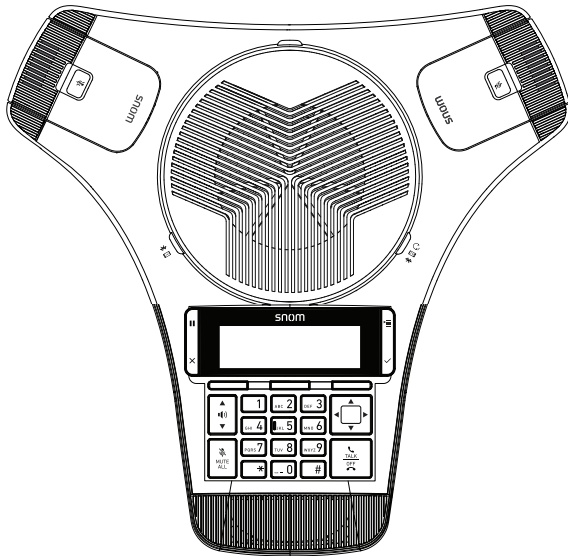


snom



User Manual

C520

SIP Wireless Conference Phone

Important safety instructions

When using the conference phone, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. This product should only be connected to the host equipment and never directly to the network such as Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).
4. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
5. Do not use this product near water such as near a bathtub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
6. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
7. Slots and openings in the back or bottom of the base unit and wireless mic are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
8. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your office, consult your dealer or local power company.
9. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
10. Never push objects of any kind into this product through the slots in the base unit or wireless mic because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base unit or wireless mic other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
12. Do not overload wall outlets and extension cords.
13. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.

- E. If the product has been dropped and the base unit and/or wireless mic has been damaged.
- F. If the product exhibits a distinct change in performance.
14. Avoid using the C520 SIP Conference phone during an electrical storm. There is a remote risk of electric shock from lightning.
 15. Do not use the C520 SIP Conference phone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the wireless mic is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged wireless mic onto the charging cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
 16. Only put the wireless mic next to your mouth when it is in normal talk mode.
 17. The power cables are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or cabinet outlet.
 18. Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product.
Base unit power adapter: Input 100–240V AC 50/60Hz; output: 9V DC 1500mA.
 19. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
 20. CAUTION: Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used. Use only the supplied rechargeable battery or replacement battery pack (BT183642/BT283642). Do not dispose of batteries in a fire. They may explode. Dispose of used battery according to the information in The RBRC® seal.
 21. WARNING: The product included (ITE) in this manual is to be connected only to PoE networks without routing to the outside plant.

SAVE THESE INSTRUCTIONS

Battery

- CAUTION: Use Only Supplied Battery.
- Do not dispose of the battery in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep the wireless telephone at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

About wireless microphones

- **Privacy:** The same features that make a wireless microphone convenient create some limitations. Calls on conference phones are transmitted between the base unit and the wireless microphone by radio waves, so there is a possibility that the wireless microphone conversations could be intercepted by radio receiving equipment within range of the wireless microphone. For this reason, you should not think of conference phone conversations as being as private as those on corded telephones.
- **Electrical power:** The base unit of this conference phone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the conference phone if the base unit is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Wireless microphone operates at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the base unit near or on top of a TV or VCR. If interference is experienced, moving the wireless microphone farther away from the TV or VCR often reduces or eliminates the interference.
- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

For C-UL compliance only

Mesures de sécurité importantes

Vous devez toujours observer des mesures de précaution lorsque vous utilisez le Téléphone de conférence à protocole d'initialisation de session SIP C520, afin d'éviter les risques d'incendie, d'électrocution et de blessures, incluant ce qui suit :

1. Lisez et comprenez bien toutes les instructions.
2. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
3. Cet appareil doit être branché à un équipement hôte et jamais branché à un réseau, tel qu'un réseau PSTN publique ou un réseau téléphonique standard (POTS).
4. Débranchez ce téléphone de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ni en aérosol. N'utilisez qu'un chiffon doux et légèrement humecté.
5. N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
6. Ne déposez pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.
7. Les ouvertures situées à l'arrière ou sous le socle et le microphone sans fil servent à la ventilation. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
8. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.
9. Ne déposez rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, là où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.
10. N'enfoncez jamais d'objets dans les fentes du socle ou du microphone sans fil, car ceci risquerait d'entrer en contact avec des points de tension dangereux ou provoquer un court-circuit. N'échappez pas de liquides dans l'appareil.
11. Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. L'ouverture ou le retrait de pièces du socle ou du microphone sans fil autre que les portes d'accès peuvent vous exposer à des tensions dangereuses et à d'autres risques. Débranchez l'appareil avant de procéder au nettoyage. Utilisez un chiffon humide et doux.
12. Ne surchargez pas les prises de courant et les rallonges.

13. Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de Snom dans les cas suivants :
 - A. Lorsque le cordon d'alimentation est endommagé ou écorché.
 - B. Si du liquide a été échappé dans l'appareil.
 - C. Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
 - D. Si le produit ne fonctionne pas normalement en respectant les instructions de fonctionnement. Réglez uniquement les commandes indiquées dans les instructions de fonctionnement. Les réglages incorrects des autres commandes pourraient provoquer un dommage qui pourrait exiger un travail exhaustif de la part d'un technicien autorisé afin de rétablir le fonctionnement normal de l'appareil.
 - E. Si le produit a été échappé et que le socle et/ou le microphone sans fil a été endommagé.
 - F. Si le produit affiche une nette diminution de sa performance.
14. Évitez d'utiliser le Téléphone de conférence à protocole d'initialisation de session SIP C520 pendant un orage.
15. N'utilisez pas le Téléphone de conférence à protocole d'initialisation de session SIP C520 pour rapporter une fuite de gaz à proximité de la fuite. En certaines circonstances, une flammèche pourrait être provoquée lorsque l'adaptateur est branché dans une prise de courant ou lorsque le microphone auxiliaire est déposé sur son socle. Ceci est un événement commun associé à la fermeture d'un circuit électrique. L'utilisateur ne doit pas brancher le téléphone dans une prise de courant ni insérer un microphone sans fil rechargé dans le socle, si le téléphone se trouve dans un environnement contenant des concentrations de matières inflammables ou autres gaz susceptibles de produire des flammes, sauf en présence d'une aération adéquate. Une flammèche dans un tel endroit pourrait provoquer un incendie ou une explosion. De tels environnements peuvent comprendre: des endroits où l'on utilise de l'oxygène médical sans ventilation adéquate; des gaz industriels (dissolvants de nettoyage, des vapeurs d'essence, etc.); une fuite de gaz naturel, etc.
16. Ne déposez que le microphone sans fil près de votre oreille que lorsqu'il est en mode de conversation normale.
17. Ces adaptateurs ont été conçus pour être orientés en position verticale ou montés au sol. Les broches ne sont pas conçues pour maintenir l'adaptateur en place si celui-ci est branché dans une prise au plafond ou sous une table/ armoire.
18. N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre votre sécurité en péril.
Socle d'accueil : Adaptateur d'alimentation : Entrée : 100-240 V CA, 50/60 Hz
Sortie : 6,0 V CC @ 400 mA
19. Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.

20. **MISE EN GARDE** : Il peut y avoir un risque d'explosion si vous utilisez le mauvais type de piles. N'utilisez que le bloc-piles rechargeable inclus ou le bloc-piles de rechange. N'incinerez pas les piles. Celles-ci risqueraient d'exploser. Jetez les piles usées selon les renseignements suivant le sceau du RBRC^{MD}.
21. **AVERTISSEMENT** : Le produit inclus (ITE) dans ce guide doit être connecté uniquement aux réseaux PoE sans être acheminé vers l'installation extérieure.

CONSERVEZ CES INSTRUCTIONS

Stimulateurs cardiaques implantés dans l'organisme

Les simulateurs cardiaques (s'applique uniquement aux téléphones numériques sans fil):

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins:

Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de simulateurs cardiaques causés par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

À propos des microphones sans fil

- **Confidentialité:** Les mêmes caractéristiques qui constituent des avantages pour les téléphones sans fil affichent également des restrictions. Les appels téléphoniques sur les téléphones conférence sans fil sont transmis entre le combiné sans fil et le socle par le biais d'ondes radio ; il y a donc la possibilité que vos conversations téléphoniques sans fil soient interceptées par des équipements de réception radio se trouvant dans la portée du combiné sans fil. Pour cette raison, vous ne devez pas percevoir les communications sur les téléphones conférence sans fil comme étant aussi confidentielles que celles des téléphones à cordons.
- **Alimentation électrique:** Le socle de ce téléphone conférence sans fil doit être branché à une prise électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne pourront pas être effectués du téléphone conférence sans fil si le socle est débranché ou mis hors tension ou si le courant est interrompu.

- **Possibilité d'interférences aux téléviseurs:** Certains microphones sans fil sans fil fonctionnent sur des fréquences pouvant causer des interférences aux téléviseurs et aux magnétoscopes. Pour réduire ou prévenir de telles interférences, ne placez pas le socle du téléphone sans fil à proximité ou sur un téléviseur ou magnétoscope. S'il y a présence de parasites, il est conseillé d'éloigner le téléphone sans fil du téléviseur ou du magnétoscope afin de réduire possiblement les interférences.
- **Piles rechargeables:** Manipulez les piles avec soin afin de ne pas les court-circuiter avec des bagues, bracelets ou clés. Les piles ou le conducteur peut surchauffer et causer des blessures.
- **Les bloc-piles rechargeables à l'hydruure métallique de nickel:** Jetez ces blocs-piles de manière écologique et sécuritaire. Ne les incinerez pas et ne les percez pas. Tel que les autres piles de ce type, elles pourraient dégager une matière toxique qui peut causer des blessures corporelles si elles sont brûlées ou percées.

FCC and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The wireless mic may be safely held against the face of the user. The base unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

Industry Canada

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B).
Cet appareil numérique de la classe B est conforme à la norme CAN ICES-3 (B)/NMB-3(B) du Canada.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

The RBRC[®] seal



The RBRC[®] Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call **1 (800) 8 BATTERY[®]** for locations accepting spent Ni-MH batteries.

RBRC[®] and 1 (800) 8 BATTERY[®] are registered trademarks of the Rechargeable Battery Recycling Corporation.

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Introduction

About the C520 Conference Phone

The C520 SIP Conference phone is designed for use in office settings. It consists of the phone and two wireless microphones, enabling participants in a meeting room to deliver clear conversation during a conference call.

Expand calling options with other devices

The C520 also has Bluetooth and DECT connectivity, giving you options for how and where you can make and answer calls with the conference phone. After pairing Bluetooth devices with the C520, you can use the conference phone in parallel with your cell phone, or use a Bluetooth headset for a private conversation.

For large meeting rooms, you can extend the range of the C520 with up to three Snom C52-SP DECT Expansion Speakerphones.

The following accessories or devices can be paired with the C520:

- Bluetooth-equipped cell phones and/or headsets
A total of four Bluetooth devices can be paired, but not all of them can be connected and active. Two cell phones, or one cell phone and one headset, or one headset can be connected at a time.
- Snom C52-SP SIP DECT Expansion Speakerphone (up to three)
- Wireless DECT headset

You can use connected devices in the following situations:

- Enable all conference attendees to talk to your party from anywhere in a large meeting room using C52-SP DECT Expansion Speakerphones.
- Answer calls to your connected cell phone on the C520 or on a C52-SP Wireless Speakerphone also connected to the C520.
- Make calls on your cell line using the C520.
- Answer incoming calls to the C520 or to your paired cell phone using a DECT cordless headset.
- Transfer SIP call audio from the C520 to a Bluetooth headset when you need to talk privately after a conference.

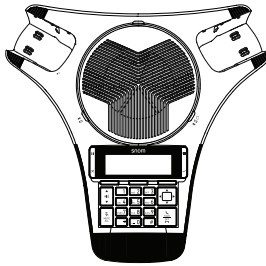
Introduction

Parts checklist

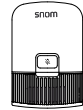
Your conference phone package contains the items shown below. Save your sales receipt and original packaging in the event warranty service is necessary.



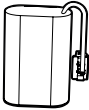
Quick installation guide



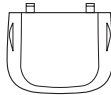
Base unit



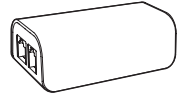
Wireless mic x2



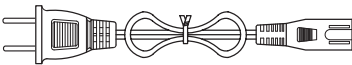
Battery x2



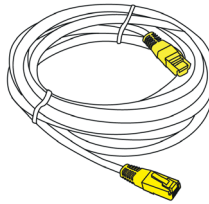
Battery door x2



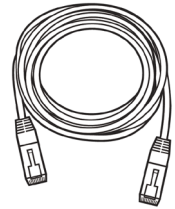
Power adapter



AC power cord



DC power cable (with yellow plugs)



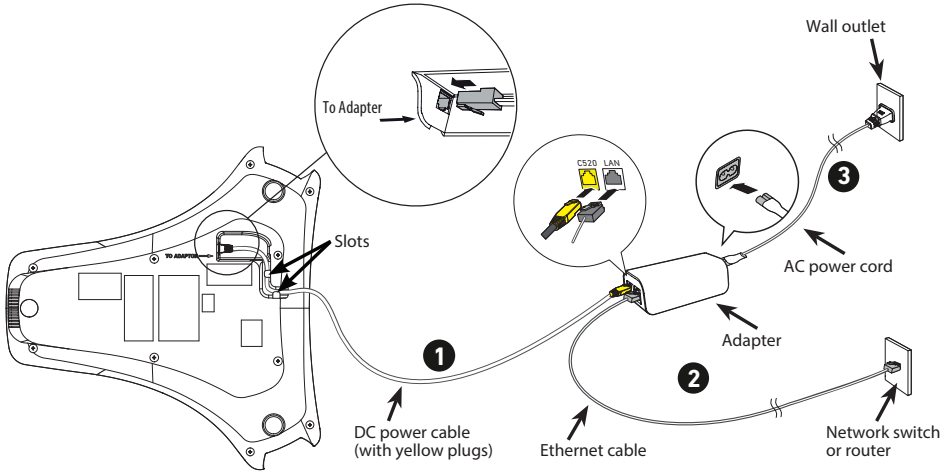
Ethernet cable

Getting Started

Connecting

The C520 can be powered by AC power or Power over Ethernet (PoE). If PoE is not available, use AC power, as shown below.

