The Cisco SPA504G and the VOIP telephone system offer several functionalities.

**Handset Functions**

The most important functions of your desk telephone are explained below.

Naming of the components of the phone:

1. Handset
2. Message waiting indicator
   (Flashes red during an incoming call.)
3. LCD display
   (Displays date and time, phone station name, line extensions, and softkey options.)
4. Line keys
   (Indicates line status; green = idle; red blinking is on hold; red is active or in use)
5. Softkey Buttons (related to the function indicated above the button in the LCD display)
6. Navigation Button (press left, right, up or down to scroll through items shown on LCD display)
7. Message Button (not in use)
8. Hold Button (press to place a call on hold)
9. Setup Button (press to access menu for configuration)
10. Mute Button
11. Volume Button
12. Headset Button (not in use)
13. Speaker Button
14. Keypad

The options under the softkey buttons can be configured by the technicians of the telephone platform company. At i+ we have the following options under the softkeys:

- redial (opens a list of numbers dialed before)
When the list is open and a number is selected it will be automatically dialed when picking up the handset.
Pressing soft button **dial** will dial the number also.
- **dir** (for telephone directory, not used better options available through toolbar.

**Forward to other number**

To forward your calls to another number:
- press the softkey button under **cfwd**
- key the number you want to forward to
- press dial

In the display you will see: Calls Forwarded To remove the forward press the softkey button **-cfwd**

**Do not Disturb**

To put your phone on not disturb press the most right softkey button that shows dnd (do not disturb). Pressing it again will make your phone available again.

When the display above the key shows: **-dnd** the function is on (you cannot be called on that number).

Calls will be forwarded to other numbers in your group or to the reception.

**Change password**

In case you wish to change the password you can login on [https://ws1.voipit.nl](https://ws1.voipit.nl) with your username, being iplus...@iplus.teldacom.voipit.nl (on the dots your extension) and your password.

There are two password options:
- web access password: for Hipin, login to this website and other apps
• portal password: for voicemail access

In case you have forgotten your web access password, contact your IT department.

Setup Voicemail

1. Call the voice portal from your device. (999)
2. Then choose '1' to go to your voicemail.
3. Then choose '2' to change the greeting of your mailbox for “busy” or '3' for “no answer”.
4. Then choose '1' to enter a new greeting.
5. Enter the greeting and finish by pressing # on your device.

Follow further spoken instructions of the system if necessary.

Forward Calls

Pick up Call from colleague

Change Language

Three Way conference

To have a conference call with two other participants follow the steps below:

1. Dial the number of the first person and set up the call.
2. Press the conf button:
3. When hearing the dial tone, dial the number of the second participant.
4. After establishing the call with the second participant press the conf button again:
Both participants are now in the conference.

To organise conference calls with more participants or with more flexibility use the Meet-Me Conference facility of the system.
Meet-Me Conference

Login on your personal voip profile page: https://ws1.voipit.nl/

- username: iplusXXX@iplus.teldacom.voipit.nl
  where you replace the XXX with the last three numbers of your phone number.
- password provided to you, if you do not have a password, contact the IT department

To set up a telephone conference from here click Meet-Me Conference in the left menu:

Click Conferences to set up a new conference. Click Add in the Conference Window:

Fill in:

- a name of the conference
- the number of participants
  maximum is 10
  the number you fill in is occupying the system with that number and may limit the conference facilities for other people who want to have a conference at the same time.
- select the type of conference
  In most cases this should be **One Time**.
- fill in the date, start time and expected duration of the meeting
Click **OK** to create the conference. The meeting will be listed in your conference list:

Click the name of the conference to receive all details of this conference:

- Conference ID
- Link for those participants you **want to offer free participation to the conference**. Sent this link to the participants by e-mail.

This page gives you also access to moderation tools for the conference. To **moderate the conference**: click **Launch Moderation Client**.

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