Vodafone One Net

Cisco SPA 514G IP phone user guide

Content

Chapter 1 – Getting started

Important information

Before using the Cisco SPA 514G for the first time, please make sure you read the instructions on phone safety and disposal, as well as the setup information in this guide.

Supported features

There are a number of features on the 514G which are not supported with Vodafone One Net but appear on the user menu.

Safety instructions

You should try to keep your phone away from damp conditions - don't install the phone in a room with high humidity (for example, in bathrooms, laundry rooms or damp basements). Also, don't immerse your phone in water - and be careful not to spill or pour liquids on it.

Installing your phone

Don't install your phone in surroundings that are at risk of explosions (in paint shops, for example) and don't use the phone in any environment if you smell gas or other potentially explosive fumes.

Don't use your phone during thunderstorms: lightning striking the power grid may cause electric shocks.

Your Cisco 514G phone is CE and FCC-certified and meets European and US health, safety and environmental standards. Unauthorised opening, changing or modifying of your phone will invalidate the warranty and CE and FCC certifications. If the phone malfunctions, please call Vodafone Customer Services on 191 from a Vodafone One Net phone.

This device is for indoor use only.

Throwing your phone away

This phone is subject to European Directive 2002/96/EC and shouldn't be disposed of with general household rubbish.

The separate collection and proper disposal of electrical and electronic devices is to protect human health and the environment, as well as helping to ensure recycling of re-usable elements.

If you don't know where or how to dispose of your phone at the end of its life span, contact your local town or city council, your local waste management provider or Vodafone Customer Services on 191 from a Vodafone phone.

Welcome to Vodafone One Net

Vodafone One Net is an innovative, fully-hosted telephony solution that helps you manage your business calls effectively. It integrates your fixed and mobile phones – and gives you landline numbers on your mobile - so you'll never miss a business call.

This guide is designed to introduce you to the Cisco 514G and the features associated with Vodafone One Net.

Further help and support can be found by calling customer services on 191 from a Vodafone One Net phone or by logging in to your My account area on vodafone.co.uk.

You can also contact your company administrator who will be able to access and amend certain Vodafone One Net service settings through the online portal.

Introduction to the Cisco 514G IP phone

The Cisco 514G IP Phone is a full-featured VoIP (Voice over Internet Protocol) phone that provides voice communication over an IP network. It provides traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or speaker.

The Cisco 514G phone is connected to the network through its Ethernet connection. The Cisco 514G provides an additional Ethernet port that allows a computer to be connected to the network through the IP phone.

The Cisco 514G has a mono LCD screen, provides up to four telephone extensions and includes the following features:

- 2 Ethernet 10/1000 Mbps ports
- 802.3af power over Ethernet support
- AUX port (to attach a Cisco SPA attendant console)
- 2.5mm stereo headphone jack
- Kensington security slot support

Looking after your phone

To keep your Cisco IP phone as good as new, avoid exposure to excessive heat, sun, cold temperatures and water. To clean it, use a slightly moistened paper or cloth towel – don't spray or pour cleaning solution directly on to the unit.

Understanding your phone's lines and buttons

Your phone features explained

IP phone features

#	Phone feature	Description
1	Handset	Pick up to answer or make calls
2	Message waiting indicator	When this is: Red: you've got a new voicemail message Flashing red: you've got an incoming call
3	LCD screen	Your phone may vary, but the screen typically displays: Date and time Line extensions Soft key options Startup logo and main screen
4	Line keys	This shows the status of your phone line. Your phone may vary but typically, when this is: Green: the line's idle Red: the line's active or in use Flashing red (slow): the line's on hold Flashing red (fast): the line's ringing Orange: the line's unregistered and can't be used Flashing orange: the phone isn't connected to the network
5	Soft key buttons	Press a soft key button to perform the action on the label on the LCD screen
6	Navigation button	Press in each direction to scroll through items on the LCD screen
7	Messages button	Press to access voicemail (this must be set up by your Vodafone One Net administrator first)
8	Hold button	Press to place a call on hold
9	Setup button	Press to access the phone's menu to set your preferences (e.g. your directory and speed-dials), access your call history and set up features like Call forwarding
10	Mute button	Press to turn mute on and off. When the phone's muted, the button glows red.
11	Volume button	You can increase and decrease the volume of the handset, headset, speaker (when the handset is off the hook) or ringer (when the handset is on the hook)
12	Headset button	Turn the headset on or off. When the headset's on, the button will glow green
13	Speaker button	Turn the speaker on or off. When the speaker's on, the button will glow green
14	Keypad	Dial phone numbers, enter letters and choose menu items

Soft key buttons

The phone displays four soft key buttons at a time on the LCD screen. Different soft key buttons will be displayed depending on the phone screen or menu that's shown. You can see more soft key buttons by pressing the 'more' soft key when available.

The following table shows some of the typical soft key buttons available on the Cisco 514G (in alphabetical order). You might not have all of them on your phone, and you may have more buttons that aren't listed here. Your phone administrator could also add custom soft key buttons to your phone - such as speed dials to specific company numbers. Ask your Vodafone One Net administrator for more details.