Note: the conference phone requires a network connection to an IP PBX to operate. This manual assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location.

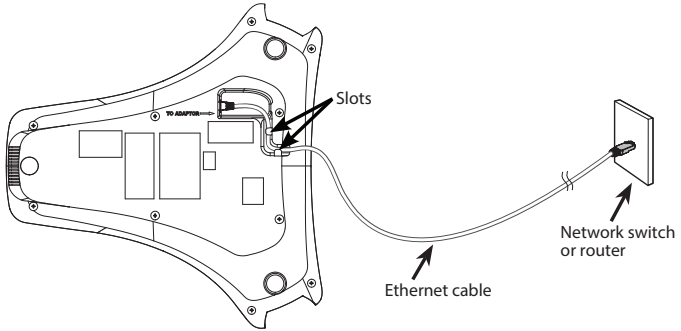


1. Plug one end of the DC power cable into the power jack of the phone, and plug the other end into the yellow **C520** jack of the power adapter. Route the cord through the slots.
 2. Plug one end of the Ethernet cable into the **LAN** jack of the power adapter, and plug the other end into a network switch or router.
 3. Plug the small end of the AC power cord into the power jack of the adapter, and plug the large end into a wall outlet not controlled by a switch.
- The supplied power adapter is designed for use with only the Conference phone. It is not designed to power other network devices. Do not connect the supplied power adapter to any other network devices through the supplied DC power cable or any other Cat5e ethernet cable.
 - The AC power cord is intended for a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or cabinet outlet.

Getting Started

To power the C520 using PoE:

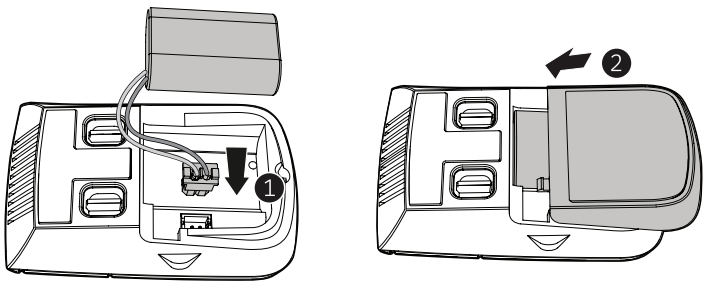
1. Plug one end of the Ethernet cable into the Ethernet port on the bottom of the unit.
2. Plug the other end of the cable into your network router or switch. When the base unit is powered up, the status indicators turn green for about two seconds.



Note: You can connect the C520 to both PoE and AC power. Ensure that you connect the cables in the order shown in the diagram on page 3. The phone will use PoE; if PoE fails, the phone will use AC power as a backup.

Install the wireless mic battery

1. Plug the battery connector securely into the socket inside the battery compartment. Insert the battery (with the label **THIS SIDE UP** facing up) into the battery compartment.
2. Slide the battery door until it clicks into place.



3. Place the wireless mic onto the charging cradle.


Note: The status indicator on the wireless mic turns orange when charging, and turns off when the wireless mic is fully charged.

Getting Started

Before use

Check for dial tone



- Press . If you hear a dial tone, and see that the status indicator turns green on the base unit, the installation is successful.

If you do not hear a dial tone:

- Recheck the installation diagram and the connections to the unit.
- Ensure the unit is correctly configured with the correct SIP account information. For more information, see the C520 Administrator and Provisioning Guide.
- Consult your service provider if you require additional user accounts or if you suspect a service disruption is at fault.

Operating range

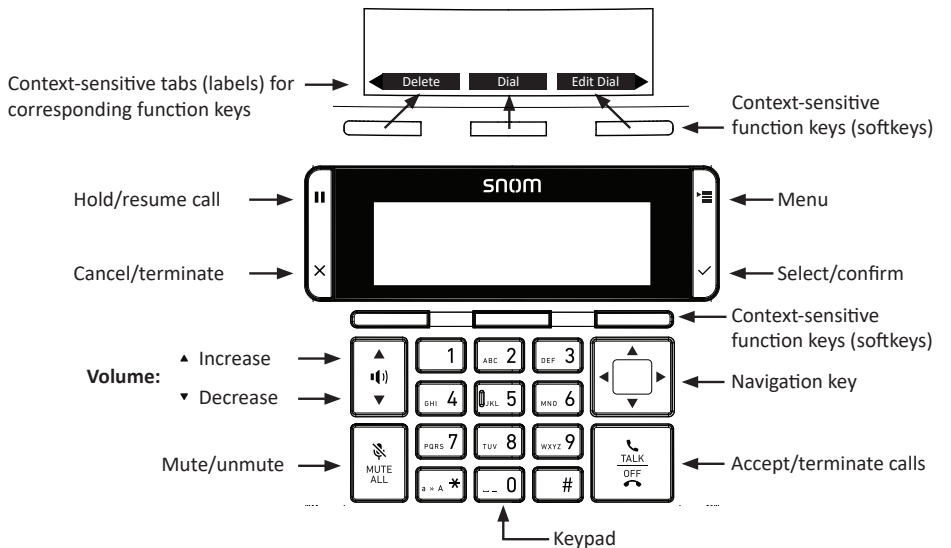
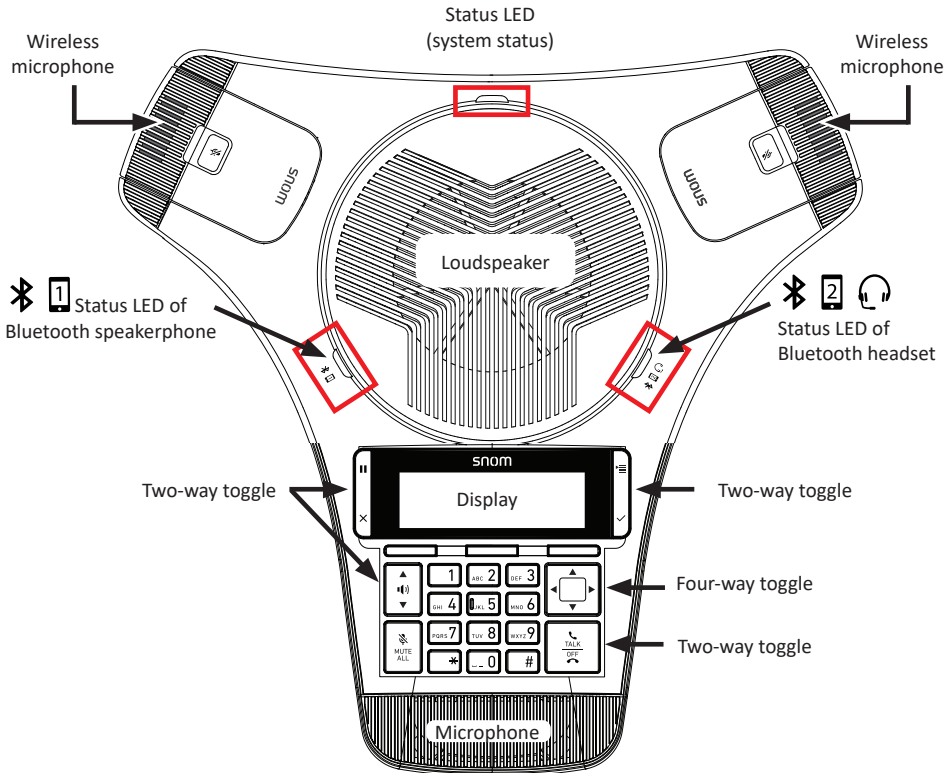
The maximum range between the conference phone and its wireless microphones and any connected speakerphones can vary, depending on their locations and the layout of your office.

When a wireless microphone is out of range, it must be returned to the charging cradle to be able to reconnect with the phone.

If there is an incoming call while the wireless microphone is out of range, its green call LED will not flash to indicate an incoming call. If the wireless microphone is moved out of range during a telephone conversation, there may be interference. To improve reception, move it closer to the conference phone.

Getting Started

Base unit overview (front)



Getting Started

Base unit overview (front), continued

Status LED

- Indicates the system status. See "Status indicators overview" on page 10.

Wireless Microphones

Loudspeaker

Bluetooth status LED

Indicates the status of a Bluetooth-connected device **other than a headset**.
See "Status indicators overview" on page 10.

Headset/Bluetooth status LED



Indicates the status of the Bluetooth-connected device. See "Status indicators overview" on page 10.

Display. LCD screen.



Context-sensitive function keys

Press to perform actions as indicated by the labels in the function key line on the display.









Hold/Cancel key (toggle)

- When in a call, press  to put the call on hold and to unhold the held call.
- When in a menu, press  to return to the previous menu.


Menu/OK key (toggle).

- Press  to show the menu.
- Press  to select an item, or save an entry or setting in a menu.

Volume key (toggle)

- When the phone is idle, press   to increase the ringer volume, press   to lower the ringer volume.
- During a call, press   to increase loudspeaker volume, press   to lower loudspeaker volume.


Mute key

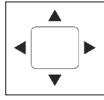
During a call, press  to mute and unmute all microphones in the system.

Getting Started

Base unit overview (front), continued

Keypad


- Press to enter numbers or characters.
- While editing names, press  to add a space.



Navigation key (four-way toggle)

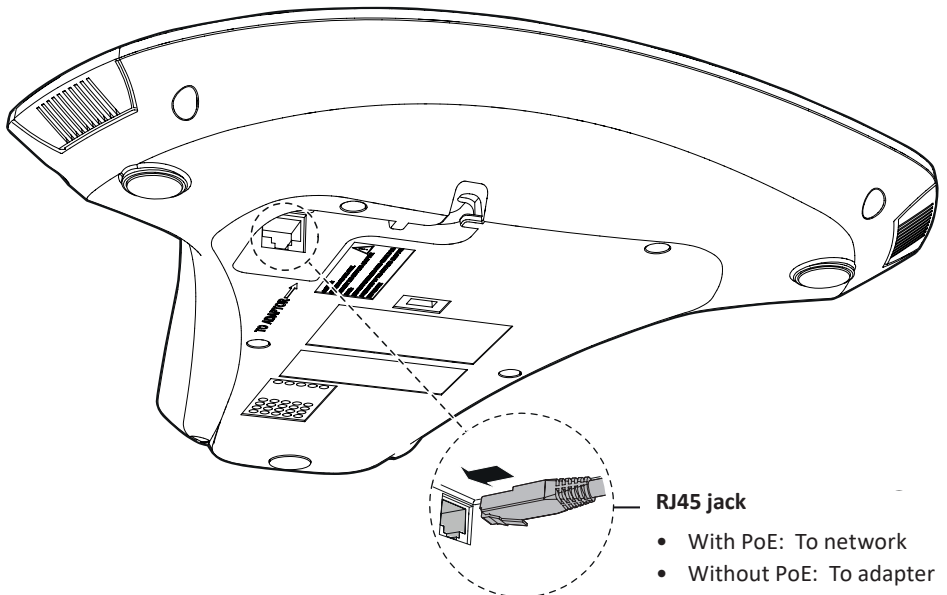
- Press top or bottom edge to scroll up or down, respectively, while in a menu, phonebook, or call log.
- Press left or right edge to move the cursor left or right, respectively, while entering names or numbers.
- Press left or right edge to view additional function key labels and view multiple active calls.



Call key. Press  to make, answer, or end a call.

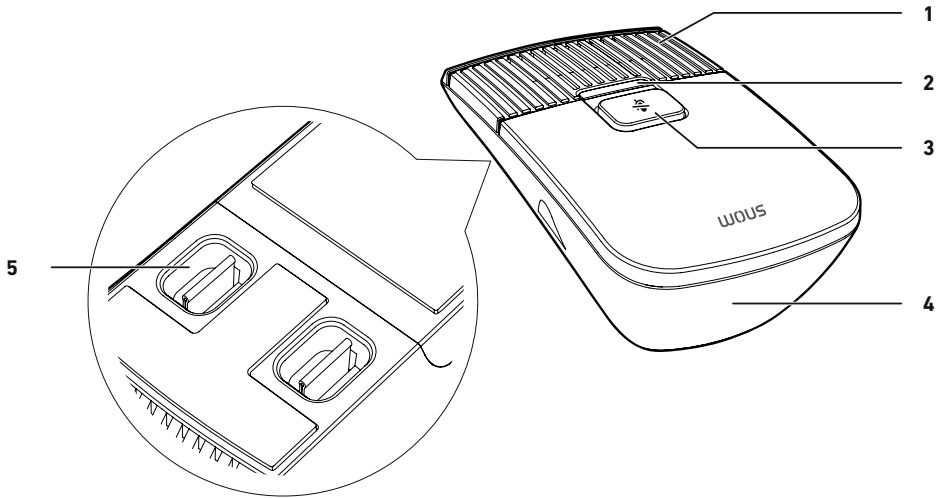
Front microphone

Base unit overview (rear)



Getting Started

Wireless microphone overview



1. Microphone

- Functions as an extended microphone of the conference phone during a call.

