
- using the speakerphone
- using the headset

You can also dial the number first—called “hot dialing”— and then choose the method you will use to speak to the other party.

You can search the call lists, the local contact directory or the corporate directory and dial from the search results page.

During a call, you can alternate between Speakerphone Hands-Free, Headset, or Handset modes by pressing the or keys, or picking up the handset.

The call duration of active calls is visible within the active call window on the graphic display.

To place a call using the handset:

Do the following steps in any order: 1.

1. Pick up the handset.
2. Dial the number using the dial pad.

To place a call using Hands-Free Speakerphone mode:

Do one of the following:

With the handset on-hook

1. Press to obtain dial tone.
2. Dial the number using the dial pad.

To place a call using the headset:

Do one of the following:

With the optional headset connected
1. Press
2. Dial the desired number using the dial pad.

Placing a second call

While on a call, you may place that call on hold and make a second call. There are two ways to place another call:

Method 1

1. Pressing a line button on the right of the display, will place the first call on hold AND at the same time give a dial tone to make a second call
2. Dial the 10-digit phone number or 3-digit extension number
3. Press the dial soft key

Method 2

1. Press the Hold button or Hold option on the display. This will place your caller on hold
2. Press newCall soft key.
4. Dial the phone number or 3-digit extension number and press the dial soft key. You will be connected to that party
3. You may switch between calls by using the line button on the right of the display.

Note: You do NOT need to dial 9 to make a phone call.
Answering Calls

There are a few methods to answer a call, similar to those of placing a call.

- using the handset
- using the speakerphone
- using the headset

To answer a call using the handset:
Pick up the handset.

To answer a call using Hands-Free Speakerphone mode:
Press OR press the answer soft key and speak into the phone.

To answer a call using the headset:
Press or follow the instructions for your optional headset.

Inbound Caller ID

Caller ID Name and Number are presented on the screen of your phone with each inbound call. If you are using a Simultaneous hunt group the name of that hunt group will also be passed through to the display of your phone.

Note

Changes to your Outbound Caller ID Name need to be made through customer service.
Ending Calls

To end a call:
Do one of the following:

- If you are using the handset, Press the Line key to right of the display or replace the handset.
- If you are using a headset, press .
- If you are using the speakerphone, press .

Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (refer to Static Forwarding).

All incoming calls can be forwarded to voicemail while Do Not Disturb is enabled on your phone.

Static Forwarding
Static Forwarding allows you to send ALL incoming call to another phone number or extension. When Static Forwarding is enabled, your phone will not ring.

To forward ALL incoming calls to another party:
1. From the idle display, Press the cfwd soft key on the main display.
2. Enter the number you would like all calls to forward to.

You may also change the Forwarding setting by going into the menu, Go to option 6 Call Forwarding:

CFWD All Number — To forward All incoming calls
**CFWD No Ans Number** — To forward unanswered incoming call

**CFWD Busy Number** — To forward calls that arrive when you are already on a call

3. Depending on your selection:
   a. If you selected Always, enter a number, or extension number, to forward all future incoming calls to.
   b. If you selected No Answer, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if you do not answer. You may enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately four seconds). A value of 20 sec is recommended.
   c. If you selected Busy, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if your phone is busy. You may enter a number to forward all future incoming calls to when all of your incoming lines are busy.

4. After you press `cfwd` soft key and enter the desired number you will see the below idle screen.

   “Calls Forwarded” Appears on the display and confirms call forwarding is enabled.

**To Disable Call Forwarding:**

   From the idle display, press the `–cfwd` soft key on the display.

   The idle display returns, and the date and time are displayed.

**Dynamic Forwarding**

   This Feature Is not supported by the Cisco SPA504G

**Enabling Do Not Disturb**
Do Not Disturb prevents the phone from ringing and sends callers directly to your voicemail box.

To enable Do Not Disturb:

Press the dnd soft key

To disable Do Not Disturb:

Press the –dnd soft key

---

**Call Management Features**

**Call Hold**

_To place a call on hold._

During a call, press the hold soft key or . The Holding will display. The caller will hear the standard hold music or your custom hold music/message.

Press resume soft key to return to the caller.

_Multiple Calls on Hold_

If calls are on hold, you can view the details of the calls on your phone by using the up and down arrows to toggle the active call list.

![Call Hold Example](image)

The Hold feature typically generates music. Therefore, avoid putting a conference call on hold.
Conferencing Calls

You can create a conference with other parties using the phone’s local conference feature. There are two ways to do this.

