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.

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

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.

Ad Hoc Conference Call
Start 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. Hang up or press EndCall to end your participation in a conference.

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

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

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

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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 EndCall.

Speed Dial
1. Press CFwdAll.
2. Press Speed Dial button.
3. Press EndCall.
4. Hang up.

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

Cancel
• Hang up.
• Press CFwdAll.

Call From Speed-Dial
1. Get 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 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 and press Dial.

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.

List of Soft Keys

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

Soft Key Description

Confirm Connects callers to a conference call.
Delete Deletes all entries in the personal directory.
Delete Deletes selected item.
Dial Dials the displayed number.
Directories Provides access to phone directories.
DND Enables and disables the Do-Not-Disturb feature.
Down Decreases the LCD screen contrast.
Edit Selects a number and activates the cursor for editing.
EditDial Selects a number and activates the cursor for editing.
EndCall Ends the current call.
Exit Exits from the current selection or screen.
Flash Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp Selectively picks up calls to a phone number that is a member of a pickup group.
Hold Places an active call on hold. Resumes a held call.
LiveRcd Records a call.
Login Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message Dials the local voice-mail system.
Mobility Allows the user to send a call to a mobile phone.
Monoff Enables the user to switch from the speaker to the handset and continue talking on the call.
Mute Toggles muting on and off.
NewCall Opens a new line on the speakerphone to place a call.
Number Toggles character input mode from alphanumeric to numeric.
Ok Confirms the selection.
Park Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp Selectively picks up calls to another extension.
Play Plays the ring sound sample.
Redial Redials the last number dialed.
RedDir Redir Set the number to speed dial.
Rese Search Selects the highlighted option.
Select Settings Provides access to phone settings such as display contrast, ring volume, and ring type.
Transfer Transfers selected calls to an alternate number.
TmSfVM Transfers the call to voicemail.
Up Increases the LCD screen contrast. d
URL Enter alphanumeric characters for call forwarding.

Scroll to directory or press 4 for Local Directories.