



USER GUIDE



Cisco Unified Communications Manager Express for Cisco Unified IP Phone 521SG and 524SG User Guide

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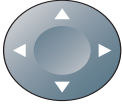



1 Overview





This guide provides operating instructions, and feature descriptions for the Cisco Unified IP Phone models 521SG and 524SG. The Cisco Unified IP Phone 521SG has a single line and the 524SG has four lines.

Physical Description

Your Cisco Unified IP phone 521SG and 524SG has soft keys and dedicated buttons, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and access other features.

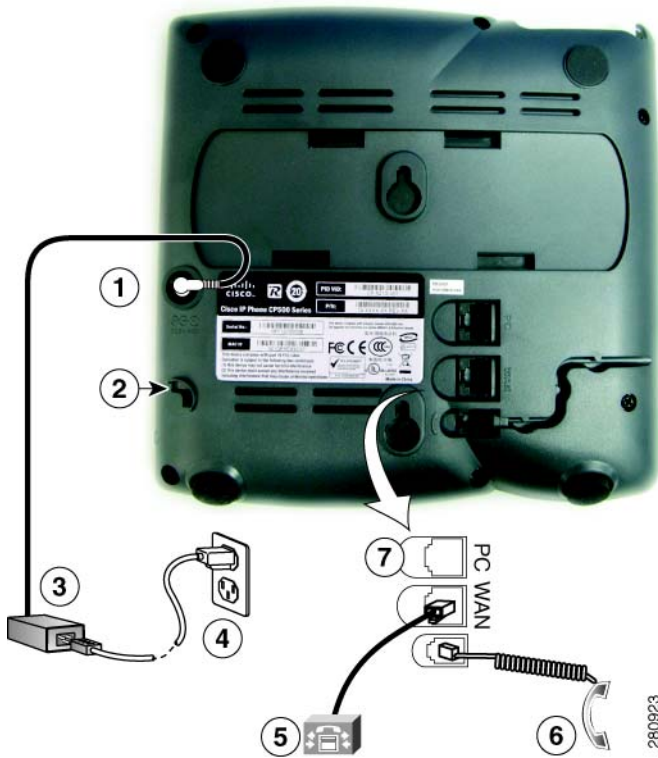


| | Name | Description |
|---|--|---|
| 1 | LCD screen | Displays information such as line/call status, phone number, date, time, and soft key tabs. |
| 2 | 4-way navigation pad and select (center) button  | Allows you to scroll through soft button features, and displays phone numbers from your Placed Calls, when phone is on-hook. Use select button to select an item that is highlighted on the screen. |
| 3 | Soft keys buttons | Engages the functions displayed on the corresponding LCD tabs. |
| 4 | Cisco Unified Communications Manager Express phone model types | Shows the Cisco Unified IP phone model number. |
| 5 | Messages button  | Provides access to voice message service. |
| 6 | Hold button  | Allows an active call to be put on hold. |
| 7 | Setup button  | Provides access to phone options and directory services. |

| | Name (continued) | Description (continued) |
|----|--|--|
| 8 | Volume button  | Increases or decreases handset, headset, ringer, or speakerphone volume. |
| 9 | Mute button  | Toggles mute on and off. |
| 10 | Speaker button  | Toggles speaker on and off. |
| 11 | Headset button  | Toggles headset on and off. |
| 12 | Keypad | Functions as a traditional phone keypad. |
| 13 | Handset | Functions as a traditional handset. |

Connecting Your Phone

This section shows and describes the connectors on your Cisco Unified IP phone.



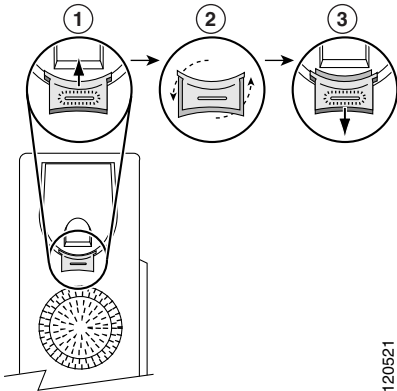
| | |
|---|---|
| 1 | Optional DC adapter port (DC5V) for phones not provided with inline power |
| 2 | Headset port |
| 3 | AC-to-DC power supply |
| 4 | AC power cord |

| | |
|----------|--|
| 5 | Network port (10/100 WAN) for connecting to the network |
| 6 | Handset port |
| 7 | Access port (10/100 PC) for connecting your phone to your computer |

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver does not slip out of the cradle. To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab halfway.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



2 Operating Your Phone

This section describes how to operate your Cisco Unified IP phone and includes information on soft keys and phone features.



