

gTalk® PBX USER GUIDE

How to Use Cisco SPA 504 IP Phone



No	Features	Description
1.	Handset	Pick up to place or answer a call.
2.	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.
3.	LCD Screen	Displays date and time, phone station name, line extensions, and soft-key options.
4.	Line keys	Indicates phone line status. When lit: Green: Line is idle. Red (steady): Line is active or in use. Red (blinking): Line is on hold. Orange: Line is unregistered and cannot be used.
5.	Soft-key buttons	Press a soft-key button to perform the action shown on the label on the LCD screen above.
6.	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
7.	Messages button	Press to access voice mail.
8.	Hold button	Press to place a call on hold.
9.	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials),

		access your call history, and set up functions (such as call forwarding).
10.	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11.	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
12.	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone).
13.	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14.	Keypad	Use to dial outbound calls, enter letters, and choose menu items.

Placing or Answering a Call

Basic techniques to answer a call:

- Pick up the handset.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a green line button to place a call or a red flashing line button to answer a call.

Techniques to place a call without dialing a number:

- Press the **'redial'** soft-key, then move up or down by soft-key to reach and **'dial'** the last number.

Placing Internal (extension) Calls

Basic techniques to call extension:

- Dial the extension number using keypad then pick up the handset.
- Dial the extension number using keypad then press the **Speaker** button.

Placing Outbound Calls

You can make outbound calls by simply dialing the destination telephone number. For those who have a 10 digit US/Canada number in addition to 4 digit extension number their selection (pressing) of **'green'** line button next to the extension number will display company's business telephone number to the call recipient. On the other hand selection (pressing) of **'green'** line button next to the 10 digit number will display that number to the call recipient

Ending a Call

To end a call:

- If you are using the handset, just hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using a headset, either press the **Headset** button (wired) or replace the receiver (when using certain wireless models).

Ignoring an Incoming Call:

- When call lands press **'Ignore'** soft-key button.

Transferring a Call

You can perform following types of transfers:

Performing an Attended Transfer

- Attended Transfer:
 - transfer the call while the phone is ringing.
 - wait for the person to answer before transferring the call.

STEP 1 - During an active call, press **'xfer'** soft-key. The call is placed on hold and a new line is opened to dial the number where the call is intended to be transferred.

STEP 2 Either:

- Enter the number to which you want to transfer the call, then press the **'dial'** soft-key or wait a few seconds.
- Press the **'dir'** soft-key and either choose a number from the personal directory or select the Corporate Directory, then press the **'dial'** soft-key.

STEP 3 - Press the **'xfer'** soft-key after the phone begins to ring, or at any time after the phone is answered.

Performing an Unattended (Blind) Transfer

- Blind Transfer—You transfer the call without speaking to the other party to which you are transferring the call.

STEP 1- During an active call, press the **'bXfer'** soft-key.

STEP 2- Enter the number to which you want to transfer the call and press the **'dial'** soft-key. The call is transferred with no further action required on your part.

Redialing a Number

To redial the last number called, press the 'redial' soft-key and then 'dial' soft-key.

To redial another number press the 'redial' soft-key, then navigate to the desired number and then press the 'dial' soft-key.

Viewing and Returning Missed Calls

The LCD screen on your IP phone will notify you if a call came but was unanswered.

To return a missed call:

- If the LCD screen shows a missed call, press the 'lcr' soft-key to return the last missed call. Press the 'miss' soft-key to view a list of missed calls, select a call, and press 'dial'.
- If the LCD screen does not show the 'lcr' or 'miss' soft-keys, you can return a call from the Missed Call list:

STEP 1- Press the Setup button.

STEP 2- Scroll to Call History and press the 'select' soft-key.

STEP 3- Scroll to Missed Calls and press the 'select' soft-key.

STEP 4- Choose the call you want to return and press the 'dial' soft-key.

Placing a Three-Way Conference Call

To initiate a conference call:

STEP 1 - During an active call, press the 'conf' soft-key. The first call is placed on hold, a second line is opened, and you hear a dial tone.

STEP 2 - Dial the second person's telephone number.

STEP 3 - When the second person answers, press the 'conf' soft-key again. All three parties are connected in the conference call. (You can cancel the conference by pressing the 'EndCall' soft-key before connecting the calls, then press the 'resume' soft-key to resume the original call.) NOTE When you hang up, the other two parties are disconnected too.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls ringing your phone. The screen indicates that a call is incoming, but the phone does not ring. The unanswered call is handled according to your normal settings.

- To activate Do Not Disturb feature, press the 'dnd' soft-key. The LCD screen indicates that Do Not Disturb is turned on for your phone.

