

Quick guide for Cisco ATA

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Initial installation & setup

This cordless solution is very easy to use with little training. You can do many of the functions that are available on a full desktop phone utilizing feature access codes (FAC).

Get a cordless

You can use any consumer grade cordless phone. It may be a digital phone, but it for a standard phone line or POTS (Plain Ordinary Telephone Service.) You are responsible for purchasing the cordless telephone. The best case is to avoid a cordless phone with a built in answering machine. This can interrupt Masergy services from working properly.

You may or may not have these features based on the phone you choose.

- One to two lines. (Needs Masergy configuration.)
- Headset jack
- Speaker phone
- Mute button
- Adjustable Volume
- Optional or up loadable ring tones

Setup the cordless phone

Follow the manufacturer recommendations for setup and charging instructions.



Setup the Cisco ATA

If you get the Cisco ATA from Masergy, it will come preconfigured to work on a DHCP enabled network. For help with this please review the Cisco ATA configuration guide on our website.

Connect using enclosed instructions.

- Ethernet to router or wall jack.
- Phone line to phone.
- Lastly Power supply to outlet.

We will refer to your cordless phone in this document as phone.

You may use this phone as your only phone. This setup is called Standard Use. Or you may have a full desk phone that shares the same number as your cordless phone. This setup is called Shared Call Appearance (SCA). The Polycrom VVX IP Polycom desk phone will be referred to as Polycom phone.

Orientation

The phone you have may vary. But it will have two or three buttons that we will refer to in this guide. Please find them on your phone.

1. There is usually a hang up, end, or off button.
2. There is an answer, on, or talk button.
3. There is a flash button. Talk and Flash may be the same physical button.

Depending on display size and phone settings, you may not see the Call Waiting Caller ID. (Check manufacturer guide.)

Usage

Answering the Phone

To Answer a call:

- Press answer button.

To Answer a second call:

- While on a call, you will hear a call waiting tone.
- Press the Flash button to answer.

This will put the first call on hold automatically.



To go back to the first call:

Press the Flash button again.

To put a Call on Hold:

- Press the Flash button.

It is a good idea to utilize park instead of hold. (See below.)

Voicemail

- Ask your system administrator to be sure the voicemail is enabled. To get the voicemail portal number and default password.
- For more information, see the Masergy.com support page.
- The first time you call your voicemail, you need to set up a new passcode and record your spoken name. Simply follow the prompts.
- You'll know you have a message if your message light is blinking (subject to phone settings).

To Check voicemail messages

From your phone:

- Press Talk
- Press *62#
- Enter your passcode and press #.
- If you do not listen to and save or delete all messages, the light will not be automatically disabled.

From any phone:

- Dial the voice portal telephone number.
- Press *.
- Enter your extension, passcode and press #.

Note: To clear the message waiting indicator, Press Talk, *99#.

Transfer a Call (Announced)

To Transfer a call, while on the phone:

- Press the Flash key.
- Dial the extension or phone number you want to transfer the call to
- If needed, press # after the digits.
- When the second party answers, tell them who is on the line.
- Press the End key to connect the two parties.
- If they do not want the call, wait for them to hang up. Press Flash to return to speak to the caller. If you do not wait you will connect everyone together.

Note: An announced transfer is recommended when transferring to a mobile phone. A blind transfer can sometimes go directly to mobile voice mail.

Transfer a Call (Blind - Not Announced)

To blind transfer a call while on the phone:

- Press the Flash key
- Press the extension or phone number you want to transfer the call to
- If needed, press # after the digits.
- Press the End key

To Transfer a call directly to a Voicemail while on a call:

- Press the Flash key.
- Press *55
- Press the extension you want to transfer the call to
- Press #.
- Press the End key.

Conference Call (Three-Way Calling)

To Make a 3Way Call:

- Dial the first number or receive first call
- Press the Flash Key. The first call is automatically put on hold. You get a dial tone.
- Dial the second number, if needed press #.
- Once the second caller has answered, Press the Flash key again and everyone is together on a Three Way Call. When you press End the other two calls will remain connected.

Call Park

Call Park is a “nonexclusive hold”

It puts a call on hold that can be picked up anywhere at the company. (Not a transfer) A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls. You should have overhead paging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after a set period of time, the call will ring back to the phone where the call was answered and parked from. This timer can be set by your group administrator.

While on the call you want to park

- Press the Flash key.
- Press *68#.
- Dial the Extension (of the person the call is for.)
- Press #, hang up.
- Instant Message or Page the person on overhead paging to let them know there is call parked at their extension.

Park Pick-up

To pick up any call parked at any extension,

- Press the Talk button
- Press *88#
- Enter the extension where the call was parked
- Press #

Shared Call Appearance Special Usage section

If you plan to use your cordless phone in conjunction with your Polycom phone, you'll need special setup and licensing from Masergy.

The cordless phone works the same as above. If you'd like to switch between lines use the Pull softkey or dial *11.

Troubleshooting

Cisco ATA Reboot

Periodically, the phone may require a user reboot. Reasons for this include accepting a new configuration or new software upgrade.

Unplugging and re-plugging in the power to your phone is NOT a reboot for this setup. You must unplug the power to the Cisco ATA. Wait ten seconds and then plug in the power supply again.

Note: The reboot process is complete when three or four lights blink blue or green.

It is normal to see red lights on the ATA during a reboot process. If you have red lights on the ATA after 30 seconds, please contact customer service.