Quick Reference

Cisco Unified Communications Manager Express Quick Reference Card for Cisco Unified IP Phones 7945G and 7965G

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.

- 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.
- 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

- Press Hold.

Retrieve

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

Transfer a Call

Blind Transfer

1. Press Trnsfr.
2. Dial “transfer to” number.

Consultative Transfer

1. Press Trnsfr.
2. Dial “transfer to” number.
4. Dial “number to transfer the call to” number.
5. Press Trnsfr to transfer the call or press End Call to hang up. Press Resume to reconnect to first caller.

Cancel

Press EndCall.

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. 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.

Meet-Me Conference Call

1. Obtain Meet-Me phone number from your system administrator.
2. Distribute number to participants.
3. Obtain a dial tone, then press the more > MeetMe soft keys.
4. Dial Meet-Me conference number. Participants can now join by dialing in.
5. 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 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.

Redial a Number

1. Press Redial.
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.

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 identify soft keys.

Place a Call

- Lift handset and dial number.
5. Scroll to number and press Dial.

Call Forwarding

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

Voice Mail
1. Press CFwdAll.
2. Dial voice mail number.
3. Press EndCall.

Call Forwarding

1. Press directories.
2. Scroll to directory or press 4 for local directories.
3. Enter name for search.
4. Press Search.

Call History

View 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.

Call From Call History
1. Press directories.
2. Navigate to number.
3. Press Select.
4. Press Dial.

Clear Call History
1. Press directories.
2. Press Clear soft key.
3. Scroll to history list.
4. Press Clear soft key.

List of Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<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>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>EditDial</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 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>Selectly 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.</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>Monitor</td>
<td>Enables the user to switch from the handset to the speaker to listen to a call hands-free.</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>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>Selectly 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 last selection.</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>Select 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>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>

Speed Dial

Program Speed Dial
1. Get a 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 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.