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

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

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

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

Hold a Call
Hold
- Press Hold.

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

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

Transfer to Voice Mail
1. Press TransfVM.
2. Enter the recipient’s extension number and press TransfVM again.
3. Press TransfVM again to stop receiving.

Place a Conference Call
1. During a call, press more and then Confirm to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press Confirm again to add new party to existing call with first party.
4. To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press Confirm.
5. To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:
   1. Press Confirm.
   2. Press the Line button of the call you want to add to the three-party conference.

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

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

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

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

Join a Shared-Line Call
1. Highlight the remote-in-use call that you want to join.
2. Press the more to navigate to cBarge and press cBarge.

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

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

Using the Quick Reference Card
- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identifies soft keys.
**Call Forwarding**

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

**Voice Mail**
1. Press CFwdAll.
2. Dial voice mail number.
3. Press End Call.

**Speed Dial**
1. Press CFwdAll.
2. Press Speed Dial button.
3. Press End Call.
4. Hang up.

**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.

**List of Soft Keys**

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>DelAll</td>
<td>Deletes all entries in the personal directory.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected item.</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>Enables and disables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases the LCD screen contrast.</td>
</tr>
<tr>
<td>Edit</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>Edit Dial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>End Call</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 to a phone number that is a member of a pickup group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes a held call.</td>
</tr>
<tr>
<td>LiveRcd</td>
<td>Records a call.</td>
</tr>
<tr>
<td>Login</td>
<td>Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.</td>
</tr>
<tr>
<td>Message</td>
<td>Dials the local voice-mail system.</td>
</tr>
<tr>
<td>Mobility</td>
<td>Allows the user to send a call to a mobile phone.</td>
</tr>
<tr>
<td>Monoff</td>
<td>Enables the user to switch from the speaker to the handset and continue talking on the call.</td>
</tr>
<tr>
<td>Monof proposing</td>
<td>Monof proposing</td>
</tr>
<tr>
<td>more</td>
<td>Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).</td>
</tr>
<tr>
<td>Mute</td>
<td>Toggles muting on and off.</td>
</tr>
<tr>
<td>NewCall</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Number</td>
<td>Toggles character input mode from alphanumeric to numeric.</td>
</tr>
<tr>
<td>Ok</td>
<td>Confirms the selection.</td>
</tr>
<tr>
<td>Park</td>
<td>Forwards calls to a location from which the call can be retrieved by anyone in the system.</td>
</tr>
<tr>
<td>PickUp</td>
<td>Selectively picks up calls to another extension.</td>
</tr>
<tr>
<td>Play</td>
<td>Plays the ring sound sample.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials the last number dialed.</td>
</tr>
<tr>
<td>Reorder</td>
<td>Reorders the entries in the Personal Directory.</td>
</tr>
<tr>
<td>Restore</td>
<td>Consult your system administrator on the use of this soft key.</td>
</tr>
<tr>
<td>Resume</td>
<td>Returns to an active call.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves the last change.</td>
</tr>
<tr>
<td>Search</td>
<td>Initiates a search in the local directory.</td>
</tr>
<tr>
<td>Select</td>
<td>Selects the highlighted option.</td>
</tr>
<tr>
<td>Settings</td>
<td>Provides access to phone settings such as display contrast, ring volume, and ring type.</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers selected calls to an alternate number.</td>
</tr>
<tr>
<td>TrnsvVM</td>
<td>Transfers the call to voicemail.</td>
</tr>
<tr>
<td>Up</td>
<td>Increases the LCD screen contrast.</td>
</tr>
<tr>
<td>URL</td>
<td>Enter alphanumeric characters for call forwarding.</td>
</tr>
</tbody>
</table>

**Call History**

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

**Clear Call History**
- Press Clear: Clears all history.

**Soft Key Description**

- **<< or >>**: Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
- **Accept**: Accepts the current edits. For instance, adding an entry to your personal directory.
- **Acct**: Consult your administrator on the use of this soft key.
- **Add**: Adds an entry to the personal directory.
- **Alpha**: Toggles character input mode from numeric to alphanumeric.
- **Answer**: Answers an incoming call.
- **BlndXfr**: Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
- **Callback**: Notifies callers that the called line is free.
- **Cancel**: Cancels the last selection.
- **charge**: Allows callers to join a shared-line call.
- **CFwdAll**: Forwards all calls.
- **Clear**: Clears directory history.