Soft key button functions

Button	Function
add	Add a new item (e.g. a new directory entry)
alpha	You can enter alphabetic characters in a data entry field
answer	Answer an incoming call
bxfer	Perform an unassisted call transfer. See 'Making an unassisted (Blind) transfer'
cancel	Go to the previous screen
cfwd	Forward calls when they come through to your phone. See 'Forwarding calls'
-cfwd	Clear your Call forwarding settings
clear	Delete an entire text/number field
conf	Start a conference call. See 'Organising a three-way conference call'
confLx	Bring two active calls on your phone into a single conference call
copy	Copy the selected item (e.g. a contact in your address book)
delChr	Delete the last number or letter entered
delete	Delete an entire item (e.g. a number from your call history list)
dial	Call a list of numbers or a number you highlight in a list
dir	Access your personal address book. See 'Using your personal address book'
dnd	Do Not Disturb – stops incoming calls from ringing through to your phone. See 'Turning Do not disturb on'
-dnd	Clear your Do not disturb settings
edit	Open an item so that you can edit numbers or letters, or enable and disable features
endCall	Disconnect a call
hold	Place a call on hold. See 'Putting a call on hold'
ignore	Ignore an incoming call
miss	See all your missed calls
next	Move to the next item in a list
num	You can enter numeric characters in a data entry field
option	In some menus, pressing 'option' will show a list of pre-set items
paste	Paste the item you copied into a list or field

play	Play a selected item (e.g. a song or ringtone)
previous	Move to a previous item in a list
redial	See a list of recently dialled numbers. See 'Redialling'
refresh	Refresh the screen when you've changed your settings, or when you want to update information
resume	Resume a call that's on hold
save	Save any changes you make
select	Select a highlighted item on the LCD screen
view	See more information about a selected item
xfer	Transfer a call to another number. See 'Transferring calls'
xferLx	Transfer active calls to each other

Using the keypad and menu buttons

Using keypad shortcuts

Get to the menu or sub-menu you want more quickly using keypad shortcuts. For example, to reach the Call History menu, press the Setup button followed by 3.

Note: *Menu layouts and options can change depending on the software release you're using.*

Using the navigation button

Use the navigation buttons to scroll up and down the menu items, then press 'select' to choose the highlighted item.

Entering numbers and text in fields

When you enter numbers and letters on an IP phone, you can use the keypad and/or soft key buttons. In general, the following guidelines apply:

- Use the keypad to enter numbers and characters – press the keys multiple times to choose the number or letter you need. You can use the following characters:

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

Deleting characters

Use the delChr soft key button to delete the last character entered, or the clear soft key button to remove the whole entry.

Using phone hardware and accessories

Using the speakerphone

With SPA IP Phones you can use a speakerphone during calls – just press the Speaker button when the handset's on or off the hook to start.

Using wired and wireless headsets

The SPA IP phones support headsets from different manufacturers. For the latest supported models, please call 191 from your Vodafone One Net phone to speak to customer services.

Connecting the headset

Each headset may vary – please read the following instructions, or see the manufacturer's user guide for more details.

- For wired headsets, connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone as shown:

Using a headset with an IP phone

Note: *Steps to use your headset with the SPA IP Phone may vary. Consult the user documentation for your headset for more information.*

- To use a wired headset, press the Headset button on your phone and dial the number to place a call. Press the Headset button again to answer an incoming call

- To use a headset (such as Jabra or Plantronics), you might need to take the receiver off the hook before making a call through the headset

For more information, see the manufacturer's user guide.

Switching between the handset, headset and speakerphone during a call

You can choose to use your handset, headset or speakerphone during a call, but only one can be used during each call. You can keep the handset on the hook when you use the speakerphone or headset.

Here's how to switch between audio options:

Handset to speakerphone – press the Speakerphone button and place the handset back on the hook.

Speakerphone to headset – press the Headset button

Speakerphone to handset – pick up the handset

Headset to speakerphone – press the Speakerphone button

Chapter 2 – Installing your Cisco SPA 514G IP phone

Installing your phone

Your Cisco 514G phone will have been set up by a Vodafone One Net engineer, so it should already be correctly installed and working. However, the information within this section of the guide will help you move a phone to another location or swap it with another device.

Before you start

Before you install your phone, check with your Vodafone One Net administrator (if you have one) that the network's ready, read the safety information and make sure you have all the phone parts and user guides available.

Note: *The RJ-11 port marked 'AUX' is reserved for connection with the Cisco SPA Attendant Console that works with the Cisco 514G. It can't be used as a telephone line port.*

Important: *Don't plug a telephone line cord into the port marked 'AUX'*

Connecting the handset

1. Insert the longest end of the coiled phone cord into the back of the phone base in the slot marked with a phone symbol. This port is labelled #5 on the Cisco 514G IP phone connections image.

