INTERMEDIA

Cisco Cordless Handset
Owner's Manual V.3

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Owner's Manual

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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 Owner's Manual will show you how to set up and use your new Hosted PBX phone system and service.

This guide also explains how to register a Cisco SPA302D Mobility Enhanced Cordless Handset with the Cisco SPA232D Cordless Base, which has an integrated DECT Base Station. Cisco SPA302D Handsets registered to the Cisco SPA232D can make and receive calls through Intermedia's Voice over IP (VoIP) service.

Only Cisco SPA302D Handsets are supported with the Cisco SPA232D Base.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR CISCO CORDLESS BASE AND CORDLESS HANDSETS

FCC Information

FCC (Part 15 Class B), CE, ICES-003, A-Tick certification, Restriction of Hazardous Substances (RoHS), and UL.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local strikes of lightning and other electrical surges.

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Important Safety Information
Only use the power adapter designed for use with Cisco SPA300 Series devices.

To prevent the ATA from overheating, do not operate it in an area that exceeds an ambient temperature of 104°F (40°C).

Do not place anything on top of the Cisco Cordless Base; excessive weight could damage it.

Insecure mounting might damage the Cisco Cordless Base or cause injury. Intermedia is not responsible for damages incurred by insecure wall-mounting

Important Battery Information
Use only size AAA Ni-MH 800 mAh (1.2V) rechargeable batteries in the Cisco SPA302D Handset. Place the Handset in the charging cradle for a recommended initial charge of 10 hours before using the Handset for the first time.

Sensitive Electronic Environment
Any radio-Based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances for interference is very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10cm) to this kind of equipment, even in standby mode. Please also use the other documentation supplied with the various parts of your telephone system.

Product Disposal Information
Disposal of electrical and electronic products should be done in line with local regulations. Please contact the local authorities for further information.

Battery Disposal Information
Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

Regulatory Information
Interference Information:
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.

NOTE: 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.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Privacy of communications may not be ensured when using this phone.

Exposure to Radio Frequency (RF) Signals:
This wireless phone is a radio Base and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. This device and its antenna must not be co-located or operating in conjunction with any other antenna or Base.
This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003" .
CAUTION: To maintain the compliance with the FCC's RF exposure guideline, place the Base unit at least 20 cm from nearby persons. For body worn operation, this Handset has also been tested and meets the FCC RF exposure guideline when used with the belt clip supplied for this product. Use of other

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accessories may not ensure compliance with FCC RF exposure guidelines.

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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 atone 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. These terms are also included in the Glossary.

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 Adapters to connect Desk Phones to the optional Base Unit 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

2   **GETTING TO KNOW YOUR Hosted PBX SYSTEM**

## 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 to the Base Unit 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 .
   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 describe options for setting up the phone system.

Shared Lines:

This diagram depicts the setup options for a Shared Line system. Shared Line systems require that all shared line phones are located in the same logical network or subnet. By purchasing the optional Wireless Adapters you may also connect Desk Phones wirelessly.
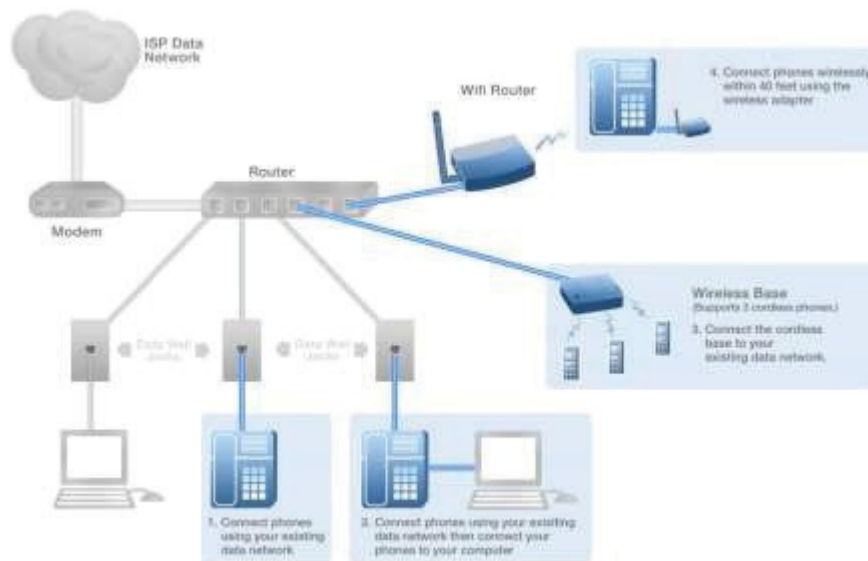
Single Line Phones:

This diagram depicts the setup options for Stand Alone Phones. Stand Alone Phones require you to purchase one phone line per phone (each phone can handle two simultaneous calls). You may have one or more phones at a given address.
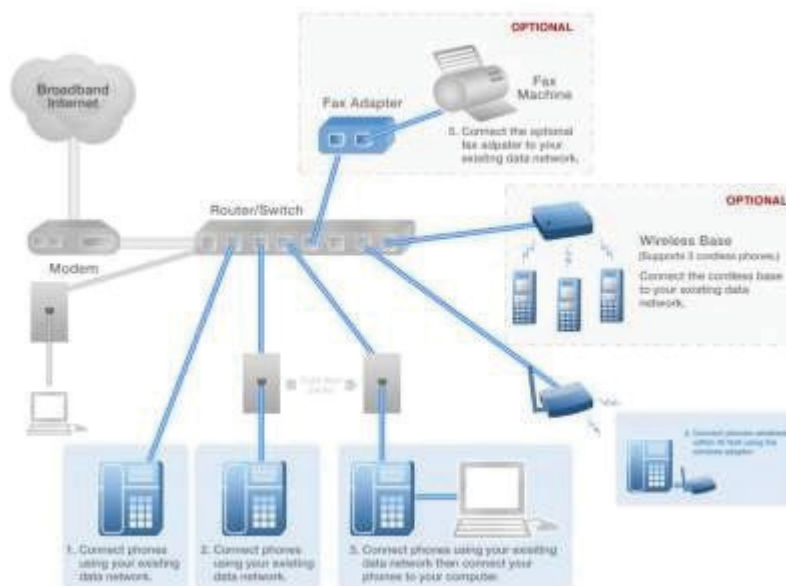
Cordless Handsets:

This diagram depicts the setup options for Cordless Handsets. Cordless Handsets can be used in conjunction with Shared Line Phones or they can be installed as Stand Alone Phones. A single Cordless Base unit can support up to 3 Cordless Handsets. Multiple Base units can be used at a single location.
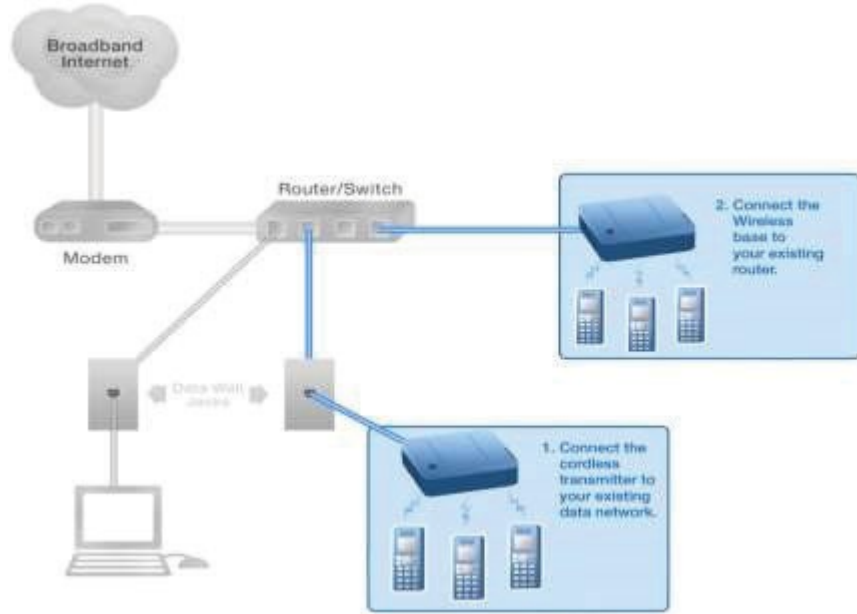
Fax Adapter:

This diagram depicts the setup options for the Fax Adapter. The Fax Adapter allows you to use your existing fax machine with the Intermedia Hosted PBX service.
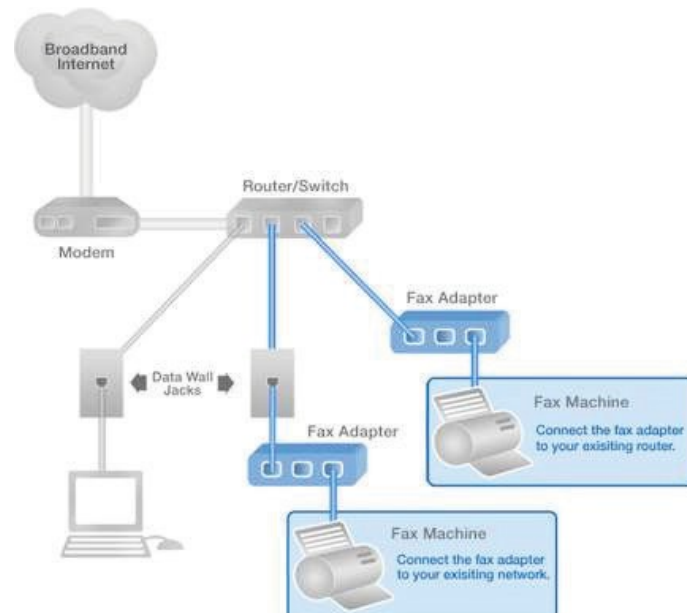
Setup Options that are not supported

The following setup options ARE NOT supported:
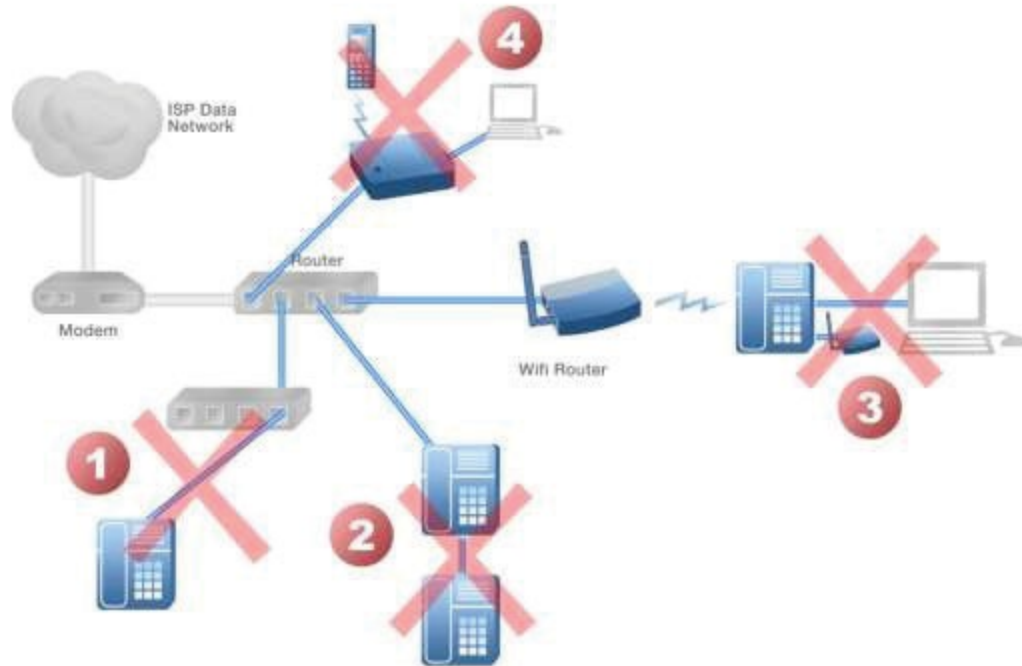
1. Connecting a phone to a router that is connected to another router
2. Connecting one phone to another
3. Connecting a phone wirelessly and then connecting a PC
4. Connecting a PC to the Cordless Base unit

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 and email from Intermedia with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Admin Portal at https://exchange.intermedia.net to view a list of your phone numbers and extensions.