- Joining two calls
- Adding calls

Joining Calls

You can create a conference at any time between an active call and a call on hold by pressing confLx on the display. The confLx function is only available if you have only two calls on your phone.

To join two calls with yourself:
1. Have one call on hold while talking to another
2. Press > on the arrow pad and then press confLx. You will then be connected to both callers.

Splitting Joined Calls

After you have joined two calls, you may split those calls back to their individual calls.

To split a Joined call:
Press the hold soft key to split the joined calls.

All calls are split into individual calls and put on hold.

Setting Up Conference Calls

You may conference up to two calls plus yourself (a 3-way call).

To set up a conference call:
1. Call the first party.
2. Press the conf to create a new call.

3. Call the second party. You must press the conf soft key again to join both callers.

All conference participants hear the dial tone and ring back when the conference host places a call to a new party.
**Splitting Conference Calls**

After you have created a conference call, you may split those calls back to their individual calls.

To split a conference call:

Press **hold** soft key to split the conference.
All calls are split into individual calls and put on hold.

**Ending Conference Calls**

To end a conference call:

From the Active Conference page, press or hang up.

**NOTE:** For the other parties to remain connected you must press the **join** soft key and then hang up otherwise the other callers will remain connected.

**Transferring Calls**

Call Transfer allows you to send an active call to another phone number or extension. A call can be transferred in one of two ways:

- Consultative (or Warm) transfer—The party to whom you want to transfer the call to answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.

- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

**Performing a Consultative (Warm) Transfer**

To transfer a call:

1. During a call press the **xfer**, the active call is placed on hold.

2. Enter the number to which you want to transfer the call to and press the **dial** soft key.

3. As soon as you hear the ring-back sound or after the party answers (and you speak to the party), press the **xfer** to complete the transfer.

You can talk privately to the party to which you are transferring the call before the transfer is completed.

**Note:** You must hit the **xfer** soft key or the transfer will not complete
You can cancel the transfer before the call connects by pressing the **endCall** soft key.

**Performing a Blind Transfer**

Blind transfer allows you to transfer a call to another number or extension without talking to that person first.

To perform a blind transfer:

1. During a call press the right arrow on the Arrow Pad.
2. Press the **bxfer** button.
3. Enter the number to which you want to transfer the call and press.
4. Press the **dial** soft key

At this point, the call is connected to the number to which you are transferring them.

**Call Transfer to Voicemail**

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. Receive or place a call on your Desk Phone
2. Press **xfer** soft key
3. Dial *99 followed by the extension number of the desired person and press the **xfer** soft key

**Using Network-based Call Transfer**

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the Intermedia network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. You will need to press the **join** soft key
Note: If the transfer party does not pick up the phone, touch #6 to return to the original caller.

Call Park

To Park a call
Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be creates so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the park soft key.
2. The phone will respond with a voice prompt such as “Call Parked on 9001”. The caller will hear hold music.
3. To pick up the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.

Paging (Intercom)

To page to all phones
Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as “Jim, you have a visitor in the lobby” or to let people know about a parked call such as “Susan, you have a call waiting on Park 9001”. Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Either pick-up the handset or uses the speaker phone.
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Wait for the tone.
4. Make your announcement which will be heard on all phones.
5. Hang up the phone when finished.

Redial

The Redial function places a call to the last number dialed. To use the Redial function, use the redial soft key.

Mute

The mute feature allows you to hear the other party, but they cannot hear you.

During a call, press . The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press again.

Directed Call Pickup

Directed Call Pickup allows you to answer a phone call which is ringing at another phone in your organization. There are three types of Directed Call Pickup:

- Directed Pickup – allows you to answer a call ringing at a specific extension
- Any Call Pickup – allows you to answer any call ringing anywhere in your organization
- Group Pickup – allows you to answer a call ringing a specific group of extensions

Directed Pickup

Directed Pickup allows you to answer a call that is ringing at a specific extension. To use Directed Pickup, when a specific extension begins to ring:

1. Pick up your HPBX phone
2. Dial "*95 + the 3-digit extension of the phone you wish to answer. (i.e. *95 + 100) Press the Dial soft key to speed up the process
3. Your phone will immediately answer the call
Any Call Pickup

Any Call Pickup allows you to answer a call that is ringing anywhere within your organization, even at other physical addresses. To use Any Call Pickup:

