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# MATRIX USER GUIDE

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**For Cisco® SPA504 & SPA509 IP Phones**

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## Getting Started

This guide provides an overview of your Matrix phone service and basic information about your Cisco SPA504 or SPA509 IP Phone.

## CommPortal

Matrix Service includes a powerful online tool call CommPortal. CommPortal can be accessed at: <https://commportal.wowway.biz>. The login is your 10 digit Matrix phone number and password. NOTE - Your initial password is provided in your Hosted Matrix Quick Reference Guide, or by asking your System Administrator. CommPortal provides direct access to your voicemail messages.

A helpful resource is the **Matrix CommPortal Guide** located at [www.wowforbusiness.com](http://www.wowforbusiness.com) under the product support section.

**Please change your CommPortal Password to protect your account.**

## Support

Matrix is a fully supported phone service. You can find support via:

**Our website:** [www.wowforbusiness.com](http://www.wowforbusiness.com)

**Phone:** [1-877-566-5649](tel:1-877-566-5649)

## Understanding Your Phone's Lines and Buttons

Use the following graphic and table to identify the parts of your phone.

### Phone Components



Figure 1 **Phone** Components

The photo above shows the Cisco SPA 509G to illustrate the Cisco Small Business Pro IP Phone features. Numbered objects in the photo above are explained in the following table:

#	Phone Feature	Description
<b>1</b>	Enable: *77, Disable: *87	Pick up to place or answer a call.
<b>2</b>	*69	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.
<b>3</b>	Enable all calls: *351	Displays date and time, phone station name, line extensions, and softkey options.

#	Phone Feature	Description
4	Line keys	<p>Indicates phone line status. When lit:</p> <p><b>Green:</b> Line is idle.  <b>Red (steady):</b> Line is active or in use.  <b>Red (blinking):</b> Line is on hold.  <b>Orange:</b> Line is unregistered (cannot be used).</p> <p>These keys can also be programmed to perform functions such as speed dial, call pickup, or monitoring an extension.</p>
5	Softkey buttons	Press a softkey button to perform the action shown on the LCD screen above.
6	Navigation button	Press an arrow key to scroll left, right, up, or down through items shown on the LCD.
7	Messages button	Press to access voice mail.
8	Hold button	Press to place a call on hold.
9	Setup button	Press to access a menu to configure features.
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset or speaker (controls speaker volume for when the handset is off the phone, or ringer volume for when the handset is on the phone).
12	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

## Softkey Buttons

The softkey buttons on your phone display may vary depending on your phone model and the phone system setup. Press the Right Arrow or Left Arrow keys on the navigation button to view additional softkey buttons.

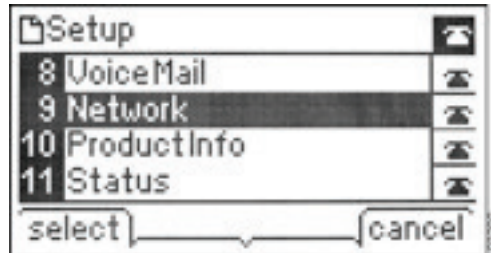
Below is a partial listing of softkey buttons that may be available on your phone. You may not have all of these softkey buttons on your phone, or you may have additional buttons that are not listed here:

