Common Phone Tasks

View online help on the phone	Press ?.
Place a call	Go off-hook before or after dialing a number.
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, 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.

OL-21010-01

CISCO™

Cisco Unified IP Phone Guide for Cisco Unified Communications Manager 8.0 (SCCP and SIP)

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

Softkey Definitions

Phone Screen Icons

Button Icons

Common Phone Tasks

Softkey Definitions

|	
AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Back	Return to previous Help topic
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference
CFwdALL	Set up/cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Details	Open the Details record for a multiparty call in the Missed Calls and Received Calls logs
Dial	Dial a phone number
DND	Turn on/off Do Not Disturb (DND)
EditDial	Edit a number in a call log
EndCall	Disconnect the current call or the current intercom call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
GPickUp	Answer a call that is ringing in another group or on another line

iDivert	Divert or redirect a call to a voice messaging system
Join	Combine existing calls to create a conference
Links	View related Help topics
Main	Display the Help main menu
MeetMe	Host a Meet-Me conference call
more	Display additional softkeys
New Call	Make a new call
OPickUp	Answer a call that is ringing in an associated group
Park	Store a call using Call Park
PickUp	Answer a call that is ringing on another phone in your group
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select a menu item or call
Transfer	Transfer a call
Update	Refresh content
VidMode (SCCP only)	Choose a video display mode
<<	Delete entered characters
>>	Move 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