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3 **INSTALLING YOUR Hosted PBX PHONE SYSTEM**

Installing Cordless Base and Handsets

Cordless Handsets can be installed in the following ways

• You may use up to 3 Cordless Handsets per Cordless Base.

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. 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.

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The ports labeled "PHONE" and "LINE" at the rear of the Cordless Base are not used. Do not connect anything to these connectors.

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.
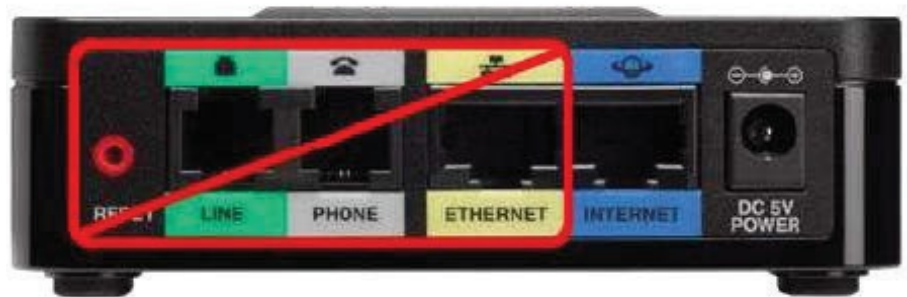
Setting up the Cordless Handsets

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

5. Each Cordless Handset purchased from Intermedia will come with batteries pre-installed. Batteries must be charged for 10 hours prior to first use. See instructions for installing batteries if not installed.

6. Remove the protective film from the Handset and charging cradle.

7. Install the optional Belt Clip on the Cordless Handset

8. Insert the power clip into the power adapter.

9. Insert the power adapter into the power source or wall outlet.

10. Connect the power adapter to the charging cradle in the port shown below.

WARNING

Only use the 1Amp power adapter designed for use with Cisco Cordless Handset SPA300 Series devices.DO NOT USE THE POWER ADPATER FOR THE CISCO CORDLESS BASE

11. Place the handset into the charging cradle. The light on the charging cradle appears solid green when the handset is charging.

Note

Charge the Handset for a minimum of 10 hours before using the Handset for the first time to ensure that the Handset is fully charged

12. After handset is fully charged or while the handset is in the cradle do the following.

13. On the Cisco Cordless Handset, press and hold the End Call.

button for 5 seconds.

14. Release the End ☐ Call button and wait up to 10 seconds for the screen to illuminate.

15. If screen does not illuminate verify batteries are installed correctly and repeat steps 11-12 before moving to next step.

Installing and Replacing Cordless Handset Batteries

Each Cordless Handset purchased from Intermedia will come with batteries pre-installed. Batteries must be charged for 10 hours prior to first use. Use the following instructions to verify batteries are correctly installed or when replacing.

Note

Rechargeable batteries must be replaced periodically to retain a charge.

WARNING

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

WARNING

Use only size AAA Ni-MH 800 mAh (1.2V) rechargeable batteries in the Cisco SPA302D Handset. Place the Handset in the charging cradle for a recommended initial charge of 10 hours before using the Handset for the first time.

1. Slide Handset battery cover and remove.
2. Place AAA Ni-MH 800 mAh (1.2V) rechargeable batteries into the Handset per the label inside the battery compartment.

3. Replace the Handset battery cover by sliding on.

4. Place the Handset into the charging cradle. The light on the charging cradle appears solid green when the Handset is charging. **Charge the Handset for a minimum of 10 hours** before using the Handset for the first time to ensure that the Handset is fully charged.

Note

If the batteries are charged, the Handset turns on when the batteries are inserted. If the batteries are not charged, the Handset turns on when it is placed into the charging cradle

Turning On Cordless Handset

Each Cordless Handset and Cordless Base purchased from Intermedia will be pre-registered and configured. Additional or replacement Cordless Handsets will need to be manually registered (see Manual Phone Registration). The Cisco Cordless Handsets will be shipped with the batteries pre-installed.

1. Install and configure the Cisco Cordless Base. See the Cisco Cordless Base instructions above for more information. Cordless

Base SYSTEM and INTERNET lights should be lit.

2. On the Cisco Cordless Handset, press and hold the End Call

button for 5 seconds.

3. Release the End Call button and wait up to 10 seconds for the screen to illuminate.

4. If screen does not illuminate verify batteries are installed correctly and charged and repeat steps 1-3.

5. Handset screen will first display date and time, followed by steady signal strength indicator then finally the Handset phone number.


Registering a Cordless Handset

Each Cordless Handset purchased at the time the Cordless Base is purchased will be pre-registered. Additional or replacement Cordless Handsets will need to be manually registered:

Install and configure the Cisco SPA232D. See the Cisco SPA232D Quick Start Guide for more information.

![INTERMEDIA logo]

1. On the Cisco SPA302 Handset, press the Select button in the center of the 4-way navigation keypad.
2. Using the navigation arrow buttons, scroll to the Settings icon ⚙ and press the center Select button to select it.
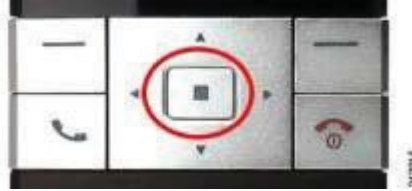
3. Select Handset Registration.
4. Select Register.
5. On the Cisco SPA232D, press the Page/Registration •))) button (shown below) and hold it down for at least seven seconds until the green status light flashes quickly.
6. Enter the Handset PIN when prompted.

Note

Note: You will need to call Customer Service to retrieve the Handset PIN required for subsequent registrations.

