






## Common Phone Tasks

View online help on phone	Press  .
Place a call	Go off-hook before or after dialing a number.
Redial a number	Press <b>Redial</b> .
Switch to handset during a call	Pick up the handset.
Switch to 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 <b>EditDial</b> , << or >>.
Hold/resume a call	Press <b>Hold</b> or <b>Resume</b> .
Transfer call to new number	Press <b>Transfer</b> , enter the number, then press <b>Transfer</b> again.
Place an intercom call	Press <b>intercom button</b> , <b>enter a number if necessary</b> , and <b>speak after you hear the tone</b> .
Start a standard (ad hoc) conference call	Press <b>more &gt; Confrn</b> , dial the participant, then press <b>Confrn</b> again.



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### QUICK REFERENCE



## Softkey Definitions

### Phone Screen Icons

### Button Icons





















### Common Phone Tasks











## Softkey Definitions

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










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

## Phone Screen Icons

	Call Forwarding enabled
	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)
	Intercom line in idle state
	Intercom line in one-way audio
	Intercom line in two-way audio
	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 is ready to edit (SIP only)
	Option selected
	Feature enabled












## Button Icons













	Messages
	Services
	Help
	Directories
	Settings
	Volume
	Speaker
	Mute
	Headset

# Cisco Unified IP Phone 7945G



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Item	Description
<b>1</b> Programmable buttons 	<p>Depending on configuration, programmable buttons provide access to:</p> <ul style="list-style-type: none"> <li>• Phone lines and intercom lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Phone features (for example, a Privacy, Hold, or Transfer button)</li> </ul> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li> Green, steady—Active call or two-way intercom call</li> <li> Green, flashing—Held call</li> <li> Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</li> <li> Amber, flashing—Incoming call or reverting call</li> <li> Red, steady—Remote line in use (shared line or BLF status)</li> </ul>
<b>2</b> Footstand button	Allows you to adjust the angle of the phone base.
<b>3</b> Display button 	<p>Awakens the phone screen from sleep mode.</p> <ul style="list-style-type: none"> <li> No color—Ready for input</li> <li> Green steady—Sleep mode</li> </ul>
<b>4</b> Messages button 	Auto-dials your voice message service (varies by service).
<b>5</b> Directories button 	Opens/closes the Directories menu. Use it to access call logs and directories.

6	Help button 	Activates the Help menu.
7	Settings button 	Opens/closes the Settings menu. Use it to change phone screen and ring settings.
8	Services button 	Opens/closes the Services menu.
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.
13	4-way navigation pad and Select button (center) 	Allows you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen.
		Navigation button <ul style="list-style-type: none"> <li>• Scroll up and down to see menus and highlight items.</li> <li>• Scroll right and left to scroll horizontally in multi-column displays.</li> </ul> Select button—scroll to highlight a line using the Navigation button, and then: <ul style="list-style-type: none"> <li>• Press  to open a menu.</li> <li>• Press  to play a ringer item.</li> <li>• Press  to access other features as described on the screen.</li> </ul>
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).

16	Handset light strip	Indicates an incoming call or new voice message.
17	Phone screen	Shows phone features.








## Understanding Lines and Calls









To avoid confusion about lines and calls, refer to these descriptions:

- **Lines**—Each corresponds to a directory number or intercom number that others can use to call you. Each line corresponds to a directory number or intercom number that others can use to call you. The Cisco Unified IP Phone 7965G supports one to six lines and the Cisco Unified IP Phone 7945G supports one to two lines, depending on configuration. To see your phone lines, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons: .
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

## Understanding Line and Call Icons

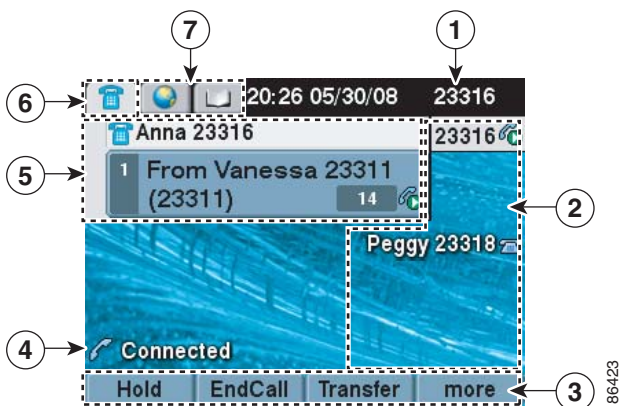
Your phone displays icons to help you determine the line and call state.


Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put the call on hold.
	Remote-in-use	Another phone that shares your line has a connected call.
	Reverting call	A holding call is reverting to your phone.

Icon	Line or call state	Description
	Encrypted call	
	BLF- monitored line is idle	
	BLF- monitored line is in-use	
	BLF- monitored line is ringing (BLF Pickup)	
	Line in Do Not Disturb (BLF)	
	Idle Intercom line	
	One-way intercom call	
	Two-way intercom call	

# Understanding Phone Screen Features

This is what your main phone screen might look like with active calls and several feature menus open.



