

# FeatureTel

MANAGED TELECOMMUNICATIONS

## LINKSYS SPA941 / SPA942 User Guide



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## Emergency

To dial 911 for emergency service, you must dial the Outside Access Digit first (usually 9) + 911.

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## Customer Service / Technical Support

(919) 459-2300, option 1  
support@featuretel.com  
www.featuretel.com

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## Web Portal

<http://wp.featuretel.com>

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## Star Code Quick Reference

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
ACD Queue	*10	*10
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
Call Block	*60 + menu	*80 + menu
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Caller ID Block	*67	N/A
Caller ID Block Release	N/A	*82 + no.
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Conferencing (3-way Call)	FLASH + no.	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Hold	FLASH	FLASH
Park a Call	FLASH + *05	N/A
Pick up a Parked Call	FLASH + *25	N/A
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Rejection	*60 + menu	*80 + menu
Speed Dial	74* + menu	74* + menu
Transfer	FLASH + *08	N/A
Voice Mail	*09	N/A

March 2010

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## Linksys SPA941 / SPA942 IP Phone

The Linksys SPA-942 is equivalent to the SPA-941, but adds a backlit LCD screen, second Ethernet port and power over Ethernet (PoE).



**NOTE:** Different users may have different feature options associated with their phone. So, it is possible that specific features are not available on some phones in the organization.

Phone Features	Description
Display	The phone LCD display screen. It shows the date, time, the phone number, incoming caller 's ID (if available), line/call status, extension numbers and the soft button features .
Ringer Indicator	This indicator flashes red when there is an incoming call.
Four Softkeys	Press to select a feature shown on the display above the soft key button.
Four Line Buttons	Shows extension number and status.
Scroll Key and More Key	Allows you to navigate (left, right, up, down) through the soft button features.
Voice Mail	Acts as a speed dial to the Voice Mail system.
Hold	Places a call on hold. The line button for that call will flash red while the call is on hold.
Settings	Allows user to access menu options for viewing and modifying the phone configuration.
Mute	Mutes the active audio input/microphone. The mute button will light red when activated.
Volume	Use to adjust the ringer, handset, headset and speaker volume
Headset	Use to toggle the headset function on and off. The headset button turns green when the headset is being used.
Speakerphone	Use to turn on and off the speakerphone. The button turns green when the speakerphone is being used.
Numeric Keypad	Use to enter numbers, letters or characters (not shown).

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## Making a Call

Lift the handset, or press the Speaker button, and dial the desired number.

### To Dial:

- **An internal extension** - Dial the 3, 4, 5 or 6-digit extension
- **A local call** - Dial the Outside Access Digit + the number
- **Long distance** - Dial the Outside Access Digit + 1 + the number
- **International** - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

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## Re-dial

Calls the last number you dialed. Press the **redial** softkey or dial **\*07**

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## Transfer

- Tell the calling party you will transfer the call, then press the **xfer** softkey again.
- Dial the number to transfer the call to and press the **dial** softkey
- If the called party answers, press the **xfer** softkey again or hang up and let the call transfer.
- If the called party does not answer, select the blinking red line key to cancel the transfer.

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## Call Return

Dials the number of the last incoming call received at your phone.

### To Return a Call

- Dial **\*69**
- Verify the number and press 1 to return the call
- Wait for the called party to answer

**NOTE:** If your phone has Toll Restrictions, you will not be able to return restricted calls.

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## Speed Dial

You can assign up to seven numbers to a 1-digit speed dial number.

### Programming a Speed Dial Number

- Dial **74\***
- At the prompt, press **1** to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press **#**
- After the prompt, press **#** and hang up

### Dialing a Speed Dial Number

- Get dial tone.
- Press the Speed Dial digit (i.e., 1-7) followed by **##**.
- Wait for the called party to answer

### Verifying a Speed Dial Number

You can verify what phone number is assigned to a Speed Number at any time.

- Dial **74\***
- After the prompt, press **2** to verify a Speed Number
- Press the Speed Dial digit you wish to verify

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## Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

### To enable Anonymous Call Rejection

- Dial **\*77**
- Listen for the confirmation tone and hang up

### To disable Anonymous Call Rejection

- Dial **\*87**
  - Listen for the confirmation tone and hang up
-

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## Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

### To make a call with an Authorization Code

- Lift the handset
- Press **9** (or the appropriate access code if different)
- Press **##** for SIP phones
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone.
- Dial the phone number

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## Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

### To enter a billing code for a call:

- During a call, press **\*02**
- Enter the billing code and the # sign

If you enter multiple billing codes during a call, only the last billing code will be recorded.

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## Broadcast Paging

Broadcast Paging broadcasts an announcement to all members of your paging group.

