



1 Handset	Pick up to answer or place calls.
2 Speaker	Speaker for phone.
3 Message Waiting Indicator	When lit: <b>Red</b> – you have a new voice mail message. <b>Flashing Red</b> – you have an incoming call.
4 LCD Screen	Your phone may vary, but typically displays: date & time, phone station name, line extensions, soft key options, start up logo, screen saver.
5 Line Keys	Indicates phone line status. Your phone may vary, but typically when lit: <b>Green</b> – line is idle. <b>Red (steady)</b> – line is active or in use. <b>Red (blinking)</b> – line is on hold. <b>Orange (flashing)</b> – line is unregistered (cannot be used).
6 Soft Keys	Press a soft key button to perform the action on the label on the LCD screen above.
7 Navigation Button	Press in each direction to scroll through items on the LCD screen.
8 Center Select Button	Press this button to select the option or menu that is highlighted on the LCD screen.
9 Messages Button	Press to access voice mail.
10 Hold Button	Press to place a call on hold.
11 Setup Button	Press to access the phone's configuration menu to configure features and preferences.
12 Volume Button	Press + to increase the volume and press – to lower the volume of the handset, headset, speaker (when the handset is off hook) or ringer (when the handset is on hook).
13 Mute Button	Press to mute or un-mute the phone. When the phone is muted, the button glows <b>red</b> . A <b>flashing red</b> mute button indicates that the phone does not have network connectivity.
14 Headset Button	Press to turn the headset on or off. When the headset is on, the button glows <b>green</b> .
15 Speaker Button	Press to turn the speaker on or off. When the speaker is on, the button glows <b>green</b> .
16 Keypad	Press keys to dial phone numbers, enter letters and choose menu items.

## LIGHTPATH HOSTED VOICE

CISCO 502G/504G/508G/525G2

V11221

### IP PHONE

### REFERENCE GUIDE

## ADJUSTING THE PHONE

### To adjust display contrast –502G/504G/508G:

- Press the Settings button.
- Press 17 to select Contrast.
- Adjust the contrast using the Up/Down soft keys.
- Press the OK softkey.
- Press the Exit softkey.

### To adjust display contrast – 525G2:

- Press the settings button.
- Press 6 to select User Preferences.
- Press 3 for Screen Preferences.
- Toggle through the 6 options provided to adjust the display to the desired settings.

### To adjust ring volume:

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

### To adjust handset volume:

Remove the handset from the cradle and use the Volume Up/Down buttons. Replace the handset.

### To adjust speakerphone volume:

Press the Speaker button and use the Volume Up/Down buttons. Press Speaker button again.

### To adjust ring type - 502G/504G/508G:

- Press the Settings button.
- Press 4 to select Ring Type.
- Highlight the desired ring with the Scroll Up/Down buttons.
- Press the Select softkey to select the ring.
- Press the OK softkey to exit the menu.

### To adjust ring type - 525G2:

- Press the settings button.
  - Press 6 to select User References.
  - Press 2 for Audio Preferences.
  - Toggle through to the desired ring type.
- Note: Depending on your phone type and configuration the above may vary

## MAKING A CALL

### Internally

To call another person in your business lift the handset and dial the other person's extension. This is typically a 3, 4 or 5 digit number\*

### Externally

To call a number outside of your business lift the handset and dial the phone number. Depending on your system configuration you may need to dial a code at the beginning of the phone number to indicate you are making an external call.\*

## Emergency Calls

In an emergency lift the handset and dial 911. If you need to dial a code when calling an external number you will also need to dial that code before calling 911\*.

\*Note: Depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the Dial key once you have dialed the number.

## Speakerphone

To make a call using your speakerphone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by Dial.

## Ending Calls

To end a call, replace the handset, or press the End Call key.

## Redial

- Press the Redial soft key to redial the call you last placed.

## ANSWERING CALLS

### Using the Handset:

To answer an incoming call, lift your handset and you will be connected to the caller.

### Using the Speaker:

To answer a call using the speakerphone press either the Speaker or Answer key.

## HOLD

Hold lets you place a call on hold for rapid retrieval from the same phone.

### To place the current call on hold:

- Press the Hold softkey.

### To retrieve the held call:

- Press the Resume softkey.

When a call is placed on hold, there will be a visual indicator that there is a call on hold.

## MUTE

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation.

### To enable Mute:

- Press the Mute button. The Mute button will glow red and the display will briefly note "Microphone Mute On" to show that Mute is active.

### To disable Mute:

- Press the Mute button again. The Mute button will turn off, and the display will briefly indicate "Microphone Mute Off" to indicate that Mute is cancelled.