1	Primary phone line	Displays the phone number (directory number) for your primary phone line.
2	Programmable button indicators	Programmable buttons  can serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see the “ <a href="#">Phone Screen Icons</a> ” section in the Quick Reference Card at the front of this guide.
3	Softkey labels	Each displays a softkey function.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). See
6	Phone tab	Indicates call activity.
7	Feature tabs	Each indicates an open feature menu.



## Choosing Phone Screen Items

There are two ways to choose items on your phone's screen.


<b>To choose a phone screen item...</b>	<b>Do this...</b>
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.
By scrolling	Use the Navigation button to highlight an item. Press the Select button to select the item, or a softkey to finish the action.

## Cleaning and Maintaining the Phone Screen

Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.






## Waking the Phone Screen from Sleep Mode

You can wake the phone screen from sleep mode.

<b>If you want to...</b>	<b>Then...</b>
Wake the phone screen from sleep mode	Press any button or lift the handset. After a period of inactivity (determined by your system administrator), the phone screen enters sleep mode to save power. In this mode, the phone screen appears blank and the Display button  remains lit.







# Understanding Feature Buttons and Menus

Press a feature button to open or close a feature menu.

If you want to...	Then...
Open or close a feature menu	Press a feature button:  Messages  Services  Help  Directories  Settings
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press <b>Exit</b> . Pressing Exit from the top level of a menu closes the menu.
Switch between open feature menus	Press a feature button on your phone.

## Accessing the Help System on Your Phone

Your phone provides a comprehensive online help system. Help topics appear on the phone screen.
























If you want to...	Then...
View the main menu	Press  on your phone and wait a few seconds for the menu to display. Main menu topics include: <ul style="list-style-type: none"><li>• About Your Cisco Unified IP Phone—Details about your phone</li><li>• How do I...?—Procedures for common phone tasks</li><li>• Calling Features—Descriptions and procedures for calling features</li></ul>
Learn about a button or softkey	Press  , then quickly press a button or softkey.
Learn about a menu item	Press  , then quickly press the menu item on the phone screen. Or, press  twice quickly with the menu item highlighted.
Get help using Help	Press  . After a second or two, press  again, or choose <b>Help</b> from the main menu.

# Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

You can access many features either by using a softkey or by pressing a line button. You can configure some features but your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features:

Feature	Softkey	Line Button Label and Icon
Call Back	CallBack	CallBack 
Call Forward	CFwdALL	Forward All 
Call Park	Park	Park 
Call Pickup	PickUp	PickUp 
Conference	Confrn	Conference 
Conference List	ConfList	Conference List 
Do Not Disturb	DND	Do Not Disturb  or Do Not Disturb 
End Call	EndCall	End Call 
Group Pickup	GPickUp	Group Pickup 
Hold	Hold	Hold 
Hunt Group	HLog	Hunt Group  or Hunt Group 
Malicious Call Identification	MCID	Malicious Call ID 
Meet Me Conferencing	MeetMe	MeetMe 
Mobility	Mobility	Mobility 
New Call	New Call	New Call 
Other Pickup	OPickUp	Other Pickup 
Quality Reporting Tool	QRT	Quality Reporting Tool 
Redial	Redial	Redial 
Remove Last Conference Party	RmLstC	Remove Last Participant 
Transfer	Transfer	Transfer 
Video Mode Command	VidMode	Video 





# Basic Call Handling


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You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.

## Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.







<b>If you want to...</b>	<b>Then...</b>	<b>For more information, see...</b>
Place a call using the handset	Pick up the handset and enter a number.	
Place a call using the speakerphone	Press  and enter a number.	
Place a call using a headset	Press  and enter a number. Or, if  is lit, press <b>New Call</b> and enter a number.	
Redial a number	Press <b>Redial</b> to dial the last number, or press the Navigation button (with the phone idle) to see your Placed Calls.	
Place a call while another call is active (using the same line)	<ol style="list-style-type: none"><li>1. Press <b>Hold</b>.</li><li>2. Press <b>New Call</b>.</li><li>3. Enter a number.</li></ol>	
Dial from a call log	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls</b>, <b>Received Calls</b>, or <b>Placed Calls</b>.</li><li>2. Scroll to the item using the navigation keys, and select the item using the select button.</li></ol>	

If you want to...	Then...	For more information, see...
Use CallBack to receive notification when a busy or ringing extension is available	<ol style="list-style-type: none"> <li>1. Press <b>CallBack</b> while listening to the busy tone or ring sound.</li> <li>2. Hang up. Your phone alerts you when the line is free.</li> <li>3. Place the call again.</li> </ol>	Your system administrator
<p>See if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line</p> <p>Make a priority (precedence) call (SCCP phones only)</p> <p>Dial from a Personal Address Book (PAB) entry</p> <p>Place a call using a billing or tracking code (SCCP phones only)</p> <p>Place a call using your Cisco Extension Mobility profile</p> <p>Make a call from a mobile phone using Mobile Voice Access</p>	<p>Look for Busy Line Feature indicators.</p> <p>Enter the MLPP access number, then enter a phone number.</p> <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> to log in.</li> <li>2. Choose <b>Personal Address Book</b> and search for a listing.</li> </ol> <ol style="list-style-type: none"> <li>1. Dial a number.</li> <li>2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).</li> </ol> <p>Log in to the Cisco Extension Mobility service on a phone.</p> <ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your mobile phone number (if requested) and PIN.</li> <li>3. Press <b>1</b> to make a call to an enterprise IP phone.</li> <li>4. Dial a desktop phone number other than your desktop phone number.</li> </ol> <p><b>Note</b> Before using Mobile Voice Access to make a call, obtain your Mobile Voice Access number and End user PIN from your system administrator.</p>	Your system administrator

