

## An Overview of Your Phone

The Cisco Unified IP Phone 7962G and 7942G are full-feature telephones that provide voice communication over the same data network that your personal computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on.

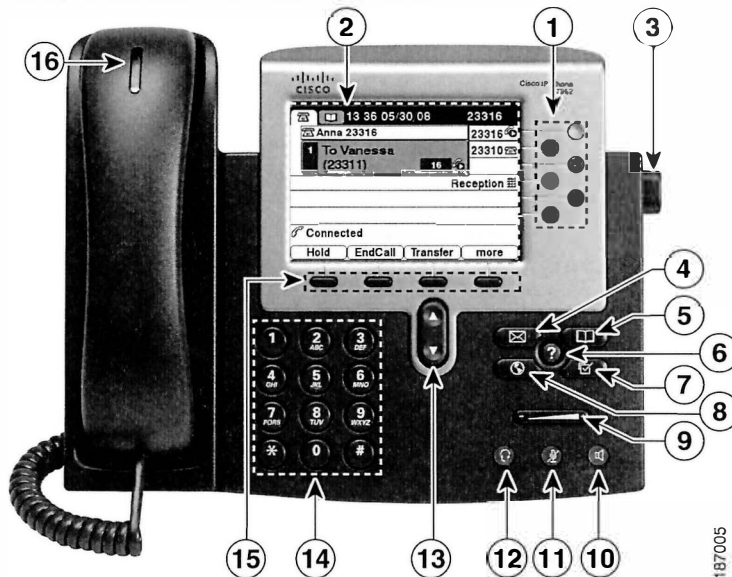
In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your Cisco Unified CM User Options web pages.
- A comprehensive online help system that displays information on the phone screen.

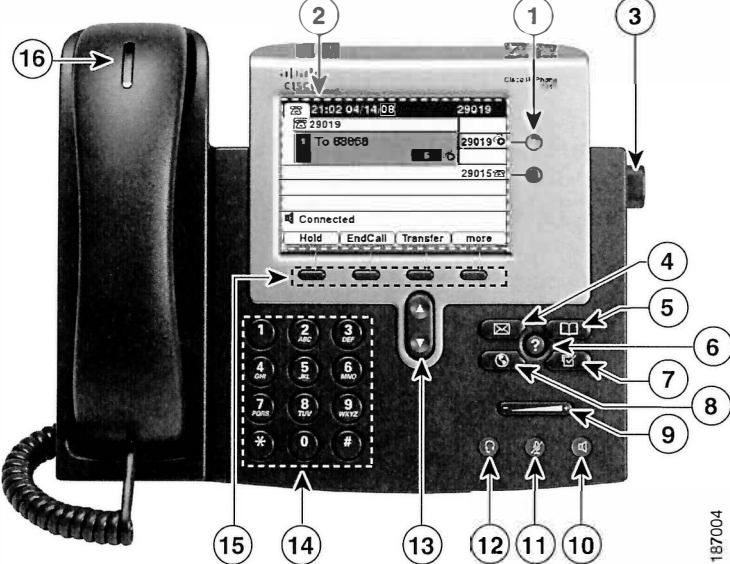
## Understanding Buttons and Hardware

You can use the graphics and table below to identify buttons and hardware on your phone.











### Cisco Unified IP Phone 7962G











Cisco Unified IP Phone 7942G




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	Item	Description	For more information, see...
1	Programmable buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> <li>• Phone lines and intercom lines (line buttons) and intercom lines</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>• Call features (for example, a Privacy, Hold, or Transfer button)</li> </ul> Buttons illuminate to indicate status: <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> <li> Red, flashing—Remote call on hold</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding Phone Screen Features, page 12</li> <li>• Basic Call Handling, page 16</li> <li>• Speed Dialing, page 34</li> <li>• Using a Shared Line, page 38</li> <li>• Using BLF to Determine a Line State, page 42</li> <li>• Using BLF to Determine a Line State, page 42</li> <li>• Placing or Receiving Intercom Calls, page 32</li> </ul>
2	Phone screen	Shows phone features.	Understanding Phone Screen Features, page 12
3	Footstand button	Allows you to adjust the angle of the phone base.	Adjusting the Footstand, page 5
4	Messages button 	Auto-dials your voice message service (varies by service).	Accessing Voice Messages, page 60
5	Directories button 	Opens/closes the Directories menu. Use it to access call logs and directories.	Using Call Logs, page 54
6	Help button 	Activates the Help menu.	Accessing the Help System on Your Phone, page 13