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## CALL FORWARDING

Your phone system supports different types of Call Forwarding:

- **Immediate** (sometimes called Unconditional) Call Forwarding: When all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default), another extension in your business, or an external number.
- **Busy Call Forwarding:** Forwards all calls that are received when you are already on the phone.
- **No Answer** (sometimes called Delay) Call Forwarding: Forwards all calls when you do not answer them after a certain delay.
- **Selective Call Forwarding:** Forwards calls from certain numbers to another number.

**Note:** The easiest and most flexible way of configuring call forwarding is using CommPortal.

### Enabling Call Forwarding

Dial the access code for the type of Call Forwarding you want to enable followed by the number you wish to forward calls to.

**Example:** To use Immediate Call Forwarding to forward all calls to extension 1004, you would dial \*721004. Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to. The system will only enable call forwarding if this courtesy call is answered.

### Selective Call Forwarding

The Selective Call Forwarding feature can be configured by dialing \*63. This feature provides voice prompts to help you with the setup.

### Access Codes

Type of Forwarding	Enable Code	Disable Code
Immediate/ Unconditional	*72	*73
Busy	*90	*91
No Answer/Delay	*92	*93

### Disabling Call Forwarding

To disable call forwarding, dial the disable code for that type of call forwarding.

### Remote Access to Call Forwarding

Your phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

1. Dial the Remote Access to Call Forwarding number.
2. Enter your full 10-digit phone number followed by #.
3. Enter your remote access to call forwarding PIN followed by #.  
Note that this PIN is different from your CommPortal password.
4. Enter the access code of the call forwarding service you wish to configure.

If you are enabling call forwarding, the system will then provide a broken dial tone. Enter the number you would like calls forwarded to.

## ADVANCED CALL HANDLING

### Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call (depending on your phone type ) you should press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

### Transferring a Call

#### To transfer a call:

1. Press the Transfer key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. If you want to transfer the call before the other person answers, press the Blind key.
4. Alternatively wait until the person has answered before completing the transfer by pressing the Xfer key.

#### To transfer a call directly to voicemail:

1. Press the Transfer key – this places the current call on hold.
2. Dial 7 plus the extension of the person's voicemail you want a message left for.
3. Press the dial key.
4. Press the Xfer key.

### Three Way Conferencing

To conference a third person into a regular two-way phone call:

1. When in a regular call, press the Conference key.
2. Dial the person you want to join your call.
3. Once this person has answered press the Conference key again to set up the three-way call.

### Bridging Two Calls

To join two calls together (once both calls are on the line):

1. Press the right toggle arrow to bring up more soft keys.
2. Press the ConFlx soft key and all three parties will be bridged together.

To exit the conversation without ending the bridge, press the Join soft key.

### Parking a Call

Parking a call places the call on hold in a “park orbit” so that the call can be retrieved from another phone. To park a call, follow these steps:

1. Initiate call transfer by pressing the Transfer key.
2. Dial the Call Park access code \*13.
3. Listen to the park orbit number where the call will be parked.
4. Complete the call transfer by pressing Transfer again.

### Retrieving a Parked Call

To retrieve a parked call lift the handset and dial the Call Retrieve access code \*14 followed by the park orbit number. For example, to retrieve a call parked on orbit 1, you should dial \*141.

### Do Not Disturb

Enable Do Not Disturb if you don't want any calls to ring your phone but instead go straight through to your voicemail.

If you have a key marked DND then press this to toggle Do Not Disturb on and off. If you don't have a DND key then you can:

1. Dial \*78 to turn Do Not Disturb on.
2. Dial \*79 to turn Do Not Disturb off.

## OTHER PHONE FEATURES

### Speed Dials

Your phone system supports different types of speed dials.

1. **Speed Dial (phone keys)** - Depending on your phone model, keys on your phone can be configured to automatically call certain destinations.
2. **Speed Dial (code)** - Allows you to individually allocate short codes (1 or 2 digits) to numbers you call often.
3. **Short Codes** - These are usually 3, 4 or 5 digit numbers which act as company wide speed dials that can be used from any phone in your business. They are set up by your administrator and can be viewed in CommPortal.

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### Monitoring Other Lines

Some phone models let you monitor the status of other extensions in your business. A key and a lamp on your phone will be associated with that other extension.

- If there is no call in progress on that extension, the lamp will not be lit.
- If a call is ringing or in progress on that extension, the lamp will light solidly.

You can also use these keys as speed dials for the other extension. To call the other extension when there is no call in progress on it, pick up your handset and press the key for that extension.

