



# Cisco 525 IP Phone

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Quick User guide



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## Your phone's display and buttons



- 1) **Handset** - pick up to answer or make calls.
- 2) **Phone speaker**.
- 3) **Message Waiting Indicator**. When lit:
  - 📞 Red - you have a new voice mail message.

- Flashing red - you have an incoming call.

4) **LCD screen.** Typically, this will display the:

- Date and time
- Phone station name
- Line extensions
- Softkey options
- Startup logo and screen saver.

5) **Line keys.** These indicate the status of the phone line:

- Green: Line is idle.
- Red (steady): Line is active or in use.
- Red (blinking): Line is on hold.
- Amber: Line is unregistered (cannot be used).
- Flashing Amber: The phone is not connected to the network.

6) **Softkey buttons.** Press to perform the action shown directly above it on the LCD screen e.g. Redial.

7) **Navigation button.** Press up or down to scroll through menu items on the LCD screen.

8) **Centre Select button.** Press to select the option or menu highlighted on the LCD screen.

9) **Messages button.** Press to access voicemail (once set up by the system administrator).

10) **Hold button.** Press to put a call on hold.

11) **Menu button.** Reveals a menu from where you can configure features and preferences – e.g. directories, call history, set up functions such as call forwarding and phone status information.

12) **Mute button.** Press to turn on or off. When the phone is on Mute, the button glows red. A flashing red mute button indicates the phone has no network connection.

13) **Volume button.** Press + to increase or – to lower the volume level of the handset, headset or speaker (when the phone is off-hook) or ringer (when the phone is on-hook).

14) **Headset button.** Press to turn on or off. When the headset is on, the button glows green.

15) **Speaker button.** Press to turn on or off. When the speaker is on, the button glows green.

16) **Keypad.** Press keys to dial phone numbers, enter letters, and choose menu items.



## Making calls

There are three ways to make calls on the Cisco 525. You can:

- ☰ Lift the handset or
- ☰ Push the headset button or
- ☰ Push the speaker button

When you hear the dial tone, enter your number and push “Dial” to call.

*Note: You don't need to dial 9 first to get an outside line.*

## Redial

To call a number you've called before, press the Redial soft key.

Use your navigation button to scroll to the number you want to dial.

## Speed Dials

You should only set up speed dials through the Horizon system website, to ensure these stay on your phone, even after system software upgrades. Ask your system administrator for more details.

## Taking calls


You can answer a call on the Cisco 525 in three ways:

- ☰ Lift the handset or
- ☰ Push the headset button with the handset still on the phone or
- ☰ Push the speakerphone button with the handset still on-hook.

### Taking more than one call

You can take up to three calls on your line, if you have Call Waiting activated – check with your system administrator. You'll know if there's a second incoming call by:

- ☰ The second line button flashing red or

- 
- The over-display light flashing red or
  - A single beep from the handset

To switch to the second call – putting the first caller on hold:

- Press the flashing red line button.
- Press the button again to get back to the first caller

## Ignoring an incoming call

To reject an incoming call and send it straight to voicemail, press the “**Ignore**” soft key.

## Accessing voicemail

If you’ve got voicemail, the red strip light above the LCD display will light up.

To get to your messages, hold down the **Voicemail** button or dial the Company Voice Portal.



## Main call handling features

### Hold

Push the **Hold** softkey. To return to your call, push **Unhold**.

### Unattended Call Transfer - to simply transfer a call

- Press the **Transfer** soft key. You'll hear a secondary dial tone.
- Dial your colleague's extension.
- When the person answers, press the **Transfer** soft key again and hang up.

### Attended Call Transfer - to ask the person first to accept the call

- Press **Transfer** soft key. You'll hear a secondary dial tone.
- Dial your colleague's extension.
- When they answer, ask whether they want to take the call:
  - If yes - Press **Transfer** soft key and hang up.
  - If no - Press **Transfer** soft key again to return to the caller.

### Other call handling services

To set up facilities like Call Pickup, Call Forward, Hunt Groups or Conferencing, ask your system administrator.