2. Status LED

- Indicates the system status. See "Status indicators overview" on page 10.

3. (MUTE ALL)

- During a call, press to mute or end mute all microphones in the system.

4. Battery door

5. Charging contacts






Getting Started

Status indicators overview

Status LED on the conference phone

Yellow (flashing 3x)	When phone has powered up and is ready to use.
Green (fast flash)	Incoming call
Green (steady)	In a call
Green (slow flash)	Call on hold
Red (steady)	All microphones in the system (phone, wireless microphones, C52-SP speakerphones) are muted during a call
Yellow (flashing)	No line registered or Network down.

Bluetooth Status LEDs, blue

	  LED (BLUE)	   LED (BLUE)
Steady	Bluetooth device 1 is connected	A second Bluetooth device / Bluetooth headset is connected
Fast flash	Incoming call on device 1	Incoming call on device 2
Slow flash	Device 1 is on hold	Device 2 is on hold
LEDs flash alternatingly	Phone is in discovery mode	Phone is in discovery mode

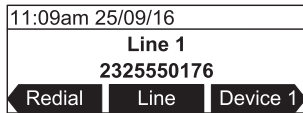
Status LED on the wireless microphone

Yellow (two seconds)	When phone is starting to power up
Orange	Charging on the cradle, phone in idle mode
Yellow (flashing)	Battery is low
Red/green alternating	Wireless microphone is registering to the phone
Green (flashing)	Incoming call
Green (steady)	In a call (active or on hold)
Red	All microphones in the system (phone, wireless microphones, C52-SP speakerphones) are muted during a call
Off	Microphone is in idle mode or without a battery

Getting Started

Idle screen

The idle screen appears after the phone is connected and configured for your SIP PBX service. The idle screen indicates that you have no active or held calls.






From the idle screen, press:

- **Redial** to view the list of dialed calls. See "Redialing" on page 23.
- **Line** to select another extension (account). When you make a call, the phone will use the selected extension/account. Note: **Line** appears only if more than one account is registered to your phone.
- **Device 1** to start a call using the connected Bluetooth device. The soft key will appear only when a Bluetooth device is connected. Instead of "Device 1", it will show the name of the device as it appears on the "Device" list. See "Using the Bluetooth menu" on page 33.
- **Device 2** to start a call using a second connected Bluetooth device which can be a cell phone. The soft key will appear only when a second Bluetooth device is connected. Instead of "Device 2", it will show the name of the device as it appears on the "Device" list. See "Using the Bluetooth menu" on page 33.
- **Connect** to view the "Device" list and to connect the C520 to a Bluetooth device.
- **Call Log** to view the phone's call history. See "Call history" on page 39.
- **Directory** to view the directories that are available to you. See "Using the local directory" on page 36.

Note that the default idle screen soft keys are shown above. Your phone's soft keys are programmable and may differ from what is listed here.

Idle mode screen icons




In idle mode, the following screen icons indicate your phone's current settings.

Icon	Status
	Call Forward Always is active.
	The ringer is off.
	DND (do not disturb) is active.

Getting Started


Active call screen icons

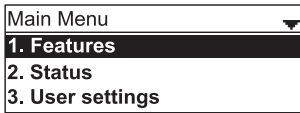
During a call, the following screen icons indicate the call's status.








Icon	Status
	Speakerphone—the speakerphone is active.
	Headset—audio is being routed to a Bluetooth or DECT headset.
1/2	Call counter—more than one call is active.
	More than one call is active. Press ▲ or ▼ to view another call.

Conference phone operation

Using the phone menu

1. Press  to show the main menu.





2. Press  or  to highlight menu items.
3. Press  or the corresponding dial pad key to select a highlighted menu item.
For example, when **Features** is highlighted, you can press  or  to view the Features submenu.
4. Press  or an appropriate soft key to save changes.
5. Press  to cancel an operation, exit the menu display or return to the idle screen.

Main menu items


1. Features (see "Using the Features menu" on page 28)
2. Status (see "Finding the firmware version" on page 65)
3. User settings (see "Using the User settings menu" on page 43)
4. Admin settings (available only to your system administrator).

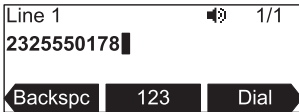
Conference phone operation

Making calls

You can make a call at any time by pressing  and then entering the number on the keypad. When the phone is in idle mode or has calls on hold, you can make a call by entering the phone number on the keypad and then pressing  or **Dial** to call the number.

Making a call:

1. Press . You hear the dial tone.
2. Enter the phone number on the keypad.

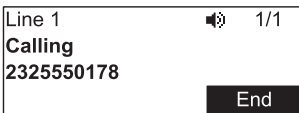


- Press **Backspc** to delete an incorrect digit.
- Press **123** to change from entering digits to entering letters **abc** (if you need to enter a domain name as part of the number). In letter mode, press **...*** or **#** to enter symbols. For example, press **...*** twice for the @ symbol.

...*: Press once to enter the dot (.), twice to enter @, three times to enter an asterisk (*).

#: Press one to 11 times to enter parentheses (), square brackets [], curly braces {}, angle brackets <>, the slash /, the backslash \, and the pound/hash sign #.

- Press **◀** or **▶** and **Redial** to view a list of previously dialed numbers.
3. Press **Dial**, or, if the number is valid, the phone dials the number after a short delay.

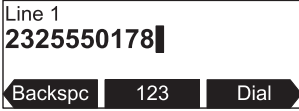


Note that the default live dial soft keys are shown above. Your phone's soft keys are programmable and may differ from what is shown here.

Conference phone operation

Making a call in idle mode or with call(s) on hold:

1. Enter the phone number on the keypad.



- Press **Backspc** to delete an incorrect digit.
- Press **123** to change from entering digits to entering letters **abc** (if you need to enter a domain name as part of the number). In letter mode, press **. * *** or **#** to enter symbols. For example, press **. * *** twice for the @ symbol.

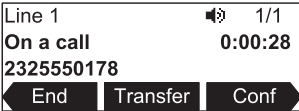
. * * : Press once to enter the dot (.), twice to enter @, three times to enter an asterisk (*).

: Press one to 11 times to enter parentheses (), square brackets [], curly braces {}, angle brackets <>, the slash /, the backslash \, and the pound/hash sign #.

- Press **◀** or **▶** and **Redial** to view the list of previously dialed numbers.

2. Dial the number by pressing  or **Dial**.

When the call is answered, the active call screen appears.



Note that the default active call screen soft keys are shown above. Your phone's soft keys are programmable and may differ from what is shown here.

Using a wireless microphone during a call

1. Take the wireless microphone from the phone's charging cradle and place it on the table near the intended speaker(s).
2. Speak towards the microphone.
 - For best performance, the person speaking should be at a distance of **less than 3 feet (90 cm)** from the microphone.
 - Always return the wireless microphones to the charging cradles after use.

Ending the call

To end the call, press  or **End**.


Conference phone operation

Answering a call



On the phone, press , or press **Answer**.



- If you have multiple incoming calls, as indicated by  in the upper right corner of the display, press **▼** or **▲** to select the call you want to answer.



On the incoming call screen, you can also press:

- **Reject** to terminate the incoming call.
- **Forward** to forward the call to another number.
Dial the number, and press **Forward**.

Missed call

If you don't respond to an incoming call, the phone displays a missed-call alert screen.




If a missed call alert screen appears, you can press:

- **Exit** to return to the Idle screen.
- **Callback** to immediately dial the caller's number.
- **View** to see the caller's information in the call history.

Putting a call on hold

Use this feature to hold one call while you access another. The phone also puts calls on hold automatically when you answer another call by pressing the **Answer** key, transfer a call, or create a conference.

During a call, press . The **On hold** screen appears. The status LED flashes green slowly.



Conference phone operation

From the **On hold** screen, you can press:

- ◀ and ▶ to see the different softkeys available.
- **End** to end the call.
- **New** to dial a new call.
- **Resume** to take the call off hold.
- **Transfer** to transfer the held call to another party.
- **Conf** to start a conference with the held call.

Note that the default On hold screen soft keys are shown above. Your phone's soft keys are programmable and may differ from what is shown here.

If another party puts you on hold, you may see the message **Held by far end**.

This message depends on compatibility between phones and PBX types, and may not always appear. Press **End** to end the call.



Forwarding calls

You can forward an incoming call to another number, either by entering the number yourself, or by selecting a number from the directory or call history (the call history stores the numbers for missed calls, received calls and dialed calls).

Note: Your phone's Call Forward–No Answer setting will cancel the manual forwarding process if it takes effect first. For example, your phone may be set to forward calls to voicemail after a call rings for 10 seconds, before you can reach the phone to forward the call yourself. If you have problems forwarding calls because of the Call Forward–No Answer setting, you can extend your Call Forward–No Answer delay. See "Using the Call menu" on page 29.

To forward a call using manual entry:

1. With an incoming call ringing, press **Forward**.
The phone stops ringing and the **Forward to** screen appears.



If you press **Cancel**, the phone begins ringing again and the incoming call screen reappears.

2. Enter the number to which you want to forward the call.



Conference phone operation

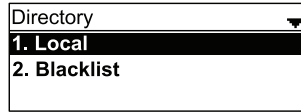
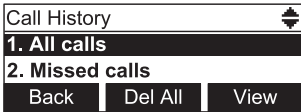
- Press **Forward**. Your phone returns to idle mode if you have no other active calls.

To forward a call using the directory or call history:

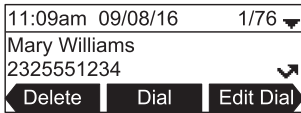
- With an incoming call ringing, press **Forward**. The phone stops ringing and the **Forward to** screen appears.



- Press **Menu**.
- Press **1** or **Down Arrow** to select the *Features* menu
- In the *Features* menu:
 - To access the Directory, press **DEF 3** OR press **Up Arrow** or **Down Arrow** to select **3 Directory** and then press **Down Arrow**.
 - To access the Call History, press **GHI 4** OR press **Up Arrow** or **Down Arrow** to select **4 Call History** and then press **Down Arrow**.
- Choose the Call History or Directory you want to access: Press the keypad number OR press **Up Arrow** or **Down Arrow** to select the menu item, and press **Down Arrow**.



- Press **Up Arrow** or **Down Arrow** to select the number.



- If necessary, press **Left Arrow** or **Right Arrow** until the **Dial** soft key appears.
- Press **Dial**.

The **Call Forwarded** screen appears. Your phone returns to idle mode if you have no other active calls.



Conference phone operation

Transferring calls

You can transfer a call to someone else at another phone.

If you talk to the transfer recipient before completing the transfer, you are making a **Supervised transfer** (also called an **Attended transfer**).

However, the transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making a **Blind transfer**.

You can also transfer a call to a held call.

To transfer a call (Supervised transfer):

1. During a call, press **Transfer**.

The call is automatically put on hold and the transfer setup screen appears.

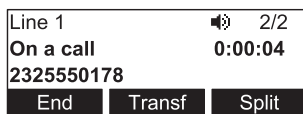


2. Enter the number to which you want to transfer the call and either press **Dial** or wait for the phone to dial automatically.

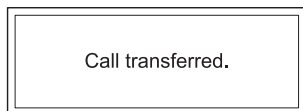
-OR-

To select a number from the Directory or Call History, follow steps 2 to 8 on page 18, and then continue to step 3 below.

3. When the second caller answers, you can talk to the caller to notify them of the transfer, then press **Transf** to transfer the call.



The **Call transferred** screen appears, and your phone returns to idle mode.



To cancel the transfer, press:

- **Cancel** on the transfer setup screen. The active call screen reappears.
- **End** when the second call is active. You will hang up on the second call.
- **Split** when the second call is active. You will stay connected to the second call. Your first call remains on hold.

Conference phone operation

To transfer a call (Blind transfer):

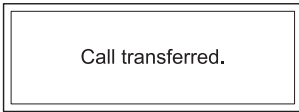
1. During a call, press **Transfer**. The call is automatically put on hold and the transfer setup screen appears.
2. Press **Blind**.
3. Dial the number to which you want to transfer the call.

-OR-

To select a number from the Directory or Call History, follow steps 2 to 8 on page 18, and then continue to step 4 below.

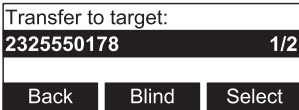
4. Press **Transf**, or wait for the phone to automatically dial as soon as it has recognized a valid number.

The **Call transferred** screen appears, and your phone returns to idle mode.



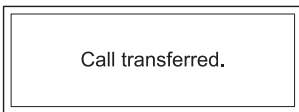
To transfer a call to a held call:

1. During a call, press ◀ or ▶ to view the next set of soft keys.
2. Press **XferCall**. The call is automatically put on hold, and a list of held calls appears.



3. On the **Transfer to target** screen:
 - Press **Select** to talk to the held call, and then press **Transf** to transfer the first call.
- OR-
- Press **Blind**, and then press **Select** to transfer the first call to the held call immediately.

The **Call transferred** screen appears, and your phone returns to idle mode.



Conference phone operation

Making a conference call

You can hold a conference call between yourself and two other callers.

1. During a call, press **Conf**. The call is automatically put on hold and the conference setup screen appears.

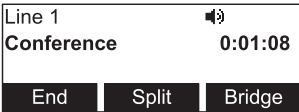


2. Enter the number for the party you want to join your conference and press **Dial** or wait until phone dials automatically.

-OR-

To select a number from the Directory or Call History, follow steps 2 to 8 on pagepage 18, and then continue to step 3 below.

