



## QUICK REFERENCE



### Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phones 521G and 524G

This quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and phone features, see the user guide.



#### Note

Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

## Using the Quick Reference Card

- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identify soft keys.

## Place a Call

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press **New Call**, dial the number, and then lift handset.
- Press a speed dial button and then lift the handset.
- If you selected a number from a directory, press **Dial**, and then lift the handset.

## Answer a Call

- Lift the handset.
- If you are using a headset, press **Headset**.
- If you are using a speakerphone, press **Speaker** or **Answer**.

## End a Call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- If you need to end a speakerphone call, press **Speaker** or **EndCall**.

## Redial a Number

- Lift the handset, press **Redial**.
- If you are using a speakerphone, press **Redial**.

## Hold a Call

### Hold

- Press **Hold** button.

### Retrieve

- Press **Resume**.
- To retrieve multiple calls, use the **Navigation** button to select the call, then press **Resume**.
- To retrieve a call on multiple lines, press the line button of the line you want to pick up.

## Transfer a Call

1. Press **Trnsfr**.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Trnsfr** to transfer the call or press **End Call** to hang up. Press **Resume** to reconnect to the first caller.

## Transfer to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient’s extension number and press **TrnsfVM** again.

## Place a Conference Call

1. During a call, press **more** and then **Confrn** to open a new line and put the first party on hold.
2. Place a call to another number.
3. When call connects, press **Confrn** again to add the new party to the existing call with the first party.

To establish a conference call between two callers to a Cisco Unified IP phones, one active and the other on hold, press **Confrn**.

To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press **Confrn**.
2. Press the **Line** button of the call you want to add to the three-party conference.

## End a Conference Call

- Hang up handset.
- Press **EndCall**.

## Live Record a Call

To record a call, follow this method:

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop recording.

## Ad Hoc Conference Call

### Start a Conference Call

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

### Remove Participants

1. Highlight the participant’s name.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. Hang up or press **EndCall** to end your participation in a conference.

## Call Forwarding

### All

1. Press **CFwdAll**.
2. Dial “forward to” number.
3. Press the **Accept** soft key.

### Voice Mail

1. Press **CFwdAll**.
2. Dial the voice mail number.
3. Press **EndCall**.

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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## Speed Dial

1. Press CFwdAll.
2. Press Speed Dial.
3. Press EndCall.

## Cancel

- Hang up.
- Press CFwdAll.

## Speed Dial

### Program Speed Dial

1. Get a dial tone.
2. Press #.
3. Press Speed Dial to start.
4. Enter number to speed dial.
5. Press Speed Dial to finish.
6. Hang up.

### Call From Speed Dial

1. Get dial tone.
2. Press Setup and go to Directory.
3. Navigate to speed dial.
4. Press Submit for the desired number.

## Call From Local Directories

1. Press Setup and navigate to Directory.
2. Scroll to Local Directories.
3. Enter name for search.
4. Press Search.
5. Scroll to number and press Submit.

## Call History

### View Call History

1. Press Setup and select Call History.
2. Scroll to history list.
  - Press 1 for Missed Calls.

- Press 2 for Received Calls.
- Press 3 for Placed Calls.

### Call from Call History

1. Go to Call History.
2. Navigate to number.
3. Press Select.
4. Press Dial.

## Clear Call History

- Press Clear. Clears all history.



### Note

Selective clearing of call history lists is not supported

## Soft Keys: List

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
ccharge	Allows you to join share-line call.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.

Soft Key	Description
Setup	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
LiveRcd	Records a call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the number soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on a speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.

Soft Key	Description
Redial	Redials the last number dialed.
Reorder	Reorders the entries in the Personal Directory.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
TrnsfVM	Transfers the call to voice mail.
Up	Increases the LCD screen contrast.
URL	Alphanumeric characters for call forwarding.