



Voys

Helperpark 292
9723 ZA Groningen

www.voys.nl
info@voys.nl

T +31 50 210 25 40
F +31 50 210 25 45
info@voys.nl

MANUAL SPA 921/ 922/ 941/ 942

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Author	Voys Telecom
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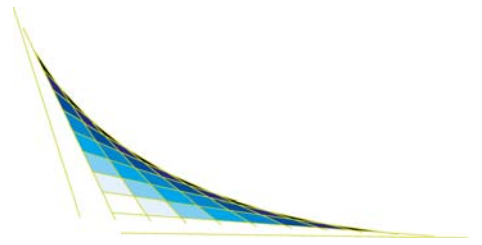
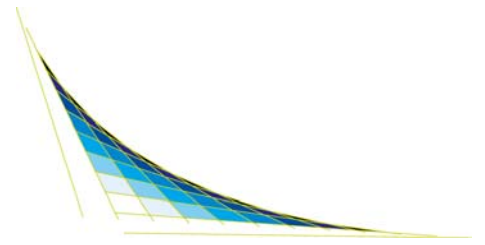


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1. Using Your Phone

The phone can be used as soon as it is operational.

Using the Handset, Speakerphone or Headset

Calls can be made or received using the handset, speakerphone or headset and you can switch audio devices during a call. Adjust the volume for the device you are using with the volume adjustment bar.

Using the Handset

To place and answer calls using the handset, simply lift the handset.

Using the Speaker

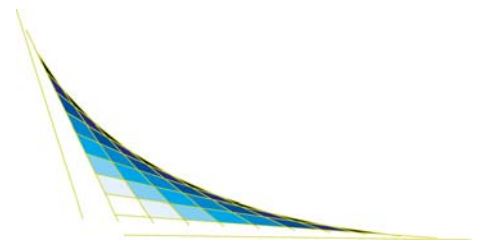
To place and answer calls using the speaker, press the speaker button. The green light behind the button will illuminate.

Using the Headset

Plug an approved headset with a 2.5mm connector into the headset port on the right side of the phone. Press the headset button and the green light behind the button will illuminate. For information on the exact models of headsets that are supported, see the IP phone information on <http://www.linksys.com>.

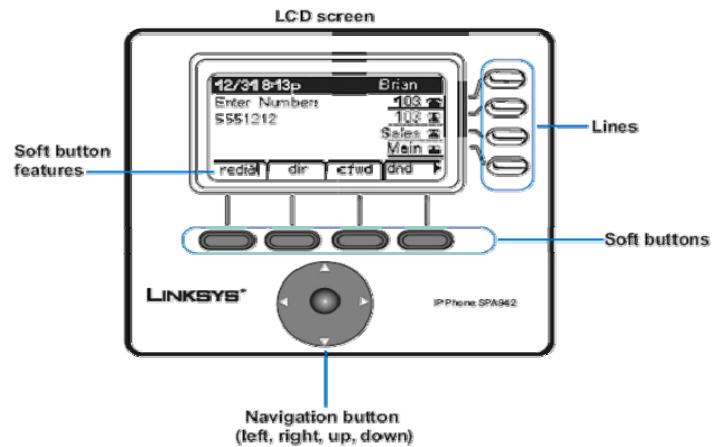
Switching Between the Handset/Headset/Speakerphone During a Call

Any of the audio devices can be used during a call. Only one device at a time can be used. The handset can be on the hook when using the speakerphone or headset function. If switching from the handset, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook.



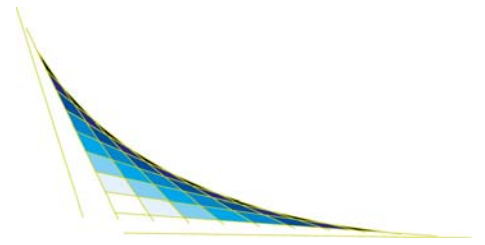
2. Linksys basic buttons

Feature	Description
Navigation button	Allows you to navigate (left, right, up, down) through the soft button features.
Dial pad	Use to enter numbers, letters or characters (not shown).
LCD Screen	The phone display screen. It shows the date, time, the phone number, incoming caller's ID (if available), line/call status, extension numbers and the soft button features.
Lines (SPA941 and SPA942 models only)	Shows extension number and status
Soft buttons	Press to select a feature shown in the soft button features.
Soft button features	Shows available choices based on current phone function. Displayed on the last line of LCD screen.