Note Because there are differences in phone and site configurations, not all features described here might apply to your phone. Consult your system administrator.

Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys for call features and options. Soft keys are listed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on the Cisco Unified IP Phones 521SG and 524SG. Functions depend on your system configuration.

| Soft Key | Function |
|----------|--|
| <<or>> | Navigates left and right through entry without deleting any character. |
| Add | Allows addition of a new entry. |
| Answer | Answers incoming call. |
| Callback | Notifies callers that called line is free. |
| Cancel | Cancels last selection. |
| cbarge | Allows callers to join a shared-line call. |
| CFwdALL | Forwards all calls. |
| Clear | Clears the entire entry. |
| Confrn | Connects callers to a conference call. |

| Soft Key | Function |
|-----------------|---|
| Delete | Deletes selected number. |
| Delchr | Deletes a character. |
| Dial | Dials displayed number. |
| DnD | Enables Do-Not-Disturb feature. |
| Down | Decreases LCD screen contrast. |
| EditDial | Selects number and activates cursor for editing. |
| EndCall | Ends current call. |
| Exit | Exits from current selection. |
| Flash | Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service. |
| GPickUp | Selectively picks up calls coming into a phone number that is a member of the pickup group. |
| Hold | Places active call on hold. Resumes on hold call. |
| Login | Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions. |
| LiveRcd | Enables the user to record a phone conversation. |
| more | Scrolls through additional soft key options (for example, use the more soft key to locate the DnD soft key). |
| NewCall | Opens a new line on a speakerphone to place a call. |
| Ok | Confirms selection. |
| Park | Forwards calls to a location from which a call can be retrieved by anyone in the system. |
| PickUp | Selectively picks up calls coming into another extension. |
| Play | Plays ring sound samples. |
| Redial | Redials last number dialed. |
| Remove | Removes conference participant. |
| RmLstC | Removes last participant from the conference call. |
| Resume | Returns to active call. |
| Save | Saves last change. |
| Search | Initiates search in local directory. |
| Select | Selects highlighted option. |
| TrnsfVM | Transfers a call to voice mail. |
| Trnsfr | Transfers active calls to another extension. |
| Up | Increases LCD screen contrast. |
| Update | Updates content. |

Phone Features




This section provides information on using your phone's features and includes:

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Basic—Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.

- Press the **line** button for your extension, and then dial.
- Press the **Speaker** button, and then dial.
- Press the **New Call** soft key, and then dial.
- If you are using a headset, press the **Headset** button, and then dial. Or, if  is lit, press **New Call** and enter a number.
- Dial the number, and then press the **Headset** button.
- If you have selected a number from a directory, press the **Dial** soft key.
- Press **Redial** to dial the last number, or press the **Navigation** button (with the phone idle) to see your **Placed Calls**.
- If you are placing a call while another call is active (using the same line), press the **Hold** button, and then press **New Call** and enter the number.
- If you are dialing from the **Setup**, choose **Call History** and select **Missed Calls**, **Received Calls**, or **Placed Calls**.
- If you are dialing on-hook, without a dial tone (predial), enter a number, then, lift the handset to go off-hook and press **Dial**, , or .



Note Use the backspace (<<) soft key to erase digits that you enter incorrectly.




Additional Options—Place a Call

To place a call while another call is active (using a different line):

1. Press the line button for a new line. The first call is automatically placed on hold.
2. Enter a number.



Answer a Call

Use one of the following methods to answer a call:

- Press  to answer with a headset, if unlit. Or, if  is lit, press **Answer**.
- Press  to answer with the speakerphone or press **Answer**.
- Press **Answer** to switch from a connected call to answer a new call, or, if the call is ringing on a different line, press the line button.
- Press **Answer** to answer a call using call waiting.
- Press **DnD** to send a call to your voice messaging system.