2. Insert the short end of the phone cord into the jack at the bottom of the handset (not shown).

IP phone connections

Number	Feature
1	Auxiliary port - only for use with the Cisco SPA attendant console
2	Power port - insert the power adapter plug here
3	Additional Ethernet port - connect an Ethernet cable to this port to provide network connectivity to a PC.
4	Switch (Ethernet) port - connect the network cable to this port
5	Phone cord port - Insert one end of the phone cord here and the other into the jack at the bottom of the handset

Attaching the desk stand

Note: *If you want to mount the phone to a wall, you don't need to attach the desk stand. If you're also attaching a Cisco SPA attendant console, you should attach the console before attaching the desk stand.*

1. Match the tabs on the desk stand with the slots on the back of the phone.

2. Slide the bottom tabs into the slots.

3. Lightly press down on the top of the desk stand - it should easily slide into the top slots (don't force it).

Mounting the phone to the wall

To mount your IP phone to a wall, you'll need the MB100 wall mount bracket kit (you'll need to buy this separately).

MB100 wall mount kit

1. Align the bracket with the holes in the phone's base.
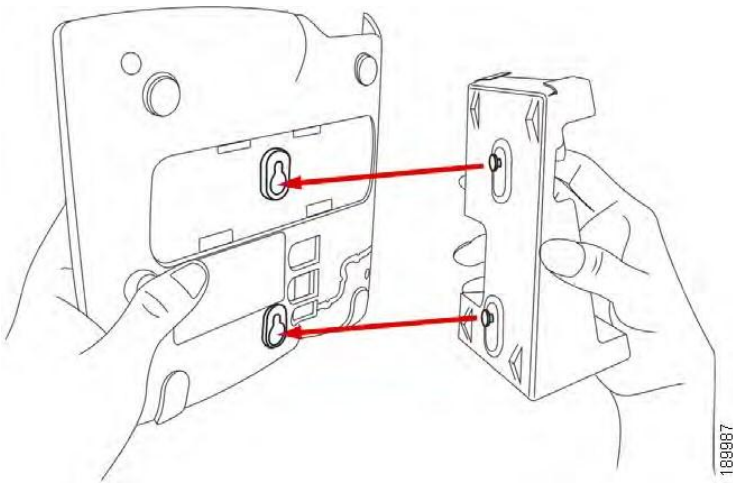
2. Move the bracket so the phone's Ethernet and handset ports are still accessible when it's connected.

3. Push the bracket onto the phone's base and slide it upwards to lock it in place.
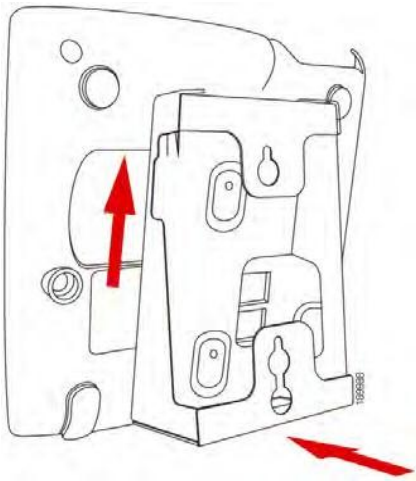
4. Plug in the Ethernet and power cables.
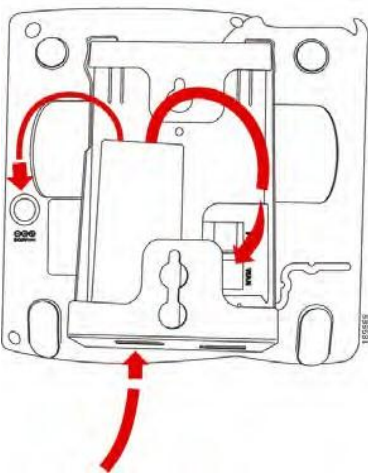
5. Mount the phone on the wall using screws
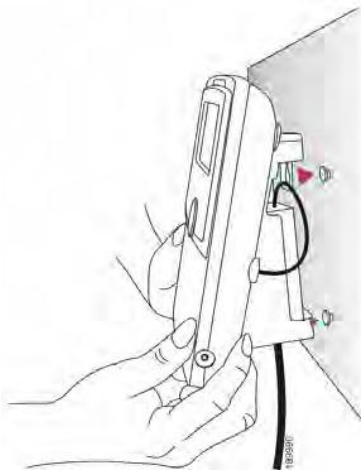
Chapter 3 – Using basic phone functions

This chapter will show you how to use the basic functions of your Cisco SPA 514G IP phone, and includes the following sections:

- Making and answering calls
- Adjusting the call volume and muting
- Putting a call on hold
- Resuming a call
- Ending a call
- Transferring calls
- Redialling
- Viewing and returning missed calls
- Turning the missed calls shortcut on and off
- Call forwarding
- Setting Do not disturb
- Using Call pickup
- Making an Ad-hoc conference call
- Using the phone directories
- Using the call history lists
- Accessing voicemail

Making and answering calls

Note: *You might need to include a pre-fix number when you dial an external number - ask your Vodafone One Net administrator for more details.*

Note: *Your IP phone will be configured with two lines that represent the same outgoing number, indicated by the first two green line keys. Each line can hold up to two calls, but only one call may be connected across both lines at any one time; the other calls will be kept on hold. You can use the up and down arrow keys to scroll through all calls on the two lines.*

To make a call when you are not on a call or holding a call, you can:

- Pick up the receiver
- Press the Speaker button
- Press the Headset button
- Press one of the green line keys

To make a new call when you have one or more calls on hold, you can:

- Press the 'newCall' soft key. If only one call is on hold for the current line this will place the new call on the same line, otherwise the other line will be used (provided there are less than two calls already held on it).

