



## QUICK REFERENCE



### Cisco Unified IP Phones 7942G and 7962G for Cisco Unified Communications Manager Express 7.1

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.



**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 identifies soft keys.

### Place a Call

- Lift handset and dial number.
- 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 the 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**.
- If you are using the speakerphone, 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 speakerphone, press **Redial**.

### Hold a Call

#### Hold

- 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

1. Press **Trnsfr**.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Trnsfr** to transfer the call or press End Call to hang up.
5. Press **Resume** to reconnect to the first caller.

### Transfer to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient’s extension number and press **TrnsfVM** again

### Place a Conference Call

1. During a call, press **more** and then **Confrn** to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Confrn** again to add new party to existing call with first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press **Confrn**.

To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press **Confrn**.
2. Press the **Line** button of the call you want to add to the three-party conference.

### End a Conference Call

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

### Ad Hoc Conference Call

#### Start a Conference Call

1. From a connected call, press **Confrn**. (You may need to press the more soft key to see **Confrn**.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press **Confrn** 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.

### Live Record a Call

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop recording.

### 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**.

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## Call Forwarding

### All

1. Press **CFwdAll**.
2. Dial “forward to” number.
3. Press the **Accept** soft key.

### 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**.

### Cancel

- Hang up.
- Press **CFwdAll**.

## 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**.
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

Soft Key	Description
<< <b>or</b> >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
<b>Accept</b>	Accepts the current edits. For instance, adding an entry to your personal directory.
<b>Acct</b>	Consult your administrator on the use of this soft key.
<b>Add</b>	Adds an entry to the personal directory.
<b>Alpha</b>	Toggles character input mode from numeric to alphanumeric.
<b>Answer</b>	Answers an incoming call.
<b>BlndXfr</b>	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
<b>Callback</b>	Notifies callers that the called line is free.
<b>Cancel</b>	Cancels the last selection.
<b>ccharge</b>	Allows callers to join a shared-line call.
<b>CFwdALL</b>	Forwards all calls.
<b>Clear</b>	Clears directory history.

Soft Key	Description
<b>Confrn</b>	Connects callers to a conference call.
<b>DelAll</b>	Deletes all entries in the personal directory.
<b>Delete</b>	Deletes selected item.
<b>Dial</b>	Dials the displayed number.
<b>Directories</b>	Provides access to phone directories.
<b>DND</b>	Enables and disables the Do-Not-Disturb feature.
<b>Down</b>	Decreases the LCD screen contrast.
<b>Edit</b>	Selects a number and activates the cursor for editing.
<b>EditDial</b>	Selects a number and activates the cursor for editing.
<b>EndCall</b>	Ends the current call.
<b>Exit</b>	Exits from the current selection or screen.
<b>Flash</b>	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
<b>GPickUp</b>	Selectively picks up calls to a phone number that is a member of a pickup group.
<b>Hold</b>	Places an active call on hold. Resumes a held call.
<b>LiveRcd</b>	Records a call.
<b>Login</b>	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
<b>Message</b>	Dials the local voice-mail system.
<b>Mobility</b>	Allows the user to send a call to a mobile phone.
<b>Monoff</b>	Enables the user to switch from the speaker to the handset and continue talking on the call.

Soft Key	Description
<b>more</b>	Scrolls through additional soft key options (for example, use the <b>more</b> soft key to locate the Number soft key).
<b>Mute</b>	Toggles muting on and off.
<b>NewCall</b>	Opens a new line on the speakerphone to place a call.
<b>Number</b>	Toggles character input mode from alphanumeric to numeric.
<b>Ok</b>	Confirms the selection.
<b>Park</b>	Forwards calls to a location from which the call can be retrieved by anyone in the system.
<b>PickUp</b>	Selectively picks up calls to another extension.
<b>Play</b>	Plays the ring sound sample.
<b>Redial</b>	Redials the last number dialed.
<b>Reorder</b>	Reorder the entries in the Personal Directory.
<b>Restore</b>	Consult your system administrator on the use of this soft key.
<b>Resume</b>	Returns to an active call.
<b>Save</b>	Saves the last change.
<b>Search</b>	Initiates a search in the local directory.
<b>Select</b>	Selects the highlighted option.
<b>Settings</b>	Provides access to phone settings such as display contrast, ring volume, and ring type.
<b>Trnsfr</b>	Transfers selected calls to an alternate number.
<b>TrnsfVM</b>	Transfers the call to voicemail.
<b>Up</b>	Increases the LCD screen contrast.
<b>URL</b>	Enter alphanumeric characters for call forwarding.