Cisco Unified SIP IP Phone User Guide for Cisco CallManager Express 3.4

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3 Cisco Unified IP Phone Features and Functions
Cisco Unified SIP IP Phone 7905G and Cisco Unified SIP IP Phone 7912 for Cisco CallManager Express 3.4

Button Legend

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
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<tbody>
<tr>
<td>1 Cisco Unified IP phone model type</td>
<td>Shows the Cisco Unified IP phone model number.</td>
</tr>
<tr>
<td>2 LCD screen</td>
<td>Displays information such as line/call status, phone number, and soft key tabs.</td>
</tr>
<tr>
<td>3 Soft keys</td>
<td>Engages the functions displayed on the corresponding LCD tabs.</td>
</tr>
<tr>
<td>4 Navigation button</td>
<td>Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.</td>
</tr>
<tr>
<td>5 Menu button</td>
<td>Provides access to phone services.</td>
</tr>
<tr>
<td>6 Hold button</td>
<td>Places an active call on hold. Resumes a held call.</td>
</tr>
<tr>
<td>7 Keypad</td>
<td>Functions like a traditional telephone keypad.</td>
</tr>
</tbody>
</table>
Soft Key Legend

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Use the soft keys to engage any of the functions displayed on the corresponding LCD tabs.

The following is a comprehensive list of soft keys offered on the Cisco Unified SIP IP Phone 7905G and the Cisco Unified SIP IP Phone 7912G. Functionality varies according to your system configuration.

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
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<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>
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<tr>
<td>Accept</td>
<td>Accepts the current edits. For instance, adding an entry to your personal directory.</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>BlndXfr</td>
<td>Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).</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>Confrn</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 the selected entry in the personal directory.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables 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>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from current selection.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes a held call.</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>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>Play</td>
<td>Plays the ring sound sample.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials the last number dialed.</td>
</tr>
</tbody>
</table>
Operating Your Cisco Unified IP Phone

Place a Call

To place a call, use one of the following methods:

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

Note Use the backspace (<<) soft key to erase digits that were entered incorrectly.

Answer a Call

To answer a call, lift the handset.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.
- Press the EndCall soft key.

Redial a Number

To redial the most recently dialed number, use the following method:

1. Lift the handset.
2. Press the Redial soft key.

Hold a Call

To place a call on hold press the Hold button.
To retrieve a held call press the Hold button again.

Note Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute an active call so that the other parties cannot hear you speak:

- Press the Mute soft key. The Mute soft key automatically lights, indicating that the other party cannot hear you.
To disengage mute and rejoin the call:

- Press the Mute soft key again, or lift the handset if you are using mute along with the monitor function.

**Note**  The mute feature does not generate music or a beeping tone.

**Manage Call Waiting**

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call:

- Press the Hold button. The original call is placed on hold.

To return to the original call:

- Press the Hold button again.

You can use the Hold button to switch between the calls.

**Retrieve Voice-Mail Messages**

To retrieve voice-mail messages, press the Message soft key and follow the voice instructions.

**Alternate Method to Retrieve Voice-Mail Messages**

To retrieve voice-mail messages, use the following method:

1. Lift the handset and listen for the dial tone.
2. Press the Menu button.
3. Press 1 on the keypad, or use the Navigation button to locate Messages in the list of options.
4. Press the Select soft key.
5. Follow the voice instructions, or press the Exit soft key to return to the previous directory menu.

**Note**  The message-waiting indicator (MWI) on the handset blinks when the phone rings and remains lit to announce the arrival of a new voice-mail message. (Functionality varies depending on your message system.)

**Transfer a Call**

Transfer a selected call to another number in one of two ways:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, perform the following steps:

1. During a call, press the Transfer soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
   - Hang up the handset once you hear the line ringing.
   
To make a consult transfer:
   - Wait for the call to be answered. Speak to the transfer recipient. Then press the Transfer button or hang up the handset.

To cancel your consult call-transfer attempt:

- Press the EndCall soft key.

To reconnect to the original caller:
Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the CFwdALL soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (#). The phone display is updated to show that calls are to be forwarded.

