Using the Phone Features described here apply to all phones.

Note
Because of differences in phone models and features, not all procedures and softkeys are present on your phone and its features, refer to your user guide.

This quick reference card is intended for Cisco IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, refer to your user guide.

Quick Reference Card
Cisco Unified IP Phones (SIP)
7905G/7912G, 7960G/7911G,
7940G/7960G, 7941G/7961G
Cisco Unified CME

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

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

End a Call
- Hang up.
- If you are using a headset, press Headset or EndCall.
- To end a speakerphone call, press Speaker or EndCall.

Redial a Number
- Lift handset.
- If you are using a headset, press Headset or EndCall.
- To use the speakerphone, press Speaker or EndCall.

Hold a Call
- Press Hold.

Retrieved
- Press Resume.
- To retrieve multiple calls, use the Navigation button to select the call then press Resume.
- To retrieve call on multiple lines, press the line button.

Mute a Call
Press Mute. To deactivate Mute press Mute again.

Transfer a Call
Blind Transfer
1. Press Transfr.
2. Dial “transfer to” number.
3. Hang up or press Transfr.

Consultative Transfer
1. Press Transfr.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press Transfr to leave call. Press Resume to reconnects to caller.

Consultative Transfer
1. Press Transfr.
2. Dial “transfer to” number.
3. Hang up or press Transfr. to leave call. Press Resume to reconnects to caller.

Place a Conference Call
1. During a call, press the more soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the Confrn soft key again to add the new party to the existing call with the first party.
To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the Confrn soft key.

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

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

Meet-Me Conference Call
1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the more > MeetMe soft keys.
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.
To end a Meet-Me conference, all participants must hang up.

Ad Hoc Conference Call
Start a Conference Call
1. Highlight the participant’s name.
2. Press Remove. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press EndCall.

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

End a Conference Call
- Hang up the handset.
- Press the EndCall soft key.

Consultative Transfer
1. Press Transfr.
2. Dial “transfer to” number.
3. Hang up or press Transfr. to leave call. Press Resume to reconnects to caller.

Consultative Transfer
1. Press Transfr.
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To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the Confrn soft key.

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

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

End a Conference Call
- Hang up the handset.
- Press the EndCall soft key.
Call Forwarding

All
1. Press CFwdAll.

2. Dial “forward to” number.
3. Press # or EndCall.

Voice Mail
1. Press CFwdAll.
2. Dial voice mail number.
3. Press # or EndCall.

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

Cancel
• Hang up.
• Press CFwdAll.

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

Call From Speed-Dial
1. Get dial tone.
2. Press Directories.
3. Navigate to speed dial.
4. Press Select.

Call History

View Call History
1. Press Directories.
• Scroll to history list.
• Press 1 for Missed Calls.
• Press 2 for Received Calls.
• Press 3 for Placed Calls.

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

Clear Call History
• Press Clear. Clears all history.

DND
1. Press more.
2. Press DND.

Intercom
1. Press Menu.
2. Navigate to Directories.
3. Navigate to Speed Dial.
4. Select Intercom Speed Dial.
5. Press Mute to answer.

Call From Local Directories
1. Press Directories.
2. Scroll to directory or press 4 for Local Directories.
3. Enter name for search.
4. Press Search.
5. Scroll to number.

Clear Saves the last change.

List of Soft Keys

<table>
<thead>
<tr>
<th>Softkey</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; or &gt;&gt;</td>
<td>Navigates to edit characters. Use the backspace softkey to erase digits that were entered incorrectly.</td>
</tr>
<tr>
<td>Acct</td>
<td>Consult your administrator on the use of this softkey.</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies your administrator on the use of this softkey.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<tr>
<td>Confrn</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected number.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>Directories</td>
<td>Provides access to phone directories.</td>
</tr>
<tr>
<td>DND</td>
<td>Activates the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases the LCD screen contrast.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection or screen.</td>
</tr>
<tr>
<td>Flash</td>
<td>Provides hookflash functionality for three-way calling and call-waiting services provided by the PSTN or Centrex service.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls coming into a phone number that is a member of a pickup group.</td>
</tr>
<tr>
<td>Login</td>
<td>Provides PIN-controlled access to restricted phone features. Contact your local administrator for additional instructions.</td>
</tr>
<tr>
<td>Message</td>
<td>Dials the local voice-mail system.</td>
</tr>
</tbody>
</table>