Button	Function
<b>&lt;&lt; or &gt;&gt;</b>	Move left or right through an entry without deleting characters.
<b>add</b>	Add an entry.
<b>bxfer</b>	Performs a blind call transfer (transferring a call without speaking to the party to whom you are transferring the call).
<b>cancel</b>	Cancels any changes you have made (press before ok or save).
<b>conf</b>	Initiates a conference call.
<b>confLx</b>	Conferences together 2 or more active lines on the phone.
<b>delChr</b>	Deletes the last number or letter.
<b>delete</b>	Deletes an entire item (for example, a number from the Call History list).
<b>dial</b>	Dials a number.
<b>dir</b>	Provides access to phone directories.
<b>edit</b>	Opens an items so that you can edit numbers or letters, or enable or disable a feature.
<b>endcall</b>	Ends the call.
<b>ignore</b>	Ignores an incoming call.
<b>miss</b>	Shows the Missed Calls list.
<b>newcall</b>	Begins a new call.
<b>redial</b>	Displays a list of recently dialed numbers.
<b>resume</b>	Resumes a call that is on hold.
<b>save</b>	Saves your changes.
<b>select</b>	Selects the highlighted item on the LCD screen.
<b>xfer</b>	Performs a call transfer.
<b>y/n</b>	Enters a submenu and when pressed, toggles between Yes or No to enable or disable an option.

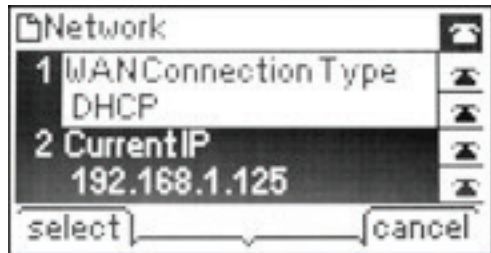
### Using Keypad Shortcuts

When using the phone menus, you can use the keypad to enter the number shown next to the menu, or sub-menu item, on the LCD screen.

For example, to obtain your IP address on the Cisco SPA 504G (or 509G), press the Setup button and dial 9.

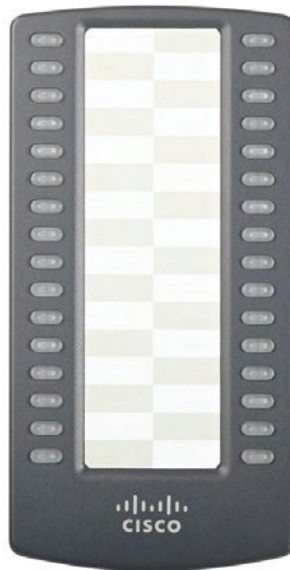


The IP address is displayed on the Network screen.



**NOTE:** Menus and options vary depending on phone model.

## Cisco SPA 500S Attendant Console



**Figure 2** - Cisco SPA 500s 32 - Button Attendant Console

The Cisco SPA 500S is a 32-button attendant console for the Cisco SPA 500 Series IP phone, providing 32 three-color (red, green, and amber) programmable LEDs, with support for a Busy Lamp Field and Line Monitoring. The Cisco SPA 500S attaches to the IP phone with an attachment arm that is provided (not shown). It obtains power directly from the IP phone and does not require a separate power supply. Two Cisco SPA 500S units can be attached to a single IP phone to monitor a total of 64 separate lines.

*Tip: Use CommPortal phone settings to program the buttons and PRINT the paper-tape.*

### **Caring for Your Phone**

The Cisco SPA 500 Series IP Phones are electronic devices that should not be exposed to excessive heat, sun, cold, or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.



## Using Basic Phone Functions

### Using the Speakerphone

To use the speakerphone, press the Speaker button (the handset can be either on or off hook).

### Using the Headset with Your IP Phone

**NOTE:** Steps to use your headset with the IP phone may vary. Consult the User documentation for your headset for more information.

To use a wired headset, press the Headset button on your phone and dial the number to place a call, or press the headset button to answer a ringing call.

### Switching Between the Handset/Headset/Speakerphone

#### During a Call

Any of these audio devices (handset/headset/speakerphone) can be used during a call. However, only one device at a time may be used.

The handset can be on the hook when using the speakerphone or headset function. If switching from the handset to the speakerphone, make sure the speakerphone or headset light is illuminated before placing the handset back on the hook (if you are switching from the handset to a wireless headset, however, do not replace the handset or you will disconnect the call).

#### Sending Audio to the Phone Speaker

Choose this option to send audio to the speaker when the handset is lifted.