Note  To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of the CFwdALL soft key plus the Messages button, followed by the EndCall soft key.

To cancel call forwarding, press the CFwdALL soft key.

Place a Conference Call

To initiate a three-party conference call, perform the following steps:

1. During a call, press the more > Confrn soft keys 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 calls, one active and the other on hold, press the Confrn soft key.

End a Conference Call

To end the conference call, hang up the handset or press the EndCall soft key.

Note  Once the conference call initiator disconnects, the conference call is terminated.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (Functionality varies according to your system configuration.):

- To end the conference but remain connected to the most recent call, press the Confrn soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Place a Call from Your Local Directory

To search your directory by name or phone number, perform the following steps:

1. Press the Menu button.
2. Press 2 on the keypad for Directories, or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
3. Press 5 on the keypad for Directory Services, or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
4. Press 1 on the keypad for Local Directory or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
5. Press the Up or Down scroll button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
6. Press the Search soft key. The search results are displayed.
7. Use the Up or Down scroll button to select an entry.
8. Press the Dial soft key to dial the number.
9. To exit the directory, press the Exit button.

Program Personal Speed-Dial Buttons

Once an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string by following these steps:

1. Select an available phone line by lifting the handset, by pressing the NewCall soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the Menu button, press 4 on the keypad for Speed Dial, and use the Navigation button to select the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
   To remove a speed-dial number without replacing it with a new one, press the pound key (#).
5. Hang up the handset, or press a new speed-dial button and repeat the process.

View Call History

To access Cisco Unified CallManager Express phone services, including missed, received, or placed calls, perform the following steps:

1. Press the Menu button.
2. Press 2 on the keypad, or use the Navigation button to locate Directory, and press the Select soft key.
3. Use the Navigation button to scroll through the menu. Press the Select soft key to make your selection, or
   – Press 1 on the keypad for Missed Calls.
   – Press 2 on the keypad for Received Calls.
   – Press 3 on the keypad for Placed Calls.
4. Use the Navigation button to scroll through the call list.
5. Use the Select soft key to select a phone number.
6. Press the Dial soft key to place a call, or press the Exit soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, perform the following steps:

1. Use the Navigation button to scroll through the call history list.
2. Use the Select soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
   – Press the Dial soft key.
   To edit the number on the phone display before dialing, use one of the following options:
   – Press the EditDial soft key to place the cursor at the beginning of the number on the phone display.
   – Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
   – Press the Dial soft key to place the call.

Clear Call History

To clear all call history lists, perform the following steps:

1. Press the Menu button.
2. Press 2 on the keypad, or use the Navigation button to locate the Directory, and then press the Select soft key.
3. Press the Clear soft key.
Place a Call from Your System Speed-Dial Directory

To search your directory by name or phone number, perform the following steps:

1. Press the **Menu** button.
2. Press 2 on the keypad for Directories, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
3. Press 5 on the keypad for Directory services, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
4. Use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection, or
   - Press 2 on the keypad for local speed-dial.
   - Press 3 on the keypad for personal speed-dial. (Consult your administrator on the use of this soft key.)
5. Use the **Navigation** button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
6. Press the **Search** soft key. The search results are displayed.
7. Use the **Up** or **Down** scroll button to select an entry.
8. Press the **Dial** soft key to dial the number.
9. To exit the directory, press the **Exit** button.

Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option.

To use the paging function for paging a group, perform the following steps:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Dial the designated paging group number.
   Each idle IP phone that has been configured with the paging number automatically answers in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones return to their idle states.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, perform the following steps:

1. Press the **more** soft key to locate the **DND** soft key.
2. Press the **DND** soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.

Pressing the DND soft key immediately forwards the call to the call-forward destination you set on the phone (see Forward All Calls, page 6). If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.
Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call
Press the Up or Down Volume button while the handset is in use.

Adjust the Ring Volume
Press the Up or Down Volume button while the handset is in its cradle.