- Press an empty green line key to place the call on another line.

To answer a call you can:

- Press the flashing red (fast) line key

- Press the 'answer' soft key

If you're on a call and another call comes in, you can choose one of the following options:

- Press the 'answer' soft key (or the 'ignore' soft key if you want to ignore the incoming call)

- Press the flashing red (fast) line key

If you answer an incoming call when one is already in progress, the call in progress will be put on hold and the incoming call will come through to you. Regardless of which line the new call comes in on, the line key for the call placed on hold will slowly flash red.

To return to the first call, press the flashing red line key or choose the call on your phone's screen using the up and down arrow keys, then press the 'resume' soft key.

Adjusting call volume and muting

Adjusting the call volume

To adjust the volume while you're on a call, use the + and – keys.

If you press the Volume buttons when you're not on a call, it'll change how loud the phone rings when a call comes through.

Using mute

To mute the phone microphone, speaker or headset microphone, press the Mute button on the phone - the light will turn red when it's muted. Press the Mute button again to turn them back on.

Putting a call on hold

To put a call on hold, press the Hold button or the 'hold' soft key – the line key will slowly flash red.

Resuming a call

To resume a call once you've put it on hold, press the flashing red line key or choose the call on your phone's screen using the up and down arrow keys, then press the 'resume' soft key to be connected again. For multiple calls, all calls will be put on hold except the active call.

Ending a call

- Handset – hang up

- Speakerphone – press the Speaker button

- Headset – either press the Headset button (wired) or put the receiver on the hook (wireless)

- Press the 'endCall' soft key

Transferring calls

You can make two types of call transfers:

Assisted – Dial the person you're transferring to – and speak to them before transferring the call

Unassisted (blind) – Transfer the call without speaking to the person you're transferring it to

Making an assisted call transfer

1. During a call press 'xfer.' and then either:

2. Enter the number you want to transfer the call to, or:

    a. Press 'dir' and choose a number from your personal or One Net directory.

    b. Press 'dial' – the call will be put on hold and a new line will be opened to dial the number.

3. Do one of the following:

    c. To transfer the call without waiting for the other person to answer, press 'xfer' – and hang up when it starts to ring. If you hang up before it rings, the transfer will fail. If you dial the wrong number, press the 'newCall' button and dial again.

    d. To transfer after speaking to the person you're transferring to, press 'xfer' at any time during the conversation.

To transfer a call to another party who is already on hold, press "xferLx". If you have more than one call on hold, you will be presented with a list on screen to select which call to transfer to.

Making an unassisted (blind) transfer

1. Press 'bxfer' during a call.

2. Enter the number of the person you want to transfer the call to and press 'dial' – the call will then be transferred.

Redialling

To redial a number:

1. Press 'redial' and choose the number you want to call

2. (Optional) Press 'edit' to change the details of a particular number (e.g. to add an area code)

3. Lift the handset or press 'dial' to choose a number you want to dial automatically

Viewing and returning missed calls

When you miss a call, a notification will be displayed on your IP phone's LCD screen. You can also turn off this feature - see 'Turning the missed calls shortcut on and off'.

Returning a missed call

• When the LCD screen shows a missed call, press the 'lcr' button to call back

• When the LCD screen doesn't show a missed call, you can return a call from the missed call list (see 'Viewing a list of missed calls'). Choose the call you want to return and press 'dial'.

Note: If the missed call came from an international or external number, you might have to edit the number before returning it (e.g. to add an area code). Press 'edit' and use the soft key buttons and keypad to amend the number.

Viewing a list of missed calls

- When the LCD screen shows a missed call, press the 'miss' soft key to view a list of missed calls

- When the LCD screen doesn't show a missed call:

    1. Press the Setup button.

    2. Scroll to 'Call History' and press 'select'.

    3. Scroll to 'Missed Calls' and press 'select'.

You can then do one of the following:

- Press 'dial' to return the call

- Press 'edit' to edit the number before calling, then press 'dial'

- Press 'delete' to remove the entry from the missed calls list

- Press 'save' to save the number to your personal address book

Turning the missed calls shortcut on and off

Choose how missed call notifications appear on your LCD screen - just follow these steps:

1. Press the Setup button.

2. Scroll to 'Preferences' and press 'select'.

3. Scroll to 'Miss Call Shortcut'.

4. Press the 'edit' key followed by the 'y/n' key to turn the feature on or off and press the 'ok' soft key followed by 'save'.

5. Scroll to 'Miss Call Banner'.

6. Press the 'edit' key followed by the 'y/n' key to turn the feature on or off and press the 'ok' soft key followed by 'save'.

Call forwarding

You can forward all calls, forward calls when the phone is busy, or forward unanswered calls.

To forward calls:

1. Press the Setup button.

2. Scroll to 'Call Forward' and press 'select'.

There are different types of Call forwarding – see the following section for more details.

Forwarding all calls to a single number

1. In the 'Call Forward' screen, scroll to 'CFWD All Number' and press 'edit'.

2. Enter the number you want to forward all calls to - for example, another extension number or an external number – or enter '121' to forward calls to voicemail. If you want to forward calls to an external number, make sure you enter any access or area codes (if applicable).