7. Press the Confirm soft-key.

TIP: If you press the button for fewer than seven seconds, the green status light flashes slowly, indicating the unit is in "paging" mode and is not in registration mode.
Registration will not work if the unit is in paging mode.
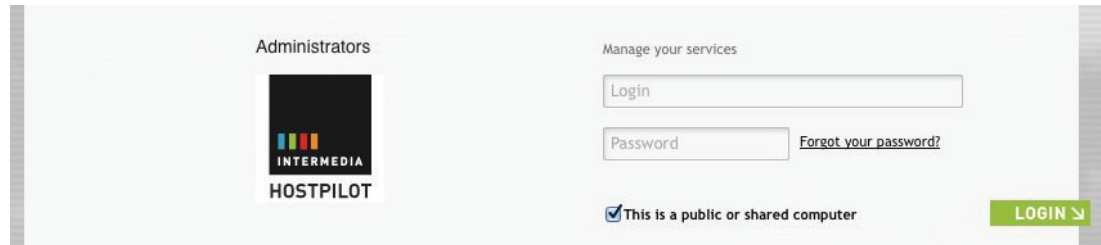
Note: You will need to call Customer Service to retrieve the Handset PIN required for subsequent registrations.

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

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.

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4 USING CORDLESS HANDSETS

Introduction

The Hosted PBX phone system supports up to 3 Cordless Handsets per Cordless Base. The Cordless Base is used to connect the Cordless Handsets to the Intermedia Network. The Cordless Base can be plugged into any one of the 4 phone jacks on the back of the optional Base Unit or into your router or switch. Each Cordless Handset can take up to 2 calls but you may only have 3 simultaneous calls going with your 3 Cordless Handsets (for example, 3 Cordless Handsets may each have one phone call, or one Cordless Handset can be on a call with one call on hold, and one other Cordless Handset can be on a call).

Handset features

- 2.0-in. TFT (176 x 220 pixels), 65,000 colors, backlit wit scratch-resistant lens
- White illuminated keypad back-light
- Status icons (do not disturb [DND], call forward, mute, offhook, speakerphone, signal status, and battery strength)
- Date and time display
- Handset name display
- Dial key lock
- Speed dial: Eight programmable
- Private phone book (50 records)
- Shared phone book (50 records)
- Call history (50 records filtered by Outgoing, Incoming, and Missed)
- One-touch dial from call history
- Missed call(s)
- Message-Waiting Indicator (MWI) tones
- Visual MWI (VMWI)
- Five ringtones
- Distinctive ring support
- Hearing Aid Compatibility (HAC)

Call-control features
- Caller ID
- Call mute
- Call hold/resume
- New call (support for two active call segments)
- Call forward (conditional, unconditional, busy, or no answer)
- Call transfer (attended or blind)
- Call waiting and indication (CWI)
- Call blocking
- Redial
- DND
- Three-way conferencing with local mixing
- Call parking and un-parking

DECT Base Station

- Technical details
- 3 Handset registrations on a Cisco SPA232D (DECT Base Station)
- 3 simultaneous active calls
- Page/Registration button

Physical specifications

- Off-hook button
- On-hook/Power off button
- Two soft-key buttons
- Dedicated speakerphone and mute buttons
- Four-way navigation keypad
- Headset jack: 2.5 mm
- Removable belt clip
- Charging cradle stand
- Range: Indoor: 165 ft. (50m); outdoor: 980 ft. (300m)
- Battery 2 Ni-MH 800-mAh (1.2V) AAA batteries
- (rechargeable)
- 10 hours of talk time
- 120 hours of standby time

Getting Started

The Cordless Handsets and Cordless Base are shipped to you preconfigured. You do not have to do any configuring or programming of the Cordless Handset. Each Cordless Handset has been assigned a phone number and extension number. This section describes the function of the lights on the Cordless Base and some of the initial phone startup screens.

Cordless Base Basics
The Cordless Base provides wireless connectivity to the Cordless Handsets. The Lights on the top of the Cordless Base indicate the current status. After the initial installation and activation, the SYSTEM and INTERNET lights should remain lit.
The following describes the indicator lights, ports and buttons on the Cordless Base which, in turn, provides information on the operating state.

Feature	Description
⏻ SYSTEM	**Steady green-**The system is ready. **Slow flashing green-** Acquiring an IP address, if applicable. (DHCP is used by default.) **Fast flashing green-**Upgrading the firmware. **Off-**There is no power or the system cannot boot up.
🌐 INTERNET	**Flashing green-**Transmitting or receiving data through the WAN port. **Off-**No link.

☎ PHONE	Feature Not Supported
▪ LINE	Feature Not Supported
•)) Page/Registration	**Steady green-**One or more Handset is registered. **Fast flashing green-**The Base is in registration mode. To activate registration mode, press the button for at least 7 seconds. **Slow flashing green-**The Base is in paging mode or a Handset is off hook. To activate paging mode to locate a Handset, press the button for a few seconds; Handsets ring.

Locating Handsets

To locate Handsets that may have been misplaced, you can have all Handsets registered to the Cisco SPA232D receive a ringing "locator call." To page all Handsets, on the Cisco SPA232D, briefly

press the Page/Registration   •))   button until the green status light flashes slowly.

A "Handset locator" message displays on the ringing Handsets.

Press the Start Call or End Call 📞 button to stop the ringing.

Note: If the Handset ringer is turned off, the Handset locator call does not ring.

Cordless Handset Key Descriptions

The Cordless Handset has a front keypad as well as side keys. These keys can be used to customize your Cordless Handset as well as make and manage calls. The following table describes the keys on the key panel of your Cordless Handset.

Components

1. Earphone speaker.
2. Handset display.
3. Right softkey-Press the softkey to perform the action shown in the lower right of the Handset display.
4. End Call button-Press the button briefly to end a call. Press the button and hold it to turn the Handset on and off.
5. Dial keypad.
6. Mute button.
7. Microphone.
8. Speakerphone button—Press this button during a call to use the speakerphone.
9. Start Call button.
10. Left softkey—Press the softkey to perform the action shown in the lower left corner of the Handset display.
11. 4-way navigation keypad—Press the arrow buttons to move up, down, left, or right through menus displayed on the Han set.
12. Center Select button.
13. Headset port.
14. Speakerphone speaker.