Select the Ring Type
To change the ring type, perform the following steps:
1. Press the Menu button.
2. Press 3 on the keypad, or use the Navigation button to locate Settings and then press the Select soft key.
3. Use the Navigation button to scroll through the options. Use the Select soft key to select ring type.
   - Use the Navigation button to scroll through the ring types.
   - Use the Play soft key to play the ring sound sample.
4. When you find the ring you want, press the Select soft key.
5. Press the Ok soft key to save your ring selection, or press the Cancel soft key to exit to the previous menu without changing the setting.
6. Press the Exit soft key to return to the previous directory menu.

Adjust the Display Contrast
To adjust the display contrast, perform the following steps:
1. Press the Menu button.
2. Press 3 on the keypad, or use the Navigation button to locate Settings and then press the Select soft key.
3. Use the Navigation button to scroll through the available settings. Locate Contrast and press the Select soft key.
4. Press the Up or Down soft key to increase or decrease the screen contrast.
5. Press the Ok soft key to select your contrast setting.
6. Press the Save soft key to save the setting, or press Cancel to exit to the previous menu without changing the setting.
7. Press the Exit soft key to return to the main directory menu.
# Cisco Unified SIP IP Phone 7960G and Cisco Unified SIP IP Phone 7940G for Cisco CallManager Express 3.4

## Button Legend

The Cisco Unified SIP IP Phone 7960G and the Cisco Unified SIP IP Phone 7940G differ only in the number of available line or speed-dial buttons. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Function</th>
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</thead>
<tbody>
<tr>
<td>1 Cisco Unified IP phone model type</td>
<td>Shows the Cisco Unified IP phone model number.</td>
</tr>
<tr>
<td>2 LCD screen</td>
<td>Displays information such as line/call status, phone number, and soft key tabs.</td>
</tr>
<tr>
<td>3 Line or speed-dial button</td>
<td>Opens a new line, speed-dials a phone number, or ends a call. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.</td>
</tr>
<tr>
<td>4 Footstand adjustment</td>
<td>Allows you to adjust the angle of the phone base.</td>
</tr>
<tr>
<td>5 Directories button</td>
<td>Provides access to phone directories.</td>
</tr>
<tr>
<td>6 Question “?” button</td>
<td>Not in use.</td>
</tr>
<tr>
<td>7 Settings button</td>
<td>Provides access to phone settings such as display contrast and ring type.</td>
</tr>
<tr>
<td>8 Speaker button</td>
<td>Toggles the speaker on and off.</td>
</tr>
<tr>
<td>9 Mute button</td>
<td>Toggles mute on and off.</td>
</tr>
<tr>
<td>10 Headset button</td>
<td>Toggles the headset on and off.</td>
</tr>
</tbody>
</table>
Your Cisco Unified SIP IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following is a comprehensive list of soft keys offered on the Cisco Unified SIP IP Phone 7940G and the Cisco Unified SIP IP Phone 7960G. Functionality varies according to your system configuration.

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<thead>
<tr>
<th>Feature</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume button</td>
<td>Increases or decreases handset, headset, ringer, or speakerphone volume.</td>
</tr>
<tr>
<td>Services button</td>
<td>Provides access to phone services.</td>
</tr>
<tr>
<td>Messages button</td>
<td>Provides access to a message system.</td>
</tr>
<tr>
<td>Navigation button</td>
<td>Scrolls through text and selects features that are displayed on the LCD screen.</td>
</tr>
<tr>
<td>Keypad</td>
<td>Functions like a traditional telephone keypad.</td>
</tr>
<tr>
<td>Soft keys</td>
<td>Engages the functions displayed on the corresponding LCD tabs.</td>
</tr>
<tr>
<td>Handset with indicator light</td>
<td>Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.</td>
</tr>
</tbody>
</table>

**Soft Key Legend**

Your Cisco Unified SIP IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following is a comprehensive list of soft keys offered on the Cisco Unified SIP IP Phone 7940G and the Cisco Unified SIP IP Phone 7960G. Functionality varies according to your system configuration.

