Advanced Functions

Softkey	Description
While not on a Call	
Redial	Opens a redial list.
Directory	Accesses your personal or group directory.
Cfwd (Call Forwarding)	Forwards all incoming calls to your phone to a specific number.
DND (Do Not Disturb)	Prevents incoming calls from ringing your phone. Calls are automatically forwarded to voice mail.
LCR (Last Call Return)	Calls the last incoming number.
PTT (Push To Talk)	Initiates immediate communication with individuals. PTT can be configured for one- or two-way voice.
While on a Call	
End	Ends the call.
Conf (Conference)	Conference with another party. Press Conf while on a call, dial another party and press Conf again.
BXFER (Blind or Cold Transfer)	Transfers a call to another number without announcing the caller. 1. While on an active call, press the BXFER softkey. 2. Dial the receiver's number (or extension). 3. Press the # or Dial button.
XFER (Consulted or Warm Transfer)	Transfers a call to another number, but announces the caller information before completing the transfer. 1. While on an active call, press the XFER softkey. 2. Dial the receiver's number (or extension). 3. Introduce the call and press the XFER key again.
XFERVM	Transfers a call to voice mail.
Hold	Places the call on hold.

Code†	Description
*72	Call Forward Always Activate
*73	Call Forward Always Deactivate
*69	Call Return
*68	Call Park (press Hold / *68 / ext / #)
*88	Call Park Retrieve (press *88 / ext / #)
*98	Call Pickup (press *98 to pick up ringing ext)
*97	Answer Specific Extension (press *97 / ext / #)
*50	Push to Talk (press *50 / ext / #)

†Some functions may be restricted by your Cox Business VoiceManager℠ administrator.

Initial Voice Mail Setup
1. From your business phone, press the envelope button or dial *298.
2. When asked for the PIN, enter **269266** followed by #.
3. Follow the prompts to record your voice message and change the PIN.

Access Voice Mail (from your business line)
1. From your business phone, press the envelope button or dial *86.
2. Enter your PIN followed by #.

Access Voice Mail (outside the office)
1. Dial your direct number.
2. Listen for your greeting to begin playing.
3. Press *5.
4. Enter your PIN followed by #.

IP Centrex

Cox Business IP Centrex

Quick Reference Guide for Cisco SPA504G and SPA508G Phone

Cisco SPA504G Phone

Cisco SPA508G Phone

For IP Centrex support, visit
www.coxbusiness.com/starthere
or call **866-272-5777**

COX Business®

COX Business®

Calling Basics

Function	Description
Place/Answer Call	1. Pick up the handset. 2. Press the Speaker or Headset button (or press a line button).
End a Call	Return the handset to the cradle. **OR** Press the EndCall softkey. (Note: If you are using a speaker phone, press the Speaker button.)
Adjusting Volume	1. For "on call" volume, lift the handset or press the Speaker button. 2. On the Volume button, press + or – to increase or decrease the volume. 3. Press Save.
Mute	1. To silence the phone microphone, speaker or handset microphone, press the Mute button on the phone. (Note: The button will become red.) 2. To unmute the phone, press the Mute button again.
Accessing Voicemail on the main line (if applicable)	1. Press the green button beside the line you would like to check. Example: Line 1 on the screen will have a green button beside it. 2. While hearing dial tone press the Envelope button. 3. Enter PIN for Line 1's voice mail.

#	Function	Description
1	Handset	Pick up to answer or place calls.
2	Message Waiting Indicator	When lit: • Red (steady) - New voice mail message. • Red (flashing) - Incoming call.
3	LCD Screen	Your phone may vary, but typically displays: • Date/time • Phone station name • Line extensions • Softkey options • Startup logo, screen saver, background photo and photo album
4	Line Keys	Indicates phone line status: • Green: Idle. • Red (steady): Line is active or in use. • Red (single blink): Line is on hold. • Red (double Blink): Line is in use by another party. • Orange (steady): Line is unregistered (cannot be used). • Orange (flashing): Phone is not connected to the network.
5	Softkey Buttons	Press a softkey button to perform the action on the label on the LCD screen.
6	Navigation Buttons	Press in either direction to scroll through the options on the LCD screen.
7	Message Button	Press to access voice mail.
8	Hold Button	Press to place call on hold.

#	Function	Description
9	Setup Button	Press to access a menu to configure features and preferences for a phone, access call history and provide phone status.
10	Mute Button	Press to mute and unmute your phone. Flashing red means there is no network connection.
11	Volume Button	Use to adjust volume of ringer (when on hook) and call volume (when off hook).
12	Headset Button	Press to turn on the headset.
13	Speaker Button	Press to turn on the speaker phone.
14	Keypad	Press to dial phone numbers.