Note: *If you need to enter a URL, press 'alpha' and then 'IP' before you enter the Call forwarding information.*

3. Press 'ok' and then 'save'.

Or.

1. Press 'cfwd' on the home screen and enter the number you want to forward calls to and press 'dial'.

2. To clear the 'all calls forwarded' setting, press '-cfwd' from the home screen.

Forwarding calls when your phone's busy

1. In the 'Call Forward' screen, scroll to 'CFWD Busy Number'.

2. Enter the number you want to forward all calls to - for example, another extension number or an external number – or enter '121' to forward calls to voicemail. If you want to forward calls to an external number, make sure you enter any access or area codes (if applicable).

3. Press 'ok' and then 'save'.

Forwarding calls when you don't answer

1. In the 'Call Forward' screen, scroll to 'CFWD No Ans Number'.

2. Enter the number you want to forward all calls to - for example, another extension number or an external number – or enter '121' to forward calls to voicemail. If you want to forward calls to an external number, make sure you enter any access or area codes (if applicable).

3. Press 'ok' and then 'save'.

Delaying Call forwarding when you don't answer

1. This setting is set by the One Net Application server and cannot be configured on the phone.

Ending Call forwarding options

1. Under 'Call Forward', scroll to the relevant call forwarding feature you want to change or remove.

2. Press 'edit' followed by 'clear'.

3. Press 'ok' and then 'save'.

Setting Do not disturb

Use the Do Not Disturb feature to stop incoming calls coming through to your phone. If voicemail's set up, incoming calls will be sent straight to voicemail. If voicemail isn't set up, callers will hear a busy tone or pre-recorded message.

Choose one of the following options:

- Press the 'more' and then the 'dnd' soft key button – you'll see a notification on your LCD screen to show it's turned on

- Press the Setup button and choose 'Preferences'

Then:

1. Scroll to 'Do Not Disturb'.
2. Press the 'edit' key followed by the 'y/n' key to turn Do not disturb to 'Yes'.
3. Press 'ok' and then 'save'.

To turn Do not disturb off, choose one of the following options:

- Press 'more' and then the 'dnd' soft key button on your phone

- Press the 'Setup' button and choose 'Preferences'

Then:

1. Scroll to 'Do Not Disturb'.
2. Press the 'edit' key followed by the 'y/n' key to turn Do not disturb to 'No'.
3. Press 'ok' and then 'save'.

Using Call pickup

The Call pickup features lets you answer calls made to one phone, on another. There are two scenarios for this:

Personal call pickup: answer a call ringing on one of your phones, from another of your phones (for example, answer a call to your landline phone on your mobile, when you're out of the office). This feature is activated by dialling a Feature Access Code (FAC) on the mobile or landline phone. To pick up a call which is ringing on another device in your personal group, the FAC code is #154*.

Group call pickup: this lets you answer a call to another user's phone within your Call pickup group (for example, when they're in a meeting), from your phone.

Group call pickup functions in two ways:

Any call pickup: Enter the corresponding Feature Access code to pick up the longest ringing call in your Call pickup group.

Specific call pickup: Enter the same Feature Access Code followed by the ringing extension number of the phone that's ringing, so you can pick it up.

Note: A speed-dial for Group call pickup will be assigned to the bottom line key 'GrPickup' when your phone is installed. This can be changed if not required, see 'Creating and using speed dials'. A soft key for Group pickup 'grpu' can be found on the second screen if the speed-dial is assigned to another number.

Making an Ad-hoc conference call

Follow these steps to start an Ad-hoc conference call:

1. Press the 'conf' button during a call - the first call will be placed on hold and a second call will be opened (you'll hear a dial tone) on the same line

2. Dial the second person's number

3. Press the 'conf' button again – all parties will be added to the conference call. When you hang up, the other two parties will be disconnected.

To bring two active calls into one conference call:

1. Press 'confLx' during one of the active calls. If you have two active calls, they'll be conferenced automatically. If you have more than two active lines, you'll need to scroll to choose the call you want to bring into the conference.

2. Press 'select'

Using the phone directories

On the Cisco 514G IP phone, you can store a list of your frequent contacts stored on your phone and access company directory for numbers contained within the One Net directory (when available).

In general, you'll have the following directories:

Personal directory – This is where you can store and view personal numbers.

One Net directory (when available) – This is where you'll find a list of all your company's numbers

Using your personal directory

To access the phone directory, press the 'dir' button or the Setup button and choose 'Directory'. You'll find the following options in the personal directory:

* 'New Personal Dir Entry' or 'add' – if you want to add a new contact

* 'Search Personal Directory' or 'search' – find the number of the person you want to contact

* 'One Net Directory' – access the One Net directory, see 'Using the Vodafone One Net directory'

* 'delete' – if you want to remove a highlighted contact

* 'copy' – if you want to copy a highlighted contact

* 'paste' – once you've copied a contact

* 'edit' – you can edit a highlighted contact's number

* 'dial' - choose this when you want to dial a highlighted contact

Use the down arrow key to scroll through entries in the personal directory. Press 'edit' to edit a contact.

Adding a new contact

1. In the 'Directory' screen, press 'New Personal Dir Entry' or 'add'.

2. Enter the name of the person you want to add using the keypad - then use the down arrow key to navigate to the next fields.

