

# IP Centrex Quick Reference Guide



---

**USE YOUR MYACCOUNT ACCESS TO MAXIMIZE YOUR TELEPHONE CAPABILITIES** Go to [myaccount.coxbusiness.com](https://myaccount.coxbusiness.com) and enter your username and password. Your username is in your email address and your password was provided to you by Cox Business via email. If you have forgotten your password, enter your email address and click "Forgot your password?" to receive a temporary password.

---

## Commonly Used Features and Functions

**SEND A CALL TO VOICE MAIL** // Press the xfer (Transfer) softkey and dial \*55 plus the extension number; then press dial OR you may press the XferVM softkey plus the extension number.

**TRANSFER A CALL** // During an active call, press the xfer softkey. Dial the number, announce the call and press the xfer softkey again to complete the transfer.

**BLIND TRANSFER** // Answer a call, press the xfer softkey, dial the receiving party's number and press the xfer softkey again to complete the transfer.

**CALL FORWARDING** // Press the cfwd (Call Forward) softkey and enter a number to which to forward calls. If you are forwarding calls to an external number, use the access and area code as required. Press Dial. The LCD displays Calls Forwarded. To cancel Call Forwarding, press the cfwd (Forward) softkey.

**CALL FORWARDING NOT REACHABLE** // From the Voice Tools menu in MyAccount, click Incoming Calls. Select the Call Forwarding Not Reachable link. Enter the Call Forward To phone number and click OK.

**INTERCOM (PUSH TO TALK)\*** // Press \*50 on your keypad to initiate the Push to Talk feature, dial the extension number and press dial. To page all extensions, use Push to Talk in conjunction with the Instant Group Calling feature that can be set up by your company's telephone administrator.

**SPEED DIAL\*** // If you have programmed Speed Dial 8 into MyAccount, go off hook and enter the one-digit code of the number you want to call, and then press #. If you have programmed Speed Dial 100 into MyAccount, go off hook, press the two-digit code of the number you want to call, and then press #.

**CALL PICKUP** // Create a call pickup group in MyAccount. Once that is done, dial \*98# to answer a ringing extension in your pickup group.

**DO NOT DISTURB** // Press the dnd (DND) softkey. The LCD screen indicates that Do Not Disturb is active on the phone and calls are routed to voice mail. To deactivate, press the dnd (DND) softkey again.

**SET UP A CONFERENCE CALL** // Dial the first party you want to conference. When the person answers, press the conf softkey to place the person on hold. Dial the next number you want to include in the call and press conf again. Repeat these steps to add up to 15 participants to the call.

**PARK / RETRIEVE A CALL** // While on an active call, press the hold key, obtain a second dial tone, and press \*68 plus the extension number and #. To retrieve a parked call from that extension number, dial \*88# plus the extension number and then press #.

**VOICE PORTAL\*** // Review the VoiceManager User Guide for feature activation and password setup before using Voice Portal. To change your Call Forwarding Personal Status Manager options, dial the Voice Portal access number for your area \_\_\_\_\_, and enter your 10-digit telephone number and Voice Portal passcode.

**UNIFIED MESSAGING\*** // From the Voice Mail/Portal Tools menu within MyAccount, select the Messaging Controls option. Click the Voice Mail Forwarding and Notification Preferences link. Enter the email address of where you want your voice mail messages sent. Check the Attach Voice Message checkbox. Select the radio button to the left of the Voice message disposition option you prefer. Click the Save link.

\*This feature may require configuration before it can be used.

## Phone Display



The Cisco Model SPA504G has four line keys, the SPA508G phone has eight line keys, and the SPA525G2 has five line keys.

## Feature Description

1. **HANDSET** // Pick up to answer or place a call.
2. **SPEAKER** // Speaker for phone.
3. **MESSAGE WAITING INDICATOR** // When indicator is:
  - Red: You have a new voice mail
  - Flashing Red: You have an incoming call
4. **LCD SCREEN** // Your phone may vary, but commonly displays:
  - Date and time
  - Phone station name
  - Line extension
  - Softkey options
5. **LINE KEYS** // Indicates phone line status:
  - Green: Line is idle and ready to be used
  - Red (steady): Line is active or in use
  - Red (blinking steadily): Line is on hold
  - Red (blinking twice then no color and repeat cycle): SCA line is in use
  - Orange (steady): Line is unregistered (cannot be used)
  - Orange (blinking): The line is not configured properly
  - Off: The line key is not configured
6. **SOFTKEY BUTTONS** // Located below the LCD screen. Performs the functions stated on the tabs that display on the LCD screen.
7. **SCROLL NAVIGATION BUTTON** // Press in any direction to scroll through the options on the LCD screen.
8. **CENTER SELECT** // Press to select the highlighted option.
9. **MESSAGES BUTTON** // Press to access voice mail.
10. **HOLD BUTTON** // Press to place a call on hold.
11. **SETUP BUTTON** // Press to access a menu to configure features and preferences for this phone, access call history and provide phone status.
12. **MUTE BUTTON** // Press to mute and un-mute your phone. Flashing red means no network connection exists.
13. **VOLUME BUTTON** // Use to adjust volume for the ringer when on hook, the handset volume when the handset is off hook, the headset volume when the headset is active, and the speaker phone when it is active.
14. **SPEAKER BUTTON** // Press to turn on speaker phone.
15. **HEADSET BUTTON** // Press to activate the headset.
16. **KEYPAD** // Press to dial numbers.



