

IP Phone User Guide (Linksys SPA901)



1. Call Waiting Light

Light is:	It means:
Fast Blinking (in the middle of a call)	There is an incoming call (you will hear a beep first before this light blinks). Please press FLASH button to pick up the incoming call.
Fast Blinking (when phone is first powered up)	The phone is downloading or writing firmware. Please wait for the light to stop blinking before making calls. Do not power off.
Double Blink	There is a connection problem. If the RJ45/network cable is securely in place and the light still double blinks, contact your Phone Administrator.

2. STATUS

Status Light is:	It means:
Off	Ready to make a call
Blinking Red	A call is put on hold at this phone and you can pick it up by pressing the FLASH button.
Solid Red	Line is in use. You cannot make a call.
Solid Orange	The phone is not registered to the system and you cannot make a call. Please contact your Phone Administrator.

3. Ringer On/Off Switch

Move the switch up to turn the ringer on or down to turn it off.

4. FLASH

Press to pick up a second incoming call, transfer a call, or set up a 3- way conference call.

5. REDIAL

Press to redial the last number called.

6. VOL

Press the right side to increase or the left side to decrease the volume for the handset (when on a call) or the ringer (when the phone is ringing).

B. Call Features

1) Making Calls

You can make calls to any Singapore-registered number by dialing an 8-digit number. However, when making calls to 4-digit or 3-digit numbers like 1303, 100, etc. you need to dial 9 in front of these numbers e.g. 9-1303, 9-100.

2) Putting a Caller on Hold

Press the FLASH button. To return to the current call, press the FLASH button again.

3) Transferring Calls

i) Attended Transfer

1. Press FLASH during an active call.
2. The first call goes on hold and there will be a dial tone. Dial the second phone number.
3. When the second person answers, you can have a private conversation without the first person hearing it.
4. To connect the call to the second person, hang up the phone.

ii) Unattended Transfer

1. Press FLASH during an active call.
2. The first call is placed on hold. There will be a dial tone. Dial the second telephone number.
3. When the phone rings, hang up.

4) Three Way Conference Calling

1. Press FLASH during an active call.

2. The first call is placed on hold. There will be a dial tone. Dial the phone number to conference in.
3. Press FLASH again. The conference call will now include all parties.
4. Hanging up disconnects all parties.

5) Call Forwarding

Press ***72** to activate call forwarding feature. This feature lets you forward all incoming calls to another number. Press ***72<number>#**, where **<number>** is the internal or external number to which you want all calls are forwarded. (You can forward a call to a foreign number by adding the IDD prefix e.g. 018+country code+regional code+foreign number.) Press ***73** to turn off the call forwarding feature.

6) Call Forwarding Busy

Press ***62** to activate the call forwarding busy feature that lets you forward all incoming calls to a specified number when your desk phone is busy. Press ***62<number>#**, where **<number>** is the internal or external number to which you want the calls forwarded. Press ***63** to turn off the call forwarding busy feature.

7) Making IDD calls

For international calls, dial IDD 008 for premium quality and clear international connections.

Dial : 008> Country Code> Area Code> Telephone No.

To enjoy smart savings, dial IDD 018 to maximise talktime.

Dial: 018> Country Code> Area Code> Telephone No.

8) Checking for Voice Mail Messages

1. Message Retrieval

Dial **9-1303**, enter your **(Voicemail password)** follow by the **#** button. Press **1** to access main menu.

Note: Default Voicemail password is 8888.

You can also access your Voicemail from a StarHub mobile line or another operator's fixed and mobile line by

Dialing **9-1303** (or +65 98501303 if you are overseas) and enter your **(phone number)#(Voicemail password)#**. Press **1** to access main menu.

Notes:

- Default password is 8888. Please change your default password for better security.

- This service does not support Message Waiting Indicator that can alert you when you have message/s in your mailbox.

2. Other Voicemail Functions

Leaving messages in voice mailboxes of other StarHub Enterprise Voice and StarHub mobile users:

Dial **9-1303** (or +65 98501303 if you are overseas) and enter **(the other party's Enterprise Voice or mobile number)#**. You will hear the default or personalised greeting "You have reached mailbox number <Enterprise Voice or mobile number>. Please leave your message after the tone". Leave your message after the tone.

Personalising your own greetings:

Dial **9-1303** (or +65 98501303 if you are overseas) and enter your **(Voicemail password)#**

Press **2** to access your greetings menu

To record your greeting, press **2** followed by **3**

To play your greeting, press **2** followed by **1**

3. Changing Your Voicemail Password

Voicemail Password: Enterprise Voice's voicemail is secured by a password. The default password is 8888. To change your voicemail password:

- Dial **9-1303** and log into your mailbox
- Press **8** to access your Personal Options menu
- Press **2** to access your Password Options
- Press **3** to modify your password. (4 to 7 digits number)
- Press **#** to confirm the new password

If you have forget your password, please call Service Support Helpdesk at 1800 823 3333 or +65 68233333 if you are overseas to reset your password to the default password (8888)