IP Centrex
Quick Reference Guide
(Featuring Key System Emulation)

COX Business®

USE YOUR MYACCOUNT ACCESS TO MAXIMIZE YOUR TELEPHONE CAPABILITIES Go to www.myaccount.coxbusiness.com
and enter your Username and Password. Your username is your email address and your password was provided to you by Cox Business via email.
If you have forgotten your password, enter your email address and click "Forgot your password?" to receive a temporary password.

Commonly Used Features And Functions

ACCESS VOICE MAIL (for personal line) // Dial *86 or press the voicemail button on the phone. Enter your password.
NOTE: Initial Voice Mail set up must occur on the intended desk phone. The temporary password for set up is 269266.

ACCESS VOICE MAIL (for main/other lines) // Pick up the line you want to check, then dial *86 or press the voicemail button on the phone. Enter your password.

ACCESS VOICE MAIL (REMOTELY) // After initial mailbox activation, dial your office number. When your greeting starts, press *5.

SEND A CALL TO VOICE MAIL // When on the call, press the round navigation button to the right. Choose VMxfer, enter the extension followed by #.

TRANSFER A CALL // During an active call, press the xfer softkey. Dial the number or extension for the transfer, announce the call, and press the xfer softkey again to complete the transfer.
NOTE: The phone receiving the transfer will see the caller ID of the phone that initiated the transfer.

BLIND TRANSFER // Answer a call, press the bxfer softkey, dial the receiving party's number and press # to complete the transfer.

SHARED LINE TRANSFER // During an active call, press the hold key. The line will flash red slowly. Any phone with the shared line may press the flashing red light to take the call.
NOTE: This will only work on shared lines.

DO NOT DISTURB (for personal line only) // Press the dnd (DND) softkey. The LCD screen indicates that Do Not Disturb is active on the phone and calls are routed to voice mail. To deactivate, press the dnd (DND) softkey again.

CALL FORWARDING (for personal line) // To forward your private extension, press the cfwd (Call Forward) softkey. Dial the number to which you want to forward calls, followed by #. The LCD will display that calls are being re-routed to another number.

To cancel Call Forwarding, press the cfwd button again.

CALL FORWARDING (for main/other lines) // To forward another line, pick up the line you want to forward, dial *72 and the number to which you want calls forwarded. (If you are forwarding calls to an external number, use the area code as required.) Press Dial. The LCD will display that calls are being re-routed to another number.

To cancel Call Forwarding, pick up the line that is forwarded, then dial *73#. An automated message will confirm that forwarding is deactivated.

SET UP A CONFERENCE CALL // Dial the first party you want to conference. When the person answers, press Conf to place the person on hold.

Dial the next number you want to include in the call and press Conf again. Repeat these steps to add up to 15 participants to the call.

INTERCOM (PUSH TO TALK)[†] // Use the right arrow on the navigation circle, then press the PTT button, dial the extension number, and press #. The recipient's phone will play an alert tone and the speaker phone will be activated. To page all extensions, use Push to Talk in conjunction with the Instant Group Calling feature that can be set up by your company's telephone administrator.

PARK / RETRIEVE A CALL // While on an active call, press the xfer button and dial *68# plus the extension number of where you want to park the call and press #. To retrieve a parked call, dial *88# plus the extension number from where the call is to be retrieved and press #.

[†]This feature may require configuration before it can be used.

Core Calling Actions

Placing and Answering a Call

1. Pick up the handset.
2. Press a line button or the Speaker or Headset button.
3. Dial from the keypad.
4. If the call arrives on your primary line, pick up the handset, press the Speaker or Headset button
5. If the call arrives on another line button, press that line button

Changing the Ringtone

1. Press the Setup button.
2. Scroll to and select the Ring Tone option.
3. Press the Select softkey.
4. Scroll to the extension you want to change. Press the Change softkey.
5. Scroll through the list of Ring Tones and press the Play softkey to hear the tone.
6. When you find the tone you want to use, press the Select softkey.
7. Press the Cancel softkey to return to the main display.

Ending a Call

1. Hang up the handset or press the EndCall softkey.

   Note: If you are using the speaker phone, press the Speaker button.)

Adjusting the Volume

1. Lift the handset or press the Speaker button.
2. Press + or on the volume button to increase or decrease the volume.
3. Press Save to maintain the new level.

Muting the Phone

1. Press the Mute button on the phone to mute and un-mute the speaker phone or handset.

Idle the Phone

redial // Calls the last number dialed.

dir // Opens pre-configured address book.

cfwd // Re-routes incoming calls to another telephone number.

dnd // Do Not Disturb. Prevents incoming calls from ringing you phone. Calls forward to voice mail automatically, if that number has a mailbox.