	Item	Description	For more information, see...
7	Settings button 	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.	Changing Phone Settings, page 52
8	Services button 	Opens/closes the Services menu.	Using the User Options Web Pages, page 61
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).	Using a Handset, Headset, and Speakerphone, page 49
10	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 49
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.	Using Mute, page 23
12	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 49
13	Navigation button 	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.	Using Call Logs, page 54
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 16
15	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	Understanding Phone Screen Features, page 12
16	Handset light strip	Indicates an incoming call or new voice message.	Accessing Voice Messages, page 60

## Understanding Lines and Calls



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

**Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. The Cisco Unified IP Phone 7962G supports one to six lines and the Cisco Unified IP Phone 7942G supports one to two lines, depending on configuration. To see how many lines you have, 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.

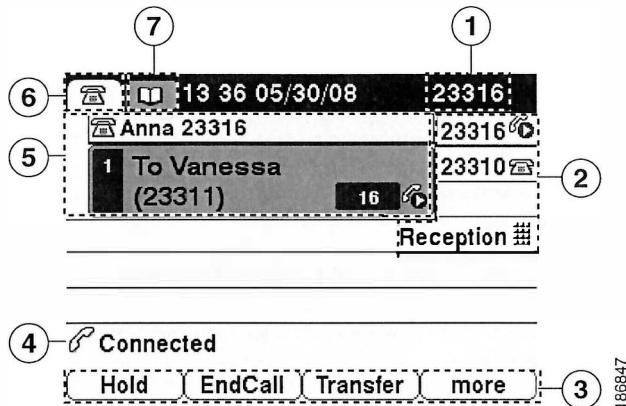
## Understanding Line and Call Icons



Your phone displays icons to help you determine the call and line 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 currently connected to the other party.
	Ringing call	An incoming call is ringing on one of your lines.
	Call on hold	You have put the call on hold. See Using Hold and Resume, page 22.
	Remote call on hold	Another phone that shares your line has put a call on hold. See Using Hold and Resume, page 22
	Remote-in-use	Another phone that shares your line has a connected call. See Using a Shared Line, page 38, for details.
	Reverting call	A holding call is reverting to your phone. See Using Hold and Resume, page 22.
	Authenticated call	See Making and Receiving Secure Calls, page 43.
	Encrypted call	See Making and Receiving Secure Calls, page 43.
	BLF- monitored line is idle	See Using BLF to Determine a Line State, page 42.
	BLF- monitored line is in-use	See Using BLF to Determine a Line State, page 42.
	BLF-monitored line is ringing (BLF Pickup)	See Using BLF to Determine a Line State, page 42.
	Line in Do Not Disturb (BLF)	See Using BLF to Determine a Line State, page 42.
	Idle Intercom line	The intercom line is not in use. See Placing or Receiving Intercom Calls, page 32.
	One-way intercom call	The intercom line is sending or receiving one-way audio. See Placing or Receiving Intercom Calls, page 32.
	Two-way intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See Placing or Receiving Intercom Calls, page 32.

## 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. When several feature tabs are open, the phone number and the time and date alternate display in this area.
2	Programmable button indicators	Programmable buttons  can serve as phone 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 “Phone Screen Icons” in the Quick Reference Card at the front of this guide.
3	Softkey labels	Each displays a softkey function. To activate a softkey, press the softkey button  .
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 “Understanding Line and Call Icons” section on page 11, and Viewing Multiple Calls, page 24.
6	Phone tab	Indicates call activity.
7	Feature tabs	Each indicates an open feature menu. See Understanding Feature Buttons and Menus, page 13.

## Cleaning 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.








## 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: <ul style="list-style-type: none"> <li> Messages</li> <li> Services</li> <li> Directories</li> <li> Settings</li> <li> Help</li> </ul>
Scroll through a list or menu	Press the <b>Navigation</b> button.
Go back one level in a feature menu	Press <b>Exit</b> . Pressing <b>Exit</b> from the top level of a menu, closes the menu.
Switch among open feature menus	Press a feature tab. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

## 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. <p>Main menu topics include:</p> <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> <li>• Help—Tips on using and accessing Help</li> </ul>
Learn about a button or softkey	Press  , then quickly press a button or softkey.
Learn about a menu item	Press  ,  , or  to display a feature menu. Highlight a menu item, then press  twice quickly.
Get help using Help	Press  twice quickly. Select the help topic you need.