### To make a Broadcast Page:

- Dial the broadcast paging number
- After the tone, make your announcement
- Hang up

### To receive a Broadcast Page:

- Your phone will ring with a priority ring tone
- Lift the handset or activate the speakerphone

**NOTE:** Your phone must be idle to receive a Broadcast Page.

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## Call Block (Selective)

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

### To configure your Call Block List

- Dial **\*60**
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked.

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## Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

### To enable Call Forwarding

- Dial **72\***
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

### To disable Call Forwarding

- Dial **73\***
- After hearing the verification, hang up

---

## Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

### To enable Call Forward (Busy)

- Dial **76\***
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (Busy)

- Dial **77\***
  - Hang up
-

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## Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

### To enable Call Forward (No Answer)

- Dial **78\***
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (No Answer)

- Dial **79\***
- Hang up

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## Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

### To enable Call Forward (OOS)

- Dial **70\***
- Press # to confirm followed by 2 to exit
- Hang up

### To disable Call Forward (OOS)

- Dial **71\***
- Hang up

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## Call Forward (Selective)

Call Forward (Selective) forwards calls from certain numbers to another number.

### To configure the Selective Call List

- Dial **\*63**
- Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.

**NOTE:** Disabling Call Forward (Selective) will not delete the Selective Call List.

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## Call Park

A call may be parked so it can be answered from any other extension.

### To park a call

- Tell the caller you are going to put them on hold.
- press the **xfer** button.
- Enter \*11 and press the **dial** softkey
- Write down the extension given by the voice prompt

### To pickup a parked call

- Dial the extension number assigned to the parked call from any phone on your system.

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## Call Trace

Traces an offending call immediately after it comes in.

### To trace a call

- Hang up from the offending call
- Dial **\*57**
- Wait for the announcement indicating that Call Trace was successful

**NOTE:** Tracing a call sends the call information to the service provider for follow-up.

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## Caller ID Block

Blocks display of your Caller ID for this call only.

### To prevent sending your Caller ID for a single call

- Dial **\*67**
- Dial the desired phone number

### Caller ID Block Release

If your phone is configured to block sending Caller ID information, Caller ID Block Release sends your Caller ID information for a single phone call.

### To send your Caller ID for a call

- Dial **\*82**
- At the second dial tone, dial the extension or telephone number you wish to reach



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## Call Waiting

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

### To toggle between calls

- Press the red blinking line key. You will be connected to the incoming call and the first call is put on hold.
- Repeat to toggle between calls.

### To disconnect a call

- Hang up the phone while on that line.
- Press the red blinking line key to answer the remaining call.

### To temporarily cancel call waiting:

- Dial **\*70**
- Dial the desired number

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## Conferencing

Conferencing enables you to talk to multiple parties simultaneously.

### To add a party to the current call

- Inform the current party that you'll be starting a conference
- Press the **conf** softkey
- The call is placed on hold and you will hear dial tone
- Dial the phone number of the party you wish to dial and press the **dial** softkey
- Inform them of the conference
- Press the **conf** softkey again to bring in the 3rd party
- You are now in conference with both parties. Repeat the process to add additional parties.

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## Directed Call Pickup

Directed Call Pickup lets you answer a specific ringing phone within your Directed Call Pickup Group.

### To answer a phone in your pickup group

- Dial **\*12**
- At the dial tone, dial the extension you wish to answer.

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## Group Pickup

Group Pickup lets you answer any ringing phone within your Call Pickup Group.

### To answer any phone within your pickup group

- Dial **\*06**

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## Hold

### To place the current call on hold

- Press the **Hold** button or press on a new line key.
- Hang up the handset or press another line key to place a new call.

### To retrieve a held call

- Press the red blinking line button to resume the call.

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## Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you.

- Dial **\*61**
- Follow the voice prompts

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## Privacy Guard

Privacy Guard screens inbound anonymous calls.

### To enable/disable Privacy Guard

- Dial **\*88**
- Press **1** to enable/disable Privacy Guard
- Hang up

### To change the Privacy Guard Access Code

- Dial **\*88**
- Press **2** to set or change the Access Code
- Enter the new access code followed by **#**
- Hang up

### To verify the Privacy Guard Access Code

- Dial **\*88**
- Press **3** to verify the Access Code
- After hearing the Access Code, hang up

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## Voice Mail

If you have any voice mail messages, when you lift the handset you hear stutter dial tone.