If you want to...	Then...	For more information, see...
Place a call using Fast Dial	<p><b>Note</b> Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.</p> <ol style="list-style-type: none"> <li>1. Press the Fast Dial line button.</li> <li>2. Scroll to or press the index number to find the entry.</li> <li>3. Press <b>Dial</b>.</li> </ol>	
Place a call using your PAB	<p><b>Note</b> Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.</p> <ol style="list-style-type: none"> <li>1. Press the PAB line button.</li> <li>2. Access the contact and select the number.</li> <li>3. Press <b>Dial</b>.</li> </ol>	

## Answering a Call



You can answer a call by simply lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a wired headset	<p>Press , if unlit. Or, if  is lit, press <b>Answer</b> or  (flashing).</p> <p>If you are using a wireless headset, refer to the wireless headset documentation.</p>	
Answer with the speakerphone Switch from a connected call to answer a new call	<p>Press , <b>Answer</b>, or  (flashing).</p> <p>Press <b>Answer</b> or, if the call is ringing on a different line, press  (flashing).</p>	



If you want to...	Then...	For more information, see...
Answer using call waiting	Press <b>Answer</b> .	
Send a call to a voice message system Auto-connect calls	Press <b>iDivert</b> .  Use AutoAnswer.	
Retrieve a parked call on another phone Use your phone to answer a call ringing elsewhere Answer a priority call (SCCP phones only)	Use Call Park or Directed Call Park.  Use Call Pickup.  Hang up the current call and press <b>Answer</b> .	
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect: <ul style="list-style-type: none"> <li>• Your desktop and remote destinations receive calls simultaneously.</li> <li>• When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message.</li> <li>• When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.</li> </ul>	

## Ending a Call

To end a call, hang up. Here are some more details.





If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press <b>EndCall</b> .
Hang up while using a wired headset	Press  . Or, to keep headset mode active, press <b>EndCall</b> . If you are using a wireless headset, refer to the wireless headset documentation.
Hang up while using the speakerphone	Press  or <b>EndCall</b> .
Hang up one call, but preserve another call on the same line	Press <b>EndCall</b> . If necessary, remove the call from hold first.

## Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the caller ID and the corresponding line button flashes green .



If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The 'reverting' call remains on hold until you resume it or until Hold Reversion times out.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen.
- Displaying the animated Hold Reversion icon    next to the caller ID for the held call.
- Displaying a flashing amber line button  (depending on the line state).

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"><li>1. Make sure the appropriate call is highlighted.</li><li>2. Press <b>Hold</b>.</li></ol>
Remove a call from hold on the current line	<ol style="list-style-type: none"><li>1. Make sure the appropriate call is highlighted.</li><li>2. Press <b>Resume</b>.</li></ol>





If you want to...	Then...
Remove a call from hold on a different line	<ol style="list-style-type: none"> <li data-bbox="397 167 1219 402">1. Press the appropriate line button:  or  (flashing). Doing so might cause a held call to resume automatically: <ul style="list-style-type: none"> <li data-bbox="498 240 1188 264">• If there is a reverting call on the line, that call will resume.</li> <li data-bbox="498 280 1214 337">• If there is more than one reverting call on the line, the oldest reverting call will resume.</li> <li data-bbox="498 354 1214 402">• If a non-reverting held call is the only call on the line, it will resume.</li> </ul> </li> <li data-bbox="397 418 1116 443">2. If necessary, scroll to the appropriate call and press <b>Resume</b>.</li> </ol>

### Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- Your system administrator determines the duration between Hold Reversion alerts.



## Using Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or a headset.

If you want to...	Then...
Toggle Microphone on	Press  .
Toggle Microphone off	Press  .


## Switching Between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, scroll to it.

If you want to...	Then...
Switch between connected calls on one line	<ol style="list-style-type: none"><li>1. Make sure the call that you want to switch to is highlighted.</li><li>2. Press <b>Resume</b>.</li></ol> Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	Press  for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press <b>Resume</b> .
Switch from a connected call to answer a ringing call	Press <b>Answer</b> , or if the call is ringing on a different line, press  (flashing). Any active call is placed on hold and the selected call is resumed.

## Switching an In-Progress Call to Another Phone

You can switch in-progress calls between the desktop phone and your mobile phone or other remote destination.