## 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 



## Understanding SIP vs. SCCP

Your phone can be configured to work with one of two signaling protocols: SIP (Session Initiation Protocol) or SCCP (Skinny Call Control Protocol). Your system administrator determines this configuration.

Phone features can vary depending on the protocol. This Phone Guide indicates which features are protocol-specific. To learn which protocol your phone is using, you can ask your system administrator or you can choose  > **Model Information** > **Call Control Protocol** on your phone.







## 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.

If you want to...	Then...	For more information, see...
Place a call using the handset	Pick up the handset and enter a number.	An Overview of Your Phone, page 7
Place a call using the speakerphone	Press  and enter a number.	Using a Handset, Headset, and Speakerphone, page 49
Place a call using a headset	Press  and enter a number. Or if  is lit, press <b>New Call</b> and enter a number.	Using a Handset, Headset, and Speakerphone, page 49
Redial a number	Press <b>Redial</b> to dial the last number, or press the <b>Navigation</b> button (with the phone idle) to see your Placed Calls.	Using Call Logs, page 54
Place a call when 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>	Using Hold and Resume, page 22
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. Select the listing or scroll to it and go off-hook.</li></ol>	Using Call Logs, page 54




#### Tips


- You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, then go off-hook by lifting the handset or pressing **Dial**, , or .
- When you pre-dial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, press << to erase digits.

- If parties on a call hear a beep tone, the call might be monitored or recorded. Ask your system administrator for more information.
- Your phone might be set up for international call logging, which is indicated by a “+” symbol on the call logs, redial, or call directory entries. See your system administrator for more information.

## Placing a Call—Additional Options

You can place calls using special features and services that might be available on your phone. See your system administrator for more information about these additional options.







If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different line)	<ol style="list-style-type: none"> <li>1. Press  for the new line. The first call is automatically placed on hold.</li> <li>2. Enter a number.</li> </ol>	Using Hold and Resume, page 22
Speed dial a number	Do one of the following: <ul style="list-style-type: none"> <li>• Press  (a speed-dial button).</li> <li>• Use the Abbreviated Dial feature.</li> <li>• Use the Fast Dial feature.</li> </ul>	Speed Dialing, page 34
Dial from a corporate directory on the phone	<ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li> <li>2. Enter a name and press <b>Search</b>.</li> <li>3. Highlight a listing and go off-hook.</li> </ol>	Using Call Logs, page 54
Dial from a corporate directory on your personal computer using Cisco WebDialer	<ol style="list-style-type: none"> <li>1. Open a web browser and go to a WebDialer-enabled corporate directory.</li> <li>2. Click the number that you want to dial.</li> </ol>	Using Cisco WebDialer, page 72
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
See if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line	Look for Busy Lamp Field indicators.	Using BLF to Determine a Line State, page 42

<b>If you want to...</b>	<b>Then...</b>	<b>For more information, see...</b>
Make a priority (precedence) call (SCCP phones only)	Enter the MLPP access number, then enter the phone number.	Prioritizing Critical Calls, page 44
Dial from a Personal Address Book (PAB) entry	<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>	Using Personal Directory on Your Phone, page 57
Place a call using a billing or tracking code (SCCP phones only)	<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>	Your system administrator
Place a call using your Cisco Extension Mobility profile	Log in to the Cisco Extension Mobility service on a phone.	Using Cisco Extension Mobility, page 46
Make a call from a mobile phone using Mobile Voice Access	<ol style="list-style-type: none"> <li>1. Before using Mobile Voice Access to make a call, obtain your Mobile Voice Access number and End user PIN from your system administrator.</li> <li>2. Dial your assigned Mobile Voice access number.</li> <li>3. Enter your mobile phone number (if requested) and PIN.</li> <li>4. Press <b>1</b> to make a call to an enterprise IP phone.</li> <li>5. Dial a desktop phone number other than your desktop phone number.</li> </ol>	Using Cisco Extension Mobility, page 46

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 and select an entry.</li> </ol> <p>The system dials the specified number.</p>	<p>Configuring Fast Dials on the Web, page 63</p> <p>Using Your Personal Address Book on the Web, page 62</p>
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> </ol> <p>The system dials the specified number.</p>	<p>Configuring Fast Dials on the Web, page 63</p> <p>Using Your Personal Address Book on the Web, page 62</p>