End a Call

Use one of the following methods to end a call:

- Hang up the handset or press **EndCall**.
- If you are using a headset, press . Or, to keep headset mode active, press **EndCall**.
- If you are using a speakerphone, press  or **EndCall**.
- Press **EndCall** to hang up one call, and preserve another call on the same line. If necessary, remove the call from hold first.

Hold and Resume a Call

Engaging the Hold feature typically generates music or a beep to the caller.

To put a call on hold:

1. Make sure the call you want to put on hold is highlighted.
2. Press the **Hold** button.

To remove a call from hold on the current line:


1. Make sure the appropriate call is highlighted.


2. Press **Resume**.

To remove a call from hold on a different line, press the appropriate line. If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press **Resume**.

Mute a Call

With Mute enabled, you can hear other parties on a call and they cannot hear you. You can use Mute in conjunction with the handset, headset, or a speakerphone.

Press  to toggle Mute on, red light will light when active.

Press  to toggle Mute off.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line:

1. Use the **Navigation** button to select the call.
2. Press **Answer** to answer the call. The call on the other line is automatically put on hold.

To return to the original call:

1. Use the **Navigation** button to reselect the call.
2. Press **Resume** to reconnect to the call.

For calls on a separate line:

- Press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call:

- Press the **Line** button associated with the original call.

Retrieve Voice Messages

To retrieve voice messages:

1. Select an available line by lifting the handset, pressing the speakerphone button, or pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.



Note Cisco Unity Express is the default voice message service that your phone systems use. For more information on voice mail, go to cisco.com and search for the *Cisco Unity Express User Guide*.

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call:

1. During a call, press the **Up** or **Down Volume** button.
2. Press **Save** to apply the new volume level to future calls.

Adjust the Ring Volume

- Press the **Up** or **Down Volume** button while the handset is in its cradle.

Select the Ring Type

To change the ringer sound:

1. Press the **Setup** button and select **Settings**.

2. Press **2** for Ring Type, or use the **Navigation** button to scroll to Ring Type and press **Select**.
3. Use the **Navigation** button to scroll through the list of ring types.
4. Press **Play** to hear samples.
5. Highlight the ring you want, and then press the **Select**.
6. Press **Ok** to select your setting.
7. Press **Save** to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
8. Press **Exit** to return to the main directory menu.

Adjust the Display Contrast

To adjust the contrast in your LCD Display:

1. Press the **Setup** button.
2. Press **1** for Contrast, or use **Select**.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Press **Ok**.
5. Press **Save** or **Exit**.
6. Press **Ok** to select your contrast setting.
7. Press **Save** to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
8. Press **Exit** to return to the main directory menu.

Divert Incoming Calls

To forward any incoming call to the call-forward destination set on the Cisco Unified IP phone:

- Press the **DnD** soft key.



Note If the call-forward destination is not set, pressing the **DnD** soft key disables the ringer.

Park a Call

Call park allows a phone user to place a call on hold at a designated parking spot from which the call can be retrieved by anyone on the system.



Note Contact your system administrator for your call park slot number.

To park a call:

- Press the **Park** soft key.

The Cisco Unified Communications Manager Express system automatically selects an available call park slot and displays the number on the Cisco Unified IP phone screen.

To retrieve a parked call:

- Dial the park slot extension.

To park a call to a directed call park slot:

- Press the **Transfer** softkey followed by the call park slot number provided by your system administrator.

To retrieve a call parked at a directed call park slot:

- Dial the retrieval park-slot extension.

Call-Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time of day and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that was defined.



Note Contact your system administrator for your personal identification number (PIN).

To place calls when call-blocking is enabled:

1. Press **Login** on the Cisco Unified IP phone.
2. Enter the PIN that is associated with the phone.

Transfer a Call

To transfer a selected call to another number:

1. During a call, press **Trnsfr**. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. Press **Trnsfr** to complete the transfer or wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfr** button or hang up the handset.
4. If the transfer fails, press **EndCall** then press **Resume** to return to the original call.

