Place a Call
- Lift handset and dial number.
- Dial number and then lift handset.
- Press line button for your extension, dial number, and then lift 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 handset.

Answer a Call
- Lift handset.
- If you are using headset, press Headset or End Call.
- If you need to end a speakerphone call, press Resume or EndCall.

Transfer a Call
- Press Trnsfr.
- Dial “transfer to” number.
- Wait for answer and announce caller.
- Press Trnsfr to transfer the call or press End Call to hang up.
- 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 Resume.

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

Hold a Call
- Hold Press Hold.
- Retrieve Press Resume or flashing.
- To retrieve multiple calls, use Navigation button to select the call, then press Resume.
- To retrieve a call on multiple lines, press line button of the line you want to pick up.

Transfer to Voice Mail
- Press TrnsfVM.
- Enter the recipient's extension number and press TrnsfVM again.

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

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

Meet-Me Conference Call
- Obtain a Meet-Me phone number from your system administrator.
- Distribute the number to participants.

To end a Meet-Me conference, all participants must hang up.

Ad Hoc Conference Call
- Start a Conference Call
  1. From a connected call, press Conf.
  2. Enter the participant's phone number.
  3. Wait for the call to connect.
  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.

Hold a Call
- Hold Press Hold.
- Retrieve Press Resume or flashing.
- To retrieve multiple calls, use Navigation button to select the call, then press Resume.
- To retrieve a call on multiple lines, press line button of the line you want to pick up.

Transfer a Call
- Press Trnsfr.
- Dial “transfer to” number.
- Wait for answer and announce caller.
- Press Trnsfr to transfer the call or press End Call to hang up.
- Press Resume to reconnect to the first caller.

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

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

Call Forwarding
All
1. Press CFwdAll.
2. Dial “forward to” number.
3. Press Accept.

(Continued on next page)

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.

Speed Dial
Program Speed Dial
1. Get a dial tone.
2. Press #.
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;br&gt;</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.</td>
</tr>
<tr>
<td>Acct</td>
<td>Consult your administrator on the use of this soft key.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers incoming call.</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies callers that called line is free.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels 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>
<tr>
<td>Confirm</td>
<td>Connects callers to conference call.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected number.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials displayed number.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases LCD screen contrast.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects number and activates cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from current selection.</td>
</tr>
<tr>
<td>Flash</td>
<td>Provides hookflash functionality for three-way calling and call waiting services provided by PSTN or Centrex service.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls phone number that is member of pickup group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places active call on hold. Resumes on hold call.</td>
</tr>
<tr>
<td>Login</td>
<td>Provides PIN-controlled access to restricted phone features. Contact your administrator for additional instructions.</td>
</tr>
<tr>
<td>LiveRec</td>
<td>Records a call.</td>
</tr>
<tr>
<td>MeetMe</td>
<td>Provides access to MeetMe conferences.</td>
</tr>
<tr>
<td>Mobility</td>
<td>Allows the user to send a call to a mobile phone.</td>
</tr>
<tr>
<td>NewCall</td>
<td>Opens new line on speakerphone to place call.</td>
</tr>
<tr>
<td>Ok</td>
<td>Confirms selection.</td>
</tr>
<tr>
<td>OPickUp</td>
<td>Selectively picks up phone call with highest priority within pickup group.</td>
</tr>
<tr>
<td>Park</td>
<td>Forwards calls to location from which call can be retrieved by anyone in system.</td>
</tr>
<tr>
<td>PickUp</td>
<td>Selectively picks up calls coming into another extension.</td>
</tr>
<tr>
<td>Play</td>
<td>Plays ring sound samples.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials last number dialed.</td>
</tr>
<tr>
<td>Soft Key</td>
<td>Description</td>
</tr>
<tr>
<td>Update</td>
<td>Updates content.</td>
</tr>
</tbody>
</table>

List of Call Icons
<table>
<thead>
<tr>
<th>Icon</th>
<th>Call State</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>On-hook line</td>
</tr>
<tr>
<td>📞</td>
<td>Off-hook line</td>
</tr>
<tr>
<td>📞</td>
<td>Connected call</td>
</tr>
<tr>
<td>🔔</td>
<td>Ringing call</td>
</tr>
<tr>
<td>📞</td>
<td>Call on hold</td>
</tr>
<tr>
<td>📞</td>
<td>Remote-in-use</td>
</tr>
<tr>
<td>🔒</td>
<td>Authenticated call</td>
</tr>
<tr>
<td>🔒</td>
<td>Encrypted call</td>
</tr>
<tr>
<td>📞</td>
<td>Idle line (BLF)</td>
</tr>
<tr>
<td>📞</td>
<td>Busy line (BLF)</td>
</tr>
</tbody>
</table>