Note: To enter numbers and letters, press 'alpha'. To enter numbers only, press 'num'. To clear all characters from an entry, press 'clear'.

3. Enter the number you want to add, including any prefixes you need to call an external number and any area codes (if necessary).

Note: To enter numbers and letters, press 'alpha'. To enter numbers only, press 'num'. To enter an IP address, press 'IP'. To clear all characters from an entry, press 'clear'.

4. (Optional) To change the ringtone for a caller:

    a. Press the 'option' key – you'll be taken to the 'Ring Picker' screen.

    b. Scroll through the available ringtones.

    c. Press 'play' to hear the ringtone or 'select' to assign it to the person whose number you're adding to the directory.

5. Press 'save'.

Copying a contact

You can copy a contact to create a new contact, changing information as necessary on the second contact. To copy a contact:

1. In the 'Directory' screen, scroll to find a contact and highlight it.

2. Press 'copy'.

3. Press 'paste'.

4. Edit any necessary details and press 'save'.

Searching for a contact

1. In the 'Directory' screen, press 'Search Personal Directory' or 'search'.

2. Enter the person's name and press 'ok'— a list of names and numbers will appear. Scroll to highlight the entry you want.

3. Press 'dial' to call the contact or 'copy' to copy the contact.

Deleting a contact

1. In the 'Directory' screen, highlight the contact you want to delete.

2. Press 'delete'.

3. Press 'ok' to delete the contact.

Editing a contact

1. In the 'Directory' screen, highlight the contact you want to edit.

2. Press 'edit'.

3. Press 'save' when you've finished.

Using the Vodafone One Net directory (when available)

To use the Vodafone One Net directory:

1. Press the 'dir' button or the Setup button and choose 'Directory', then scroll to 'One Net Directory'.

2. Press the 'select' key on the phone to enter the Vodafone One Net directory menu.

3. Enter the search keywords in the text box using the numeric or alphanumeric keys on the phone.

4. Enter the search criteria and press 'submit' to start the search - the results will be displayed on the screen.

5. To choose a contact, scroll up and down using the navigation keys on your phone or use the numeric keys on the phone.

Note: *When more than 10 entries match the search criteria, the user can press the 'next' button on the phone to view more entries.*

6. Highlight a contact to view their details.

7. To call a contact:

    a. Press 'dial' to place the call

    b. (Optional) Press 'editDial' to edit the number before calling, then press 'dial'.

Using the call history lists

Viewing call history lists

1. Press the Setup button.

2. Scroll to 'Call History' and choose 'select.

3. Choose the call history list you want to view:

    a. 'Redial List' – shows the calls made from the phone.

    b. 'Answered Calls' – shows the caller ID of the last 60 answered calls.

    c. 'Missed calls' - shows the last 60 missed calls.

1. Press 'select' to see the list in full.

You can also view the call history lists from your PC - see 'Viewing call history lists'.

Calling from the call history lists

To dial a number from one of the call history lists:

1. Choose the call.

2. Press 'dial'.

Note: *If the call came from an international or external number, you might have to edit the number before dialling it (e.g. to add an area code). Press the 'edit' button to edit the call and use the soft key buttons and keypad to amend the number.*

Deleting an entry from the call history lists

1. Choose the call in the call history list.
2. Press 'delete'.
3. Press 'ok'.

Saving a call history list number to your personal directory

1. Choose the call in the call history list.
2. Press 'save' – the address book entry screen will appear.
3. Edit the information (if necessary) and press 'save' again – the entry will then be added to your personal directory.

Accessing voicemail

To access your voicemail, press the Messages button on your phone.

Chapter 4 – Using advanced phone features

This chapter shows you how to set up and use advanced features on your Cisco SPA 514G IP phone, and contains the following sections:

- Setting up privacy and security features
- Creating and using speed dials
- Customising your LCD screen
- Using ringtones
- Changing the date and time
- Restarting your phone
- Viewing phone, network and call information
- Using FAC codes

Setting up privacy and security features

Blocking anonymous calls

You can choose to block calls from unknown numbers coming through to your phone. Anyone who calls you from an unknown number will hear a busy signal or pre-recorded message.

To block anonymous calls:

1. Press the Setup button.
2. Scroll to 'Preferences' and press 'select'.
3. Scroll to 'Block Anonymous Call'.
4. Press the 'edit' key followed by the 'y/n' key to turn block anonymous calls to 'Yes'.
5. Press 'ok' and then 'save'.

Locking your phone

Locking sensitive phone features using the logout feature

You can lock access to the sensitive features of your phone such as the directory and call lists when you are not close to your phone. If this feature is setup, a padlock icon will appear in the top right corner of the screen to indicate whether your phone is locked or unlocked.

To change the password for unlocking your phone and switch this feature on:

1. Press the Setup button.
2. Scroll to 'Set Password' and press 'select'.
3. Enter the current password (if the device is already locked) and enter the new password using the keypad.
4. Press 'save'. The password will be updated and the phone placed in the unlocked state.

Note: To later remove the phone lock feature after it has been set up, simply change the password back to the default value (blank).