Cancel Transfer

1. To cancel your consultative call-transfer attempt:
 - Press **EndCall**.
2. To reconnect to the original caller:
 - Press **Resume**.

Transfer to Voice Mail

To transfer a call to the recipient's voice mail:

1. Press **TrnsfVM** to place the call on hold.
2. Enter the recipient's extension number and press **TrnsfVM** again.

Forward All Calls

To forward all incoming calls to another number:

1. Press **CFwdALL**. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you are placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (#) or **EndCall**. The phone display is updated to show that calls are to be forwarded.



Note To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** plus the **Messages** button, followed by **EndCall**.

To forward calls to a speed-dial number, use the soft key and button sequence of **CFwdALL** plus a **speed-dial** button, followed by **EndCall**.

To cancel call forwarding:

- Press **CFwdALL**.

Pick Up Calls

To pick up a call that is on hold or a call that is ringing at another extension:

1. Press **PickUp**.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Call control is transferred to your phone.

To selectively pick up a call ringing at a number that belongs to a pickup group:

- Press **GPickUp**. If only one pickup group is defined in the entire Cisco Unified Communications Manager Express system, call control is transferred to your phone.
- If the ringing phone and your phone are in the same pickup group, press the asterisk (*) to transfer call control to your phone.
- If the ringing phone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer call control to your phone.

Place and Establish Conference Call

To place a conference call:

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

To establish a conference call between two- and three-parties to a Cisco Unified IP phone, one active and the other on hold:

- Press **Confrn**.

To establish a conference call between two- and three-party calls already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold:

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



Note Your system administrator must configure the system for three-party or eight-party ad-hoc conferences.

End a Conference Call

- To end the conference call:
1. Hang up the handset, or press **EndCall**.



Note Depending on the configuration, when the conference call initiator disconnects, the conference call terminates.

Alternate Method to End Conference Call

Call initiators can disconnect from the conference by hanging up the handset. The other parties remain on the conference call.

Live Record a Call

Call initiators can use the **LiveRcd** soft key to record an active call, private line or conference call. To record a call, use 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 the recording.

Join a Shared-Line Call

Users can join a call on a shared line using the **cBarge** softkey.

To join the shared-line call:

1. Highlight the remote-in-use call that you want to join.
2. Press **more** to navigate to **cBarge** and press **cBarge**.

Place Call from Your Local Directory

To access the local phone directory established by the system administrator:

1. Press the **Setup** button and select **Directory**.
2. Press the **Navigation Up** or **Down** button or select the **Local Directory**.
3. Press the **Navigation Up** or **Down** button to select the **Last, First, or Number** field search option.
4. Using the keypad, enter the last name or first name for the entry.

When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to make corrections.

5. Press **Search** to find your selection.
6. If your search results in multiple listings, use the **Navigation Up** or **Down** button to select the correct number.
7. If your search results in multiple pages, use the **Next** and **Prev** soft keys to move back and forth between the previous and next pages.
8. Press **Dial** to dial the selected number.

Program Personal Speed-Dial Buttons

After a system administrator defines one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string:

1. Select an available phone line by lifting the handset, pressing **NewCall**, or pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. When you are entering speed-dial numbers, use the backspace (<<) soft key to erase digits that you entered incorrectly.

To remove a speed-dial number without replacing it with a new one:

1. Press the pound key (#).
2. Press the same speed-dial button a second time to indicate that you are done entering the speed-dial digits and to store the new speed-dial number.
3. Hang up the handset, or press a new speed-dial button and repeat this procedure.

Place a Call from Your System Speed-Dial Directory or Fast Dial

To place a call from your system speed-dial directory:

1. Select an available Cisco Unified IP Phone line (off hook or **NewCall**) and get a dial tone.
2. Press the **Setup** button and go to **CME Services**, and select **Speed Dial**.
3. Use the **Navigation** button to scroll through the options. Use **Select** to select speed-dial options.
 - Press 2 for **Local Speed Dial**.
 - Press 3 for **Personal Speed Dial** (functionality varies depending on your system configuration).
4. Use the **Navigation** button to scroll through the speed-dial phone list.
5. To dial the selected phone number, either press **Select** or enter the number on the keypad.
6. Press **Cancel** to go to the previous page.