If you want to...	Then...
Switch an in-progress call on your desktop phone to a mobile phone	<ol style="list-style-type: none"><li>1. Press the <b>Mobility</b> softkey and select <b>Send call to mobile</b>.</li><li>2. Answer the in-progress call on your mobile phone.</li></ol> The desktop phone line button turns red  and handset icons and the calling party number appear on the phone display. You cannot use same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.
Switch an in-progress call from a mobile phone to your desktop phone	<ol style="list-style-type: none"><li>1. Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.</li><li>2. Press <b>Resume</b> on your desk phone within 4 seconds and start talking on the desk phone.</li></ol>





## Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can use these additional methods to view multiple calls on multiple lines:

If you want to...	Then...
View calls on another line	<ol style="list-style-type: none"><li>1. Press .</li><li>2. Immediately press the line button .</li></ol>
Switch to call overview mode	<p>Press  for the highlighted line.</p> <p>The phone switches to call overview mode, displaying only one call per line. The displayed call is either the active call or the held call with the longest duration.</p> <p>To return to standard viewing mode, press , then immediately press the line button.</p>

## Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"><li>1. From an active call, press <b>Transfer</b>.</li><li>2. Enter the target number.</li><li>3. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li></ol> <p><b>Note</b> If your phone has on-hook transfer enabled, complete the transfer by hanging up.</p>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"><li>1. From an active call, press <b>Transfer</b>.</li><li>2. Enter the target number.</li><li>3. Wait for the transfer recipient to answer.</li><li>4. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li></ol> <p><b>Note</b> If your phone has on-hook transfer enabled, complete the transfer by hanging up.</p>

If you want to...	Then...
Transfer two current calls to each other (direct transfer) without staying on the line (SCCP phones only)	<ol style="list-style-type: none"> <li>1. Scroll to highlight any call on the line.</li> <li>2. Press <b>Select</b>.</li> <li>3. Repeat this process for the second call.</li> <li>4. With one of the selected calls highlighted, press <b>DirTrfr</b>. (To display <b>DirTrfr</b> you might need to press <b>more</b>.)</li> </ol> <p>The two calls connect to each other and drop you from the call.</p> <p><b>Note</b> If you want to stay on the line with the callers, use <b>Join</b> instead.</p>
Redirect a call to a voice message system	Press <b>iDivert</b> .

### Tips

- If your phone has on-hook transfer enabled, complete the call by hanging up.
- If on-hook transfer is *not* enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.

## Sending a Call to a Voice Message System

You can use **iDivert** to send an active, ringing, or on-hold call to your voice message system. Depending on the type of call and your phone configuration, you can also use **iDivert** to send the call to another party's voice message system.

- If the call was originally sent to someone else's phone, **iDivert** allows you to redirect the call either to your own voice message system or to the original called party's voice message system. Your system administrator must make this option available to you.
- If the call was sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using **iDivert** redirects the call to your voice message system.

If you want to...	Then...
Send an active, ringing, or on-hold call to a voice message system	<p>Press <b>iDivert</b>. One of two things occurs:</p> <ul style="list-style-type: none"> <li>• The call is transferred to your voice message system.</li> <li>• Your phone screen displays a menu that allows you to choose between your voice message system or the voice message system of the original called party. Choose an option to redirect the call.</li> </ul>

## Tip

If your phone displays a menu that disappears before you make your selection, you can press **iDiver**t again to re-display the menu. You can also ask your system administrator to configure a longer timeout value.

# Forwarding Calls to Another Number

You can use the call forwarding features to redirect incoming calls from your phone to another number.

Your system administrator might allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your User Options web pages; conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

If you want to...	Then...
Set up Call Forward All on your primary line	Press CFwdALL or Forward All and enter a target phone number.
Cancel Call Forward All on your primary line	Press CFwdALL or Forward All.
Verify that Call Forward All is enabled on your primary line	Look for: <ul style="list-style-type: none"><li>• The call forward icon above your primary phone number.</li><li>• The call forward target number in the status line.</li></ul>
Set up or cancel call forwarding remotely, or for a non-primary line	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See</li><li>2. Access your call forwarding settings. (See</li></ol> <p><b>Note</b> When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.</p>

## Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.

## Making Conference Calls

Your Cisco Unified IP Phone allows you to talk simultaneously with multiple parties in a conference call.

## Using Conference Features

You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- **Conference**—Allows you to create a standard (ad hoc) conference by calling each participant. Use the **ConfRn** softkey or the **Conference** button. Conference is available on most phones.
- **Join**—Allows you to create a standard (ad hoc) conference by combining existing calls. Use the **Join** softkey or button.
- **cBarge**—Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use the **cBarge** softkey or button. cBarge is only available on phones that use shared lines.
- **Meet-Me**—Allows you to create or join a conference by calling a conference number. Use the **MeetMe** softkey or button.

## Using Conference



Conference allows you to call each participant. Conference is available on most phones.