3. When the second call is established, press **Conf**. The conference begins and the conference screen appears.



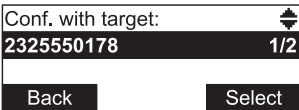
Canceling the conference

- before dialing the second call: Press **Cancel** on the conference setup screen. Press **Resume** to resume the held call.
- with the second call on the line: Press **End**. Press **Resume** to resume the held call.

Creating a conference with a held call:

When you have an active call and a held call, you can also create a conference with the held call.

1. During a call, press ◀ or ▶ to view the next set of soft keys.
2. Press **ConfCall**. The call is automatically put on hold, and a **Conf. with target** screen showing all calls on hold appears.



3. Highlight the desired call and press **Select**. You can now talk to the caller you selected.
4. Press **Conf**. The conference begins and the conference screen appears.

Conference phone operation

Ending a conference call

Press one of the following soft keys:

- **End** to hang up on both calls.
- **Split** to put both calls on hold. The screen shows information for the second call. You will remain on the second call and your first call is put on hold.
- **Bridge** to combine the first and second calls and return your phone to idle mode.

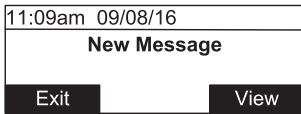
Setting up a network conference

A network conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except that the **Split** and **Bridge** functions will not be available.

In addition, the soft keys **Add** and/or **AddCall** will appear during a conference, allowing you to add more parties to the ongoing conference call.

Retrieving messages

The phone displays the **New Message** alert screen when you have a new message.




On the **New Message** alert screen, you can press:

- **Exit** to return to the Idle screen.
- **View** to access your messages. The Message menu appears.





The Message menu displays the mailboxes you can access from your phone. If your phone has more than one line, you may be able to access multiple mailboxes.


Press ▲ or ▼ to highlight the desired mailbox and press  to access messages in that mailbox.

When there is no **New Message** alert screen, you can access the Message menu using the phone menu.

Viewing the Message menu

1. When the phone is idle, press .
2. With **Features** highlighted, press .


Conference phone operation

- On the Features menu, press ▼ to highlight **Message**, and then press .



The Message menu appears.





- On the Message menu, highlight the desired line and then press .



Redialing

- From the idle screen, press **Redial**. The last dialed call is shown on the display with time and date and the name of the party called, if available, or <Unknown>, if it is not.
- Press ▼ or ▲ on the navigation key to view older dialed calls.
- When the desired call is onscreen, press **Dial** to dial the number.

Muting active calls



The mute function allows you to hear the other party but the other party cannot hear you.



- During a call, press  on the phone or press  on a wireless microphone. The status LEDs turn red. All microphones in the system are muted until the mute function is turned off.

- Press  on the phone or press  on a wireless microphone to end muting of all microphones in the system. The status LEDs turn green.

Temporarily silencing the ringer

When the conference phone is ringing, you can temporarily silence its ringer without disconnecting the call. The next call will ring normally at the preset volume.







- Press  on the base unit. The  symbol appears in the upper right corner of the display.

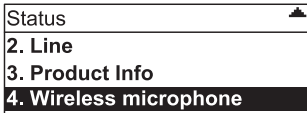
Note: You can also press  or  on the phone to adjust the ringer volume. The adjustment will be saved and applied to the next incoming call.

Conference phone operation

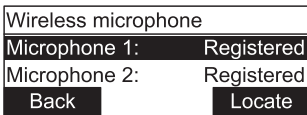
Locating wireless microphones

This feature helps you find any misplaced wireless mics within the range of the base unit.

1. Press , press  to open the **Status** menu directly, or highlight **STATUS** and select by pressing .
2. With the **Status** menu on the display, press  to open the **Wireless microphone** menu directly, or press  to scroll down and highlight **Wireless microphone**, then press .



3. With the **Wireless microphone** menu on the display, press **Locate**.





The display of the phone shows the message

*Wireless microphones will ring.
Press CANCEL/Back to stop.*

All wireless microphones that are not on the charging cradles play the location tone for 30 seconds.

Muting the location tone

- On the phone, press **Back** or .
- On the wireless microphone(s), press .
- Putting the microphone(s) back onto the charging cradle will also mute the location tone.

Conference phone operation

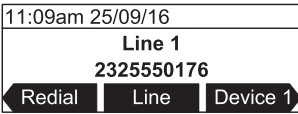
Making and receiving calls on cell phone

You can connect up to two cell phones via Bluetooth and use them to make calls; the cell phone audio will be routed through the C520.

Adding or connecting a cell phone to the C520: See "Using the Bluetooth menu" on page 33.

Making calls from connected cell phone

1. From the idle screen, press the function key underneath **Device 1** or **Device 2**, depending on which cell phone you want to use. **Note:** Instead of "Device 1" or "Device 2", respectively, the softkey will show the name of the device as it appears on the "Device" list.



2. Use the keypad to enter the phone number you want to dial.



3. Press **Dial**.

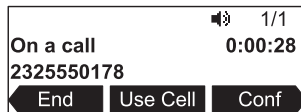
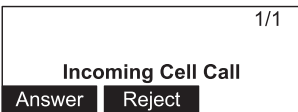
You can also enter the number first and then press **Device 1** or **Device 2** to dial it with the cell phone. You may need to press ◀ or ▶ to put the soft keys onscreen.

Answering calls to the cell phone

When a cell phone is connected to the C520, incoming calls to the cell phone can be answered on the C520.

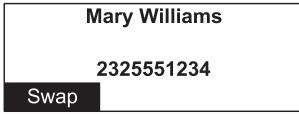
Note: You can have concurrent cell phone and SIP account calls (one call will be on hold while the other call is active) on the C520, but you cannot have more than one cell phone call.

- On the conference phone, press  or the function key underneath **Answer**.



- If you have another incoming call on the cell phone, press **Swap** to answer the new call.

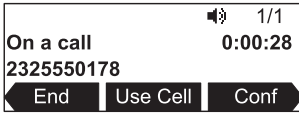
Conference phone operation



- If you want to switch between calls again, you must use your cell phone's call application.
Note: When you have a call on your cell phone and come within range of the C520, the C520 can reconnect with your cell. The audio on your cell may transfer to the C520 when the connection is reestablished.

Transferring Bluetooth calls from the C520 to your cell phone

If you no longer want your call's audio to be broadcast through the C520, press **Use Cell** to transfer the audio to your cell phone.



Conference calls with a Bluetooth-connected cell phone

When you have an active cell phone call on the C520, you can create a three-way conference between you, the cell phone call, and another SIP account caller.

For more information about creating conference calls, see "Making a conference call" on page 21 .

Playing audio with a Bluetooth-connected call phone

When a cell phone is connected to the C520, any audio from the cell phone is routed through the C520 and connected expansion speakerphone(s). This enables you to play music, podcasts, audio from videos, and Internet-streaming media over the speakerphone.

When you start playing audio over a connected cell phone, the C520 takes over audio automatically and the screen below appears.



You can control the volume either through the cell phone or the C520.

To stop cell phone audio, press **End**. Cell phone audio also stops when an incoming or outgoing call or page is connected. Audio resumes after the call or page disconnects.

Note: After pressing **End**, pausing and resuming audio on the cell phone resumes playback on the C520.

Using a Bluetooth headset

When a Bluetooth headset is connected, you can transfer audio from the conference phone to the headset.

Note: Only calls to a SIP account can be transferred to the Bluetooth headset. Audio for cell phone calls can only be routed between the C520 and the cell phone. You can use a DECT headset for both SIP account calls and cell phone calls.

To route audio to a BT headset, a SIP call must be established first at the C520. You can then route the SIP call using the **Device 2** soft key or using the key on the Bluetooth headset.

Transferring conference phone audio to a Bluetooth headset:

1. During an active SIP account call, press ◀ or ▶ to view the **Device 2** soft key.



2. Press **Device 2**.

Audio is transferred to the headset and the headset icon appears.





To transfer audio back to the C520, press **Use SPK**.

Phone Features

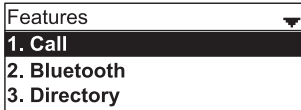
Using the Features menu

On the **Features** menu, you can manage incoming calls, Bluetooth devices, use the directory, access your messages, view the call history, and manage your speed dial numbers.

Accessing the Features menu:

1. When the phone is idle, press . The **Main Menu** appears.
2. If necessary, press **▲** or **▼** to highlight **Features**, and then press .

The **Features** menu appears.



The Features menu includes the following items:

Setting	See page...	Description
1. Call	29	Managing how your phone handles incoming calls.
2. Bluetooth	33	Managing Bluetooth-connected devices.
3. Directory	36	Storing contact information and call contacts.
4. Call history	39	Viewing the call lists: All calls, Missed calls, Received calls, Dialed calls.
5. Message	22	Accessing your voicemail.
6. Speed dial	41	Accessing your list of speed dial numbers.
7. Multicast Paging	42	Sending a page to the selected paging zone.

Phone Features

Using the Call menu

On the Call menu, you can manage how your phone handles incoming calls.

The settings available on the Call menu include:

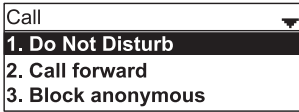
Setting	See page	Description
1. Do Not Disturb	30	<p>You can set Do Not Disturb (DND) for each line assigned to your phone. When DND is set, the ringer is silenced and the phone rejects incoming calls and pages; the caller receives the busy signal. After rejecting a call, the phone displays the Missed Calls screen.</p> <p>You can enable the phone to answer incoming calls when DND is on. When DND answering is enabled, the incoming call screen appears. See "Setting Do Not Disturb:" on page 30.</p>
2. Call forward	30	<p>Automatically forwards incoming calls depending on the setting. You can enable the following types of call forwarding:</p> <ul style="list-style-type: none">• Call forward always: incoming calls are forwarded immediately and the phone does not ring.• Call forward busy: incoming calls are forwarded if all your available lines are busy.• Call forward no ans: incoming calls are forwarded after the no answer delay expires.
3. Block anonymous	31	<p>Enables the phone to reject incoming calls that have no caller ID.</p>
4. Dial as anonymous	31	<p>Enables the phone to make outgoing calls with the Caller ID hidden from the far end.</p>
5. Missed call alert	32	<p>Enables the missed call alert screen.</p>
6. Call waiting	32	<p>Enables or disables incoming call alerts while you are on another call.</p>

Using the Call menu:


1. When the phone is idle, press .
2. If necessary, press ▲ or ▼ to highlight **Features**, and then press .
3. If necessary, press ▲ or ▼ to highlight **Call**, and then press .

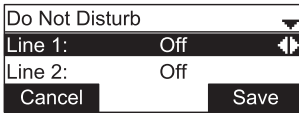
Phone Features


The *Call* menu appears.



Setting Do Not Disturb:

1. From the *Call* menu, if necessary, press ▲ or ▼ to highlight **Do Not Disturb**.
2. Press .
3. On the Do Not Disturb menu, highlight the line for which you want to turn Do Not Disturb On or Off.

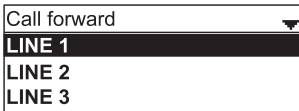



4. When the desired line is highlighted, press ◀ or ▶ to turn Do Not Disturb On or Off.
5. Press **Save**. When Do Not Disturb is on,  appears on the idle screen.

Setting Call forward:

1. From the *Call* menu, press ▼ to highlight **Call forward**.
2. Press .

The Call forward menu appears.

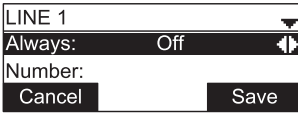


3. Press ▲ or ▼ to highlight the line for which you want to configure call forward settings, and then press .
4. On the next screen, press ▼ to highlight the desired option:
 - Call forward always
 - Call forward busy
 - Call forward no ans.




5. Press .
6. On the next screen, press ◀ or ▶ to turn call forwarding On or Off.


Phone Features



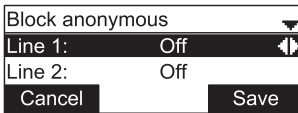
7. Press ▼.
8. Enter the number to which you would like to forward calls.
9. (If you selected **Call forward no ans** earlier) Press ▼.
10. (If you selected **Call forward no ans** earlier) Press ◀ or ▶ to set the No answer delay between 1 to 10 rings.
11. Press **Save**.

When Call forward always is on,  appears on the idle screen.

Blocking anonymous callers:


1. From the Call menu, press ▼ to highlight **Block anonymous**.
2. Press .

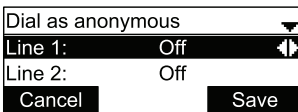
The *Block anonymous* menu appears.



3. Press ▲ or ▼ to highlight the desired line.
4. Press ◀ or ▶ to turn anonymous call blocking On or Off for that line.
5. Press **Save**.

Dialing as an anonymous caller (hiding your caller ID):


1. From the *Call* menu, press ▼ to highlight **Dial as anonymous**.
2. Press . The *Dial as anonymous* menu appears.



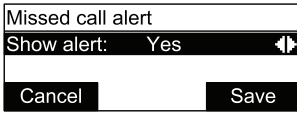
3. Press ▲ or ▼ to highlight the desired line.
4. Press ◀ or ▶ to turn anonymous call dialing On or Off for that line.
5. Press **Save**.

Phone Features

Enabling missed call alerts:

1. From the Call menu, press ▼ to highlight **Missed call alert**.
2. Press .

The Missed call alert menu appears.

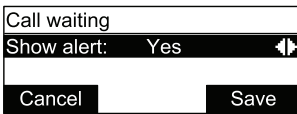


3. Press ◀ or ▶ to turn missed call alerts on (Yes) or off (No).
4. Press **Save** .

Enabling call waiting alerts:

1. From the Call menu, press ▼ to highlight **Call waiting**.
2. Press .

The Call waiting menu appears.