To lock your phone:

1. Press the Setup button.

2. Scroll to 'Logout' and press 'select'.

To unlock your phone:

1. Press the Setup button.

2. Scroll to 'Login' and press 'select'.

3. Enter the configured password and press 'ok'.

If you wish to access a sensitive feature when the device is locked, you will be prompted for the password. Enter the password and press 'ok'. The device will remain unlocked until you lock it again.

The phone unlock feature can be disabled if you have forgotten your password. Please call Vodafone customer services on 191 from your Vodafone One Net phone.

Locking your phone from making calls using a password protected screensaver

You can lock your phone to prevent access to making calls even if the phone is rebooted by setting the password as above and setting the screensaver feature. If this feature is setup, you will need to enter a password to make a call when the screensaver is activated.

To setup the screensaver:

1. Press the menu key.

2. Scroll down to 'Screen Saver Mode'.

3. Press 'select'.

4. Scroll to 'Enable Screen Saver', and press 'edit'.

5. Press 'y/n' such that 'Yes' is displayed.

6. Press 'ok'.

7. Scroll to 'Screen Saver Wait Time' and press 'edit'.

8. Using the number keys, enter your preferred idle time in seconds (300 seconds = 5 minutes), after which the phone will lock and display the screensaver. You can enter a high value to prevent your phone locking too often if you wish.

9. Press 'ok'.

10. Press 'save'.

You can manually lock the device by activating the screensaver:

1. Press the menu key

2. Scroll down to 'Screen Saver Mode'

3. Press 'activ'

To unlock your phone when the screensaver is activated:

1. Press any key.

2. Enter the configured password and press 'ok'.

Creating and using speed dials

You can assign unused line buttons on your phone to act as a speed dial. Depending on how your extensions are set up, you can have up to two speed dials in place.

When a speed dial's assigned to a number, that, when pressed on the keypad, dials the number assigned to it. You can have up to 8 of these speed dials. Each speed dial can be a phone number, IP address or URL.

Creating speed dials on unused line buttons

1. Press the unused line button and hold down for three seconds - the 'Def. Speed Dial' window will be displayed.

2. Enter a name for the speed dial.

3. Press the down arrow key to reach the phone number field, then enter the phone number and press 'save'.

4. Once a speed dial has been created, it will be displayed next to the line button – then just press the line button when you want to use the speed dial.

Creating numerical speed dials

1. Press the Setup button

2. Scroll to 'Speed Dial' and press 'select'

3. To add a new speed dial, scroll to 'Select an unused speed dial location' (2 through 9) and press 'edit'.

4. Enter the phone number and press 'ok'.

Customising your LCD screen

You can customize your LCD screen in the ways described below.

Changing the LCD screen contrast

To adjust the contrast of the LCD screen:

1. Press the 'Setup' button.

2. Scroll to 'LCD Contrast' and press 'select'.

3. Use the left and right arrow keys to change the contrast.

4. Press 'save'.

Configuring the phone screen saver

You can enable your phone's screen saver and specify its appearance and the amount of time for the phone to be idle before it begins.

To configure your screen saver:

1. Press the 'Setup' button.

2. Scroll to 'Screen Saver Mode' and press 'select'.

3. Scroll to 'Enable Screen Saver'.

4. Press the 'edit' key followed by the 'y/n' key to set enable screen saver to 'Yes'.

5. Press 'ok'.

6. Scroll to 'Screen Saver Wait Time'.

7. Press the 'edit' key and enter the number of seconds that the phone remains idle before the screen saver turns on.

8. Press 'ok'.

9. Scroll to 'Screen Saver Icon'.

10. Press the 'edit' key followed by the 'option' key to change between the screen saver modes:

    o **Background Picture** – Shows the background picture.

    o **Station Time** – Shows the time.

    o **Lock** – Shows a padlock icon around the screen.

    o **Phone** – Shows a phone icon around the screen.

    o **Date Time** – Shows the date and time.

11. Press 'ok' and then 'save'.

Using ringtones

Each extension of your phone can have a different ring tone. To change a ring tone:

1. Press the 'Setup' button.

2. Scroll to 'Ring Tone' and press 'select'.

3. Scroll to the extension for which you want to select a ring tone and press the 'change' key.

4. Scroll through the ring tones and press 'play' to play the highlighted ring tone. Press 'select' to choose the highlighted ringtone for that extension.

Changing the date and time

The date and time for your phone will be set by Vodafone One Net.

Restarting your phone

Occasionally you may need to restart your phone if the screen locks up. To restart your phone:

1. Press the Setup button
2. Scroll to 'Restart' and press 'select'
3. Press 'ok' to confirm.

Viewing phone, network and call information

Viewing phone information

1. Press the Setup button.
2. Scroll to 'Product Info' and press 'select' – you'll then see the following information:
   - o   Product name
   - o   Serial number
   - o   Software version
   - o   Hardware version
   - o   MAC (hardware) address
   - o   Certificate
   - o   Customisation

Viewing network information

1. Press the Setup button.
2. Scroll to 'Network' and press 'select' - you'll then be able to see the following information:
   - o   IP address
   - o   Host Name
   - o   Domain
   - o   Subnet mask
   - o   Default router

Viewing phone line and extension information

1. Press the Setup button
2. Scroll to 'Status' and press 'Select' - you'll then be able to see the following information:
   - o   Phone status – up time and packets sent/received
   - o   Extension status – this will tell you if an extension's been registered and when
   - o   Line status – active calls and call information
   - o   Provisioning status – If a profile rule was used, and the status
   - o   Call statistics history – this details information about individual calls

Using FAC codes

As well as using your phone's menu, many of the Vodafone One Net features can be accessed and activated or deactivated by dialling short Feature Access Codes (also known as FAC codes).