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<td>Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.</td>
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<td>Accept</td>
<td>Accepts the current edits. For instance, adding an entry to your personal directory.</td>
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<td>Add</td>
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<td>Toggles character input mode from numeric to alphanumeric.</td>
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<td>Answer</td>
<td>Answers an incoming call.</td>
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<td>BlndXfr</td>
<td>Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).</td>
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<td>DelAll</td>
<td>Deletes all entries in the personal directory.</td>
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<tr>
<td>Delete</td>
<td>Deletes the selected entry in the personal directory.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</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>EndCall</td>
<td>Ends the current call.</td>
</tr>
</tbody>
</table>
Operating Your Cisco Unified IP Phone

Place a Call
To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the line button for your extension, and then dial the number.
- Press the **Speaker** button, and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button, and then dial the number.
- Dial the number, and then press the **Headset** button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.

**Note** Use the backspace (<<) soft key to erase digits that were entered incorrectly.

Answer a Call
To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call
To end a call, use one of the following methods:

- Hang up the handset.
If you are using a headset, press the **Headset** button or the **EndCall** soft key.
If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

**Redial a Number**
To redial the most recently dialed number, use one of the following methods:
- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

**Hold a Call**
To place a call on hold while on the call, press the **Hold** soft key.
To retrieve a held call, press the **Resume** soft key.
If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

| Note | Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference. |

**Mute a Call**
To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.
To deactivate the mute function, use one of the following methods:
- Press the **Mute** button again.
- Lift the handset if you are using mute along with speakerphone.

| Note | The Mute feature does not generate music or a beeping tone. |

**Manage Call Waiting**
If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.
To answer the new call on the same line, use the following method:
1. Use the **Navigation** button to select the call.
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.
To return to the original call, use the following method:
1. Use the **Navigation** button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.
For calls on a separate line, press the **Line** button for the incoming call. The call on the other line is automatically put on hold.
To return to the original call, press the **Line** button associated with the original call.

**Retrieve Voice-Mail Messages**
To access voice messages, use the following method:
1. Select an available Cisco Unified IP phone line by lifting the handset, by pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.
When you have one or more new messages, the message-waiting indicator (MWI) light on your handset is lit if you have MWI configured.

**Call-Blocking (Toll Bar) Override**

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time of day and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that has been defined.

To place calls when call-blocking is enabled, use the following method:

1. Press the **Login** soft key on the Cisco Unified IP phone.
2. Enter the PIN that is associated with the phone.

Contact your local system administrator for your personal identification number (PIN).

**Transfer a Call**

to transfer a selected call to another number, use one of the following methods:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, use the following method:

1. During a call, press the **Transfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
   - Hang up the handset or press the **BlndXfr** soft key once you hear the line ringing.
   To make a consult transfer:
   - Wait for the call to be answered. Speak to the transfer recipient. Then press the **Transfer** button or hang up the handset.
   - If the transfer fails, press the **Resume** soft key to return to the original call.

To cancel your consult call-transfer attempt:

- Press the **EndCall** soft key.

To reconnect to the original caller:

- Press the **Resume** soft key.

**Forward All Calls**

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls are to be forwarded.
3. Press the **Accept** soft key.

To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** soft key plus the **Messages** button, followed by the **EndCall** soft key.

To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a speed-dial button, followed by the **EndCall** soft key.
To cancel call forwarding, press the Cancel soft key.

**Place a Conference Call**

To place a three-party conference call, use the following method:

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 softkey 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 on the Cisco Unified IP phone.

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, use the following method:

1. Press the Confrn soft key on the Cisco Unified IP phone.
2. Press the Line button of the call you want to add to the three-party conference.

**End a Conference Call**

To end the conference call, use one of the following methods:

- Hang up the handset.
- Press the EndCall soft key.

**Alternate Methods to End a Conference Call**

Call initiators may use one of the following methods (functionality varies according to your system configuration):

- To end the conference but remain connected to the most recent call, press the Confrn soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

**Place a Call from Your Local Directory**

To access the local phone directory established by the system administrator, use the following method:

1. Press the Directories button.
2. Press the Navigation Up or Down button or press 4 to select the Local Directory.
3. Press the Navigation Up or Down button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to make corrections while entering data.