3. Press ◀ or ▶ to turn call waiting alerts on (Yes) or off (No).
4. Press **Save** .

When **Show alert** is on and you are on a call, incoming calls are displayed on the screen. When **Show alert** is off:

- Incoming calls are rejected and no notification appears on the screen.
- Rejected incoming calls are logged as missed calls.

See also "Call Waiting Settings" on page 58.

Phone Features

Using the Bluetooth menu

On the Bluetooth menu, you can manage Bluetooth devices used with the C520.

The settings available on the Bluetooth menu include:

Setting	See page...	Description
1. Device list	33	View your registered devices, connect to a paired device, or delete or rename a paired device. You can connect and use the devices that occupy the first two positions on the Device list. Device 1 will always be a cellular phone. Device 2 can be a cellular phone or a Bluetooth headset.
2. Add device	34	Add a cellular phone or Bluetooth headset to the device list. Once devices are added, the C520 can connect to a device.
3. Change PIN	35	Change the PIN that needs to be entered on a cell phone while it is being added to the C520 device list.

Using the Bluetooth menu:

1. When the phone is idle, press .
2. If necessary, press  or  to highlight **Features**, and then press .
3. Press  to highlight **Bluetooth**, and then press .

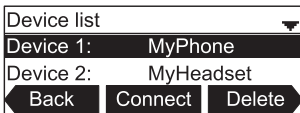
The Bluetooth menu appears.





Connecting a registered device from the Device list:

1. From the Bluetooth menu, with **Device list** highlighted, press .






The Device list appears, showing the registered devices.



2. On your Bluetooth device, enable Bluetooth. Place your device close to the C520.
3. On the Device list, press  or  to highlight the device you want to connect and then press **Connect**.

The message **Connecting [device] to the base** followed by **Device Connected** appears.

Phone Features

The blue   or    LED turns on (depending on the type of device you have connected), and the **Connect** soft key changes to **Discon'ct**.

Note: The C520 can use only the first two Bluetooth devices on the Device list for calls (as shown by the Device 1 and Device 2 soft keys on the Idle screen. See "Idle screen" on page 11 for information about the Idle screen). For example, if you highlight Device 3 on the Device list and then press **Connect**, the C520 will move that device up the Device list to make it available for calls. The device that occupied the Device 1 or Device 2 positions will move down the Device list.

Deleting a device from the Device list

1. On the Device list, press **▲** or **▼** to highlight the device you want to delete.
2. Press **Delete**.

The message **Remove [device] from device list?** appears.

Note: The device must be disconnected before the **Delete** soft key appears.

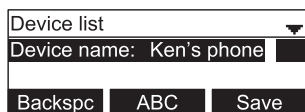
3. Press **Yes**.

The message **Device removed** appears. If you want to use this device with the C520 in the future, use the **Add device** menu to add it.

Renaming a device on the Device list

1. On the Device list, press **▲** or **▼** to highlight the device you want to rename.
This name will appear on the Device list and on the soft key on the Idle screen used to activate the device. Names between 1 and 8 characters will best fit the space available on the soft key.
2. Press **◀** or **▶** to display the **Rename** soft key, and then press **Rename**.


The renaming screen appears.



Device list	▼	
Device name: Ken's phone		
Backspc	ABC	Save

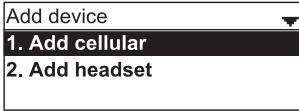
3. Use the dial pad keys to edit the device name.
 - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
 - Press **Backspc** to delete characters.
4. Press **Save**.







Adding a new cell phone:

1. From the Bluetooth menu, press **▲** or **▼** to highlight **Add device** and then press .

Phone Features




The **Add device** menu appears.











2. With **Add cellular** highlighted, press .
3. Follow the instructions on the C520 screen.
4. Open the Settings menu on your cellular phone and activate Bluetooth. Ensure the phone searches for new Bluetooth devices.
Note: Methods for activating Bluetooth may vary depending on your phone's operating system.
5. When the   and    LEDs flash on the C520, select **C520** on your phone's list of available Bluetooth devices.
6. If prompted by your phone, enter the C520 PIN. The default PIN is 0000.

After the device connects, the applicable C520   or    LED turns on.



Adding a new headset

1. From the Bluetooth menu, highlight **Add device** and then press .
- The **Add device** menu appears.
2. Press  to highlight **Add headset**, and then press .
 3. Follow the instructions on the C520 screen.

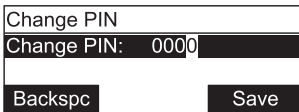
The   and    LEDs flash on the C520. After the headset connects, the    LED turns on.

Note: Once you have added a device, the device stays paired with the C520. Even when your Bluetooth device is taken away or turned off, the C520 will reconnect to the device when it is again within range and turned on with Bluetooth enabled.

Changing the C520 PIN

1. From the Bluetooth menu, press  to highlight **Change PIN** and then press .

The **Change PIN** menu appears.



2. Use the **Backspc** soft key and the dial pad to edit the four-digit PIN.
3. Press **Save**.

You will enter this PIN on your Bluetooth device when pairing it with the C520.







Phone Features

Using the local directory

You can store the names and phone numbers for up to 200 contacts in the directory. Once directory entries are saved, you can dial them directly from the directory. You can also search directory entries by first or last name.

When adding an entry, you can enter numbers for work, mobile, and other. You can also select a ringtone for that contact. Later, you can edit entries if their contact information changes.

Viewing the local directory

1. When the phone is idle, press .
2. With **Features** highlighted, press .
3. Press  OR press  or  to select **3 Directory** and then press .

The Directory menu appears, listing all your available directories and the blacklist. Any directories other than Local are server-based and will vary with your installation. You can edit the Local directory and the blacklist.



4. With **Local** highlighted, press .

The Local directory appears, showing the first entry (sorted alphabetically by first name).



5. Press  or  to view other entries.

The following soft keys are available when viewing a directory entry:

Back	Returns to Directory list screen	LastNme	Sorts the list by last name from the top of the list	Type	Displays the contact's other numbers: Work, Mobile, Other
Dial	Dials the entry	Edit	Allows you to change the entry	Search	Allows you to search the list alphabetically by first or last name
Add	Allows you to add a new entry	Delete	Deletes the entry	Del. all	Deletes all entries

Phone Features

Calling a contact:

1. Press ▲ or ▼ or **Search** (see "Searching directory entries" on page 38) to select the directory entry.
2. To view other numbers for the entry, press **Type**.



3. When the desired number appears, press **Off** or **Dial**.

Note: If you view a directory entry when the phone is in dial mode, press **Dial** to dial the number. You can use this feature when making a call, forwarding a call, transferring a call, and setting up a conference call.

Adding a directory entry:

1. When viewing a directory entry, press ◀ or ▶ until the **Add** soft key appears.
2. Press **Add**.
A blank directory entry appears.
3. Use the dial pad keys to enter the first name, last name, and contact numbers.
 - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
 - Press **Backspc** to delete incorrect characters.
 - After completing a line, press ▼ to move to the next line.
 - Press ◀ or ▶ to select the ringtone.
4. When you have entered the desired information and selected the ringtone you want to use for this contact, press **Save**.

Editing a directory entry:

1. When viewing the desired directory entry, press ◀ or ▶ until the **Edit** soft key appears.
2. Press **Edit**.
The directory entry edit screen appears.

First name:	Mary Williams	
Last name:		
Work:	2325551234	
Backspc	ABC	Save

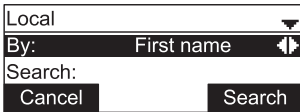
3. Use the dial pad keys to change the first name, last name, and contact numbers as desired.
 - You can edit the name and numbers, and change the ringtone and dial line.
 - Press **ABC** to switch between entering upper-case letters, lower-case letters, and numbers.
 - Press **Backspc** to delete incorrect characters.

Phone Features

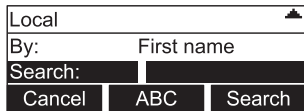
- After completing a line, press ▼ to move to the next line.
 - Press ◀ or ▶ to select the ringtone or dial line.
4. Press **Save** .

Searching directory entries

1. From the Local or Blacklist directory, press ◀ or ▶ until the **Search** soft key appears.
2. Press **Search** .
The search screen appears.



3. To filter your search by first name or last name, press ◀ or ▶.
4. Press ▼ to move to the **Search** field.

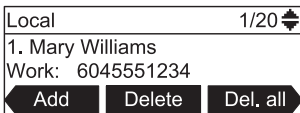


5. Press a dial pad key to enter a letter for your first name or last name search. For example, press **2** once for A, or three times for C.
6. Press **Search** . The phone searches for the first name or last name beginning with the letter you entered.

The first entry found appears. If more than one entry was found, press ▲ or ▼ to view other entries.

Deleting a directory entry:

1. From the Local or Blacklist directory, press ▲ or ▼ or **Search** (see "Searching directory entries", above) to select the directory entry.
2. Press ◀ or ▶ until the **Delete** soft key appears.



3. Press **Delete** .
4. When the confirmation screen appears, press **Yes** .

Deleting all directory entries:

1. From a directory entry, press ◀ or ▶ until the **Del. all** soft key appears.
2. Press **Del. all** .
3. When the confirmation screen appears, press **Yes** .





Phone Features

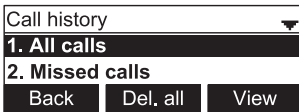
Call history



The call history provides available name and number information for the last 200 incoming and outgoing calls. The newest entries replace the oldest. You can view call history information for:

- All calls—all categories of calls
- Missed calls—incoming calls that were not answered
- Received calls—incoming calls that you answered, forwarded or rejected
- Dialed calls—all outgoing calls. You can use this as a redial list.

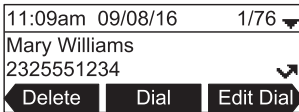
Viewing the call history:

1. When the phone is idle, press .
2. With **Features** highlighted, press .
3. Press  (or press  or  to highlight **4 Call history** and then press ). The *Call history* screen appears.



4. Press the corresponding number key for all, missed, received, or dialed calls (or press  to highlight the desired call history folder, and then press ).

The first entry appears.



If the list is empty, the message "history is empty", preceded by the respective call list appears. For example, if the received calls list is empty, the message **Received calls history is empty** will be displayed.

5. Press  to view more entries.

The call history entry screen shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.



Phone Features

The following soft keys are available when viewing a call history entry:

- **Delete** - Deletes the entry
- **Dial** - Dials the entry
- **Edit dial** - Displays the predial screen so you can edit the number before dialing
- **Save** - Saves the call information to the local directory

Calling a call history entry

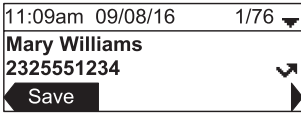


While viewing the entry, press **TALK OFF** or **Dial**. The phone dials the number immediately. Alternatively, press **Edit Dial**. The predial screen appears, allowing you to edit the number before pressing **Dial**.

Note: If you view a call history entry when the phone is in dial mode, press the **Dial** soft key to dial the number. You can use this feature when making a call, forwarding a call, transferring a call, and setting up a conference call.

Adding a call history entry to the directory

1. While viewing the desired entry, press ◀ or ▶ until the **Save** soft key appears.



2. Press **Save**.
3. On the **Save to** menu, select the location to which you want to save the entry.



- To save the entry to your directory, press ▲ or ▼ to highlight **Local** and then press .
- To save the entry to your blacklist, press ▲ or ▼ to highlight **Blacklist** and then press .

The directory add/edit screen appears. The phone automatically fills in the name and number, if available.



- If necessary, edit the name and number. Press ▼ to move the cursor to the next line.
- Press **Backspc** to delete incorrect characters.

Phone Features

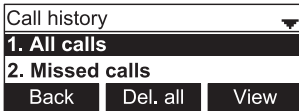
- Press **Save** to save the entry.

Deleting a single call history entry:

While viewing the desired entry, press **Delete**.

Deleting multiple call history entries

- While viewing the list of call history folders, press ▼ to highlight the folder for which you would like to delete all entries: All calls, Missed calls, Received calls, or Dialed calls.



- Press **Del. all**.
- When the confirmation screen appears, press **Yes**.






Speed Dial

The speed dial menu allows you to enter up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press and hold **0**).

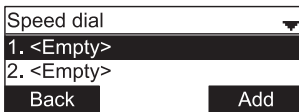
You can also enter speed dial numbers using the WebUI. See "Speed Dial on page 59.

Entering speed dial numbers

To add a speed dial entry:

- When the phone is idle, press .
- With **Features** highlighted, press .
- Press ▼ to highlight **Speed dial**, and then press .

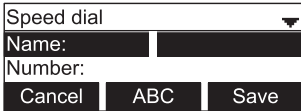
The Speed dial menu appears.



- Press ▼ to highlight a speed dial entry marked **<Empty>**.
- Press **Add**.

A blank speed dial entry appears.

Phone Features






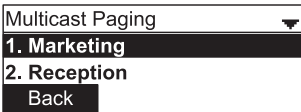
- Use the dial pad keys to enter the name and number.
 - Press **123** to switch between entering numbers, lower-case letters, and upper-case letters.
 - When you start entering characters, the **Cancel** soft key changes to **Backspc**. Press **Backspc** to delete incorrect characters.
 - After completing a line, press **▼** to move to the next line.
- Press **▼** and then press **◀** or **▶** to select the dial line you want to use for this speed dial entry.
- When you have entered the desired information, press **Save**.

Sending a Multicast Page

Your phone supports multicast paging. You can send a page to a paging zone that has been set up by your system administrator. An incoming page may interrupt any active calls you are on, depending on how your system administrator has configured the paging function.

