Place a Call
- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the New Call soft key, dial the number, and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the Dial soft key, and then lift the handset.

Answer a Call
- Lift handset.
- If you are using a headset, press Headset.
- To use the speakerphone, press Speaker or Answer.

End a Call
- Hang up.
- If you are using a headset, press Headset or EndCall.
- To end a speakerphone call, press Speaker or EndCall.

Redial a Number
- Lift handset, press Redial.
- To use the speakerphone, press Redial.

Hold a Call
- Hold
  - Press Hold.
- Retrieve
  - Press Resume.
  - To retrieve multiple calls, use the Navigation button to select the call, then press Resume.
  - To retrieve call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call
Blind Transfer
1. Press Trnsfr.
2. Dial “transfer to” number.
3. Hang up or press Trnsfr.
Consultative Transfer
1. Press Trnsfr.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press Trnsfr to leave call. Press Resume to reconnect to caller.

Cancel
Press EndCall.

Place a Conference Call
1. During a call, press the more soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the Confrn soft key again to add the new party to the existing call with the first party.
To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the Confrn soft key.
To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:
1. Press the Confrn soft key.
2. Press the Line button of the call you want to add to the three-party conference.

Meet-Me Conference Call
1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the the more > MeetMe soft keys.
4. Dial the Meet-Me conference number.
Participants can now join the conference by dialing in.
To end a Meet-Me conference, all participants must hang up.

Ad Hoc Conference Call
Start a Conference Call
1. From a connected call, press Confrn. (You may need to press the more soft key to see Confrn.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press Confrn again to add the participant to your call.
5. Repeat to add additional participants.

Remove Participants
1. Highlight the participant’s name.
2. Press Remove. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press EndCall.

Using the Quick Reference
- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Bolded terms identify soft keys you press.

Note
Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

Ad Hoc Conference Call

Redial a Number
1. Lift handset, press Redial.
2. Press the Line button of the call you want to add to the three-party conference.

End a Conference Call
1. During a call, press the more soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the Confrn soft key again to add the new party to the existing call with the first party.
To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the Confrn soft key.
To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:
1. Press the Confrn soft key.
2. Press the Line button of the call you want to add to the three-party conference.

End a Conference Call
1. Hang up the handset.
2. If you are using a headset, press Headset.
3. To end a speakerphone call, press Speaker or EndCall.

Hold
1. Press Hold.
2. Retrieve
- Press Resume.
- To retrieve multiple calls, use the Navigation button to select the call, then press Resume.

Dial the Meet-Me conference number.
Participants can now join the conference by dialing in.
To end a Meet-Me conference, all participants must hang up.

Meet-Me Conference Call
1. Obtain a Meet-Me phone number from your system administrator.
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Ad Hoc Conference Call
Start a Conference Call
1. From a connected call, press Confrn. (You may need to press the more soft key to see Confrn.)
2. Enter the participant’s phone number.
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5. Repeat to add additional participants.

Remove Participants
1. Highlight the participant’s name.
2. Press Remove. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press EndCall.

Using the Quick Reference
- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
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Note
Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

Ad Hoc Conference Call
Start a Conference Call
1. From a connected call, press Confrn. (You may need to press the more soft key to see Confrn.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press Confrn again to add the participant to your call.
5. Repeat to add additional participants.

Remove Participants
1. Highlight the participant’s name.
2. Press Remove. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press EndCall.
Call Forwarding

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

**Voice Mail**
1. Press CFwdAll.
2. Dial voice mail number.
3. Press EndCall.

**Call From Call History**
1. Press Directories.
2. Navigate to number.
3. Press Select.
4. Press Dial.

**Clear Call History**
- Press Clear. Clears all history.

**Call History**

**View Call History**
1. Press Directories.
2. Scroll to history list.
3. Press 1 for Missed Calls.
4. Press 2 for Received Calls.
5. Press 3 for Placed Calls.

**Speed Dial**
1. Press CFwdAll.
2. Press Speed Dial button.
3. Press EndCall.

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

**Speed Dial**

**Program Speed Dial**
1. Get a dial tone.
2. Dial #.
3. Press Speed-dial to start.
4. Enter number to speed dial.
5. Press Speed-dial to finish.
6. Hang up.

**Call From Speed-Dial**
1. Get dial tone.
2. Press Directories.
3. Navigate to speed dial.
4. Press Select for the desired number.

**Call From Local Directories**
1. Press Directories.
2. Scroll to directory or press 4 for Local Directories.
3. Enter name for search.
4. Press Search.
5. Scroll to number and press Dial.

**List of Soft Keys**

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; or &gt;&gt;</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.</td>
</tr>
<tr>
<td>Accept</td>
<td>Accepts the current edit. For instance, adding an entry to your personal directory.</td>
</tr>
<tr>
<td>Act</td>
<td>Consult your administrator on the use of this soft key.</td>
</tr>
<tr>
<td>Add</td>
<td>Adds an entry to the personal directory.</td>
</tr>
<tr>
<td>Alpha</td>
<td>Toggles character input mode from numeric to alphanumeric.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>BlndXfr</td>
<td>Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies callers that the called line is free.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<tr>
<td>ConfFn</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>DelAll</td>
<td>Deletes all entries in the personal directory.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected item.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>Directories</td>
<td>Provides access to phone directories.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables and disables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases the LCD screen contrast.</td>
</tr>
<tr>
<td>Edit</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection or screen.</td>
</tr>
<tr>
<td>Flash</td>
<td>Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls to a phone number that is a member of a pickup group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes a held call.</td>
</tr>
<tr>
<td>Login</td>
<td>Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.</td>
</tr>
<tr>
<td>Message</td>
<td>ダイヤルする ボイスメールシステム、</td>
</tr>
<tr>
<td>Monitor</td>
<td>Enables the user to switch from the handset to the speaker to listen to a call hands-free.</td>
</tr>
<tr>
<td>Monoff</td>
<td>Enables the user to switch from the speaker to the handset and continue talking on the call.</td>
</tr>
<tr>
<td>more</td>
<td>Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).</td>
</tr>
</tbody>
</table>

**Soft Key**

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