### To Access Your Voice Mail

- Dial **\*09**
- Follow the prompts to use the voice mail system

### From a Phone Outside the Office

- From an external phone, dial your direct phone number and press **\***, or the company's main telephone number and dial extension **555**.
- When prompted, enter your extension number
- When prompted, enter your Voice Mail password + **#**

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## Changing Voice Mail Password

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **3** from the Main Menu to change your password
- Enter your new password + **#**
- Enter your new password again + **#** to confirm

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## Recording Personal Greetings

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
  - Press **1** to record a No Answer greeting.
  - Press **2** to record a Do Not Disturb greeting.
  - Press **3** to record a Busy greeting,
  - Press **4** to record your Name,
  - Press **\*** to return to the Main Menu.
- After the tone, record your greeting. Press **#** when finished.
- After recording your greeting:
  - Press **1** to review the greeting.
  - Press **2** to delete and re-record the greeting.
  - Press **3** to save the greeting.

- If you don't record a personal greeting, a generic greeting will play.

Skip to Previous Menu	*	*	*
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## Voice Mail Main Menu

<i>KEY</i>	<i>FEATURE</i>
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voice Mail System

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## Voice Mail Playback Options

While listening to your Voice Mail messages, the following options are available.

<i>ACTION</i>	<i>BEFORE MESSAGE</i>	<i>DURING MESSAGE</i>	<i>AFTER MESSAGE</i>
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA

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## Hearing Your Personal Greetings

- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
  - Press **1** to hear your No Answer greeting.
  - Press **2** to hear your Do Not Disturb greeting.
  - Press **3** to hear your Busy greeting.
  - Press **4** to hear your Name.
  - Press \* to return to the Main Menu.

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## Composing a New Voice Mail

- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **7** from the Main Menu to compose a new message.
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the destinations.
- Press # when finished
- After the tone, record your message. Press the # key when finished.
- Select an action
  - Press **1** to send the message. The
  - Press **2** to change the message. You will be prompted to record the message again.
  - Press **3** to review the message.
  - Press **4** to set Message Options:
    - Press **1** to mark as Urgent.
    - Press **2** to mark as Private.
    - Press **3** request Return Receipt.
    - Press **9** to clear all these options.
    - Press \* to return to the previous menu.

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## Replying to a Voice Mail

Press **2** to reply to a message after listening to it. Press \* to cancel

- After the tone, record a message and press #.
- Select an action
  - Press **1** to send the message.
  - Press **2** to change the message. You will be asked to re-record the message.
  - Press **3** to review the message.
  - Press **9** to mark the message Urgent and send.

When retrieving messages, Urgent messages will be played first.

## Dialing the Originator

- Press **3** while listening to a message to call the person back.

**NOTE:** This capability will not work if the Voice Mail system was not able to record the Caller ID information when the original Voice Mail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

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## Forwarding a Voice Mail Message

- Press **6** to forward a message to another recipient while listening to the message.
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- When prompted, record your introductory message and press # when finished.
- Select an action
  - Press \* to Cancel.
  - Press **1** to forward the message.
  - Press **2** to change the introductory message. You will be prompted to record the message again.
  - Press **3** to review the introductory message.
  - Press **9** to mark the message Urgent and send.

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## Distribution Groups

Distribution Groups are used when you want to send messages to a group of users. There are two types of Distribution Groups:

- **Personal Distribution Groups** are managed by the end user and are available only to that user. A user may have a maximum of 20 Personal Distribution Groups (i.e., groups 80-99).
- **Corporate Distribution Groups** are managed by the System Administrator and can be used by anyone within the company.

## Managing Personal Distribution Lists

- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **6** from the Main Menu to manage Personal Distribution Groups.
- Press **1** to hear a list all groups. Each group and its members will be announced. To skip to the next group, press #.
- Press **2** to edit an existing group.
  - Enter the 2-digit group number (i.e., 80-99) that you'd like to edit followed by #
  - Select the type of modifications you'd like to make:
    - Press **1** to list all members. Each member will be announced. To skip to the next member, press #.
    - Press **2** to add a member. Enter the extension number for the member followed by #. Press # to confirm or \* to cancel.
    - Press **3** to delete a member. Enter the extension number for the member followed by #. Press # to confirm or \* to cancel.
    - Press **4** to hear the Group Name
    - Press **5** to record the Group Name. After the tone, record the name for the group and press #.

- Press \* to return to the previous menu.
- Press **3** to create a group.
  - Enter the 2-digit group number (i.e., 80-99) followed by the # key
  - After the tone, record the name for the group followed by the # key.
  - Press # to confirm the recording or \* to cancel and re-record.
  - Enter each member's extension followed by #. When finished entering members, press #.
- Press **4** to delete a group.
- Enter the 2-digit group number to delete followed by #.
- Press # to confirm or \* to cancel intervals.
- Email - You'll receive an email that identifies the Date, Time, and ID of the caller.



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