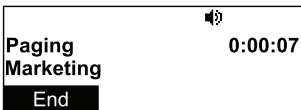
To send a multicast page:

- When the phone is idle, press .
- With **Features** highlighted, press .
- Press **▼** to highlight **Multicast Paging**, and then press .
- On the Multicast Paging menu, press **▼** to highlight the desired paging zone.



- Press .

You will hear a paging tone before you can begin broadcasting your message to the assigned paging zone.



- Press **End** to terminate the page.

Configuring the Phone

Configuring the phone





You can configure the phone using one of two methods:

1. The **User settings** menu on the phone
2. The Web UI which you access using your Internet browser.



This section describes the user settings menu. For information about the WebUI, see page 53.

Using the User settings menu

Viewing the User settings menu:

1. Press  when the phone is idle.
2. Press  to open the *User settings* menu. Alternatively, press  to highlight **3 User settings** and then press .




3. Press the number key 1 - 6 on the keypad to open each respective submenu. Alternatively, press  to highlight the setting and then press . The user settings are:

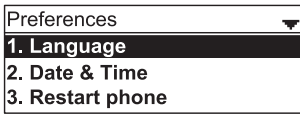
Setting	See page...	Options
1. Preferences	44	Language Date & Time (Clock time, Clock date, Time zone, DST, NTP server, Set manually) Restart phone
2. Display	46	Contrast (Level 1–7) Backlight ON (Off, Low, Medium, High) Backlight idle (Off, Low, Medium, High) Timeout (10–60 seconds)
3. Audio	47	Ringer tone (Line 1, Line 2...) Key tone (On, Off)
4. Wireless microphone	48	Register Deregister
5. DECT headset		Register Deregister
6. Wireless speaker	51	Register Deregister



Configuring the Phone

Preferences


Use the Preferences menu to set the language and the date and time formats, and to restart the phone.

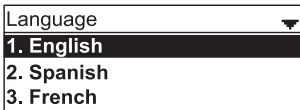
1. From the *User settings* menu, open the Preferences submenu by pressing 1 or . The *Preferences* menu appears.






2. Press the number key 1 - 3 on the keypad to open each respective submenu. Alternatively, press , if necessary, to highlight **1 Language** and then press .





Setting the language

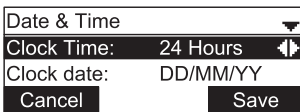
1. From the *Preferences* menu, open the *Language* submenu by pressing 1 or . The *Language* menu appears.



2. Scroll with  or  to highlight another language.
3. Press .



Setting date and time preferences

From the *Preferences* menu, open the *Date & Time* submenu by pressing 2 or . Alternatively, scroll with  or  to highlight **2 Date & Time** and then press . The *Date & Time* menu appears.



Note: If the Network Time Protocol (NTP) server is enabled, you cannot manually set the date and time using this this menu.

Setting the time format:

1. From the *Date & Time* menu, ensure that **Clock Time** is highlighted.
2. Press  or  to select a 12-hour clock (12am/pm) or 24-hour clock.
3. Press Save .

Configuring the Phone

Setting the date format that appears on the idle screen:

1. From the *Date & Time* menu, press ▼ to highlight **Clock date**.
2. Press ◀ or ▶ to select the desired date format (DD/MM/YY, MM/DD/YY, YY/MM/DD)
3. Press **Save** .

Setting the Time Zone:

1. From the *Date & Time* menu, press ▼ to highlight **Time Zone**.
2. Press **Edit** .
3. Press ▼ or ▲ to select a time zone.
4. Press **Save** .

Setting DST:


1. From the *Date & Time* menu, press ▼ to highlight **DST**.
2. Press ◀ or ▶ to select Enabled or Disabled.
3. Press **Save** .

Enabling and disabling the NTP (Network Time Protocol) server:

1. From the *Date & Time* menu, press ▼ to highlight **NTP server**.
2. Press ◀ or ▶ to select Enabled or Disabled.
3. Press **Save** .

Note: If the NTP server is disabled, you must manually set the time and date. This setting is valid only if the system administrator has already configured the Network Time settings. For more information, see the C520 Administrator and Provisioning Manual.

Manually setting the Year, Month, Day, Hour and Minute:

1. From the *Date & Time* menu, press ▼ to highlight **Set manually**.
2. Press .

Note: If the NTP server is enabled, the manual settings cannot be accessed; a message appears on the display informing you that date and time cannot be edited.

3. For each setting, press ◀ or ▶ to select the desired setting, and then press ▼ to move to the next line.
4. When you have finished, press **Save** .

Configuring the Phone

Restarting the phone

From the *Preferences* menu, open the *Restart phone* submenu by pressing DEF 3.
Alternatively, press ▼ or ▲ to highlight **3 Restart phone** and then press ✓.

The *Restart phone* screen appears.



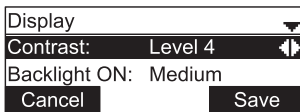
- To restart the phone, press Yes.
- To return to the Preferences menu, press No.

Display

Use the Display menu to set screen appearance and backlight behavior.

1. From the *User settings* menu, open the Display submenu by pressing ABC 2.
Alternatively, scroll with ▼ to highlight **2 Display** and then press ✓.

The *Display* menu appears.



Setting the contrast level:

1. From the *Display* menu, ensure that **Contrast** is highlighted.
2. Press ◀ or ▶ to set the contrast level from 1 to 7 (4 is the default setting).
3. Press Save.

Setting the backlight level for the active phone

1. From the *Display* menu, press ▼ to highlight **Backlight ON**.
2. Press ◀ or ▶ to select Off, Low, Medium, or High (High is the default setting).
3. Press Save.

Setting the backlight level for the idle phone

1. From the *Display* menu, press ▼ to highlight **Backlight idle**.
2. Press ◀ or ▶ to select Off, Low, Medium, or High (Off is the default setting).
3. Press Save.

Configuring the Phone

Setting the "backlight off" timeout:

This setting determines after how many seconds the backlight will revert to the idle setting when there has been no activity on the phone for the specified time. The default is 30 seconds.

1. From the *Display* menu, press ▼ to highlight **Timeout**.
2. Press ◀ or ▶ to select between 10 and 60 seconds in 5-second increments.
3. Press **Save**.

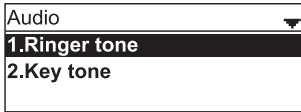
Audio

Use the Audio menu to pick one of ten ringer tones for each account and turn key tones on and off.

Note: To adjust the ringer volume, press ▲ or ▼ while the phone is idle.

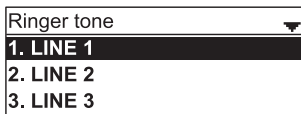
Using the Audio menu:

From the *User settings* menu, open the *Audio* submenu by pressing DEF 3. Alternatively, press ▼ to highlight **3 Audio** and then press ↵.

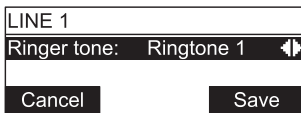


Selecting a ringer tone for each line:

1. From the *Audio* menu, open the **Ringer tone** screen by pressing 1 or ↵.
2. Press ▼ to highlight the line for which to select a ringer tone and press ↵.



3. On the selected line screen, press ◀ or ▶ to select one of ten ringer tones. The default is 1. Ringer tone samples play when selected.



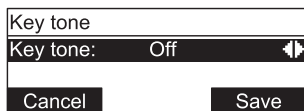
4. Press **Save** to save the selected ringer. To exit without saving a new ringer tone, press **Cancel**.

Configuring the Phone

Setting the key tone:

1. From the *Audio* menu, open the **Ringer tone** screen by pressing  **2**.
Alternatively, press ▼ to highlight **2 Key tone** and then press .




The Key tone menu appears.




2. Press ◀ or ▶ to turn key tones on or off. When off, key presses are silent.
3. Press **Save**.

Registering wireless microphones

The wireless microphones delivered with the C520 are preregistered. If you do need to register a wireless microphone (e.g., if you have purchased a C520 Replacement Microphone), it must be registered to the phone.





- The phone must be idle when registering wireless microphones.
 - The phone supports two microphone registrations; previous registrations must be deregistered before you can register the two microphones you want to use.
 - Do not remove the wireless microphones from the charging cradles during the entire registration process. A microphone that was registered before but is not in the charging cradle during a new registration process will be deregistered.
 - The LED status indicator on each wireless microphone flashes red and green alternately during registration.
1. Place the microphones you want to register into the phone's charging cradles.
 2. Press .
 3. From the *Main* menu, press ▼ to highlight **3 User settings** and then press .
 4. From the *User settings* menu, press ▼ to highlight **4 Wireless microphones**.
 5. From the *Wireless microphone* menu, with **1 Register** highlighted, press .

The screen displays "Registering....".

- If registration is successful, the screen displays "Registration succeeded." The base unit plays a confirmation tone. The status indicator of the registered microphone stops flashing red and green alternately.
- If registration fails, the display will say "Registration failed". Remove the microphones from the charging cradles and put them back in. Repeat step 5 to try the registration process again.
- To stop a registration in progress, press . The display says "Registration cancelled". Repeat step 5 to try the registration process again.

Configuring the Phone

Deregistering wireless microphones

1. Place the wireless microphones into the charging cradles.
2. When the base unit has no active calls, press .
3. From the *Main* menu, press ▼ to highlight **3 User settings**, and then press .
4. From the *User settings* menu, press ▼ to highlight **4 Wireless microphone**, and then press .
5. From the *Wireless microphone* menu, press ▼ to highlight **2 Deregister**, and then press .

The screen displays "Deregister all wireless microphones?"

6. Press **Yes**.

The screen displays "Deregistering..." and then "Wireless microphones are deregistered." The microphone status indicators flash red and green to indicate they are awaiting registration.




Registering an optional cordless headset

You can register one cordless headset to a C520. When the conference phone has a cordless accessory, the conference phone and headset are all part of the same extension, and only one device can be used at a time.

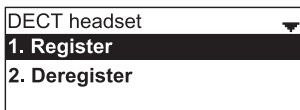
Note: The headset must be in the charger, otherwise registration cannot proceed.


If the cordless headset was registered to another phone, it must be deregistered first. See "Deregistering a cordless headset" on page 50.

To register the cordless headset:

1. When the C520 is idle, press .
2. From the *Main Menu*, press ▼ to highlight **User Settings**, and then press .
3. From the *User settings* menu, press ▼ to highlight **DECT headset**, and then press .


The *DECT headset* menu appears.



4. Lift the cordless headset out of its charging base, and then place it back in the charger.
5. With **Register** highlighted, press  on the C520.

The screen displays "Registering..." while the C520 searches for the headset. When registration is complete, the screen displays "Registration succeeded."




The *DECT headset* menu appears.

Note: Registration can be terminated by pressing  on the C520.

Deregistering a cordless headset

You must deregister a cordless headset from its original phone before you can register it to a different phone.

To deregister a cordless headset:

1. When the phone to which the headset is registered is idle, press .
2. From the *Main Menu*, press ▼ to highlight **User Settings**, and then press .
3. From the *User settings* menu, press ▼ to highlight **DECT Headset**, and then press .

The DECT headset menu appears.

4. From the *DECT headset* menu, press ▼ to highlight **Deregister**, and then press **Select**.

The phone screen displays "DECT headset is deregistered."

The *DECT headset* menu appears.

Deregistering the cordless headset without the C520

Cordless headsets can also be deregistered using the headset. You can use this method when you cannot use the deskset for standard deregistration. The C520 may be out of range or may have been removed from the system. Check your headset manual for deregistration instructions applicable to your model.

Cordless accessory registration and deregistration time-out

If the cordless device is registered to another telephone, it must be deregistered first. See "Deregistering a cordless headset", above.

For security reasons, the registration process on both the phone and the cordless accessory terminates after the time-out period of two minutes if registration is not successful.

If the registration process times out on the cordless accessory, the cordless accessory resets itself. If the registration process times out on the phone, it displays "Registration Failed" and returns to Idle mode.

If cordless headset registration fails, lift the headset out of its charging base, place it back in the charger, and try the registration process again.

Configuring the Phone

Registering wireless C52-SP speakerphones

For large meeting rooms, you can extend the range of the C520 with up to three wireless DECT Snom C52-SP Speakerphones. You can use the speakerphone to answer and end calls and mute the audio on the entire system (i.e., the conference phone and all connected devices like speakerphones and wireless microphones).

Note: If a DECT headset is already registered, you can register up to two C52-SP Speakerphones.

Note: If a speakerphone is already registered to the phone, you must first deregister all speakerphones before you can register another or a new one.

If your organization uses DECT auto registration:

The C52-SP will automatically register to the C520. You do not need to take any further action.

If your organization does NOT use DECT auto registration (or if you are not sure):

You must first turn off auto registration by performing the following steps:

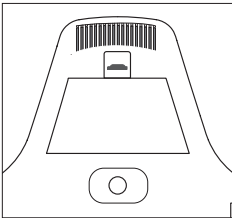
1. Press and hold the **MUTE ALL** button on the C52-SP for five seconds.
2. Press and hold the **TALK/OFF** button on the C52-SP for five seconds.






The C52-SP LEDs turn steady orange for five seconds, then slowly flash orange.

At this point, you can manually register the C52-SP to the C520 by following the instructions below.

Manually register the C52-SP to the C520




1. Press the white REGISTRATION button on the bottom of the C52-SP speakerphone for five about seconds until its LEDs are flashing red and green alternatingly.



2. On the C520 Conference Phone, press .
3. From the *Main Menu*, press  OR press ▼ to highlight **3 User settings** and then press .
4. From the *User settings* menu, press  OR press ▼ to highlight **6 Wireless speaker** and then press .










