LINKSYS®
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1. Handset
2. LCD screen (SPA962 in color)
3. Voice mail indicator light
4. Lines (SPA941, SPA942 and SPA962)
5. Soft buttons
6. Navigation button
7. Mailbox button
8. Hold button
9. Setup button
10. Volume adjustment bar
11. Headset button
12. Speaker button
13. Mute button
14. Dial pad

SPA IP Phone

VoIP
Voice

Quick Reference

Model Nos. **SPA921, SPA922, SPA941, SPA942, SPA962**

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Making a Telephone Call

Call using one of three devices:
• Lift the handset and dial, or
• Connect the headset (port is on right side of phone), press the headset button and dial, or
• Press the speaker button and dial.

Switching Devices During a Call
Only one device at a time can be used.
• Press the button for the device.
• Adjust volume as needed.

Dialing a Stored Number
• To redial the last number called, press the soft button below **redial** twice.
• To view directory choices, press the soft button under **dir**. Use the navigation button to highlight your choice. Press **dial** to call.
• To dial the number of the last call the phone received, press the soft button under **lcr**.
•

Speed Dialing
Speed dial numbers must already be programmed into the phone (see Setup Shortcuts)
• Dial the speed dial number and then lift the handset, or
• lift the handset and dial the speed dial number, followed by the # button on the phone,
• the entry in the speed dial list will be dialed automatically.

Receiving Calls

1. Multiple Calls on a Single Line
(For SPA921 and SPA922)
• Caller information will display on the LCD screen.
• To access more than one simultaneous call, use the hold or conference feature.

2. Multiple Calls on a Multiple Lines
(For SPA941, SPA942 and SPA962)
• Calls will come in on the first available line.
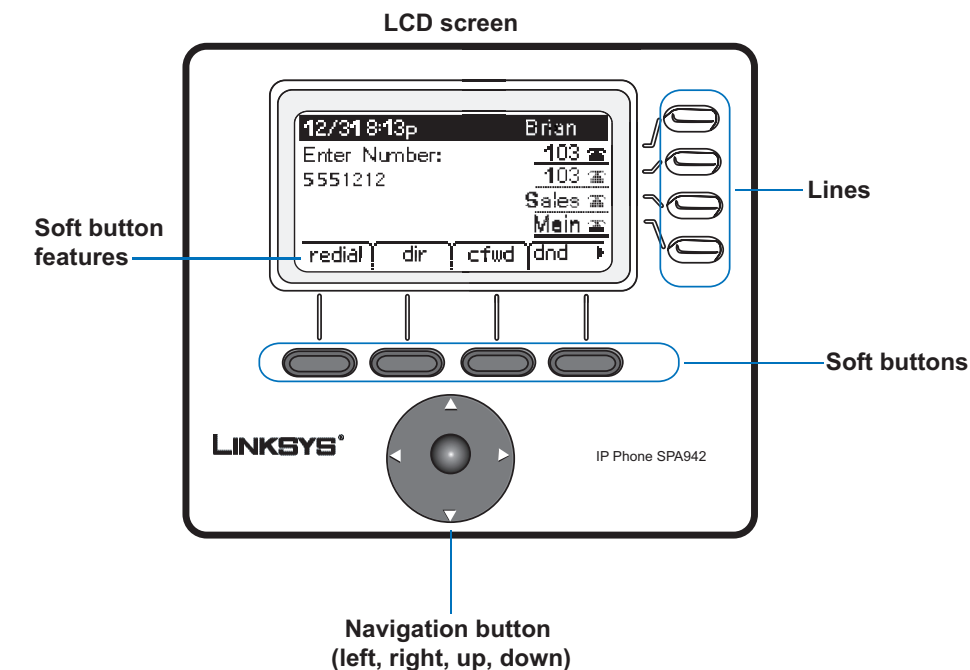• Call information will display on the LCD screen.

Muting a Call
• Mute the call by pressing the mute button.
• Press the mute button again to cancel.

Placing a Call on Hold
• Press the hold button to put the active call on hold. If there is another incoming call, you can now answer the 2nd call or line.
• For multiple lines (SPA941, SPA942 and SPA962), the call's line will flash red.
• Resume the 1st call by pressing the line button associated with the 1st call.
• If the 2nd call is still in progress it will automatically go on hold.

To End a Call
• From a handset, hang up.
• From a speaker call, press the speaker button.
• From a headset call, press the headset button.