Cordless Handset Display Screen

Your phone screen displays the following information:

1. **Date and time-**The date and time are obtained from the Cis-coSPA232D, but can be updated manually from the Handset.
2. **DECT signal strength-**Reflects the Handset registration status to the Cisco SPA232D.
3. **Battery indicator-**Reflects the charge level and status of the batteries.
4. **Handset information-**Lists the number assigned to the Handset in the phone system.
5. **Contacts-**Accesses the phone contacts.
6. **Options-**Items displayed in this menu depend on the phone state. For example, different options are displayed when a call is active than when the phone is idle.

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Display Screen Icons

Icon	Name	Description
	Active call	A call is in progress.
	Call forwarding	Call forwarding is configured on the phone. See Configuring Call Forwarding.
	Conference call	A conference call is in progress. See Placing a Three-Way Conference Call.
	Do Not Disturb	Incoming calls do not reach your Handset because the phone has been set to Do Not Disturb. See Configuring Do Not Disturb, Call Waiting, and Call Blocking.
	Hold	A call is on hold. See Putting a Call on Hold.
	Incoming call	A call is coming in to the phone.
	Missed call	An incoming call was not answered. See Managing Missed Calls.
	Mute	The phone speaker is muted. Appears during an active call. See Adjusting Handset Volume and Muting.
	Speaker	The speakerphone is turned on.
	Voicemail	You have new voicemail.

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Entering Numbers and Text in Fields

Some fields on the Cisco SPA302D require you to enter numbers and text by using the keypad. In general, the following guidelines apply:

• Use the keypad to enter numbers and characters, pressing the key multiple times to select the correct number or letter.

• Press the number key multiple times to move to a different letter under that number. (For example, to enter "Mary," you would press 6 five times rapidly and then pause (for M); press 2 and then pause (for a), press 7 three times rapidly (for r), and then press 9 three times rapidly (for y).

• Press the Right softkey (Delete) to backspace and delete the last character, or cancel data entry.

• Press the Left softkey to save entered data.

• Press the arrow buttons on the keypad to move between fields.

Available characters are shown in the following table:

Key	Character Set
1	1 / : \ , ! ; $ ^ |
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqrs7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < "
*	. @ * & % [ ] _
#	# + - = ( ) { }

Turning the Handset On and Off

To turn the Handset on and off, press and hold the End

Call 📞 button.

📝 Note: Placing the Handset into the cradle automatically turns the Handset on, even it if has been shut off.

Options When the Handset is Idle

- Redial-Press to dial the last number called.
- Intercom (Unsupported)-Press to call another Cisco SPA302D that is registered to the same Cisco SPA232D. Choose the Handset from a list and press the center Select button.
- Parked Calls-Retrieve a parked call. See "Parking a Call"
- Grp Pickup (Unsupported)-Pick up a call ringing at another Handset in a group of phones.
- Pickup (Unsupported)-Pick up a call ringing at a specified extension.
- Keylock-Press to lock the phone. To unlock, press the center Select button, and then press the asterisk key (*).

Options When There is an Active Call

- New Call-Put an active call on hold and begins a new call.
- Hold-Put a call on hold. See "Putting a Call on Hold"
- Transfer-Transfer the call. See "Transferring a Call"
- Conference—Create a conference call between you, the caller on the active call and another caller. See "Placing a Three-Way Conference Call"

Navigating through the Phone Menus

- From the main display screen, press the Left softkey to ac- cess the Options menu (Redial, Intercom, and Keylock).
- Press the Right softkey to access the Contacts menu.
- These buttons also provide other options such as Cancel and Back, depending on the phone menu that you are viewing.
- On the Cisco SPA302 Handset, press the Select button in the center of the 4-way navigation keypad to access additional phone functions.
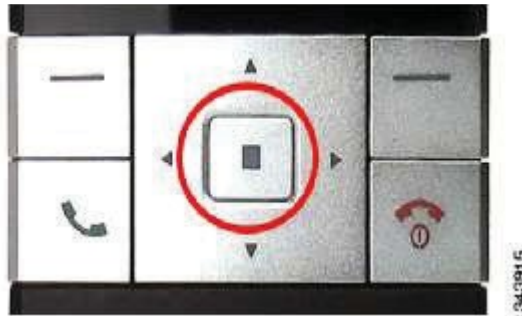
The table below lists the Phone Menu functions and where to look for configuration information.

Icon	Name	Description
	Call History	View a list of calls placed from and received by the handset. Press the left and right arrow buttons to filter calls by Incoming, Outgoing, and Missed status.
	Contacts	View lists of private and shared contacts.
	Call Settings	Configure or view call preferences, speed dials, call forwarding, and other options.
	Settings	Register the handset, configure the network settings, choose ringtones, update the handset software, perform a factory reset, view the handset information (such as model and software version) and view and configure other options.

Adjusting Handset Volume and Muting

To adjust the audio volume during a call:
1. Press the Right Arrow button on the 4-way navigation keypad to increase the volume.
2. Press the Left Arrow button to decrease the volume.

To adjust the ringtone volume when a call is not in progress:

1. Press the Right Arrow button to increase the volume.
2. Press the Left Arrow button to decrease the volume.

To turn off the ringer, continue to press the Left Arrow button until the message on the display and the ringer off icon indicate that the ringer is turned off.

To mute the Handset microphone, press the Mute button on the Handset. The mute icon appears at the top of the Handset display.

Answering or Ignoring a Call

To answer an incoming call, do one of the following tasks:

- Press the Start Call button.
- Press the Left softkey to select Answer.
- Press the Speakerphone button to answer with the speaker-phone.

    To decline to answer a call, press the Right softkey to select
- Ignore.

Placing a Call

To place a call, do one of the following tasks:

- Enter the number on the keypad and press the green Start Call button.Press the Left softkey to select Answer.
- To use the speakerphone, enter the number on the keypad and press the Speakerphone button.