1. Pick up your HPBX phone
2. Dial *96. Press the Dial soft key to speed up the process
3. Your phone will answer the phone call that has been ringing the longest within your organization

Group Pickup

Group Pickup allows you to answer a call ringing a phone within a specific group of phones. Your company’s Call Park Groups are used to define which pickup group a specific phone belongs to. Use the Admin Portal to modify Call Park Groups. To answer a call within a specific pickup group:

1. Pick up your HPBX phone
2. Dial *97. Press the Dial soft key to speed up the process
3. The phone will answer the call in its pickup group that has been ringing the longest

Call Recording

The Call Recording feature allows you to record calls whenever you wish via the *80 command. Intermedia Call Recording comes in two flavors; Automatic and On Demand. Only On Demand recording may be initiated from the desk phone.

On Demand Call Recording

On Demand call recording allows you to turn the recording of a conversation on and off at any time during a phone call. To use On Demand call recording:

1. Once making or answering a phone call, once the call has been answered by both parties, press *80. All parties in the call will hear a prompt that call recording has started.
2. If enabled, all parties of the call will also hear a beep tone every 15 seconds to indicate recording is still in progress.
3. To manually end the call, press *80 again. All parties in the call will hear a prompt that recording has stopped.
4. The call recording will also end if any of the following situations occur:
   a. The call is ended (all parties hang up)
   b. The maximum call recording limit is reached
   c. Your phone’s maximum call recording storage limit is reached
Once created, the recorded phone conversation will be stored within your desk phone’s voicemail web interface. To access your recordings:

1. Navigate to https://www.intermedia.net/login/voice/

2. Log in with your phone number and voicemail PIN

3. Click on the Call Recordings tab to listen to and manage your recorded calls
Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls to another party.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

1. Press the ignore soft key.
5 Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Desk Phone, any other phone or through a personal website at https://www.intermedia.net/accesslinelogin/index.asp. Your phone indicates the presence of new voicemail messages by a flashing Message Waiting Indicator LED on the front of the phone.

Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time
1. Press the Message button.
2. Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone
1. Press the message button.
2. Enter your PIN when prompted.
3. The system will say, “You have ‘X’ new and ‘Y’ old voicemail messages”
4. The following options are available through the keypad
Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Tap 
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Tap , or dial the phone’s phone number.
2. Enter your PIN when prompted or enter your PIN over the greeting.
3. Select 8 for User Options
4. Select 1 to record your Unavailable Greeting. Follow the instructions.
Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at any time while listening to the message to forward the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to https://www.intermedia.net/login/voice/
2. Enter your Desk Phone Number and PIN
3. Click Login

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers
Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person’s voicemail box (providing they are in your company and have an Intermedia phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more Intermedia phone numbers
3. Click the Continue button
4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished
Voicemail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to https://www.intermedia.net/accesslinelogin/index.asp
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes
To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
   • Administrator- Able to make changes to the group
   • Sender- Able to send to this group
   • Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button
Change the Number of Rings Before Voicemail Picks Up

Your Voicemail box is programmed to take messages when you can’t answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Press the
2. Select or Press # 6 Call Forward
3. Select or Press # 4 CFWD No Ans Delay
4. Change the number of seconds you would like the phone to Ring
5. Press the ok softkey
6. Press the save soft key
7. Press the to get back to the Home screen
Managing Call Lists

Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

Press the , Press option 3 Call History to obtain a list of all the record types you can clear at once using the delAll soft key.

You can manage each of the call lists by doing the following:

Using the arrow pad or # associated to the List you want to manage.

Press the select soft key after you select the list you would like to manage. You will be scroll up and down with the arrow keypad and will have 5 softkeys.

dial Will call the selected entry back
delete Will delete the selected entry
edit Will allow you to modify the selected entry
cancel Will go back to the previous menu
save Will save the selected entry

T a
Managing Contacts

You can store 99 contacts in your phone’s directory.

You can add, edit, delete, dial, or search for a contact in this directory. You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.

Adding Contacts

You can add contacts to your contact directory:

- Manually
- From a call list

Adding Contacts Manually

To add a contact to the local contact directory manually:

1. Press  
2. Press the Option 1, Directory.
4. Press the add soft key.
5. Enter the first and last name of the contact.

Use the 1/A/a soft key to select between numeric and upper/lower case alphanumeric modes.

