To retrieve call on multiple lines, press the line button of the line you want to pick up.

**Transfer a Call**
1. Press **Tmsfr**.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Tmsfr** 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 **TmsfVM**.
2. Enter the recipient’s extension number and press **TmsfVM** again.

**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 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 place a call**
1. Lift handset and dial number.
2. Dial number and then lift the handset.
3. Press line button for your extension, dial the number, and then lift the handset.
4. Press any available button, dial number, and then lift handset.
5. Press **New Call** soft key, dial number, and then lift handset.
6. Press a speed dial button and then lift handset.
7. If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

**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.

**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 **Hold** to navigate to **cBarge** and press **cBarge**.

**Ad Hoc Conference Call**
1. From a connected call, press **Conf**. (You may need to press the **more** soft key to see **Conf**.)
2. Enter the recipient’s extension number and press **Conf**.
3. When call connects, press **Conf** again to add the participant to your call.
4. Press **Conf** 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.

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**Quick Reference**

Cisco Unified IP Phones 7945G and 7965G for Cisco Unified Communications Manager Express 7.1

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.

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

**Navigation**
- Hold a Call
  - **Hold**
  - **Press Hold**.
  - **Retrieve**
  - **Press Resume**.
  - To retrieve multiple calls, use the **Navigation** button to select the call, then press **Resume**.

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

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**Call Forwarding**

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFwdALL</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables and disables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Dir</td>
<td>Provides access to phone directories.</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>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EnCall</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 flash 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>Monitor</td>
<td>Enables the user to switch from the headset to the speaker to listen to a call hands-free.</td>
</tr>
</tbody>
</table>

**Call History**

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**.

**Cancel**

- Hang up.
- Press **CFwdAll**.

**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**

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<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>Accept</td>
<td>Accepts the current edit. For instance, adding an entry to your personal directory.</td>
</tr>
<tr>
<td>Alpha</td>
<td>Toggles character input mode from numeric to alphanumeric.</td>
</tr>
<tr>
<td>Answer</td>
<td>Ansers an incoming call.</td>
</tr>
<tr>
<td>BlfXfr</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>&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>DND</td>
<td>Enables and disables the Do-Not-Disturb feature.</td>
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**Speed Dial**

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<tbody>
<tr>
<td>1. Get a dial tone.</td>
</tr>
<tr>
<td>2. Press #.</td>
</tr>
<tr>
<td>3. Press Speed-dial to start.</td>
</tr>
<tr>
<td>4. Enter number to speed dial.</td>
</tr>
<tr>
<td>5. Press Speed-dial to finish.</td>
</tr>
<tr>
<td>6. Hang up.</td>
</tr>
</tbody>
</table>

**Call From Speed-Dial**

1. Get dial tone.
2. Press **Directories**.
3. Navigate to speed dial.
4. Press **Select** for the desired number.

**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**.