Managing Contacts:

You can store Private and Shared contacts on your Handset. Private contacts are specific to each Handset. Shared contacts are available on all Handsets registered to the Cisco SPA232D (Base). When a Shared contact is entered from a Handset, the contact is made available to all Handsets registered to the same Base station.

You can configure up to 100 Private contacts, and 50 Shared contacts on the Cisco SPA302D.

To configure contacts:

1. Press the center Select button.
2. Select Contacts.
3. Select Private (contacts are stored only on this Handset) or Shared (contacts are shared and stored among all Handsets registered to the same Cisco SPA232D).
4. Press the Options softkey to perform one of the following actions:
- Add New: Add a new contact. Enter the name and number, then press the Save softkey. Names and numbers have a 32-character limit.
- Edit Dial: Retrieves the number from the Contacts list and opens the dialler window, so that the number can be edited before dialling. Press the Right and Left Arrow buttons to

move the cursor in the number field, and the Back softkey to delete characters.

- Edit: Edit the name and number for the contact. You can also assign a ringtone for the contact. Press Save to save your changes.
- Delete: Deletes the selected contact. Press Confirm to delete.
- Delete All: Deletes all contacts. Press Confirm to delete all contacts.

Redialing a Call

To redial the last number called,

1. Press the Left softkey to select Options.
2. Select Redial.

Putting a Call on Hold

To put a call on hold:

1. Press the Left softkey to select Options.
2. Scroll to Hold and press the center Select button.

The Hold icon and on-screen message indicates a call is on hold.

To resume the call:
1. Press the Left softkey to select Options.
2. Scroll to Resume and press the center Select button.
The Active Call icon indicates the call is active again.

Using Call Waiting

If Call Waiting is enabled, while on a call, a beep tone will alert you of a second incoming call.

To answer the call:
Press the Left softkey to select Answer (the first call is placed on hold.)

To ignore the call:
Press the Right softkey to select Ignore.

To return to the first call, do one of the following tasks:

- Press the Right softkey to select End Call ☎ to end the active call and return to the call on hold.
- Press the Left softkey to select Options and choose Swap to place the current call on hold and return to the first call.

The active call is shown at the top of the screen and is indicated by the active call icon.

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Transferring a Call

To transfer a call:

1. Press the Left softkey to select Options.
2. Scroll to Transfer and press the Select button.
3. Enter the number to which to transfer. The Cisco SPA302D automatically dials the number.

You can transfer before the called number answers, or you can wait to speak to the called number.

Transferring a Call Directly to Voicemail

To transfer a call directly to voicemail:

1. Press the Left softkey to select Options.
2. Scroll to Transfer.
3. Press the Select button.
4. Enter *99 followed by the 3-digit extension number for the destination phone.
5. Hang up when it starts to ring, to transfer the call.

Placing a Three-Way Conference Call

You can create a conference call between you, the caller on an active call with you, and a third party.
To create a conference call:

1. Press the Options softkey during an active call. The first call is placed on hold, a second line is opened, and you hear a tone.
2. Enter the second telephone number on the keypad. The number is automatically dialled.
3. When the second party answers, press the Options softkey and choose Conference.

The three calls are connected and the display screen shows that a conference call is in progress.
When you hang up, the conference call is ended for all parties.

Parking a Call

You can park a call on a designated line ("parking lot") so that another person in your office can retrieve the call. The call is active until it is un-parked or the caller hangs up.
To park a call:
1. While on an active call, press the Options softkey.
2. Select Transfer.
3. Enter the park group number. (the default is 9000)
4. Listen for the park number to be voiced, and then hang up.

To pick up a parked call simply dial the park number (9001, 9002, etc.)

Ending a Call

To end a call, press the red End Call button.

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 and press the Call button. (i.e. *95 + 100)
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 and press the Call button
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 and press the Call button
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

Handling Missed Calls

A message appears on the display screen notifying you if a call is

Ending a Call

not answered. Pressing any button on the Handset clears this message from the screen.

Note: The missed call notification cannot be turned off, only cleared after the notification appears.

To view and return a missed call:
1. Press the Up Arrow button to display the Call History, or press the center Select button and select Call History.
2. Select the missed call you want to return.

3. Press the Start Call button.

Viewing the Call History

You can view a list of calls placed from and received on your Handset. To view the call history:
1. Press the center Select button.
2. Select Call History. A list of calls is shown.
3. Scroll to the call you want to view and do one of the following actions:
- Press the Center select button to see more information about the call.
- Press the Start Call button to call the number.
- Press the Options softkey to perform one of the following actions:
- Send to Contacts—Adds the number to your list of private contacts. If desired, edit the name in the Name field and choose a ringtone for the contact. Press Save to save the new contact.
- Clear Entry—Deletes the call from the call history. Press Confirm to delete.
- Clear List—Deletes all calls from the call history. Press Co firm
- to clear the list.
- Edit Dial—Retrieves the number from the call history and opens the dialler window, so that the number can be edited before dialling (for example, to add a steering digit to reach an outside line). Press the Right and Left Arrow buttons to move the cursor in the number field and the Back softkey to delete characters.

Voicemail

Each Cordless Handset comes with a Voicemail box which can record up to 90 minutes of messaging with a max 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. Similar to the Desk Phone, you may access voicemail through the phone, change your PIN and record your voicemail greeting.

To access your voicemail messages:

Method A:
1. Dial **1.
2. Press the Start Call   button.
3. Enter your PIN.

Method B:
1. Press & Hold 1 on your keypad.
2. Down Arrow to your phone number.
3. Press the Select (center) button.
4. Enter your PIN.

Method C:
1. Dial your phone number.

2. Press the Start Call button.
3. Enter your PIN.

Retrieving messages when you are away from the office:
1. Dial your 10-digit phone number and allow it to ring.
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

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

Changing your Voicemail PIN

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.