1. Press the Setup button.
2. Select Preferences.
3. Choose Send Audio to Speaker > edit.
4. Press y/n to enable or disable the feature.
5. Press ok.
6. Press save.

## Choosing Your Preferred Audio Device

This option designates the headset or speakerphone as the preferred audio device when the handset is not used.

To choose your preferred audio device:

1. Press the Setup button.
2. Select Preferences.
3. Choose Preferred Audio Device and press edit.
4. Press option to view your choices. When the option you want is displayed, press ok.
5. Press save.

## Adjusting Call Volume and Muting

You can also change call volume settings on the Web using *CommPortal* at [www.wowforbusiness.com](http://www.wowforbusiness.com). To log in to *CommPortal* for the first time, your initial password is provided in your Hosted Matrix Quick Reference Guide, or by asking your System Administrator.

### Adjusting Call Volume

To adjust the volume of the handset or speaker, lift the handset or press the Speaker button. Press + on the Volume button to increase the volume, or press - to decrease the volume. Press Save.

### Adjusting the Ringer Volume

To adjust the ringer volume, press the volume button when the handset is on the phone and the speaker button is off.

### Using Mute

To mute the phone microphone, speaker, or headset microphone, press the Mute button on the phone. The button glows red. Press the Mute button again to unmute.

If no audio device is on, pressing the Mute key has no effect. When switching from the speaker phone to the handset, Mute is turned off automatically.

## Placing or Answering a Call

You may have to dial an additional number or numbers to reach an outside line. The default *Matrix* service requires users to Dial 9 to obtain an outside line.

To place or answer a call, do one of these:

- Pick up the receiver, or
- Press the Speaker button, or
- Press the Headset button.
- Press a green line button (to place a call) or a red flashing line button (to answer a call).

If you are on a call and another call comes in, press the flashing red line button or press the Hold button to place the call on hold and answer the incoming call.

To return to the first call, press the line button for that call or select it using the Up or Down navigation button and press the Resume softkey.

## Using Dial Assistance

If dial assistance is enabled, when placing calls, you'll see a list of matching recently dialed or received phone numbers on the screen after you begin dialing.

If you want to choose one of these numbers:

1. Use the navigation button to scroll down and highlight a phone number on the LCD screen.
2. Press dial to complete the call.

## Putting a Call on Hold

To put an active call on hold, press the Hold button. Remember that for each SPA phone, only one call can be active at a time.

If *Music on Hold* functionality is activated for your *Matrix* service, music will play for the caller to indicate that their call is on Hold.

## Resuming a Call

To resume a call, press the flashing red line button for that call.

## Ending a Call

To end a call:

- If you are using a handset, hang up.
- If you are using the speakerphone, press the Speaker button.
- If you are using the headset, press the Headset button.

## Transferring Calls

You can perform the following types of transfers:

- **Attended Transfer** — You call the person to whom you are transferring the call and either:
  - transfer the call while the phone is ringing, or
  - wait for the person to answer before transferring the call.
- **Blind Transfer** — You transfer the call without speaking to the other party to which you are transferring the call.

## Performing an Attended Transfer

Cisco SPA504G, SPA509G:

1. During an active call, press xfer.
2. The call is placed on hold and a new line is opened to dial the number.
3. Either: Enter the number to which you want to transfer the call and then press dial, or wait a few seconds.

**NOTE:** *If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you mis-dial, use the delChar, clear, or cancel key to make your changes before the call is transferred.*

4. Press xfer an time after the phone is answered.

## Performing an Unattended (Blind) Transfer

Cisco SPA504G, SPA509G:

1. During the active call, press the bxfer softkey.

**NOTE:** *the bxfer soft key only appears when that functionality is an option; i.e. it does not immediately or automatically display on the screen.*

2. Enter the number to which you want to transfer the call and press dial. The call is transferred with no further action required on your part.