Label	Description
cfwd	Forwards calls, with 4 options: All, When the line is busy, When there is no answer, or When there is no answer after a time delay
dir	Access the phone's directory (see item 2 in Setup for details)
dnd	Do not disturb. Sends incoming calls to voice mail, or gives a busy signal if voice mail is not available (see item 5 in Setup for details)
grPick	Allows you to pickup a call from an extension outside your group
lcr	last call return: dials the last call received
park	park a call at a designated "park" number. The call is active until you unpark it, or the caller disconnects (Must be configured by your Phone Administrator.)
pickup	pickup a call from another phone in your group
redial	displays a list of recently called numbers
unpark	use to pick up a call from the number where it was parked

Fig 2, 3 en 4: button description



3. Making Telephone Calls

NOTE: You may need to dial an access code to reach an outside line. Talk to your Phone Administrator about your company's specific dialing rules/plan.

Using a Telephone Number

You can place a call by:

- Lifting the handset and dialing immediately, or
- Connect the headset, press the headset button and dial, or
- Press the speaker button and dial.

(for SPA941 & SPA942, you can also select a different line)

You will see **Called person Ringing** and **Connected** in sequence as the call is being connected. At the end of the call, hang up the phone to disconnect. For headset or speaker, you must also push the button to end the call.

Dialing From the Redial List

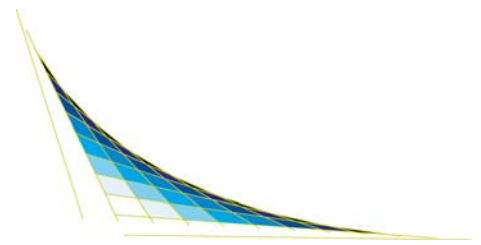
- To redial the last number called, press the soft button below **redial** twice, or
- Press the soft button under **dir** to see the phone's directory choices. Use the navigation button to highlight your choice. Lift the handset and the number will automatically be dialed. To set up a personal directory see item 2 in Setup.

Speed Dialing

Speed dial numbers must already be programmed into the phone (see item 3 in Setup)

- Dial the speed dial number and then lift the handset, or
- Lift the handset (or enable the headset or speaker) and dial the speed dial number, followed by the # button on the phone.

The entry in the speed dial memory will be dialed automatically.



4. Receiving Calls

Multiple Calls on a Single Line (SPA921 and SPA922)

Multiple calls can be received on a single line. To access more than one simultaneous call, use the hold and/or conference features.

Multiple Calls on a Multiple Lines (SPA941 and SPA942)

Calls will come into the phone on the first available line. When a call is incoming, the associated line button will flash and the phone will ring. If there are multiple lines ringing, caller information for each call will display on the LCD screen.

5. Special Features

Muting a Call

Mute the handset, headset or speakerphone by pressing the Mute button. This prevents the person on the active call from hearing what you or someone else in the room is saying. To cancel the Mute function, press the Mute button again.



Fig 5: Mute button

Placing a Call on Hold

Press the hold button to put the active call on hold. If there is another incoming call, you can now answer the 2nd call or line. For multiple lines (SPA941 and SPA942), the line button of the call on hold will, by default, flash red.



Fig 6: Hold button

Three Way Conference Calls

To initiate a conference call, press the soft button under **conf** during an active call. The first call is placed on hold, and you will hear a dial tone. Dial the second person's telephone number. To start the conference call, press the soft button under **conf** again; all three parties will be participating in a conference call. When you hang up, the other two parties will be disconnected.

Attended Transfer

To initiate a transfer, press the soft button under **xfer** during an active call. This places the first call on hold and you will hear a dial tone. Dial the second person's telephone number. When the second person answers, you can have a private conversation with the second person without the first person hearing it. To connect the call to the second person, press the soft button under **xfer** again to complete the transfer. You will be disconnected from the call. If you hang up during the call with the second person before pressing **xfer**, the transfer is not completed, this only ends the call with the second person.

Unattended Transfer

To initiate an unattended (blind) transfer, press the soft button under **xfer** during an active call. The first call is placed on hold and you will hear a dial tone. You can now dial the second person's telephone number. After the second person's phone is ringing, press the soft button under **xfer** again to complete the transfer.

Looking up parked calls

See the status of a call that has been parked. Press the menu button (→) and option 17.



Fig 7: Het menu