

Common Phone Tasks

View online help on the phone	Press  .
Place a call	Lift the handset or press the speakerphone or headset.
Redial a number	Press Redial . Or press the Navigation button while on hook to see your Placed Calls log.
Switch to the handset during a call	Pick up the handset.
Switch to the speaker or headset during a call	Press  or  , then hang up the handset.
Mute your phone	Press  .
Use your call logs	Press  to choose a call log. To dial, highlight a listing and go off hook.
Edit a number	Press EditDial , << or >>.
Hold/resume a call	Press Hold or Resume .
Transfer a call to a new number	Press Transfer , enter the number, and then press Transfer again.
Place an intercom call	Press intercom button, enter a number if necessary, and speak after you hear the tone.
Start a standard (ad hoc) conference call	Press more > Confrn , dial the participant, then press Confrn again.

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OL-23960-01



QUICK REFERENCE



Cisco Unified IP Phone Quick Reference for Cisco Unified Communications Manager 8.5(1) (SCCP and SIP)

For Cisco Unified IP Phone 7962G, 7942G, 7961G, 7961G-GE, 7941G, and 7941G-GE

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Common Phone Tasks

Softkey Definitions

AbbrDial	Dial using a speed-dial index number
Answer	Answers a call
Back	Returns to previous Help topic
Barge	Adds you to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancels an action or exit a screen without applying changes
cBarge	Adds you to a call on a shared line and establish a conference
CFwdALL	Sets up/cancels call forwarding
Clear	Deletes records or settings
Close	Closes the current window
Conflist	View conference participants
Confrn	Creates a conference call
Delete	Removes characters to the right of the cursor when using EditDial
Details	Opens the Details record for a multiparty call in the Missed Calls and Received Calls logs
Dial	Dials a phone number
DND	Turns on/off Do Not Disturb (DND)
EditDial	Edits a number in a call log
EndCall	Disconnects the current call or the current intercom call
Erase	Resets settings to their defaults
Exit	Returns to the previous screen
GPickUp	Answers a call that is ringing in another group or on another line

iDivert	Diverts or redirects a call to a voice-messaging system
Join	Combines existing calls to create a conference
Links	View related Help topics
Main	Displays the Help main menu
MeetMe	Hosts a Meet-Me conference call
more	Displays additional softkeys
New Call	Makes a new call
OPickUp	Answers a call that is ringing in an associated group
Park	Stores a call using Call Park
PickUp	Answers a call that is ringing on another phone in your group
QRT	Submits call problems to the system administrator
Redial	Redials the most recently dialed number
Remove	Removes a conference participant
Resume	Resumes a call on hold
RmLstC	Drops the last party added to a conference call
Save	Saves the chosen settings
Search	Searches for a directory listing
Select	Selects a menu item or call
Transfer	Transfers a call
Update	Refreshes content
VidMode (SCCP only)	Chooses a video display mode
<<	Deletes entered characters
>>	Moves through entered characters

Phone Screen Icons

	Call Forwarding enabled
	Call on hold; remote call on hold
	Connected call
	Incoming call
	Off hook
	On hook
	Shared line in use
	Message waiting
	Authenticated call
	Encrypted call
	BLF-monitored line is in-use
	BLF-monitored line is idle
	BLF-monitored line is ringing (BLF Pickup)
	Speed-dial, call log, or directory listing (line status unknown)
	Line in Do Not Disturb (BLF feature)
	Idle intercom line
	One-way intercom call
	Two-way intercom call
	Handset in use
	Headset in use
	Speakerphone in use

	Video enabled (SCCP only)
	Feature assigned to button
	Mobility assigned to button
	Hold assigned to button
	Conference assigned to button
	Transfer assigned to button
	Phone service URL assigned to button
	URL entry in a call log is ready to edit (SIP only)
	Option selected
	Feature enabled

Button Icons

	Messages
	Services
	Help
	Directories
	Settings
	Volume
	Speaker
	Mute
	Headset