Configuring the Phone

5. From the Wireless Speaker menu, press  OR press  with **1 Register** selected. The screen displays "Registering..."
 - If registration is successful, the screen displays "Registration succeeded." The phone plays a confirmation tone. The registered speaker LEDs stop flashing red and green. The LEDs turn green briefly and then turn off while the red Power LED turns on.
 - If registration fails, the screen displays "Registration failed."
 - To cancel registration, press .
6. To register an additional wireless C52-SP speakerphone, follow the instructions in "Registering wireless C52-SP speakerphones" on page 51.

For complete operating instructions, see the C52-SP User Manual.

Deregistering C52-SP Speakerphone(s)

1. On the C520 Conference Phone, press .
2. In the *Main Menu*, press  OR highlight **3 User settings** and then press .
3. In the *User settings* menu, press  OR highlight **6 Wireless speaker** and then press .
4. In the Wireless speaker menu, press  OR highlight **2 Deregister** and then press  to deregister all speakerphones.

WebUI





Using the Web User Interface (WebUI)

Use an Internet Web browser to access the Web User Interface (WebUI) of the conference phone. After you log on to the WebUI, you can configure the following features:

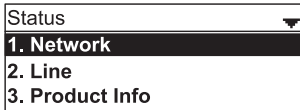
- Call Settings (See page 55)
- User Preferences (See page 57)
- Program Dial soft keys (See page 58)
- Speed Dial (See page 59)
- Local Directory (See page 60)
- Blacklist (See page 63)
- Call History (View only. You can click numbers that have hyperlinks to dial them.)
- User Password (See page 63)



The WebUI also has a status page, where you can view status and information.

Accessing the WebUI

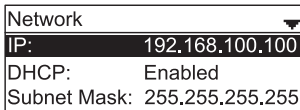
1. Ensure that your computer is connected to the same network as your phone.
2. Find the IP address of your phone:
 - a. When the phone is idle, press .
 - b. Press  OR press  to highlight **Status** and then press .

The *Status* menu appears.



- c. From the *Status* menu, press  or press  with 1 Network highlighted.

The *Network* screen with the IP address appears.



3. On your computer, open an Internet Web browser. Depending on your browser, some of the pages presented here may look different and have different controls.
4. Type the phone's IP address in the Web browser address bar and press **ENTER** on your computer keyboard.

The login window appears.

5. Enter your **User Name** and **Password** or your **Admin Name** and **Password**.

WebUI

You can change the password after you have logged in. The factory defaults are:

	User mode	Admin mode
Name	user	admin
Password	user	admin

7. Click **Log In**.

The Web UI appears.

Click topics from the navigation bar at the top of the page, and then click the desired setting on the left side of the Web UI to see the page for that setting. You view and change settings in two different types of fields: drop-down lists and entry fields into which you type information. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log on again.

The remaining procedures in this section assume that you have already logged on to the WebUI.

Status

The Status page shows:

- **General** information about your phone, including model, MAC address, and firmware version.
- **Account Status** information about your SIP account registration.
- **Network** information regarding your phone's network address and network connection.

The Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

STATUS	SYSTEM	CONTACTS	SERVICING
General			
Model:	C520		
Serial Number:	VU800002228		
MAC Address:	00:12:2A:4B:3E:E7		
Boot Version:	1.xx		
Firmware Version:	1.x.x		
V-Series:	1.xx.x-x-ENG		
Hardware Version:	HW1.0		
EMC Version:			
Account Status			
Account 1:	Registered		
Account 2:	Registered		
Account 3:	Not Registered		
Network			
LAN Port IP Address:	10.88.52.55		
IP Type:	DHCP		
Subnet Mask:	255.255.0.0		
Link Status:	Connected		
Gateway:	10.88.3.149		
Primary DNS:	10.88.162.31		
Secondary DNS:	10.88.162.10		
Network Time Settings:	us.pool.ntp.org		

WebUI

Call Settings

To view the call settings, click **SYSTEM** in the WebUI header, and then click **Call Settings** in the sidebar. You can configure call settings for each account available to your phone. Click **Account 1**, **Account 2**, and so on to select the call settings page for the desired account.

Call Settings include Do Not Disturb and Call Forward settings. You can also set Do Not Disturb and Call Forward using the phone menu. See "Using the Call menu" on page 29.

When you have finished changing settings on this page, click **Save** to save them.

SYSTEM

SIP Account Management
Account 1
Account 2
Account 3
Call Settings
Account 1
Account 2
Account 3
User Preferences
Programmable Keys
Program Dial 1
Program Dial 2
Program Dial 3
Speed Dial
Signaling
Ringer
Paging Zones

STATUS SYSTEM NETWORK CONTACTS SERVICING

SYSTEM CALL SETTINGS 1

General Call Settings

- Anonymous Call Reject
- Enable Anonymous Call

Do Not Disturb

- Enable DND

Incoming Calls:

Call Forward

- Enable Call Forward Always
Target Number:
- Enable Call Forward Busy
Target Number:
- Enable Call Forward No Answer
Target Number:

Delay:

Save

General Call Settings

Setting	Description
Anonymous Call Reject	Select to block incoming calls that have no caller ID.
Enable Anonymous Call	Select to make outgoing calls that remove your own caller ID information.

Do Not Disturb Settings

Setting	Description	Range	Default
Enable DND	Turns Do Not Disturb on or off.	n/a	Disabled
Incoming Calls	Selects whether the phone displays incoming call information while Do Not Disturb is on.	Show, Reject	Reject

WebUI

Call Settings (continued)

Call Forward Settings

Setting	Description
Enable Call Forward Always	Select to enable call forwarding for all calls on that account.
Target Number	Enter a number to which all calls will be forwarded.
Enable Call Forward Busy	Select to enable call forwarding for calls when you are on another call on that account.
Target Number	Enter a number to which calls will be forwarded when the line is busy.
Enable Call Forward No Answer	Select to enable call forwarding for unanswered calls on that account.
Target Number	Enter a number to which unanswered calls will be forwarded.
Delay	Select the number of rings before unanswered calls are forwarded. Range: 1 to 10 rings Default: 6 rings

WebUI

User Preferences

On the User Preferences page, you can configure some basic settings for your phone and set how your phone responds to calls.

After changing any settings on this page, click **Save** to save them.

SYSTEM

SIP Account Management
Account 1
Account 2
Account 3
Call Settings
Account 1
Account 2
Account 3
User Preferences
Programmable Keys
Program Dial 1
Program Dial 2
Program Dial 3
Speed Dial
Signaling
Ringer
Paging Zones

STATUS SYSTEM NETWORK CONTACTS SERVICING

General User Settings

WebUI Language:

Phone Language:

Backlight Timer (secs):

Ringer Volume:

Enable Missed Call Alert

Call Hold Reminder

Enable Call Hold Reminder Tone

Tone Interval (secs):

Call Waiting




Call Waiting Off: Reject Incoming Call if already on a Call

Call Waiting On: View Incoming Call if already on a Call

Enable Call Waiting Tone

Tone Interval (secs):

General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Phone Language	Sets the language that appears on your phone.	Any language supported by your phone. For example, English, French, Spanish, etc.	English
Backlight Timer	Sets how long the screen backlight stays on after the last button press.	10 to 60 seconds	30 seconds
Ringer Volume	Sets the ringer volume for incoming calls. You can also use the   or  keys on the phone.	Off, 1–9	5
Enable Missed Call Alert	Enables or disables the missed call alert tone.	n/a — Select to enable	Enabled

WebUI

User Preferences (continued)

Call Hold Reminder Settings

Setting	Description	Range	Default
Enable Call Hold Reminder Tone	Enables or disables the call hold reminder tone.	n/a — Select to enable	Enabled
Tone Interval (secs)	Sets the interval for the call hold reminder tone.	10–300 seconds	30 seconds

Call Waiting Settings

Setting	Description	Range	Default
Call Waiting Off	Rejects additional incoming calls. No notification appears on the screen.	n/a — Select to enable	Disabled
Call Waiting On	Shows additional incoming calls on the screen.	n/a — Select to enable	Enabled
Enable Call Waiting Tone	Enables or disables Call Waiting Tone.	n/a — Select to enable	Enabled
Tone Interval (secs)	Sets the interval for the call waiting tone.	10–60 seconds	30 seconds

Program Dial Soft Keys

The Program Dial feature allows you to dial numbers with a single press of a soft key. On the Program Dial pages, you can configure up to three Program Dial keys. Each key requires a label (short enough to fit in the soft key's area), an account and number that the key will dial, a location where the key will fit between the other soft keys, and the call modes during which the key will appear.

SYSTEM

STATUS
SYSTEM
NETWORK
CONTACTS
SERVICING

SIP Account Management
 Account 1
 Account 2
 Account 3
 Call Settings
 Account 1
 Account 2
 Account 3
 User Preferences
 Programmable Keys
Program Dial 1
 Program Dial 2
 Program Dial 3

Program Dial 1

Label

Value

Account Account 1

Enable

Mode

Idle mode

Active mode

Held mode

Livedial mode

Insert Label Before

redial

end

end

backspc

Save

WebUI

To enter program dial soft keys:

1. Enter the Program Dial key label. Labels that exceed the width of the soft key will end with ... when they appear on the phone.
2. Enter a value that the Program Dial key will dial.
3. Select an account that the Program Dial key will use.
4. Select the call modes for which you want the Program Dial key to appear.
5. Select the location for the Program Dial key for the selected call modes. You can place the key before another key, or place it last in the order.
6. Click **Save**.
7. Configure any additional Program Dial keys.

Speed Dial

The speed dial keys are used for dialing numbers with one key press. To view the speed dial keys, click **SYSTEM** in the WebUI header, and then click **Speed Dial** in the sidebar.

On the Speed Dial page, you can enter up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press 0). For each speed dial number you enter, you must assign the account on which the number will be dialed out.

You can also add speed dial entries using the phone. The Speed dial list is accessed through the Features menu. See "Entering speed dial numbers" on page 41.

After entering information on this page, click **Save** to save it.

The screenshot shows the WebUI interface for configuring speed dial keys. The sidebar on the left contains the following menu items: SYSTEM (SIP Account Management), Account 1, Account 2, Account 3, Call Settings, Account 1, Account 2, Account 3, User Preferences, Programmable Keys, Program Dial 1, Program Dial 2, Program Dial 3, Speed Dial (highlighted), Signaling, and Ringer. The main content area has a header with tabs for STATUS, SYSTEM, NETWORK, CONTACTS, and SERVICING. Below the header is the title "Speed Dial" and a table with the following structure:

Key	Name	Value	Account
Key 1	<input type="text"/>	<input type="text"/>	Default
Key 2	<input type="text"/>	<input type="text"/>	Default
Key 3	<input type="text"/>	<input type="text"/>	Default
Key 4	<input type="text"/>	<input type="text"/>	Default
Key 5	<input type="text"/>	<input type="text"/>	Default
Key 6	<input type="text"/>	<input type="text"/>	Default
Key 7	<input type="text"/>	<input type="text"/>	Default
Key 8	<input type="text"/>	<input type="text"/>	Default
Key 9	<input type="text"/>	<input type="text"/>	Default
Key 0	<input type="text"/>	<input type="text"/>	Default

At the bottom left of the table area is a "Save" button.

Entering speed dial numbers

1. In the **Name** column, enter a speed dial label for the desired key.
2. In the **Value** column, enter a phone number for the desired key.
3. In the **Account** column, select the account that this speed dial number will use.
4. Click **Save**.

WebUI

Directory

To view the local directory, click **CONTACTS** in the WebUI header, and then click **Local Directory** in the sidebar.

On the Local Directory page, you can manage your local directory entries. You can sort, edit, delete, and add contact information for up to 200 entries. The page also allows you to export your phone's local directory or import a local directory file. The export function lets you back up your contacts to your computer.

Phone numbers appear as links. If your service provider's **click to dial** feature is enabled, you can dial a number by clicking its link.

The Local Directory lists entries across several pages. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

Note: You can also use the phone menu to manage your local directory entries. For more information, see "Using the local directory on page 36.

CONTACTS

- Local Directory
- Blacklist
- Call History

STATUS SYSTEM CONTACTS SERVICING

Local Directory

Select All [Sort By Last Name](#)

Total: 21	First Name	Last Name	Ringer Tone	Work	Mobile	Other	Account	
<input type="checkbox"/>	Angela	Martin	0	732550118			1	Edit
<input type="checkbox"/>	Bronwyn	McDonald	0	232550140			1	Edit
<input type="checkbox"/>	Charlie	Johnson	0	5550198			1	Edit
<input type="checkbox"/>	Dale	Appleton	0		6045550135		1	Edit
<input type="checkbox"/>	David	Carter	3	2325550194	2325550177		2	Edit
<input type="checkbox"/>	Davis	Swerdlow	0		2325550172		1	Edit
<input type="checkbox"/>	Elkhart	Taxi	0		6045550155		1	Edit
<input type="checkbox"/>	Graham	Ball	0		2325550176		1	Edit
<input type="checkbox"/>	Kathryn	Dolphy	0		6045550195		1	Edit
<input type="checkbox"/>	Linda	Miller	0		6045550117		2	Edit
<input type="checkbox"/>	Lydia	Braithwaite	0	2325550157			1	Edit
<input type="checkbox"/>	Martin	Meyers	0	2325550122			1	Edit
<input type="checkbox"/>	Mary	Williams	0		6045550145	6045550146	1	Edit
<input type="checkbox"/>	Richard	Serling	0		6045550141	7875550181	2	Edit
<input type="checkbox"/>	Robert	Brown	2		6045550105		2	Edit
<input type="checkbox"/>	Sandro	Voss	0	2325550149			1	Edit
<input type="checkbox"/>	Stefan	Wheeler	0		2325550161		1	Edit
<input type="checkbox"/>	Susan	Ballance	0		6045550170		1	Edit
<input type="checkbox"/>	Terry	Ng	0		2325550187		1	Edit
<input type="checkbox"/>	Ursula	Baldwin	0	6045550166			1	Edit

First **1** [Next](#) [Last](#)

[Delete Selected Entries](#) [Add New Entry](#) [Clear Directory](#)

Import Local Directory

No File Chosen [Choose File](#)
[Import](#)

Export Local Directory

WebUI

Local Directory

Click	To...
Sort By Last Name	Sort the list by last name.
Edit	Edit information for an entry.
Last	View the last page of entries.
Next	View the next page of entries.
Delete Selected Entries	Delete selected entries from the directory. Click Select All to select every entry on the page you are viewing.
Add New Entry	Add a new directory entry.
Clear Directory	Delete all Directory entries

Adding a directory entry:

1. Click **Add New Entry**.

The Create Local Directory Entry page appears.