## Answering a Call

You can answer a call by 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	Press  , if unlit. Or, if  is already lit, press <b>Answer</b> or  (flashing). <b>Note</b> The ringing line is automatically selected. Ask your system administrator about options to always select the primary line.  If you are using a wireless headset, refer to the wireless headset documentation.	Using a Handset, Headset, and Speakerphone, page 49
Answer with the speakerphone	Press  , <b>Answer</b> , or  (flashing). <b>Note</b> The ringing line is automatically selected. Ask your system administrator about options to always select the primary line.	Using a Handset, Headset, and Speakerphone, page 49
Switch from a connected call to answer a new call	Press <b>Answer</b> , or if the call is ringing on a different line, press  (flashing).	Using Hold and Resume, page 22
Answer using call waiting	Press <b>Answer</b> .	Using Hold and Resume, page 22
Send a call to a voice message system	Press <b>iDivert</b> .	Sending a Call to a Voice Message System, page 26
Auto-connect calls	Use AutoAnswer.	Using AutoAnswer with a Headset or Speakerphone, page 51
Retrieve a parked call on another phone	Use Call Park or Directed Call Park.	Storing and Retrieving Parked Calls, page 37
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Picking Up a Redirected Call on Your Phone, page 35



If you want to...	Then...	For more information, see...
Answer a priority call (SCCP phones only)	Hang up the current call and press <b>Answer</b> .	Prioritizing Critical Calls, page 44
Answer a call on your mobile phone or other remote destination	<p>Set up Mobile Connect and answer your phone.</p> <p>When you enable Mobile Connect:</p> <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>	Using Cisco Extension Mobility, page 46

**Tip**

If parties on a call hear a beep tone, the call might be monitored or recorded. Ask your system administrator for more information.





## 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	<p>Press . If you want to keep headset mode activate, press <b>EndCall</b>.</p> <p>If you are using a wireless headset, refer to the wireless headset documentation.</p>
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 on the right in the call information area and the corresponding line button flashes green . With a shared line, when you place a call on hold, the line button flashes green and the phone displays the hold icon. When another phone places a call on hold, the line button flashes red  and the phone displays the remote hold icon .

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 call you want to put on hold 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 that the appropriate call is highlighted.</li> <li>2. Press <b>Resume</b>.</li> </ol>
Remove a call from hold on a different line	<ol style="list-style-type: none"> <li>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>• If there is a reverting call on the line, that call will resume.</li> <li>• If there is more than one reverting call on the line, the oldest reverting call will resume.</li> <li>• If a non-reverting held call is the only call on the line, it will resume.</li> </ul> </li> <li>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.

- The duration between Hold Reversion alerts is determined by your system administrator.



## 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, use the Navigation button to 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>. Any active call is placed on hold and the selected call is resumed.</li> </ol>
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> <p>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.</p>
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 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>
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> . For more information, see <i>Sending a Call to a Voice Message System</i> , page 26.

### 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	Press <b>iDivert</b> . One of two things occurs: <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 **iDivert** 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 <b>CFwdALL</b> or <b>Forward All</b> and enter a target phone number.
Cancel Call Forward All on your primary line	Press <b>CFwdALL</b> or <b>Forward All</b> .
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 forwarding 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 <i>Accessing Your User Options Web Pages</i>, page 61.)</li> <li>2. Access your call forwarding settings (See <i>Controlling Line Settings on the Web</i>, page 68.)</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 any 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.




## Using Do Not Disturb

You can use the Do Not Disturb (DND) feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls. Your system administrator enables DND for your phone.

When DND and Call Forward All are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or non-intercom priority calls.
- If both DND and auto-answer are enabled, only intercom calls will be auto-answered.

If you want to...	Then...
Turn on DND	Press <b>DND</b> or <b>Do Not Disturb</b>  . “Do Not Disturb” displays on the phone, the <b>DND</b>  lights, and the ring tone is turned off.
Turn off DND	Press <b>DND</b> or <b>Do Not Disturb</b>  .
Customize DND settings	If your system administrator configured DND settings to appear on the User Options page, follow these steps: <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. See <i>Accessing Your User Options Web Pages</i>, page 61.</li> <li>2. From the drop-down menu, choose <b>User Options &gt; Device</b>.</li> <li>3. Set the following options:               <ul style="list-style-type: none"> <li>– Do Not Disturb—Set to enable/disable DND.</li> <li>– DND Option—Choose either <b>Call Reject</b> (to turn off all audible and visual notifications) or <b>Ringer Off</b> (to turn off only the ringer).</li> <li>– DND Incoming Call Alert (applies to either DND option set)—Set the alert to beep only, flash only, disable the alert, or choose “None” (to use the “Alert” setting configured by your system administrator).</li> </ul> </li> </ol>

