

## WORLDSMART Features on Your Cisco SPA 50X/525 Phones

### Voice Mail

To access voicemail from your Cisco SPA Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

### Blind Transfer using # key

During a call, press # followed by the number or extension to which the call to be transferred.

### Blind transfer a call to another extension

- During an active call, press Bxfer” or “BlindXfer”.
- The call is placed on hold and a new line is opened to dial the number.
- Enter the extension or phone number.

### Supervised transfer a call to another extension

- During an active call, press “Xfer” or “Transfer”. The call is placed on hold and a new line is opened to dial the number.
- Enter the extension or phone number.
- When the other party answers, announce the call, and then press “Xfer” or “Transfer”.

Note: You can press the softkey any time after the other phone starts ringing.

### Transferring to User’s Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your Cisco SPA Phone:

- Press #\* followed by user’s extension.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user’s Voicemail.

### Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: [support@panterranetworks.com](mailto:support@panterranetworks.com) or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART™



Quick Start Guide for Cisco SPA 50X/525

#### In This guide

- ▶ Configuring your Cisco SPA Phone
- ▶ Using your Cisco SPA Phone
- ▶ WORLDSMART features on your Cisco SPA Phone



Congratulations on your purchase of Cisco SPA phone. Use this Quick-Start to set up your phone and to learn how to use it.

## WORLDSMART Features on Your Cisco SPA 50X/525 Series

### Transferring ACD Calls using #

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

### Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

### 3-Way Conferencing

To establish a three-way conference:

- After beginning a call with the first party, initiate the conference on your phone by pressing "Conf".
- When you hear a dial tone, enter the extension or the phone number for the third party.
- Press "Conf" again.

### ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the "Agent logged in" message.

### Enabling Call Transfer and Call Forwarding Services

Use the Call Forward All feature to forward all calls to another extension or an external phone number that you specify. This feature temporarily overrides the Call Forward Busy/No Answer settings that your phone administrator configured for your phone.

- Press "cfwd" or "forward".
- Enter the extension or phone number.
- Press "Dial". The display screen displays Calls Forwarded. All incoming calls will be forwarded to the specified number.

### DND (Do Not Disturb)

Enabling Do Not Disturb:

- To enable: Press "Dnd". The display screen indicates that Do Not Disturb is turned on for your phone.
- To disable: Press "Dnd" or "Clr Dnd".