Recording a Personal Greeting via the Phone

1. Log in to your voicemail box.
2. Select 8 for User Options.
3. Select 1 to record your Unavailable Greeting.
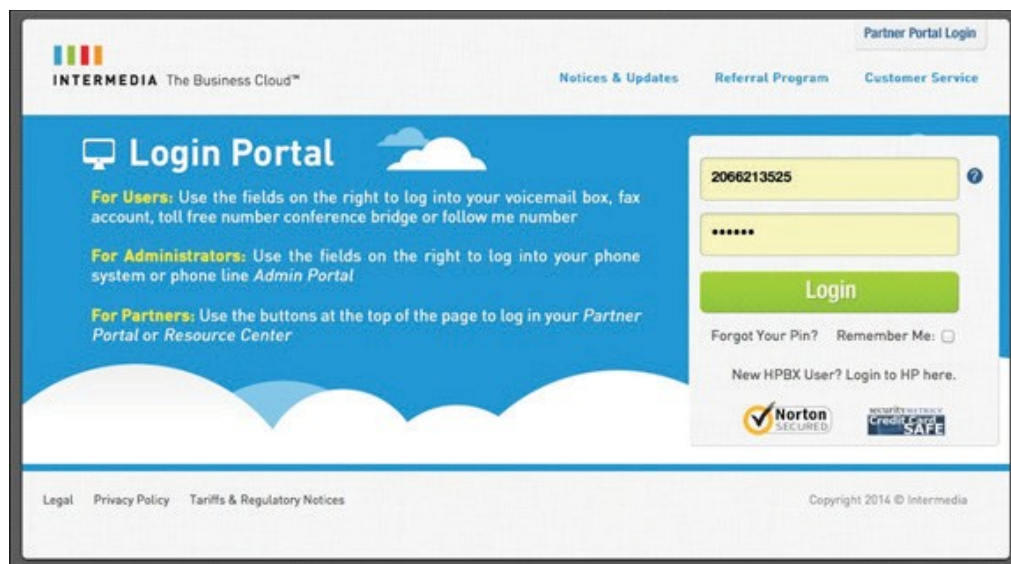4. Follow the voiced instructions.

Forwarding 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. Once logged in to your voicemail box, press 1 to listen to your message(s).

1. Press 6 at any time while listening to the message or after the message.
2. Press 1 to forward the message.
3. Enter the phone number, extension number or group number to receive the message.
4. Record an introduction to the message, if desired.
5. Touch * to send the message.

Logging into your Voicemail Box via the Web

1. Go to https://www.intermedia.net/accesslinelogin/index.asp .
2. Enter your 10-digit phone number and PIN.
3. Click Login.

Retrieving messages via the Web

Once logged in, click the Play button associated with the voicemail message you wish to listen to. The voicemail message will play through your speakers.

Forwarding Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another Intermedia voicemail box 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 send the voicemail message as an attachment.
6. Click the Send button when finished.

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Setting Up 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 en-
     ter multiple email addresses separated by a semicolon).
7.   Select the Display Format (what the email message looks like).
8.   Click Ok to save your changes.

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Creating a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person's information individually. Voicemail groups are created through your web interface.

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.

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Configuring Call Forwarding:

1. Press the center Select button to view the available preferences.
2. Scroll to Call Settings and press the center Select button again.
3. Scroll to Call Forwarding and press the center Select button.
4. In one or more of the fields, enter the number to which you want to forward calls.
5. You can forward calls to a voice mailbox, another extension, or an outside line. If forwarding calls to an outside line, be sure to enter any steering digits, access codes, or area codes required to complete the call. Press the Delete key to backspace.
- Forward All Dest—Forwards all incoming calls to the destin tion of the entered number.
- Forward Busy Dest—Forwards incoming calls to the destin tion of the entered number when your phone is busy.
- Forward No Ans Dest—Forwards incoming calls to the destination of the entered number when you do not answer the phone.
6. Press Save.

Configuring Do Not Disturb, Call Waiting, and Call Blocking

You can configure call preferences, such as Do Not Disturb and Call Waiting, by accessing the following options:
- Do Not Disturb—Incoming calls do not reach your Handset. (They will not display in the Received Calls list.)
- Call Waiting—If call waiting is enabled, while on a call, a beep-tone will alert you of a second incoming call.
- Block Anonym Call—Blocks incoming calls to your Handset from callers who have blocked their Caller ID.
1. Press the center Select button to view the available preferences.
2. Scroll to Call Settings and press the center Select button again.
3. Press the center Select button to choose Call Preferences.
4. Press the Up or Down Arrow button to scroll to the setting you want to configure.
5. Press the Right and Left Arrow buttons to turn the feature on or off.
6. Press the Left softkey (Save), or the center Select button to save your changes.

Configuring Phone Settings

To access the settings menu, press the center Seclect button and scroll to settings.

Configuring Network Settings: (Unsupported) For assistance, please call Customer Service.
SIP Settings: (Unsupported) For assistance, please call Customer Service.

Changing Your Ringtone

To change your Handset ringtone:
1. From the Settings menu, choose Ringtones.
2. Press the Up and Down Arrow buttons to select a ringtone. A preview of the ringtone plays.
3. Press Save to save the selected ringtone as the ringtone for your Handset.

Configuring Keypad and Call Park Tones

You can configure a tone to play when keys on the Handset are pressed or when a phone call is parked. To configure tones:
1. From the Settings menu, choose Tones.
2. Press the Up and Down Arrow buttons to select the tone set-ting that you want to change. Press the Right and Left arrow buttons to turn the tone on or off.
3. Press Save to save your changes.

Configuring the Backlight Timeout Setting

You can configure the amount of time that the Handset display screen remains lit before it is turned off to conserve battery power. To configure the timeout setting:
1. From the Settings menu, choose Backlight Settings.
2. Press the Right and Left Arrow buttons to choose from 15, 30, or 60 seconds.
3. Press Save.

Configuring and Using Speed Dials

You can configure up to 9 speed dials (numbers 2 through 9 and 0) on your Handset. A speed dial number can be configured by pressing and holding an unassigned number on the keypad, or by using the Call Settings menu on the Handset.