## Call Park (for Business Groups with Call Park Support)

To park a call, press one of the Call Park keys on the phone, corresponding to a particular Call Park Orbit. A light will flash next to the key on all of the phones in the Business Group next to key to indicate that a call is parked in that orbit. While parked, the caller will hear Music On Hold if configured or silence. To pick up the parked call, press the Call Park key corresponding to the orbit in which the call is parked. The light indicating the parked call will be turned off on all other Business Group users' phones.

## Redialing

To redial the last number called, press the redial softkey twice.

To redial another number:

Press the redial softkey and select the desired number.

1. (Optional) Press edit to select a number and modify it (for example, to add an area code).
2. When you're done, press ok. Lift the handset or press dial to automatically dial the selected number.

## Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

To return a missed call:

- If the LCD screen shows a missed call, press the lcr softkey to return the last missed call. Press the miss softkey to view a list of missed calls, select a call, and press dial (you may have to edit and add 9 or 1+ to complete, see NOTE below).

- If the LCD screen does not show a missed call, you can return a call from the Missed Call list:

1. Press the Setup button.
2. Select Call History.
3. Select Missed Calls.
4. Choose the call you want to return and press dial.

**NOTE:** *If the call was from a long distance number, you may have to edit the call before returning it. Press the edit softkey to edit the call and use the softkey buttons and keypad to edit the number. You will need to add a 9+1 for Long Distance calls.*

To view a list of all missed calls:

- If the LCD screen shows a missed call, press the miss softkey to view a list of missed calls.
- If the LCD screen does not show a missed call:
  1. Press the Setup button.
  2. Select Call History.
  3. Select Missed Calls.

### **Turning the Missed Calls Shortcut On and Off**

This option removes the miss softkeys that appear on the IP phone screen when you miss a call. To access this option:

1. Press the Setup button.
2. Select Preferences.
3. Choose Miss Call Shortcut and press edit.
4. Press y/n to enable or disable the feature.
5. Press ok.
6. Press save.

### **Turning Call Waiting On and Off**

Call waiting alerts you when you are on a call by ringing your phone and displaying a status message that another call is coming in. If you turn off call waiting, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message.

Using the Setup button:

1. Press the Setup button.
2. Select Preferences.
3. Choose Call Waiting and press edit.
4. Press the y/n softkey to turn call waiting on or off.
5. Press ok.
6. Press save.

### Picking up a call

You can pick up a call that is ringing at another extension. Please contact your representative for the additional feature access codes that will provide you with this additional functionality.

### Placing a Three-Way Conference Call

You can place conference calls by:

- calling both numbers and pressing the conf softkey
- conferencing an active and held call using the confLX softkey

Cisco SPA504G, SPA509G: To initiate a conference call:

1. Press the conf softkey during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.
2. Dial the second person's telephone number.
3. Press the conf softkey again. All three parties are connected in the conference call.

**NOTE:** *When you hang up, the other two parties are disconnected.*

### Using Your Personal Directory

To access the Personal Phone Directory, use the *CommPortal* Web Interface located at <https://commportal.wowway.biz>. You can add new people to your directory from the *CommPortal* interface.

## Using the Call History Lists

You can view your Call History Lists from the *CommPortal* Web interface located at <https://commportal.wowway.biz>.

### Viewing the Call History Lists

To view the Call History lists:

1. Press the Setup button.
2. Select Call Histories.
3. Select the Call History list you want to view. Available Call History lists are:
  - Redial List — Shows the last 60 numbers dialed from your phone.
  - Answered Calls — Shows the caller ID of the last 60 answered calls.
  - Missed Calls — Shows the last 60 missed calls.