### Account Codes

If you have account codes configured on your line, then once you have dialed a number that requires a code, you will hear a tone. You will then need to dial a special code before the call is connected.

Your system may use either validated or un-validated account codes. If your system uses validated account codes then you must enter a specific code that has been configured either by your administrator or by you. If your system uses un-validated account codes you can enter any code as long as it is the right length.

## SERVICES BUTTON

### Call Lists

The Call List provides the 10 most recent call actions whether it may be a dialed, missed or received call.

To access your Call List:

1. Press the Services soft key.
2. Select Call List from the options or just press 1.

### Contacts

Contacts provides a list of your contacts entered into the phone. The contact list is listed by name and each contact may have more than one number or extension stored. You are able to sort and filter your contact list.

To access your Contacts:

1. Press the Services soft key.
2. Select Contacts from the options or just press 2.

### Logout – Login

A user may log in or out of a phone transferring the individual number and phone settings to the desired phone.

To access your Logout button:

1. Press the Services soft key.
2. Press 3 or toggle to Logout

### Visual Voicemail

Visual Voicemail allows users to listen to their messages in the order of their choice.

To access Visual Voicemail:

1. Press the Services soft key.
2. Press 4 or toggle to Messages.
3. Toggle through your voicemail and press play to listen to the desired message.

## ACCESSING VOICEMAIL

When you have unheard voice messages waiting, your phone will display a light on the top of the phone.

To listen to your messages you need to log into the voicemail system by either dialing the voicemail access code \*318, or press the Messages or Voicemail key if your phone has one.

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played to callers.

### Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you want:

Function	Press
To listen to your <b>voice messages</b> from the main menu	<b>1</b>
To listen to your <b>other messages</b> from the main menu	<b>1 &amp; 1</b>
To <b>save a message</b> once you've listened to it	<b>2</b>
To <b>delete a message</b> once you've listened to it	<b>3</b>
To <b>change your mailbox settings</b> from the main menu	<b>4</b>
To <b>cancel</b> the current operation	<b>*</b>
To <b>go back</b> to the previous menu	<b>*</b>
To <b>finish</b> entering digits, or recording an announcement	<b>#</b>

## LIGHTPATH HOSTED VOICE

### VOICEMAIL

V112210

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## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

### ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers (see page 2).

When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone.

#### From your own phone:

Press the Messages button or dial \*318.

Enter your voicemail password.

If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

#### From another phone:

- From an external phone either:
  1. Dial the voicemail access number specified by your Administrator.
  2. Dial your company's main telephone number and press # (if your company has configured it this way)
- When prompted, enter your 10 digit number.
- When prompted, enter your voicemail password + #.
- If you have new messages, the messages will be identified

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### VOICEMAIL MAIN MENU

Action	Key
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*



## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

Action	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Save as New	2	2	2
Forward Message	5	5	5
Replay Message	1	1	1
Rewind 5 Seconds	N/A	77	N/A
Pause/Resume Playback	8	8	8
Skip to the End	99	99	N/A
Skip to Previous Menu	*	*	*
Leave as New	#	#	#

Note: Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key you can interrupt the announcements to speed up your experience.

## FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations. Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options:

## DELIVERY OPTIONS MENU

Action	Key
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

## REPLYING TO A MESSAGE - DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

## RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

## Options for Transferring Calls - Lightpath Hosted Voice

### **Using a Standard Phone:**

#### Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Dial the extension of the person you want to transfer the call to.
3. Press dial (or # button).
4. Announce the call.
5. To complete transfer press "xfer" softkey.

To pull back a call:

1. Press "end call" softkey.
2. Press "resume" softkey.

#### Immediate Blind Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Dial the extension of the person you want to transfer the call to.
3. Press "dial" softkey (or # button).
4. To complete transfer, Press "xfer" softkey.

#### Immediate Blind Transfer using "bxfer" softkey

After call is answered:

1. Press the phone's Navigation Button Arrow (do NOT put Caller on hold).
2. Press "bxfer" softkey
3. Dial the extension of person you want to transfer the call to.
4. To complete transfer press "xfer" softkey.



to get to 2nd softkey menu

### **Using a Phone with a Sidecar:**

In addition to the above you have these additional options:

#### Immediate Blind Transfer using Monitored Extension or Speed Dial on Sidecar

After call is answered:

1. Press Monitored Extension Button on Sidecar - (call is transferred immediately)

#### Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Press the Monitored Extension Button on Sidecar.
3. Announce the call.
4. To complete transfer press "xfer" softkey.

To pull back a call:

1. Press "end call" softkey.
2. Press "resume" softkey.