If you want to...	Then...
Create a conference	<ol style="list-style-type: none"><li data-bbox="424 261 1184 318">1. From a connected call, press <b>Confrn</b> or <b>Conference</b>. (You may need to press the <b>more</b> softkey to see <b>Confrn</b>.)</li><li data-bbox="424 329 888 358">2. Enter the participant's phone number.</li><li data-bbox="424 370 780 399">3. Wait for the call to connect.</li><li data-bbox="424 410 1177 467">4. Press <b>Confrn</b> or <b>Conference</b> again to add the participant to your call.</li><li data-bbox="424 479 895 508">5. Repeat to add additional participants.</li></ol>
Add new participants to an existing conference	Repeat the steps listed above. Your system administrator determines whether non-initiators of a conference can add or remove participants.
See a list of participants or remove participants	



## Using Join

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

If you want to...	Then...
Create a conference by joining together existing calls that are on a single phone line	<ol style="list-style-type: none"><li data-bbox="424 287 1186 347">1. From an active call, highlight another call that you want to include in the conference and press <b>Select</b>. Selected calls display this icon .</li><li data-bbox="424 396 1186 428">2. Repeat this step for each call that you want to add.</li><li data-bbox="424 433 1186 475">3. Press <b>Join</b>. (You may need to press the <b>more</b> softkey to see <b>Join</b>.)</li></ol>
Create a conference by joining together existing calls that are on multiple phone lines	<ol style="list-style-type: none"><li data-bbox="424 480 1186 540">1. From an active call, press <b>Join</b>. (You may need to press the <b>more</b> softkey to see <b>Join</b>.)</li><li data-bbox="424 545 1186 792">2. Press the green flashing line button  for the call(s) that you want to include in the conference. One of the following occurs:<ul style="list-style-type: none"><li data-bbox="431 662 1186 695">• The calls are joined.</li><li data-bbox="431 699 1186 792">• A window opens on your phone screen prompting you to select the call(s) that you want to join. Highlight the call(s) and press <b>Select</b>, then press <b>Join</b> to complete the action.</li></ul></li></ol> <p data-bbox="417 797 1186 865"><b>Note</b> If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.</p>
See a list of participants or remove participants	Press <b>ConfList</b> or <b>Conference List</b> . (You may need to press the <b>more</b> softkey first.) See

### Tips

- If you frequently join more than two parties into a single conference, you might find it useful to first select the calls that you want to join, then press **Join** to complete the action.
- When Join completes, caller ID changes to “Conference.”
- You may be able to combine multiple conference calls by using the **Join** or **DirTrfr** softkeys. Check with your system administrator to see if this feature is available to you.

## Using cBarge

You can create a conference by using cBarge to add yourself to a call on a shared line.

If you want to...	Then...
Create a conference by barging a call on a shared line	<p>Press the line button for the shared line.</p> <p>In some cases, you must highlight the call and press <b>cBarge</b> to complete the action.</p>
See a list of participants or remove participants	





## Using Meet-Me

Meet-Me conferencing allows you to start or join a conference by calling the conference number.

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"> <li>1. Obtain a Meet-Me phone number from your system administrator.</li> <li>2. Distribute the number to participants.</li> <li>3. When you are ready to start the meeting, go off-hook to get a dial tone, then press <b>MeetMe</b>.</li> <li>4. Dial the Meet-Me conference number.</li> </ol> <p>Participants can now join the conference by dialing in.</p> <p><b>Note</b> Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>
Join a Meet-Me conference	<p>Dial the Meet-Me conference number (provided by the conference initiator).</p> <p><b>Note</b> You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.</p>
End a Meet-Me conference	<p>All participants must hang up.</p> <p>The conference does not automatically end when the conference initiator disconnects.</p>

## Viewing or Removing Conference Participants

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

View a list of conference participants	Press <b>ConfList</b> or <b>Conference List</b> . Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, press <b>Update</b> .
See who initiated the conference	While viewing the conference list, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	While viewing the conference list, highlight the participant's name and press <b>Remove</b> .
Drop the last participant added to the conference	While viewing the conference list, press <b>RMLstC</b> or <b>Remove Last Participant</b> .
Verify that a conference call is secure	Look for the  or  icon after "Conference" on the phone screen.
Verify that a participant is calling from a secure phone	Look for the  or  icon beside the participant's name on the phone screen.
Add more participants	

## Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start or join a conference by calling the conference number.

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"><li>1. Obtain a Meet-Me phone number from your system administrator.</li><li>2. Distribute the number to participants.</li><li>3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press <b>MeetMe</b>.</li><li>4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.</li></ol> <p><b>Note</b> Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>