### Tips

- When DND is active, DND blocking is applied to all the lines on your phone.
- When DND and Call Forward All are both enabled on your phone, Call Forward All takes precedence on incoming calls. That is, calls will be forwarded and the caller will not hear a busy tone.
- Intercom and Multilevel Precedence and Preemption (MLPP), park reversion and hold reversion all override DND.
- Your system administrator enables the DND feature on your phone.

## 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 available only on phones that use shared lines.
- **Meet-Me**—Allows you to create or join a conference by calling a conference number. Use the **MeetMc** 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>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>2. Enter the participant's phone number.</li> <li>3. Wait for the call to connect.</li> <li>4. Press <b>Confrn</b> or <b>Conference</b> again to add the participant to your call.</li> <li>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	See Viewing or Removing Conference Participants, page 32.



## 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>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>2. Repeat this step for each call that you want to add.</li> <li>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>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>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>• The calls are joined.</li> <li>• 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><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 <b>Viewing or Removing Conference Participants</b> , page 32.

### 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 whether 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> <p>See Using Barge to Add Yourself to a Shared-Line Call, page 39 for more information.</p>
See a list of participants or remove participants	See Viewing or Removing Conference Participants, page 32.

## 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>

### Tip

If you call a secure Meet-Me conference number from a non-secure phone, your phone displays the message, "Device Not Authorized." For more information, see Making and Receiving Secure Calls, page 43.

## 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	See <i>Using Conference</i> , page 29.

## Placing or Receiving Intercom Calls

You can make an intercom call to a target phone that auto-answers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. If the recipient's handset or headset is in use, the audio is sent to the device that is in use. Any current call activity that your recipient is engaged in continues simultaneously.

The target destination receives an intercom-alert tone and can then choose to:

- Listen to the caller with your microphone muted (you can hear the caller but the caller cannot hear you).
- End the intercom call by pressing the **EndCall** softkey with the intercom call in focus. Do this if you do not want to hear the message.
- Talk to the caller by pressing the active intercom button, and use either the handset, headset or speaker. The intercom call becomes a two-way connection so that you can converse with the caller.




When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you cannot receive or place intercom calls.

- You cannot place an intercom call on hold.



**Note** If you log into your desk phone every day using your Extension Mobility profile, make sure that your system administrator configures your Extension Mobility profile to include the intercom feature.

If you want to...	Then...
Place an intercom call to a preconfigured intercom target	Press  (intercom target line) and, after you hear the intercom-alert tone, begin speaking.
Place an intercom call to any intercom number	Press  (an intercom line). Enter the intercom target number or press a speed-dial number for your target. After you hear the intercom-alert tone, begin speaking.
Receive an intercom call	When you hear the intercom-alert tone, handle the call in one of these ways: <ul style="list-style-type: none"> <li>• Listen to the message in one-way audio.</li> <li>• Speak to the caller by pressing  (active intercom line).</li> <li>• Press <b>EndCall</b> with the intercom call in focus.</li> </ul>




## Using a Handset, Headset, and Speakerphone

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...
Use the handset	Lift it to go off-hook; replace it to go on-hook. The ringing line is automatically selected. Ask your system administrator about options to always select the primary line.
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 [Using a Headset](#), page 5.

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.

If you use AutoAnswer, see [Using AutoAnswer with a Headset or Speakerphone](#), page 51.

## 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	<p>Keep headset mode active (in other words, keep  illuminated), even when you are not on a call.</p> <p>To keep headset mode active, do the following:</p> <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> <p>If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated.</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>
Use AutoAnswer with the speakerphone	<p>Keep the handset in the cradle and headset mode inactive ( unlit).</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>



# Changing Phone Settings

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You can customize 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 <i>Accessing Your User Options Web Pages</i>, page 61.)</li><li>2. Access your call ring pattern settings. (See <i>Controlling Line Settings on the Web</i>, page 68.)</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 <i>Accessing Your User Options Web Pages</i>, page 61.)</li><li>2. Access your message indicator settings. (See <i>Controlling Line Settings on the Web</i>, page 68.)</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 your phone screen.