SCROLL > lcr // Last Call Return. Redials last incoming call.

PTT // Push To Talk. Enables intercom functionality.

Phone Softkey Descriptions

While on a Call

endCALL // Ends the call.

conf // Links two or more calls. To conference a call:

1. Dial the first party.
2. Press the conf softkey.
3. Listen for dial tone.
4. Dial the second party.
5. Press the conf softkey again. (If you hang up, the conference call disconnects.)

bxfer // Transfers a call without introducing caller.

Xfer // Places the call on hold while you dial the number to which you want to send the call.

1. While on an active call, press the Xfer phone number.
2. When the receiver answers the phone, introduce the call.
3. Press the Xfer key and hang up.

SCROLL > XferVM // Transfers call to voicemail.

hold // Places a call on hold.

While on Hold

resume // Restarts a call on hold.

endCALL // Ends the call.

newCALL // Places a new call.

redial // Calls the last number dialed.

SCROLL > XferVM // Transfers call to voicemail.

dir // Opens pre-configured address book.

cfwd // Re-routes incoming calls to another telephone number.

dnd // Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically, if that number has a mailbox. Re-routes incoming calls to another telephone number.

Dialing Shortcut When Using Feature Access Codes: Press the # symbol to complete any dialing string for faster connection. For more information on IP Centrex, go to myaccount.coxbusiness.com and click the Learn More link. Services not available in all areas. Other restrictions may apply. For technical support, dial 1.866.272.5777.

Commonly Used Feature Access Codes

Call Forward Always Activate	*72
Call Forward Always Deactivate	*73
Call Forward No Answer Activate	*92
Call Forward No Answer Deactivate	*93
Call Park	Press Hold > *68 > Extension number
Call Park Retrieve	Pick up the handset or press the hands-free button > *88# > enter the extension where the call is parked > #
Call Pickup	Press *98 to pick up ringing extension. Press *97 > Extension number > # to answer a specific extension
Call Return	*69
Call Waiting Activate	*43
Call Waiting Deactivate	#43
Direct Voice Mail Transfer	Press transfer (xfer) then *55 > Extension number > #
Intercom (Push To Talk)	*50 > Extension number > #
Call Forward Remote Access	Dial your local Voice Portal Remote Access Number > Enter your 10-digit IP Centrex Station Number and Passcode

The Cisco Model SPA504G has four line keys, the SPA508G phone has eight line keys, and the SPA525G2 has five line keys.

Feature Description

1. **HANDSET //** Pick up to answer or place a call.

2. **SPEAKER //** Speaker for phone.

3. **MAIN LINE / ROLLOVER LINES //** Indicates available lines.

4. **MESSAGE WAITING INDICATOR //** When indicator is:
   - Red: you have a new voice mail
   - Flashing Red: You have an incoming call

5. **LCD SCREEN //** Your phone may vary, but commonly displays:
   - Date and time
   - Phone station name
   - Line extension
   - Softkey options

6. **PERSONAL LINE KEYS //** Indicates phone line status:
   - Green: Line is idle and ready to be used
   - Red (steady): Line is active or in use
   - Red (blinking steady): Line is on hold
   - Red (blinking twice then no color and repeat cycle): SCA line is in use.
   - If the light is orange, try to unplug the phone for 5 seconds. If light is still orange after rebooting, call technical support.

7. **SOFTKEY BUTTONS //** Located below the LCD Screen. Performs the functions stated on the tabs that display on the LCD screen.

8. **SCROLL NAVIGATION BUTTON //** Press in any direction to scroll through the options on the LCD screen.

9. **CENTER SELECT //** Press to select the highlighted option.

10. **MESSAGES BUTTON //** Press to access voice mail.

11. **HOLD BUTTON //** Press to place a call on hold.

12. **SETUP BUTTON //** Press to access a menu to configure features and preferences for this phone, access call history, and provide phone status.

13. **MUTE BUTTON //** Press to mute and un-mute your phone. Flashing red means no network connection exists.

14. **VOLUME BUTTON //** Use to adjust volume for the ringer when on hook, the handset volume when the handset is offhook, the headset volume when the headset is active, and the speaker phone when it is active.

15. **SPEAKER BUTTON //** Press to turn on speaker phone.

16. **HEADSET BUTTON //** Press to activate the headset.

17. **KEYPAD //** Press to dial numbers.

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