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EQUIPMENT REFERENCE GUIDE SERIES

YOUR GUIDE FOR:

Cisco SPA232D

CloudBusinessPhone.com

Quick Start Guide

Hosted PBX Service
Cisco SPA 232 Wireless DECT Phone



Welcome to your Hosted PBX Service.

What's in the box?

Cisco SPA 232 Wireless DECT Phone

SPA 232 Base Parts

A. Phone Base
B. Ethernet Cable
C. Power Adapter with Plug
D. Quick Start Guide



A


B


C



D

SPA 232 Handset Parts

A. Cordless Handset
B. Handset Backplate
C. Handset Cradle
D. Belt Clip & Tool
E. Power Adapter with Plug
F. Quick Start Guide


A


B


C


D


E



F

Guided Setup

Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

Connecting the Cordless Base:

1. Open the Cordless Base box and remove the Cordless Base, Power Clip, Power Adapter and blue Ethernet cable.

Connect one end of the blue Ethernet cable to the blue INTERNET port on the rear of the Cordless Base.



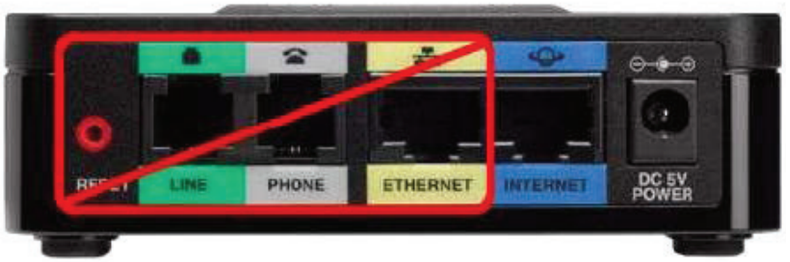
2. Connect the other end of the blue Ethernet cable to any free port on your existing router or anywhere on your existing data network.

3. Insert the Power Clip into the Power Adapter.



4. Connect the Cordless Base Power Adapter to the “DC 5V Power” connector at the rear of the Cordless Base, and then plug the Power Adaptor into a power outlet.





Note: The ports labeled “PHONE” and “LINE” at the rear of the Cordless Base are not used. Do not connect anything to these ports.

Warning: The “RESET” button at the rear of the Cordless Base is not used. Pressing the RESET button will make your Cordless Base inoperable and require replacement.

Setting up the Cordless Handsets:

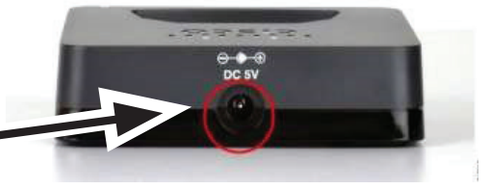
4. Open Cordless Handset box and remove the Cordless Handset, Power Clip, Power Adapter, and Charging Cradle.



5. Remove the protective film from the Handset and Charging Cradle.

6. Insert the Power Clip into the Power Adapter (see Step 3).

7. Connect the Power Adapter to the Charging Cradle in the port shown.



8. Install the optional Belt Clip on the Cordless Handset.

For optimal battery performance, please charge the phone for a minimum of 10 hours before using.

Once the phone has been plugged in and operational, the voicemail box is functional with a default greeting.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press & hold 1 on your keypad.
2. Press the Down Arrow to your phone number.
3. Press the Select (center) button.

-OR-

1. Dial your extension number.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 1 to record the unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

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

Your new PIN:

- Must be numeric digits and must not start with “0”.
- Must not contain sequential or repeating digits, such as “123” or “111”.



LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB

1. Go to http://cp.serverdata.net/voice/
2. Enter your Phone Number and PIN/Password
3. Click LOGIN



Features


Earphone Speaker
Handset Display
Center Select Button
4-Way Navigation Keypad
Left Soft key
Right Soft key
Start Call Button
End Call Button
Dial Keypad
Speakerphone Button
Mute Button
Microphone

Notes:

Right soft key:
Press the soft key to perform the action shown in the lower right of the Handset display.

Left soft key:
Press the soft key to perform the action shown in the lower left of the Handset display.

End Call button
Press the button briefly to end a call. Press the button and hold it to turn the Handset on and off.

4-way navigation keypad
Press the arrow buttons to move up, down, left, or right through menus displayed on the Handset.



Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset from the base unit, press the Off-hook button, or the speakerphone button.
2. Dial an extension or telephone number.

When you are already on a call:

3. Press the Options Soft key and select New Call by pressing the center button in the Navigation keypad.
    - This will place the first call on hold AND provide dial tone to make a second call
4. Dial an extension or telephone number.
5. Press the Onhook button to hang up the active call.
6. Press the Options Soft key and then the center button on the Navigation keypad to resume the original call.