Creating Speed Dials

To create a speed dial by choosing an unassigned number on the phone keypad:
1. Press and hold the number (2 through 9 or 0).
2. When the message appears asking you to confirm the speed dial entry, press the Left softkey to Confirm.
Perform one of the following actions:

- Press the Left softkey to choose Contacts to add a speed dial from the private Contacts list. Select the contact and press the center Select button.
- Use the keypad to enter the speed dial name. Press the Down Arrow button to reach the number field and use the keypad to enter the number. Be sure to enter any steering digits, access codes, or area codes needed.

3   Press the center Select button to save the speed dial and return to the main display screen.

Creating Speed Dials through the Handset Menu:

1. Press the center Select button to view the available preferences.
2. Scroll to Call Settings and press the Select button again.
3. Select Speed Dial.
4. Press the Up and Down Arrow buttons to move to the speed dial slot that you want to configure.
5. Press Options, and then select Edit.
6. Perform one of the following actions:

- Press the Left softkey to choose Contacts to add a speed dialfrom the private Contacts list. Select the contact and press thecenter Select button.
- Use the keypad to enter the speed dial name. Press the DownArrow button to reach the number field and use the keypad toenter the number. Be sure to enter any steering digits, accesscodes, or area codes needed.

7. Press the center Select button to save the speed dialand return to the list of speed dials.

Managing Speed Dials

From the Speed Dial menu, press Options. You can do the following:
- Edit-Edit the selected speed dial.
- Clear Entry-Delete the selected speed dial.
- Clear List-Delete all speed dials.

Using Speed Dials

1. To use a speed dial, press the asterisk key (*).
2. Press the number of the speed dial.
3. Press the Start Call button.

Using Contacts

You can store private and shared contacts on your Handset. Private contacts are specific to each Handset. Shared contacts are available on all Handsets registered to the Cisco SPA232D. When a shared contact is entered from a Handset, the contact is

made available to all Handsets registered to the same Base station.
You can configure up to 100 private contacts and 50 shared contacts on the Cisco SPA302D.

To configure contacts:
1. Press the center Select button.
2. Choose Contacts.
3. Choose Private (contacts are stored only on this Handset) or Shared (contacts are shared and stored among all Handsets registered to the same Cisco SPA232D).
4. Press the Options softkey to perform one of the following actions:
•   Add New-Add a new contact. Enter the name and number, and then press the Save softkey. Names and numbers have a 32- character limit.
•   Edit Dial-Retrieves the number from the Contacts list and opens the dialler window, so that the number can be edited before dialling (for example, to add a steering digit to reach an outside line). Press the Right and Left Arrow buttons to move the cursor in the number field and the Back softkey to delete characters.
•   Edit-Edit the name and number of the contact. You can also assign a ringtone for the contact. Press Save to save your changes.
•   Delete-Deletes the selected contact. Press Confirm to delete.
•   Delete All-Deletes all contacts. Press Confirm to delete all contacts.

Changing Handset Settings

A unique Handset name can be defined, which is reflected in the upper right corner of the display. The Handset name is used to identify the SPA302D with the Intercom and Handset deregistration.
To change the Handset name, display language, or input language:
1. From the Settings menu, choose Handset Settings.
2. Press the Up and Down arrow buttons to select the field you want to change. Press the Right and Left arrow buttons to change the values in the field.
3. Press Save.

Upgrading the Handset Software

Upgrading the Handset Software: (Unsupported) For assistance, please call Customer Service.

Performing a Factory Reset

Performing a Factory Reset: (Unsupported) For assistance, please call Customer Service.

Viewing Phone Information

To view information about your Handset, including the software version, hardware version, and serial number:

1. From the Settings menu, scroll to Phone Info, and press the center Select button.
2. Press the Up and Down arrow buttons to scroll through the available phone information:
*   Model: Handset model.
*   Software Version: Version of software that is current installed on the Handset.
*   HID VID: Hardware version ID.
*   PID: Product ID
*   SN: Serial number
*   IPEI: International Portable Equipment ID, or a unique number used to identify each DECT Handset to the Base station.
*   Base RFPI: Radio Fixed Part ID, or a unique number used to identify each DECT Base station to the Handset.

Advanced Handset Configuration Options

Advanced Handset Configuration Options: (Unsupported) For assistance, please call Customer Service.

5   Troubleshooting the Cisco SPA302D

Advanced troubleshooting is performed by phone system administrators and is not covered in this document. However, some common problems and solutions are described below.

No Network Message

If a "No Network" message is displayed on the phone screen, the WAN interface of the Cisco SPA232D is not connected to the network. This means that the Cisco SPA232D cannot connect to the Internet and some functions are unavailable. Try the following actions:

1. Make sure the Internet connection is active.
2. Check the cable connecting the WAN interface of the Cisco SPA232D to the Internet source (for example, the cable modem) to make sure it is functional.
3. Reboot the Cisco SPA232D.

Unresponsive Handset

If the Handset is unresponsive after a few moments, press the End

Call button to turn the Handset off. Wait a few moments and then press the End Call button again to turn the Handset back on. If the Handset is still unresponsive, remove the batteries for a few moments to "reboot" the Handset, and then replace the batteries.

Note: There is no "hard reset" button on the Handset.

Handset will not Turn On (Screen will not Illuminate)

1. Follow Instructions for correctly installing batteries.
2. Follow Instructions to Turn On Handset3.

3. If batteries are not charged, the Handset will turn on after plac-
    ing the Handset into the charging cradle
4. Verify that the correct power adapter is installed.

Handset No Longer Holds a Charge

1. Verify that the Cordless charging cradle is plugged in and has
    power to it.
2. Verity that the batteries are installed correctly
3. Replace rechargeable batteries.
4. Verify that the correct power adapter is installed.

Symptom for RF interference

Any radio-Based equipment can potentially cause interference
with other equipment and can be interfered from
other equipment.
1. Reposition Cordless Base closer to Handsets
2. Reposition Cordless Base away from electrical equipment
3. Reposition Cordless Base away from microwaves

Incorrect Power Adapter Used

The Cordless Base and Cordless Handset charging cradle use
visually identical power adapters but with different amperage rat-
ings.

The Cordless Base uses a **2 Amp** power adapter.

The Cordless Handset charging cradle uses a **1 Amp** power adapter.