# Picking Up a Redirected Call on Your Phone


Call PickUp allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling tasks with coworkers.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	<ol style="list-style-type: none"><li data-bbox="494 302 1180 358">1. Press the <b>PickUp</b> softkey or button. (You might have to go off-hook to display the softkey.) If your phone supports auto-pickup, you are now connected to the call.</li><li data-bbox="494 440 1120 477">2. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>
Answer a call that is ringing on another extension outside of your call pickup group	<ol style="list-style-type: none"><li data-bbox="494 485 1170 542">1. Press the <b>GPickUp</b> softkey or the <b>Group PickUp</b> button. (You might have to go off-hook to display the softkey.)</li><li data-bbox="494 558 895 583">2. Enter the group pickup number. If your phone supports auto-pickup, you are now connected to the call.</li><li data-bbox="494 664 1120 699">3. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>
Answer a call that is ringing on another extension in your group or in an associated group	<ol style="list-style-type: none"><li data-bbox="494 708 1161 764">1. Press the <b>OPickUp</b> softkey or the <b>Other PickUp</b> button. (You might have to go off-hook to display the softkey.) If your phone supports auto-pickup, you are now connected to the call.</li><li data-bbox="494 846 1120 883">2. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>
Answer a call that is ringing on a particular extension (line number)	<ol style="list-style-type: none"><li data-bbox="494 891 1170 948">1. Press the <b>GPickUp</b> softkey or the <b>Group PickUp</b> button. (You might have to go off-hook to display the softkey.)</li><li data-bbox="494 964 1174 1045">2. Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345. If your phone supports auto-pickup, you are now connected to the call.</li><li data-bbox="494 1127 1120 1156">3. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>

## Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.















If you want to...	Then...
Log out of hunt groups to temporarily block hunt group calls	Press <b>HLog</b> or <b>Hunt Group</b> . Your phone screen displays, “Logged out of Hunt Group.”
Log in to receive hunt group calls	Press <b>HLog</b> or <b>Hunt Group</b> . When logged in, the Hunt Group  button is lit.

### Tip

Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.





## Using BLF to Determine a Line State

Busy Lamp Field features (BLF) allow you to view the state of a phone line that is associated with a speed-dial button, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line that you are monitoring. Your system administrator determines which BLF features are configured for your phone.

If you want to...	Then...
See the state of a line listed in a call log or directory	<p>Look for one of these indicators next to the line number:</p> <ul style="list-style-type: none"> <li> Line is in-use.</li> <li> Line is idle.</li> <li> Line is in Do Not Disturb state.</li> <li> BLF indicator unavailable for this line.</li> </ul>
See the state of a speed-dial line	<p>Look for BLF indicators next to the line number:</p> <ul style="list-style-type: none"> <li> +  —Line is in-use.</li> <li> +  —Line is idle.</li> <li> +  —Line is in Do Not Disturb state.</li> <li> +  (flashing)—Line is ringing (BLF Pickup only).</li> <li> —BLF indicator unavailable for this line.</li> </ul>
Use BLF Pickup to answer a call ringing on a coworker's phone	<p>Press the BLF Pickup button  while the line is ringing.</p> <p>The call is redirected to the next available line on your phone. (If you want to specify a line, first press a line button, then press the BLF button.)</p> <p>If your phone supports auto-pickup, the call connects automatically. Otherwise, the call rings on your phone for you to answer.</p> <p><b>Note</b> If you press the BLF Pickup button when the monitored line is <i>not</i> ringing, your phone will speed dial the line number.</p>

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.



If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	<p>Look for an MLPP icon on your phone screen:</p> <ul style="list-style-type: none"><li> Priority call</li><li> Medium priority (immediate) call</li><li> High priority (flash) call</li><li> Highest priority (flash override) or Executive Override call</li></ul> <p>Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).</p>
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

## Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a three-way conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb feature.

# Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

If you want to...	Then...
Log in to EM	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>EM Service</b> (name can vary).</li><li>2. Enter your user ID and PIN (provided by your system administrator).</li><li>3. If prompted, select a device profile.</li></ol>
Log out of EM	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>EM Service</b> (name can vary).</li><li>2. When prompted to log out, press <b>Yes</b>.</li></ol>

## Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your EM profile from your User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.



# Using a Handset, Headset, and Speakerphone




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You can use your phone with these audio devices: a handset, headset, or speakerphone.

The phone is *off-hook* when the handset is lifted or another audio device is in use.



The phone is *on-hook* when the handset is in its cradle and other audio devices are not in use.

## Using a Handset



If you want to...	Then...
Go off-hook	Lift the handset.
Go on-hook	Replace the handset in the cradle.
Switch to the speakerphone or headset during a call	Press  or  , then hang up the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press <b>Save</b> to preserve the volume level for future calls.

## Using a Headset

Your phone supports four- or six-wire headset jacks for wired headsets, and also supports wireless headsets. For information about purchasing headsets, see

You can use a headset with all of the controls on your phone, including  and .


However, if you use a wireless headset, refer to the wireless headset documentation for information.

If you want to...	Then...
Toggle headset mode on and off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press <b>Save</b> to preserve the volume level for future calls.

## Using a Wireless Headset

Refer to the wireless headset documentation for information about using the wireless headset's remote features. Also, check with your system administrator to be sure your phone is enabled to use a wireless headset with the wireless headset remote hookswitch control feature.


## Using Wideband with your Headset



If you use a headset that supports wideband, you might experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose  > **User Preferences** > **Audio Preferences** > **Wideband Headset**.

If the Wideband Headset setting shows as dimmed, then this setting is not user controllable.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or ask your system administrator for assistance.