## Core Calling Actions

### Placing and Answering a Call

1. Pick up the handset.
2. Press the Speaker or Headset button.
3. Press a line button and dial from the keypad.
4. If the call arrives on your primary line, pick up the handset, press the Speaker or Headset button.
5. If the call arrives on another line button, press that button.

### Changing Your Ring Tone

1. Press the Menu button.
2. Scroll to and select User Preferences.
3. Scroll to and select Audio Preferences.
4. Scroll to Extension (Line Key) to be changed.
5. Press the right arrow.
6. Scroll through Ring Tones. Press Play to hear.
7. Press Select on chosen Ring Tone.

### Ending a Call

1. Hang up the handset or press the endCall softkey. (Note: If you are using the speaker phone, press the Speaker button.)

### Adjusting the Volume

1. Lift the handset or press the Speaker button.
2. Press + or - on the volume button to increase or decrease the volume.
3. Press Save to maintain the new level.

### Muting the Phone

1. Press the Mute button on the phone to mute and un-mute the speaker phone or handset.

### Idle Phone

- dir** // Opens preconfigured address book.
- cfwd** // Reroutes incoming calls to another telephone number.
- dnd** // Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically if that number has a mailbox.
- SCROLL > lcr** // Last Call Return. Redials last incoming call.
- PTT** // Push to Talk. Enables intercom functionality.

## Phone Softkey Descriptions

### While on a Call

- endCall** // Ends the call.
- conf** // Links two or more calls. To conference a call:
1. Dial the first party.
  2. Press the conf softkey.
  3. Listen for dial tone.
  4. Dial the second party.
  5. Press the conf softkey again. (If you hang up, the conference call disconnects.)
- bxfer** // Transfers a call without introducing caller.
- xfer** // Places the call on hold while you dial the number to which you want to send the call.
1. While on an active call, press the xfer softkey and dial the receiver's phone number.
  2. When the receiver answers the phone, introduce the call.
  3. Press the xfer key and hang up.
- SCROLL > XferVM** // Transfers call to voice mail.
- hold** // Places a call on hold.

### While on Hold

- resume** // Restarts a call on hold.
- endCall** // Ends the call.
- newCall** // Places a new call.
- redial** // Calls the last number dialed.
- SCROLL > XferVM** // Transfers call to voice mail.
- dir** // Opens preconfigured address book.
- cfwd** // Reroutes incoming calls to another telephone number.
- dnd** // Do Not Disturb. Prevents incoming calls from ringing your phone. Calls forward to voice mail automatically if that number has a mailbox. Reroutes incoming calls to another telephone number.



Some functions may be restricted by your telephone administrator.

Dialing shortcut when using feature access codes: Press the # symbol to complete any dialing string for a faster connection.

For more information on IP Centrex, go to [myaccount.coxbusiness.com](http://myaccount.coxbusiness.com) and click the Learn More link.

Services not available in all areas. Other restrictions may apply. For technical support, dial 1.866.272.5777.



## Commonly Used Features Access Codes

Call Forward Always - Activate	*72
Call Forward Always - Deactivate	*73
Call Forward No Answer - Activate	*92
Call Forward No Answer - Deactivate	*93
Call Park	Press Hold > *68 > Extension number
Call Park Retrieve	Pick up the handset or press the hands-free button > *88# > Enter the extension where the call is parked > #
Call Pick Up	Press *98 to pick up ringing extension. Press *97 > Extension number > # to answer a specific extension
Call Return	*69
Call Waiting - Activate	*43
Call Waiting - Deactivate	#43
Direct Voice Mail Transfer	Press transfer (xfer) then *55 > Extension number > #
Intercom (Push to Talk)	*50 > Extension number > #
Call Forward Remote Access	Dial your local Voice Portal Remote Access Number > Enter your 10-digit IP Centrex Station Number and Passcode