- To deactivate Do Not Disturb, press the '-dnd' soft-key.

Accessing Voice mail

To access voice mail, press the Messages button on your phone. Your phone administrator should configure your phone with the correct voice mail number so that pressing the Messages button automatically dials your voice mail system.

- To hear the voice mail press 1.
- To hear the old voice mail press 2.
- To delete voice mail press 3.

Transfer to Voice mail

This feature allows you to transfer someone (either a caller or a called person) to leave a voice mail to a specific extension.

- To transfer to specific extension to leave voice mail: Press 'Xfer' soft-key button, then dial *6<ext. number>, and after that immediately press the 'Xfer' soft-key button again.
- To leave a voice mail to a specific extension: Dial *6<ext. number>.

Call Forward

Activating Call Forwarding: Activate Call Forwarding feature whenever you want your calls to be forwarded to another phone. Once activated, all incoming calls will be forwarded to the number you specified.

- Dial *41 + Number + # - To forward incoming calls to a specific telephone number for any reason.
- Dial *42 + Number + # - To forward incoming calls to a specific telephone number when unreachable.
- Dial *43 + Number + # - To forward incoming calls to a specific telephone number after Ring-Timeout.

Deactivating Call Forwarding:

- Dial *44# - To cancel call Forwarding .

Note: You may also configure your Call Forwarding feature by login to your account panel.

Block Caller ID

This feature allows you to block your phone number along with your name i.e. CNAM information associated with your phone number.

To set Block Caller ID: *31#

To remove: *32#

Note: You may also configure your Block Caller ID feature by login to your account panel.

Anonymous Call Block

With Anonymous Call Block, all incoming calls from unknown callers will hear a busy tone. So you may no longer want to receive calls from the caller's phone numbers.

Dial *33# -- To block anonymous calls.

Dial *34# -- To cancel anonymous call block.

Note: Also you may enable this feature by login on to your account panel.

Selective Call Blocking

This feature allows you to block incoming calls that you have placed on a list of phone numbers you wish to be blocked.

Dial *35 + number# -- To add a specific telephone number to block list.

Dial *36 + number# -- To delete a specific telephone number from block list.

Note: Also you may configure this feature by login to your account panel. You may Add/Edit/Delete any number which you want to block/unblock.

Speed Dial

A speed dial number is a numeric number to which a destination telephone number is pre-set by a caller. This allows the caller to avoid dialing the full destination number. gTalk PBX providing 99 (1-99) speed dial facility.

gTalk PBX provides 99 (1-99) Speed Dial facility. To set speed dial

01. Login to your gTalk PBX account

02. Go to Speed Dial under User Menu

Follow onscreen instructions to Add/Edit/Delete Speed Dial number.

Benefits of BLF keys

BLF is the convenient way to view status of other extensions.

- Each key represents status of designated extension.

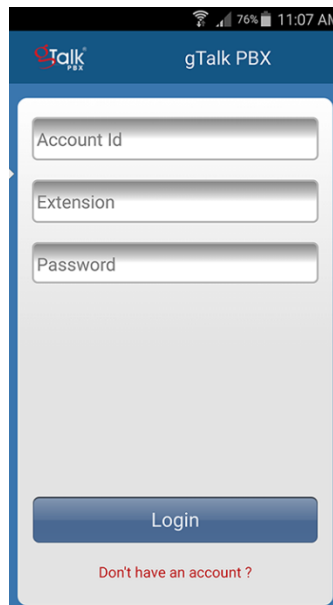
For example If the key is green, it indicates the extension is **idle**. Red indicates **busy** and Red blinks means the extension is **ringing**.

BLF Keys allow user to pick up calls, dial extensions, and transfer calls easily.

How to install gTalk PBX Mobile App

With every Extension gTalk PBX offers a feature rich App compatible with Android and iPhone sets.

- **Android:** To install gTalk PBX App for Android sets, download the App on your smart phone by browsing the Google Play Store. Search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.
- **iPhone:** To install gTalk PBX App for iPhone sets download the App on your smart phone by visiting the Apple Store, search for gTalk PBX, and then press Install. Once installed enter Account ID, Extension and password to login gTalk PBX App.



Use of gTalk PBX Mobile App

Use of the gTalk mobile App is user friendly and intuitive. Most of the functions of your gTalk IP Phone sets may be performed by using gTalk Mobile App. Some of the important functions are: **Make or receive calls, check voice mail or missed calls, set call receive preferences, line preference, see extension directory and make direct calls, make call using speed dial etc.**