View Call History

To view recent missed, received, or placed calls:

1. Press the **Setup** button and select Call History.
2. Use the **Navigation** button to scroll and select the desired call list. Press **Select**, or:
 - Press **1** on the keypad for Missed Calls.
 - Press **2** on the keypad for Received Calls.
 - Press **3** on the keypad for Placed Calls.
3. Press **Exit** to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list:

1. Use the **Navigation** button to scroll through the Call History list.
2. Use **Select** to select a phone number. The digits appear on the phone display.

To dial the number as it appears on the phone display:

- Press **Dial**.

To edit the number on the phone display before dialing:

1. Press **EditDial** to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use **delChr** to erase digits that you enter incorrectly.
3. Press **Dial** to place the call.

Clear Call History

To clear all numbers in the directory histories:

- Press **Clear**.



Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Use the Intercom Feature

Cisco Unified Communications Manager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other.

To use the intercom feature:

1. Press the **Speaker** button and get a dial tone.
2. Press the speed dial key or dial the directory number to start the intercom call.



Note The called Cisco Unified IP phone automatically answers the call in speakerphone mode with mute activated or deactivated depending on the configuration. The phone beeps to alert the recipient to the incoming call.

To respond to an intercom call:

- If the Mute key is lit, Press the **Mute** button, or lift the handset.
- If the Mute key is not lit, reply to the caller hands free.

Activate Do Not Disturb

For visual call alerting and information without audible ringing, use Do Not Disturb (DnD). Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature:

1. Press DnD.
2. A text message indicates that the phone is in Do-Not-Disturb mode.



Note Pressing the DnD soft key while the phone is ringing immediately forwards the call to the call-forward destination set on the phone. If the call-forward destination is not set, pressing the DnD soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Step 1.

3 Phone Features Index

This section provides an alphabetical list of features for your Cisco Unified IP phone. Features supported in Smart Phone Control Protocol (SPCP) are marked as “Supported”.

Table 1 *Features supported in SPCP protocols.*

| Phone Features, page reference | SPCP |
|--|-----------|
| Activate Do Not Disturb, page 15 | Supported |
| Additional Options—Place a Call, page 8 | Supported |
| Adjust the Display Contrast, page 10 | Supported |
| Adjust the Ring Volume, page 9 | Supported |
| Adjust the Volume for the Current Call, page 9 | Supported |
| Answer a Call, page 8 | Supported |
| Basic—Place a Call, page 7 | Supported |
| Call-Blocking (Toll Bar) Override, page 11 | Supported |
| Clear Call History, page 14 | Supported |
| Divert Incoming Calls, page 10 | Supported |
| End a Call, page 8 | Supported |
| End a Conference Call, page 12 | Supported |
| Forward All Calls, page 11 | Supported |
| Hold and Resume a Call, page 8 | Supported |
| Join a Shared-Line Call, page 12 | Supported |
| Live Record a Call, page 12 | Supported |
| Manage Call Waiting, page 9 | Supported |
| Mute a Call, page 9 | Supported |
| Park a Call, page 10 | Supported |
| Pick Up Calls, page 12 | Supported |
| Place a Call from Call History, page 14 | Supported |
| Place a Call from Your System Speed-Dial Directory or Fast Dial, page 13 | Supported |
| Place and Establish Conference Call, page 12 | Supported |
| Place Call from Your Local Directory, page 13 | Supported |

Table 1 *Features supported in SPCP protocols.*

| Phone Features, page reference | SPCP |
|--|-------------|
| Program Personal Speed-Dial Buttons, page 13 | Supported |
| Retrieve Voice Messages, page 9 | Supported |
| Select the Ring Type, page 9 | Supported |
| Transfer to Voice Mail, page 11 | Supported |
| Transfer a Call, page 11 | Supported |
| Use the Intercom Feature, page 14 | Supported |
| View Call History, page 14 | Supported |



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