If you want to...	Then...
Change the phone screen contrast	<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> If you accidentally save a very light or very dark contrast and cannot see the phone screen display:</p> <p>Press  and then press <b>1, 4</b> on the keypad.</p> <p>Next, press  to change the contrast until you can see the phone screen display, and then press <b>Save</b>.</p>
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 image or press <b>Cancel</b>.</li> </ol> <p><b>Note</b> If you do not see a selection of images, then this option has not been enabled on your system.</p>
Change the language on your screen	<ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See <i>Accessing Your User Options Web Pages</i>, page 61.)</li> <li>2. Access your user settings. (See <i>Controlling User Settings on the Web</i>, page 67.)</li> </ol>
Change the line text label	<ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See <i>Accessing Your User Options Web Pages</i>, page 61.)</li> <li>2. Access your line label settings. (See <i>Controlling Line Settings on the Web</i>, page 68.)</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 7942G does not support the Cisco Unified IP Phone Expansion Module.</p>






# Using Call Logs and Directories





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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 call logs. Call logs contain records of your missed, placed, and received calls. Your phone administrator determines whether missed calls are logged in your missed calls directory for a given line appearance on your phone.

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. Press <b>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. Press <b>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. Press <b>Delete</b>.</li></ol>

If you want to...	Then...
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</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 Tips 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>
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</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 Tips 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. (Press <b>Confn</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. See Using BLF to Determine a Line State, page 42.
Place a call from a URL entry in a call log (SIP phones only)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Missed Calls, Placed Calls, or Received Calls.</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>

## Tips

- (SCCP and SIP phones) Your phone might be set up for international call logging, which is indicated by a “+” symbol on the call logs, redial, or call directory entries. See your system administrator for more information.
- (SCCP phones only) To view the complete call record of a multiparty call (for example, of call that has been forwarded or transferred to you), highlight the call record and press **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:
  - The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.
  - The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.


## 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.

If you want to...	Then...
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, select the listing, or scroll to the listing and go off-hook.</li></ol>


If you want to...	Then...
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Corporate Directory (exact name can vary).</li> <li>2. Use your keypad to enter a full or partial name and press Search.</li> <li>3. Scroll to a listing and press Dial.</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>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 phone line in the directory is busy	Look for Busy Lamp Field (BLF) indicators. See Using BLF to Determine a Line State, page 42.



**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. Alternately, see Using Personal Directory on the Web, page 62.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> <li>1. Choose  &gt; Personal Directory (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>


If you want to...	Then...
Dial from 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>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</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>Edit</b>.</li> <li>4. Press <b>Delete</b>.</li> <li>5. 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>Select</b>.</li> <li>3. Press <b>Edit</b> to modify a name or email address.</li> <li>4. If necessary, choose <b>Phones</b> to modify a phone number.</li> <li>5. Press <b>Update</b>.</li> </ol>
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 e-mail 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 any unassigned 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. Highlight a Fast Dial code that is unassigned and press <b>Assign</b>.</li> <li>3. Enter a phone number.</li> <li>4. 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. Choose <b>Next</b> to move through listings.</li> </ol>

If you want to...	Then...
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. Press <b>Dial</b>.</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>Remove</b>.</li> <li>3. Press <b>Remove</b> again.</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>Log out</b>.</li> <li>3. Press <b>OK</b>.</li> </ol>

### Tips

- Your system administrator can provide you with the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- 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.
- Your phone might be set up for international call logging, which is indicated by a “+” symbol on the call logs, redial, or call directory entries. See your system administrator for more information.



# Accessing Voice Messages

To access voice messages, use the Messages button 

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**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 system.

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<b>If you want to...</b>	<b>Then...</b>
Set up and personalize your voice message service	Press  and follow the voice instructions. If a menu appears on your 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. (This indicator can vary. See Customizing Rings and Message Indicators, page 52.)</li><li>• A flashing message waiting icon and text message on your phone screen.</li></ul> <p><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.</p> 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> <p><b>Note</b> The stutter tone is line-specific. You hear it only when using the line with the waiting messages.</p>
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 screen. When you connect to a voice message service, the line that has a voice message is selected by default. If more than one line has a voice mail, then the first available line is selected. Ask your system administrator about options to always connect to the voice message service on the primary line.
Send a call to a voice message system	Press <b>iDivert</b> . For more information, see Sending a Call to a Voice Message System, page 26.