### Calling from the Call History Lists

To dial a number from one of the Call History lists:

1. Choose the call.
2. Press dial.

**NOTE:** *If the call was from a long distance number, you may have to edit the call before dialing it. Press the Edit softkey to edit the call and use the softkey buttons and keypad to edit the number by adding 9+1 to the number.*

### Deleting a Number from the Call History Lists

1. In the Redial, Answered Calls, or Missed Calls list, choose the call.
2. Press delete.
3. Press OK.



## Accessing Voicemail

To access voicemail, press the Messages button on your phone. WOW! Business will configure your phone with the correct voicemail number so that pressing the Messages button automatically dials your voicemail system. From the CommPortal Web Interface located at <https://commportal.wowway.biz>, you can select your preference located in the setting section to automatically play your messages without entering your PIN (skip PIN). See CommPortal Guide available at [www.wowforbusiness.com](http://www.wowforbusiness.com) in the product support section.

## Direct Transfer to Voicemail

If a voicemail code prefix is configured for a business group, all Business Group Lines have a voicemail intercom code, which is the voicemail intercom code prefix followed by the intercom code. So for example if a Business Group Lines has intercom code 3100 (4 digit extension number) and the voicemail code prefix is 777, then dialing 7773100 will send the caller straight to that subscriber's voicemail.

## Using Advanced Phone Features

### Creating Speed Dials

You can configure different types of speed dials by logging into the *CommPortal Web* Interface located at <https://commportal.wowway.biz>. Go to the Contacts section and select Speed Dial. Follow the prompts to create your speed dial numbers.

### Creating Speed Dials on Unused Line Buttons

Unused Line buttons on your Cisco SPA504G or SPA509G phone may be programmed as a Speed Dial button. Log on to your *CommPortal* account located at <https://commportal.wowway.biz> and select Settings and then Phones. A new screen will pop open showing a picture of your phone. Click on the button you wish to program as a speed dial and enter the number and label (name). Hit save and reboot your phone to have the change take effect.

**NOTE:** Matrix phones are rebooted daily (within a 4 hour window of 12:00AM/midnight) and the rebooting will apply any setting changes you have made.

## Using Speed Dials

Cisco SPA504G, SPA509G:

To call one of your configured speed dial numbers, either:

- Open a phone line and press the number on the phone keypad for the speed dial, then press Dial. Or:
- Open a phone line and Dial the saved Speed Dial sequence number that you have added in *CommPortal*.

## Monitoring/Accessing Another Phone from Your Phone

WOW! Business can configure your phone so that you can monitor other users' phones with the use of the Cisco SPA 500s Module. If this feature is required, you must add the SPA 500s Expansion Module. Line buttons on the SPA 500s Expansion Module can be used to display the status of another user's phone. For example, if one of your SPA 500s buttons is configured to display Ray's phone line, the LED color will show you the status of his phone line:

- **Green:** Line is idle.
- **Red (steady):** Line is active or in use.
- **Red (blinking):** Line is ringing.
- **Orange (solid):** Line is unregistered (cannot be used).
- **Orange (blinking):** Line is not configured properly.

## Customizing Your LCD Screen

You can customize your LCD screen in several ways.

### Changing the LCD Screen Contrast

To adjust the contrast of the LCD screen:

1. Press the Setup button, scroll to highlight LCD Contrast, and press the select button.
2. Use the navigation button to adjust the screen contrast. Pressing the Left navigation button decreases the contrast. Pressing the Right navigation button increases the contrast.
3. Press save.

## **Using Ring Tones**

Each extension of your phone can have a different ring tone. You can also create your own ring tones.

### **Changing Your Ring Tone**

To change a ring tone, log on to CommPortal and then:

1. Select Settings.
2. Select Phones.
3. Select the table view tab in the lower right corner.
4. Select Alerting Types and select Ring #.

### **Rebooting Your Phone**

To reboot your phone:

1. Press the Setup button.
2. Scroll to Reboot and press select.
3. Press ok.

## ADDITIONAL SUPPORT

Additional user guides and tutorials to assist you with your WOW! Business services can be found at [wowforbusiness.com/support](http://wowforbusiness.com/support).