2. Enter the required information. At minimum, a first and last name are required.

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields.	n/a	n/a
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Auto
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1–3	Default Account
Work Number	Enter the appropriate numbers in these fields.	n/a	n/a
Mobile Number			
Other Number			

3. Click **Save**.

WebUI

Directory (continued)

Editing a directory entry:

1. Click **Edit** for the entry you want to edit.

The Edit Local Directory Entry page appears.

The screenshot shows a web interface for editing a contact. On the left is a blue sidebar with the 'CONTACTS' menu expanded to show 'Local Directory', 'Blacklist', and 'Call History'. The main content area has a dark header with 'STATUS', 'SYSTEM', 'CONTACTS', and 'SERVICING' tabs. Below the header is the title 'Edit Local Directory Entry'. The form contains the following fields: 'First Name' (text input with 'Angela'), 'Last Name' (text input with 'Martin'), 'Ringer Tone' (dropdown menu with 'Auto'), 'Account' (dropdown menu with 'Default Account'), 'Work Number' (text input with '732550118'), 'Mobile Number' (text input), and 'Other Number' (text input). A blue 'Save' button is located at the bottom left of the form.

2. Edit or add the desired information.
3. Click **Save**.

Importing Local Directory

You can import an existing local directory file. Importing a directory file replaces all your previous local directory entries. After importing a directory file, you can add, edit, or delete entries as desired.

Note: Directory files are .xml files containing contacts and contact information. For more information about creating or editing a directory file, consult your system administrator.

Importing a local directory file

1. Click **Choose File**.
2. In the file window that opens, navigate to the directory file.
3. Click the file, and then click **Open**.
4. On the WebUI, click **Import**.

Exporting Local Directory

You can export the directory and save it as an .xml file on your computer.

1. Click **Export**.
2. At your browser's prompt, save the file to the desired location on your computer.

WebUI

Blacklist (Deny List)

You can manage the blacklist of blocked numbers on the WebUI. Calls from blocked numbers will not ring your phone, or be recorded in your call history. The procedures for adding, deleting and editing entries are the same as for the Directory. See "Directory" on page 60.

To view the Blacklist, click **CONTACTS** in the WebUI header, and then click **Blacklist** in the sidebar.

User Password

On the User Password page, you can change the password you use to log on to the WebUI. By changing your password from the default password ("user") you can prevent others from logging on to the WebUI remotely and changing your settings.

To view the User Password page, click **Servicing** on the WebUI header.

The User Password page appears.

SERVICING	STATUS	SYSTEM	CONTACTS	SERVICING
Security	Passwords			
	User Password			
	Enter Old Password: <input type="text"/>			
	Enter New Password: <input type="text"/>			
	Re-enter New Password: <input type="text"/>			
	<input type="button" value="Save"/>			

Appendix

Battery

It takes up to 8 hours for the battery pack of the wireless microphone to be fully charged (the orange status indicator turns off). Always return the wireless microphones to the charging cradles after use. When the batteries are fully charged, you can expect the following operating times:

Operation	Operating time
Talk time	Up to 8 hours
Standby (not in use (i.e., talking) or charging)	Up to 70 hours

* Actual talk time will be shorter for calls using HD audio (G.722).

The battery needs charging when:

- A new battery is installed into the wireless microphone.
- The status indicator on the wireless microphone flashes orange.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

- Use only the batteries provided or equivalent. To order a replacement, visit our website at www.snom.com.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

Battery disposal






Disposal of electrical and electronic products and of batteries should be done in line with local regulations. Please contact local authorities for further information.

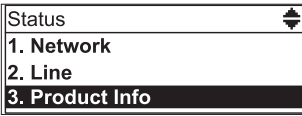
Troubleshooting

If you have difficulty with your conference phone, please try the suggestions below.

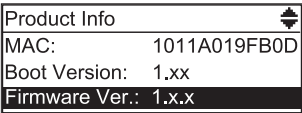
Finding the firmware version

As part of troubleshooting, you may need to provide the firmware version of the conference phone.

1. When the phone is idle, press .
2. From the *Main Menu*, press  **2** OR press ▼ to highlight **2 Status** and then press .
3. From the *Status* menu, press  **3** OR press ▼ to highlight **3 Product Info** and then press .



4. From the *Product Info* screen, press ▼ until **Firmware Ver.** appears.



My Conference phone does not work at all.

After powering up the phone (see page 3), the LCD display will show the display

name and account number (extension) of the base. Press  to hear the dial tone.

If any of this does not happen, please try the following:

- Make sure the DC power cable is securely plugged into the phone and the power adapter.
- Make sure the AC power cord is securely plugged into the power adapter and a wall outlet not controlled by a wall switch.

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your IP PBX system administrator.
- Eliminate any background noise. Dial from another room in your office with less background noise.

Troubleshooting

The conference phone does not ring when there is an incoming call.

- Make sure there is a dial tone before dialing.
- Make sure the ringer volume of the phone is not set to off (page 6).
- Make sure the DC power cable, Ethernet cable, AC power cord, and the power adapter are plugged in properly (see page 3).
- If other telephones in your office are having the same problem, the problem is in the wiring or IP PBX service. Contact your service provider (charges may apply) or system administrator.
- Other electronic products such as ham radios and other DECT phones can cause interference with your conference phone. Try installing your conference phone as far away as possible from these types of electronic devices.
- Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, and then plug it back in. If you still cannot get a dial tone, please contact our customer service hotline designated above for assistance.

My wireless microphone does not work at all.

The LED on the wireless microphone turns green within 2 seconds when a call has been established on the conference phone.




If the LED remains off and inactive, please follow the steps below:

1. Remove the battery from battery compartment.
2. Insert the battery again, close the battery door, and return the wireless microphone to the charging cradle.
3. Make sure the wireless microphone is placed in the charging cradle correctly. The LED should turn red.

If the status indicator does not turn red, please follow the steps below:

1. Remove the microphone from the charging cradle and install the battery again (page 3).
2. Return the microphone to the charging cradle. The LED should turn red. The microphone is charging now.
3. Allow the microphone to be charged for at least 30 minutes.
4. Remove the microphone from the charging cradle again.
5. Establish a call on the phone. The LED on the wireless microphone should turn green within 2 seconds.

If that still does not work, the microphone might have lost its connection to the C520. Try deregistering both wireless microphones and registering them anew.

1. Place both microphones in the charging cradles.
2. Press .
3. From the *Main Menu*, press  User settings.
4. From the *User Settings* menu, press  Wireless microphones.

Troubleshooting

5. From the *Wireless microphone* menu, press **2** Deregister and confirm by pressing "Yes". If successful, the display will say "Wireless microphones are deregistered". Their LEDs will flash red and green alternately.
6. Press **1** Register to register the first microphone. The display will say "Registering....". If successful, you will hear a confirmation tone and the display will say "Registration succeeded". The status indicator of the registered microphone switches to a steady red light while the second, unregistered microphone continues to flash red and green alternately.
7. Press **1** Register again to register the second microphone. The display will say "Registering....". If successful, you will hear a confirmation tone and the display will say "Registration succeeded". The status indicator of the second microphone switches to a steady red light.
8. Remove the microphones from the charging cradle.

If that still does not work, the battery, the wireless microphone, or the charging cradle may be defective. Please contact customer service for assistance.

Note: If the wireless microphones are not in the charging cradles when the phone is powered up, they may need some time to connect to the phone. Please allow at least one minute for the microphones and the phone to synchronize.

Note: If you have more than one conference phone in the office, use the locate function (**Ⓜ**) > **2** Status > **4** Wireless microphones > press **Locate** on each conference phone to identify the microphones connected to it. They will not work with the phone they are not registered at.

The callers cannot hear me when I am using the wireless mic.

Try one of the following:

- Make sure the wireless microphone is not muted during a call.
- Move the microphone closer to the phone. It may be out of range.
- Speak into the microphone from a distance of no more than 3 feet.
- Reset the phone. Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, and then plug it back in. Allow at least one minute for the microphone and the phone to synchronize.
- If you have more than one conference phone in the office, use the locate function (**Ⓜ**) > **2** Status > **4** Wireless microphones > press **Locate** on each conference phone to identify the microphones connected to it. They will not work with the phone they are not registered at.
- Other electronic products such as ham radios and other DECT phones can cause interference with the conference phone. Try installing the conference phone as far away as possible from these types of electronic devices.

Troubleshooting

Status Indicator on the wireless microphone flashes orange.

The wireless microphone has low battery.

- Place the microphone onto the charging cradle for recharging.

For optimal battery life performances:

- Charge the wireless microphones for up to 8 hours before the first time of use.
- Return the wireless microphones to the charging cradle after use. Charge them for at least 30 minutes before subsequent uses.

Status Indicator on the wireless microphone flashes orange even after a long period of charging.

The efficiency of the battery might have been reduced after having been used for some time.

- Make sure the wireless microphone is placed in the charging cradle correctly when charging.
- Remove and install the battery again and use it until the battery is fully depleted, and then charge the wireless microphone in the charging cradle for 8 hours.
- If the above measures do not solve the problem, replace the battery.


The status indicator on the wireless mic does not turn orange when in charging cradle.

- The wireless mic might be fully charged.
- Clean the charging contacts on the wireless mic and the charging cradles each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the DC power cable, telephone line cord, AC power cord, and the power adapter are plugged in properly (see page 3).
- Make sure the wireless mic is placed in the charging cradle correctly.
- Unplug the power cable. Wait for 15 seconds before plugging it back in. Allow up to one minute for the wireless mic and base unit to reset.
- Lift the wireless mic and place it back into the charging cradle. If the wireless mic status indicator turns orange for 5 seconds, and then turns off, the battery is fully charged.

There is interference during a telephone conversation. My calls fade out when I am using the wireless microphone.

- Move the wireless microphone closer to the phone. It may be out of range.
- Appliances plugged into the same circuit as the base unit can cause interference. Try moving the appliance or base unit to another outlet.

I have accidentally set my language to Spanish or French, and I don't know how to change it back to English.

- When the phone is not in use or on a call, press  > **3 User Settings** > **1 Preferences** > **1 Language** > **1 English**.

Maintenance

Taking care of the conference phone

Your conference phone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the wireless mic down gently. Save the original packing materials to protect the conference phone if you ever need to ship it.

Avoid water

The conference phone can be damaged if it gets wet. Do not use the wireless mic outdoors in the rain, or handle it with wet hands. Do not install the base unit near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning the conference phone

The conference phone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the base unit should fall into water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE AC POWER CORD FROM THE WALL.** Then, remove the telephone by the unplugged cords.


California Energy Commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except battery charging, will be disabled.


To activate the CEC battery charging testing mode:

1. Place all wireless mics (with batteries inserted) into the base unit to make sure they can work normally with the base unit.
2. Turn the base unit upside down. The end with the display screen and dial pad should be closest to you.
3. Access the battery testing switch, which is located beneath the base unit, midway up and to the right. The switch is hidden beneath an adhesive cover. Use a pen knife or another small blade to lift off the cover and access the switch.
4. Use a small screwdriver or another instrument to slide the switch from right to left.
5. Turn the base unit right side up.
6. Remove the batteries from each wireless mic.



7. Insert the battery back into a wireless mic while holding the  key on the mic until the mic's status indicator shows steady red.



8. Release the  key and then press it again immediately.
9. Place the mic in its charging cradle on the base unit. The mic status indicator should flash red and green.
10. Repeat steps 6 through 8 for the remaining wireless mics.

After about one minute, the base unit will enter the CEC battery charging testing mode. The base indicators turn off and all wireless mics are will be deregistered. All telephone functions, except battery charging will be disabled.

If the base unit has failed to enter this mode, repeat step 5 through step 9 above.

To deactivate the CEC battery charging testing mode:

Turn the base unit upside down and slide the switch back to its original position. The base unit is powered up as normal. To register the wireless mics again, go to:

 → 3. User Settings → 4. Wireless microphone → 1. Register.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Wireless microphone: 1921.536 – 1928.448 MHz Conference phone: 1921.536 – 1928.448 MHz
Channels	5
Optimal and minimum distances	Optimal distance between the base unit/wireless mic and the participant: 2 feet (60 cm) Minimum distance between each wireless mic: 1 foot (30 cm)
Power requirements	Wireless mic: Ni-MH Battery Pack; 2.4V; 400mAH rechargeable battery Base unit adapter: Input: 100–240V AC 50/60Hz, 500mA Output: 9V DC @ 1500mA
Memory	Local directory: 200 memory locations; up to 28 digits and 15 characters Call log: 200 memory locations; up to 16 digits and 15 characters

VTECH COMMUNICATIONS, INC.

Tigard, Oregon 97223, USA.

Specifications are subject to change without notice.

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