Use * and # to access special characters in other languages.
6. Using the Arrow Pad scroll down and enter a contact number. This is a required field and it must be unique (not already in the directory).

7. (Optional.) Change the Ring Type by pressing the option soft key, Using the Arrow pad select the desired Ring by using the select soft key.
8. Once you are done press the save soft key.

Adding Contacts From Call Lists

To add a contact to the local contact directory from a call list:

1. Press the
2. Press or select # 3, Call History using the select soft key
3. Choose from the Redial List, Answered Calls, or Missed Calls
4. Press the select soft key
5. You find the save soft key by pressing the right arrow on the Arrow Pad
6. Enter in the Contact Info using the Arrow Pad and pressing the save soft key

<table>
<thead>
<tr>
<th>Directory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: 300</td>
</tr>
<tr>
<td>Number: 300</td>
</tr>
<tr>
<td>Ring: Default</td>
</tr>
</tbody>
</table>

```
| save | delChr | clear | cancel |
```

Note: You may want to go to the local contact directory to check if the contact was saved correctly, and to add any missing fields.

Editing Contacts

To edit a contact in the local contact directory:

1. Press the dir soft key
2. Using the Arrow Pad locate the contact you would like to edit
3. Press the **edit** soft key
4. Make your changes and select the **save** soft key

Deleting Contacts

To edit a contact in the local contact directory:

1. Press the **dir** soft key
2. Using the Arrow Pad locate the contact you would like to edit
3. Press the **delete** soft key
4. You MUST press the **ok** soft key
Placing Calls to Contacts

To place a call to a contact in the local contact directory use one of the two methods below:

1. Press the dir soft key
2. Using the Arrow Pad select the contact you want to dial
3. Then Press the dial soft key

Or
1. From the idle screen press the
2. Select # 1 Directory by pressing the select soft key
3. Using the Arrow Pad select the contact you want to dial
4. Then Press the dial soft key

Searching for Contacts

To search for a contact in the local contact directory:

1. Press the dir soft key
2. Press # 2, Search personal Directory using the select soft key
3. You will enter the contacts name using the Number pad
   Use the 1/A/a soft key to select between numeric and upper/lower case alphanumeric modes.
   Use * and # to access special characters in other language
4. Press the ok soft key once done
Customizing your Phone

You can customize your Cisco SPA504G Desk Phone by adjusting the setting for time and date, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for Configuring Basic Settings.

Configuring Basic Settings

You can configure the following basic settings through use of :

- Appearance of the time and date
- Display Contrast
- Ring type
- Language support (localization)

You can mute the microphone and adjust the volume using separate keys.

To configure the time and date formats:

1. Press 
2. Select #7 Time/Date using the Arrow Pad and select soft key
3. Use the Arrow Pad to Navigate and Number Pad to make desired changes
4. Press the save soft key
5. The cancel soft key will return you to the idle screen

The following figure shows the Clock Time.
To Adjust the Display contrast:

1. Press
2. Select #16 LCD Contrast using the Arrow Pad and select soft key
3. Use the Arrow Pad to adjust the contrast to the desired level
4. Press the save soft key
5. The cancel soft key will return you to the idle screen

The following figure shows the Clock Time

Selecting the Ring Type

You can select different ring types to distinguish your phone from your neighbor’s phone.
To change the incoming ring type:

1. Press
2. Select # 4, Ring Tone using the select soft key
3. Select the ext you want to change using the arrow pad and the change soft key
4. Using the Arrow key scroll through and pres the play soft key to hear the ringtone
5. Once you find the desired tone, press the select soft key

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you configure your Desk Phone with a silent ring, press the flashing line Key or the answer soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.</td>
</tr>
</tbody>
</table>

Changing the Language

Many languages are supported by the Desk Phone. To change the language:

1. Press
2. Select # 17, Language using the select soft key
3. Select the Language want and press the save soft key

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background, screen saver and the advanced settings options are not currently supported on this model.</td>
</tr>
</tbody>
</table>
Installation Overview

Before you Begin Your Installation

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don’t have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

1. Make sure you have received all of your phones and optional equipment
2. Go to https://exchange.intermedia.net/aspx/Login.aspx, enter your login name and password to the Admin Portal
3. Activate your phone lines
4. Install your phones and optional equipment

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.

Standard Setup Options:
This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk Phones wirelessly.