5. Press the Search soft key to find your selection.
6. If your search results in multiple listings, use the Navigation Up or Down button to select the correct number.
7. Press the Dial soft key to dial the selected number.

**Program Personal Speed-Dial Buttons**

Once an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string.

To program personal speed-dial buttons, use the following method:

1. Select an available phone line by lifting the handset, by pressing the NewCall soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. When you are entering speed-dial numbers, use the backspace (<<) soft key to erase digits that were entered incorrectly.
   To remove a speed-dial number without replacing it with a new one, press the pound key (#).
5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

**Place a Call from Your System Speed-Dial Directory**

To place a call from your system speed-dial directory, use the following method:

1. Select an available IP phone line (off hook or NewCall) and get a dial tone.
2. Press the Directories button, or use the Navigation button to locate Directory and then press the Select soft key.
3. Use the Navigation button to scroll through the options. Use the Select soft key to select speed-dial options.
   - Press 5 for the Local Speed Dial.
   - Press 6 for the Personal Speed Dial. (Functionality varies depending on your system configuration.)
4. Use the Navigation button to scroll through the speed-dial phone list.
5. To dial the selected phone number, press the Select soft key, or enter the entry number on the keypad.
6. Press the Exit soft key to return to the previous directory menu.

**View Call History**

To view recent missed, received, or placed calls, use the following method:

1. Press the Directories button.
2. Use the Navigation button to scroll and select the desired call list. Press the Select soft key, or
   - Press 1 on the keypad for Missed Calls.
   - Press 2 on the keypad for Received Calls.
   - Press 3 on the keypad for Placed Calls.
3. Press the Exit soft key to return to the previous directory menu.

**Place a Call from Call History**

To place a call to a number in the call history list, use the following method:

1. Use the Navigation button to scroll through the call history list.
2. Use the Select soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
   - Press the Dial soft key.
To edit the number on the phone display before dialing, use the following method:

1. Press the Edit soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase entered incorrectly digits.
3. Press the Dial soft key to place the call.

**Clear Call History**

To clear all numbers in the directory histories, press the Clear soft key.

**Note**

The Clear soft key clears all call history lists. Selective clearing of call history lists is not supported.
Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option like the intercom feature.

To use the paging function for paging a group, use the following method:
1. Select an available phone line by lifting the handset. Listen for the dial tone.
2. Dial the designated paging group number.
   - Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones are returned to their idle states.

Use the Intercom Feature

Cisco Unified CallManager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other.

To use the intercom feature, use the following method:
1. Press the Menu button.
2. Use the Navigation button to select Directories.
3. Use the Navigation button to select Speed Dial.
4. Select intercom Speed Dial.
   - The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep sounds to alert the recipient to the incoming call.

To respond to an intercom call, press the Mute button, or lift the handset.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, use the following method:
1. Press the more soft key to locate the DND soft key.
2. Press the DND soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.

   Note Pressing the DND soft key immediately forwards the call to the call-forward destination set on the phone. If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:
1. During a call, press the Up or Down Volume button.
2. Press the Save soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the Up or Down Volume button while the handset is in its cradle.
Select the Ring Type

To change the ring type, use the following method:

1. Press the Settings button.
2. Press 2 for Ring Type, or use the Navigation button to select Ring Type and press the Select soft key.
3. Use the Navigation button to select the ring type. Press the Play soft key to hear samples.
4. Highlight the ring you want, and then press the Select soft key.
5. Press the Ok soft key to select your setting, which returns you to the previous menu,
   • or press Cancel to exit to the previous menu without changing the setting.
   • or press the Back soft key to return to the main phone screen.

Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press the Settings button.
2. Press 1 for Contrast, or use the Select soft key.
3. Use the Down or Up soft key to change the contrast.
4. Press the Ok soft key to select your contrast setting, which returns you to the main directory,
   • or press Cancel to exit to the previous menu without changing the setting.
   • or press the Back soft key to return to the main phone screen.
### 3 Cisco Unified IP Phone Features and Functions

The following provides a quick reference to the features and functions for the Cisco Unified IP phones. The numbers in the columns are page numbers.

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