## Using a Speakerphone

Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and  is not lit.

If you want to...	Then...
Toggle speakerphone mode on or off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press <b>Save</b> to preserve the volume level for future calls.

## Using AutoAnswer with a Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You might use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep  illuminated), even when you are not on a call. To keep headset mode active, do the following: <ul style="list-style-type: none"><li>• Press <b>EndCall</b> to hang up.</li><li>• Press <b>New Call</b> or <b>Dial</b> to place new calls.</li></ul> If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive (  unlit). Otherwise, calls ring normally and you must manually answer them.

### Tip

AutoAnswer is disabled when the Do Not Disturb feature is active.



# Changing Phone Settings

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You can personalize your Cisco Unified IP Phone by adjusting the ring tone, background image, and other settings.






## Customizing Rings and Message Indicators

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.


If you want to...	Then...
Change the ring tone per line	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>User Preferences &gt; Rings.</b></li><li>2. Choose a phone line or the default ring setting.</li><li>3. Choose a ring tone to play a sample of it.</li><li>4. Press <b>Select</b> and <b>Save</b> to set the ring tone, or press <b>Cancel</b>.</li></ol>
Change the ring pattern per line (flash-only, ring once, beep-only, etc.)	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See <a href="#">User Options</a>.)</li><li>2. Access your call ring pattern settings. (See <a href="#">Call Ring Pattern</a>.)</li></ol> <p><b>Note</b> Before you can access this setting, your system administrator might need to enable it for you.</p>
Adjust the volume level for the phone ringer	Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.
Change the way that the voice message light on your handset works	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See <a href="#">User Options</a>.)</li><li>2. Access your message indicator settings. (See <a href="#">Message Indicator</a>.)</li></ol> <p><b>Note</b> Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.</p>

# Customizing the Phone Screen

You can adjust the characteristics of the phone screen.







If you want to...	Then...
Change the phone screen brightness	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>User Preferences &gt; Brightness.</b></li><li>2. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li><li>3. Press <b>Save</b>, or press <b>Cancel</b>.</li></ol>
Change the background image	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>User Preferences &gt; Background Images.</b></li><li>2. Scroll through available images and press <b>Select</b> to choose an image.</li><li>3. Press <b>Preview</b> to see a larger view of the background image.</li><li>4. Press <b>Exit</b> to return to the selection menu.</li><li>5. Press <b>Save</b> to accept the new image, or press <b>Cancel</b>.</li></ol>
Change the language on your phone screen	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See</li><li>2. Access your user settings. (See</li></ol>
Change the line text label	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See</li><li>2. Access your line label settings. (See</li></ol>
Adjust contrast for your Cisco Unified IP Phone Expansion Module	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>User Preferences &gt; Contrast.</b></li><li>2. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li><li>3. Press <b>Save</b>, or press <b>Cancel</b>.</li></ol> <p><b>Note</b> The Cisco Unified IP Phone 7945G does not support the Cisco Unified IP Phone Expansion Module.</p>
Turn off illumination of the phone screen	Contact your system administrator to see if this optional feature is available to you. This feature allows you to turn off phone screen illumination for a pre-determined time (as set by your system administrator).




# Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, use the Directories button .

## Using Call Logs

Your phone maintains logs of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Choose  > <b>Missed Calls, Placed Calls, or Received Calls</b> . Each stores up to 100 records.
Display details for a single call record	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. <b>Press Details</b>. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).</li></ol>
Erase all call records in all logs	Press  , then press <b>Clear</b> .
Erase all call records in a single log	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. <b>Press Clear</b>. (You may need to press the <b>more</b> softkey to display <b>Clear</b>.)</li></ol>
Erase a single call record	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li><li>3. <b>Press Delete</b>.</li></ol>
Dial from a call log (while not on another call)	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Highlight a call record.</li></ol> <p><b>Note</b> If the Details softkey appears, the call is the primary entry of a multiparty call. See the <a href="#">Tips</a> section below.</p> <ol style="list-style-type: none"><li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li><li>4. Go off-hook to place the call.</li></ol>

If you want to...	Then...
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls.</b></li> <li>2. Highlight a call record.</li> </ol> <p><b>Note</b> If the Details softkey appears, the call is the primary entry of a multiparty call. See the <a href="#">Tips</a> section below.</p> <ol style="list-style-type: none"> <li>3. If you need to edit the displayed number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Press <b>Dial</b>.</li> <li>5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>• <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>• <b>Conference</b>—Creates a conference call with all parties, including you. (<b>Confrn</b> or <b>Conference</b> again after dialing to complete the action.)</li> <li>• <b>EndCall</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol>
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators.
Place a call from a URL entry in a call log (SIP phones only)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls.</b></li> <li>2. Highlight the URL entry that you want to dial.</li> <li>3. If you need to edit the entry, press <b>EditDial</b>.</li> <li>4. The  icon appears to indicate that you can begin editing characters in the URL entry.</li> <li>5. Press <b>Dial</b>.</li> </ol>



## Directory Dialing

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory**—Corporate contacts that you can access on your phone. Your system administrator sets up and maintains your Corporate Directory.
- **Personal Directory**—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials:
  - PAB is a directory of your personal contacts.
  - Fast Dials allows you to assign codes to PAB entries for quick dialing.

## Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.

<b>If you want to...</b>	<b>Then...</b>
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li><li>2. Use your keypad to enter a full or partial name and press <b>Search</b>.</li><li>3. To dial, press the listing, or scroll to the listing and go off-hook.</li></ol>
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li><li>2. Use your keypad to enter a full or partial name and press <b>Search</b>.</li><li>3. Scroll to a listing and press <b>Dial</b>.</li><li>4. Choose a menu item to handle the original call:<ul style="list-style-type: none"><li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li><li>• <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li><li>• <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confnrn</b> or <b>Conference</b> again after dialing to complete the action.)</li><li>• <b>EndCall</b>—Disconnects the first call and dials the second.</li></ul></li></ol>







## Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.


## Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"><li>1. Choose  &gt; <b>Personal Directory</b> (exact name can vary).</li><li>2. Enter your Cisco Unified Communications Manager user ID and PIN, then press <b>Submit</b>.</li></ol>
Search for a PAB entry	<ol style="list-style-type: none"><li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li><li>2. Enter search criteria and press <b>Submit</b>.</li><li>3. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li><li>4. Highlight the PAB listing that you want and press <b>Select</b>.</li></ol>
Dial from PAB entry	<ol style="list-style-type: none"><li>1. Search for a listing.</li><li>2. Highlight the listing and press <b>Select</b>.</li><li>3. Press <b>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</li><li>4. Enter the participant's phone number.</li><li>5. Highlight the number that you want to dial and press <b>OK</b>.</li><li>6. Press <b>OK</b> again to dial the number.</li></ol>
Delete a PAB entry	<ol style="list-style-type: none"><li>1. Search for a listing.</li><li>2. Highlight the listing and press <b>Select</b>.</li><li>3. Press <b>Delete</b>.</li><li>4. Choose <b>OK</b> to confirm the deletion.</li></ol>
Edit a PAB entry	<ol style="list-style-type: none"><li>1. Search for a listing.</li><li>2. Highlight the listing and press <b>Edit</b> to modify a name or email address.</li><li>3. If necessary, choose <b>Phones</b> to modify a phone number.</li><li>4. Press <b>Update</b>.</li></ol>




If you want to...	Then...
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Access the Search page by choosing <b>Submit</b>. (You do not need to input search information first.)</li> <li>3. Press <b>New</b>.</li> <li>4. Use your phone keypad to enter a name and email information.</li> <li>5. Choose <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Choose <b>Submit</b> to add the entry to the database.</li> </ol>
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Fast Dial</b>.</li> <li>4. Highlight the number that you want to dial and press <b>Select</b>.</li> <li>5. Highlight the Fast Dial code that you want to assign to the number and press <b>Select</b>.</li> </ol>
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. Press <b>Fast Dial</b>.</li> <li>3. Highlight a Fast Dial code that is unassigned and press <b>Select</b>.</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol>
Search for Fast Dial codes	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Highlight the listing that you want and press <b>Select</b>.</li> </ol>
Place a call using a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>
Delete a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Remove</b>.</li> </ol>
Log out of Personal Directory	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> (exact name can vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>

# Accessing Voice Messages

To access voice messages, use the Messages button .



**Note** Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

If you want to...	Then...
Set up and personalize your voice message service	Press  and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.
Check for your new voice messages	Look for: <ul style="list-style-type: none"><li>• A steady red light on your handset.</li><li>• A flashing message waiting icon  and text message on your phone screen.</li></ul> <b>Note</b> The red light and message waiting icon display only when you have a voice message on your primary line, even if you receive voice messages on other lines.  Listen for: <ul style="list-style-type: none"><li>• A stutter tone from your handset, headset, or speakerphone when you place a call.</li></ul> <b>Note</b> The stutter tone is line-specific. You hear it only when using the line with the waiting messages.
Listen to your voice messages or access the voice messages menu	Press  . Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your phone screen.

## Setting Up Phones and Access Lists for Mobile Connect

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called *remote destinations*. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

If you want to...	Then do this after you log in...
Create an access list	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Mobility Settings &gt; Access Lists</b>.</li><li>2. Click <b>Add New</b>.</li><li>3. Enter a name to identify the access list and a description (optional).</li><li>4. Choose whether the access list will allow or block specified calls.</li><li>5. Click <b>Save</b>.</li><li>6. Click <b>Add Member</b> to add phone numbers or filters to the list.</li><li>7. Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).</li><li>8. If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field. You can use the following wild cards to define a filter:<ul style="list-style-type: none"><li>– X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.</li><li>– !—Matches any number of digits. For example, 408! matches any number starts with 408.</li><li>– #—Used as a single digit for exact match.</li></ul></li><li>9. To add this member to the access list, click <b>Save</b>.</li><li>10. To save the access list, click <b>Save</b>.</li></ol>