The following setup options ARE NOT supported:

1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit
5. Connecting a phone to a router that is connected to another router
Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received an email from Intermedia with the phone numbers and extensions associated with each enhanced service such as an Auto Attendant or WebFax. You may also log into your Admin Portal at https://exchange.intermedia.net/aspx/Login.aspx to view a list of your phone numbers and extensions.

Understanding Extensions and Lines

Your new Intermedia Hosted PBX System refers to extensions for both the hardware (phone) or for a 3 digit number that is associated with a particular phone.

Lines only refer to the number of voice lines purchased. There are no telephone numbers associated with lines. Traditional copper wire phone systems are a line based system. Your new Hosted PBX system is based on extensions and hardware which makes this system more easily expandable for your business needs.
Installing your Hosted PBX Phone

Installing Desk Phones

Desk Phones can be installed in the following ways:

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and the Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

1. Assemble the Desk Phones

Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the back of the phone.

2. Connect the Desk Phone

Option 1: Connect Desk Phones using your existing data network
Use the included LAN cable; connect one end into the port on the back of the phone labeled SW and connect the other end into any data port on your network (router, switch or wall jack).

**Option 2: Connect Desk phones using your existing data network then connect the phones to your computer**

If you already have a computer using a wall data jack or router/switch ports, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled PC.

3. **Connect Power to the Desk Phone**

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.
4. Attach the Phone Base as a Desk Mount
   
a. Align the base bracket with two of the four slots on the back of the phone.
b. Pinch base slightly and slap other two tabs into remaining holes

Connecting Wired and Wireless Headsets

The Cisco SPA 504G supports headsets from different manufacturers.

Additional information can be found at the manufacturer’s websites:

http://www.plantronics.com
http://www.jabra.com

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information.
In general, to connect a headset connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone as shown in the following graphic:

---

**Installing the Desk Phone Wirelessly**

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the Wireless Adapter is 40 feet from the base unit.

**Step 1) Installing the Wireless Transmitter**

Plug the Wireless Transmitter into a free port on your router or switch. Then plug the power supply into a wall outlet.

---

**Step 2) Connect phones wirelessly (within 40’) using the Wireless Adapter**

The Wireless Adaptor allows the desk phone to connect through the Wireless Transmitter. It has a range of 40 feet. Plug the Ethernet plug from the Wireless Adapter into the back of the phone.
using the port. Then plug the Wireless Adapter’s power cord into a power outlet.

To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to https://exchange.intermedia.net and enter your Administrator Portal login name and password

2. On the 1st screen, click the “Activation” tab.
3. Select either the “Line activation” or “Phone activation” section, place a check in the box next to the items you wish to activate, and press the Save changes button.

![Shared Voice](image)

NOTE- You will activate all of your lines at once, so if there is no “Activate Lines” button, then you have already activated the lines.
IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.
This equipment complies with the following standards:
FCC Part 15, Subparts B, C, D
FCC Part 68
UL60950
Analog extension ports: TNV3
CO port: TNV3
ADSL port: TNV3
Power fail port TNV3
LAN/WAN ports
SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

• When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
  • Read and understand all instructions.
  • Follow all warnings and instructions marked on the product.
  • Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
  • Do not use this product near water (for example, in a wet basement).
  • Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
  • Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
  • This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company. The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
  • Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
  • Do not use an extension cord with this product’s AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
  • Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
  • To reduce the risk of electric shock, do not disassemble this product,
but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.

- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.

- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.

- Do not use the telephone to report a gas leak in the vicinity of the leak.

**FCC Information**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn’t practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to it’s facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

**Customer Owned Coin/Credit Card Phones**

To comply with state tariffs, the Telephone Company must be given no-
tification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment
The table below shows which jacks are associated with which modes of operation:

<table>
<thead>
<tr>
<th>Mode of Operation</th>
<th>USOC Jack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permissive</td>
<td>RJ11C</td>
</tr>
</tbody>
</table>

Systems
Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

<table>
<thead>
<tr>
<th>Port</th>
<th>FIC</th>
<th>SOC</th>
<th>USOC</th>
<th>REN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Line 2</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Line 3</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Phone</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
</tbody>
</table>

Automatic Dialers
WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:
1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment
The software contained in Hosted PBX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service. Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer’s employees from gaining access to the network and to these codes.

Equal Access Requirements
This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory
It is strongly suggested that an AC surge arrester be installed in the AC outlet to which this equipment is connected.

Radio Interference
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received,
including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**RF Radiation Exposure**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

**Modifications**

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.