ANSWERING AN INCOMING CALL

...On the Handset:

Pick up the handset from the base unit and press the Off-hook button or the Answer Soft key.

ANSWERING AN INCOMING CALL (CONT.)

...On a Headset:
When a headset is connected, press the Off-hook button.

...On Speakerphone:
Pick up the handset from the base unit and press the Off-hook button.

IGNORING AN INCOMING CALL

Press the “Ignore” Soft key to send the caller to voicemail.

ENDING A CALL

Press the End Call Soft key.

HOLD

Placing a Call On Hold:

1. While on a call, press the Options Soft key and navigate to the Hold option using the down arrow on the Navigation keypad.
2. Press the center button on the Navigation keypad to place the call on hold.

Retrieving Calls On Hold:

- Press the Options Soft key and select Resume by pressing the center button in the Navigation keypad.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, Press the Options Soft key.
2. Scroll down to Blind Transfer by pressing the down arrow button in the Navigation keypad.
3. Press the center button in the Navigation keypad.
4. Dial the desired phone number or extension number.
5. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, Press the Options Soft key.
2. Scroll down to Transfer using the down arrow button in the Navigation keypad.
3. Press the center button in the Navigation keypad.
4. Dial the desired phone number or extension number.
5. When the party answers, announce the call.
6. Press the Options Soft key.
7. Scroll down to Transfer and press the center button in the Navigation keypad.
8. The call will be transferred.

MUTE

1. While on a call, press the Mute button on the Handset.
2. To un-mute the microphone, press the Mute button again.

VOICEMAIL

1. Press & hold 1 on your keypad.
2. Press the down Arrow to your phone number.
3. Press the Select (center) button.
4. Enter your PIN when prompted

-OR-

1. Dial your extension number.
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the left and right arrow buttons on the Navigation keypad to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the left and right arrow buttons on the Navigation keypad to raise or lower the ringer volume.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Answer” Soft key.
2. Press the “Option” Soft key and select the “Swap” Soft key to switch to the original call or back again.

To Reject the Second Call:

- Press the “Ignore” Soft key to immediately send the caller to voicemail.

To Ignore the Second Call:

- Press the “Ignore” Soft key to send the caller to voicemail.

SPEAKERPHONE

While the phone is not in use:

- Press the speakerphone button to activate the speakerphone and get dial tone for an outbound call.

SPEAKERPHONE

While on a call on the handset / headset:

- Press the speakerphone button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the speakerphone button.

FORWARDING CALLS

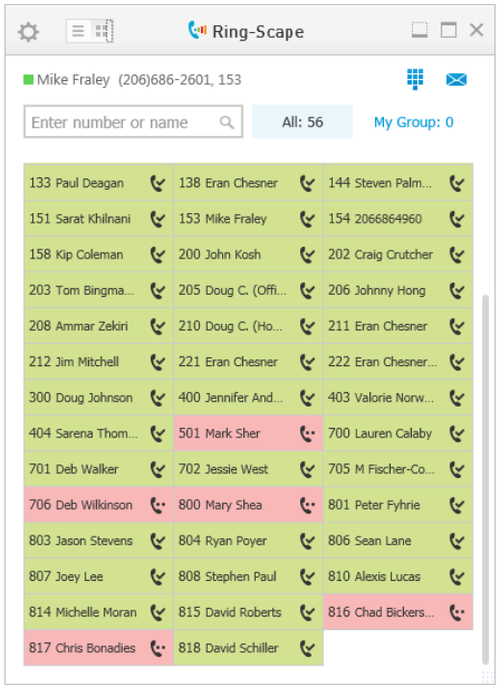
1. Press the center Select button.
2. Scroll right to Call Settings and press the center Select button again.
3. Scroll down to Call Forwarding and press the center Select button.
4. Choose the type of forwarding needed.
5. Enter the forwarding destination number or extension.
6. Press Save.

Forward All Dest — Forwards all incoming calls.
Forward Busy Dest — Forwards incoming calls when the phone is busy.
Forward No Ans Dest — Forwards incoming calls when the phone is not answered.

FORWARDING CALLS (CONT.)

Disabling Forward:

1. Press the center Select button.
2. Scroll right to Call Settings and press the center Select button again.
3. Scroll down to Call Forwarding and press the center Select button.
4. Clear the numbers in the field by pressing the Delete soft key.
5. Press Save.



FREE

Download Ring-Scape for increased desktop productivity:

http://www.serverdata.net/ringscape

We are here to help.



http://controlpanel.msoutlookonline.net/support/kb/

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