The LCD Screen

LCD screen

Soft button features

Lines

Soft buttons

IP Phone SPA942

Navigation button
(left, right, up, down)

LCD Screen Overview
• Top line displays date, time, phone number
• main area displays call information
• bottom lines display soft button options
• right side displays extension numbers, if available.
• The SPA962 has a 320 x 240 pixel color display

Soft Button Features
Shows available features.
As shown above, by pressing the soft button below the feature, you could:

redial: view redial list
dir: view directory options
cfwd: forward your calls
dnd: choose do not disturb.

In this display, more choices are available by pressing the right navigation button.
Soft Buttons
Press to activate a soft button feature.

Navigation button
Use to move up, down, left or right through soft button features.

Lines
(SPA 941, SPA942 and SPA962 only)
Use to access additional extensions.
The SPA941 and SPA942 have four lines, the SPA962 has six lines.

Feature	Use to:
< < or > >	move left or right through an entry without deleting characters
add	add an entry
alpha, IP, num	toggle through choices to enter a number, URL or IP address
cancel	to cancel any changes you have made (press before ok or save)
cfwd	access call forwarding options (see Setup Shortcuts)
change	change a ring tone feature
clear	clear an entire entry
copy	copy an existing directory entry
delChr	delete the last character entered
delete	delete a stored entry
dial	place a call to the number highlighted on the LCD screen
dir	access the phone's directory (see Setup Shortcuts)
dnd	enable do not disturb (see Setup Shortcuts)
edit	edit a stored entry
grPick	pickup a call from an extension outside your group
lcr	dial the last call received
ok or save	confirm your choice when entering new information
park	park a call (see *SPA IP User Guide* for more detail)
paste	paste the copied information into your personal directory
pickup	pickup a call from another phone in your group
play	listen to ringtones before choosing
redial	redial recently called numbers
select	choose an item to review or change
unpark	pick up a parked call

Accessing Voice Mail
Voice mail service must be available on your network
• Press the mailbox button, or
• Press the setup button then, 8 or
• Dial the voice mail extension.

Initiating Three Way Conference Calls
1. Press the soft button under **conf** during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the telephone number to conference in.
3. Press the soft button under **conf** again. The conference call will now include you and the other two parties.
4. Hanging up disconnects all parties.

Attended Transfer
1. Press the soft button under **xfer** during an active call.
2. The first call goes on hold and there will be a dial tone. Dial the second telephone 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, press the soft button under **xfer** again to complete the transfer.
5. You will be disconnected from the call.

Unattended Transfer
1. Press the soft button under **xfer** 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, press the soft button under **xfer** again to complete the transfer.
4. You will be disconnected from the call.

Phone Buttons

	mailbox
	setup
	mute (illuminates when on)
	headset (illuminates when on)
	speaker (illuminates when on)
	hold
	volume adjustment bar

Setup Shortcuts
Note: Press buttons in sequence

1. Directory
To add a new entry: Setup, 1,1
To view a corporate directory: Setup, 1, 2
To use a personal directory: Setup, 1,3

2. Speed Dial
To add/edit a speed dial number: Setup, 2

3. Call History
To view redial list: Setup, 3, 1
To view answered calls list: Setup, 3,2
To view missed calls list: Setup, 3,3

4. Ring Tones
To change a ring tone: Setup, 4

5. Preferences
To block your caller ID: Setup, 5, 1
To block anonymous callers: Setup, 5, 2
To enable Do Not Disturb, Setup: 5, 3
To enable Secure Call, Setup, 5, 4
To enable Dial Assistance, Setup: 5, 5
To choose Preferred Audio Device, Setup: 5, 6

6. Call Forward
To forward all calls to one number: Setup, 6, 1
To forward calls when your phone is busy: Setup, 6,2
To forward calls when there is no answer at your phone: Setup, 6, 3
To forward calls after a time delay: Setup, 6, 3, then Setup 6, 4

7. Time/Date
To change the time and/or date: Setup, 7

8. Accessing Voice Mail
To access voice mail: Setup, 8
(or the mailbox button)

NOTE: 9 through 14 are Network settings - check with your Phone Administrator before using

15. Phone password
To setup a phone password: Setup, 15

16. LCD Contrast
To adjust the LCD screen contrast: Setup, 16

17. Call Park Status
To view the status of a call that has been parked: Setup, 17

18. Login
To login to phone: Setup, 18
(use only if a phone password is in use)

For detailed information on these or any other features in this Quick Reference guide, please see the *SPA IP Phone User Guide*.

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For additional information or troubleshooting help, refer to the User Guide on the Linksys website.

Website
http://www.linksys.com

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