

## SPA500 Series Quick Reference Guide

- Answer a Call:** Pick up the Handset, or press the **Speaker** button, or press the **Headset** button, or press the green flashing line button (Not applicable to SPA502).
- Place a call:** Pickup the Handset, press the **Speaker** or **Headset** button, or press a line button.
- Receiving a Call:** While first call is active, press the flashing red line button or press the **Hold** button to put first call on hold and answer the second call
- Call Hold:** To put a call on hold, press the **Hold** button. The caller hears a series of three rapid beeps or Music on Hold. To resume the call, press the flashing red line button for the call. For the SPA502 phone, press the **Resume** softkey.
- Conference Call:** During an active call, press the **More** softkey and then press the **Confrn** softkey. The first call is placed on hold. Dial the second person's telephone number. When the second person answers, press the **Confrn** softkey again. All three parties are connected in the conference call.
- Call Transfer:** During an active call, press the **Trnsfer** button; the current call is placed on hold. Next, dial the number for which you are transferring to. Wait for two rings on the new call, press **Trnsfer** and wait for the person to answer (Attended Call Transfer); or press Transfer and hang up (Blind Call Transfer).
- Voice Mail:** To access voicemail, press the Messages button



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