Note: After each code entry, press 'dial' to activate.

Breakout Code

The following Feature Access Code is available and can be initiated from your Cisco SPA 514G.

Feature Access Code	Behaviour
983 (+number)	The Breakout code is used where there is a conflict with an extension number within the company with an advertised Short Dial Code not within the company. For example, to dial 2222 Vodafone road watch service when there is a valid internal extension of 2222 within the company you would need to dial 9832222.

Call forwarding

The following Feature Access Codes are available and can be initiated from your Cisco SPA 514G.

Feature Access Code	Behaviour
1200	Removes all active call diverts, including those to voicemail.
1212	Activates Forward all calls to voicemail, so now all incoming calls to your number will be put through to voicemail.
1212 + Number (121201635555555)	Activates Forward all calls to the number specified, so now all incoming calls to your number will divert to the one entered. Useful if you are out of the office and want calls to come to your mobile.
1213	Removes Forward all calls, incoming calls will now come back to your phone.
1224	Activates Call forward unanswered to voicemail, after 30 seconds if the call is not answered it will go to voicemail.
1224 + Number (122401635555555)	Activates Call forward unanswered to Number specified, after 30 seconds if the call is not answered it will go to the number entered.
1225	Removes Call forward unanswered, calls will ring for 60 seconds before being disconnected. Note: The call will go nowhere just drop.
1226	Activates Call forward busy to voicemail, if you are on a call, unless call waiting is turned on, the next incoming call will be sent to voicemail.
1226 + Number (122601635555555)	Activates Call forward busy to number specified, if you are on a call, unless call waiting is turned on, the next incoming call will be sent to the number entered.
1227	Removes Call forward busy, if you are on a call, unless call waiting is turned on, the next incoming call will receive an engaged tone. Note: Call waiting will only wait one incoming call, any others will follow divert rules.
1228	Activates Call forward unavailable to voicemail, if your phone is turned off is then all incoming calls will go to voicemail.

1228 + Number (122801635555555)	Activates Call forward unavailable to the Number specified, if your phone is turned off all incoming calls will go to the number entered.
1229	Removes Call forward unavailable to Voicemail, if your phone is turned off then ALL incoming calls will get a number not in use tone and drop, they will not go to voicemail.

Do not disturb

The following Feature Access Codes are available and can be initiated from your Cisco SPA 514G

Feature Access Code	Behaviour
126	Activates Do not disturb for the phone you're calling from.
127	De-activates Do not disturb for the phone you're calling from.
124	Activate Do not disturb for both your mobile and fixed line phones.
125	De-activates Do not disturb for both your mobile and fixed line phones.

Caller ID

The following Feature Access Codes are available and can be initiated from your Cisco SPA 514G.

Feature Access Code	Behaviour
1470 (+number)	Present my Caller ID on a per call basis (used when you number is normally withheld).
141 (+number)	Withhold my Caller ID on a per call basis (used when you number is normally presented).
#21 (+number)*	Per call dial out with Multi-user hunt group number (user's terminal belongs to unique Multi-user hunt group).
#22#yy (+number)*	Per call dial out with Multi-user hunt group number where a user belongs to more than one Multi-user hunt group – yy is the two-digit number associated with the Multi-user hunt group.
#23 (+number)	Per call dial out with Company Number.

In the cases where a subscriber has subscribed to always display the Caller ID by default, it is possible to restrict Caller ID on a per-call basis, by dialling 141 followed by the target number.

Users activate this feature by dialling a Feature Access Code (FAC) to initiate an outbound call from the Company number, the FAC for this is #23#01234567890*, where 01234567890 is the target number to be dialled.

Example: Sam wishes to call an existing business contact, he simply dials 01202445566. This will present his own Caller ID to the target caller.

Example: Olivia wishes to call a new customer from the company main number. She dials #23#01202445566, the call receiver will see the Generic main number as the Caller ID in this case.

It is also possible to force a company number to be presented for selected list of users so that all their outgoing off-net calls will only present the Main company number.

In the cases where a subscriber has subscribed to always restrict the Caller ID by default, it is possible to allow Caller ID on a per call basis, by dialling 1470 followed by the target number.

Call pickup

The following Feature Access Codes are available and can be initiated from your Cisco SPA 514G.

Feature Access Code	Behaviour
#154*	Personal call pickup is used to pick up a ring call that belongs to the same user and can be used to answer a call ringing on the user's mobile on their desk phone
#155*	Any call pickup is used to pick up the longest ringing call from a Pickup group.
#155* (+extension)	Specific call pickup is used to pickup a specific call from a Pickup group.

Note: If you are a member of a Pickup group, you can also use the group call Pickup (GrPickup) button which is configured as the bottom right button of the LCD screen.