Cisco Telephony Quick Reference: IP Phone

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice message (depending on your message system).
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status, and soft-key tabs. If you see an animated phone icon on the black banner in the top right corner of the LCD screen, your phone is using Cisco CallManager with "Call Forward All" activated.
3	Cisco IP Phone model type	Indicates the Cisco IP Phone model.
4	Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7960G has six line (or speed dial) buttons and the Cisco IP Phone 7940G has two.
5	Footstand adjustment	Adjusts the angle of the phone base.
6	Directories button	Provides access to call histories and directories (if available).
7	*?* button	Displays help on your LCD screen for a phone key or function (if available).
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.
13	Services button	Provides access to phone services (if available).
14	Messages button	Provides access to a voice message system (if available).
15	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen.
16	Keypad	Works exactly like the keypad on a traditional telephone.
17	Soft-keys	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft-key functions change depending on the status of the phone (for example, if the phone is active or idle).

Note: At any point in time you can press the **more** soft-key to get more soft-key options.

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Call Forwarding:

1. Press the **CFwdAll** soft-key. You will hear two beeps.
2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
3. To cancel call forwarding, press the **CFwdAll** soft-key.

Transferring a Call:

1. During a call, press the **Transfer** soft-key. This puts the call on hold.
2. At the tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, or after the party answers, press **Transfer**.
   Note: If the transfer fails, press the **Resume** soft-key to return to the original call.

Direct Transfer:

The **DirTrfr** soft-key allows you transfer two current calls to each other (direct transfer) without staying on the line (SCCP phones only).
1. With two current calls, change the focus to the call on hold and note your Transfer soft-key changes to **DirTrfr**.
2. Select the **DirTrfr** soft-key to connect the callers and drop you from the call.

iDivert:

❖ **iDivert** allows you to transfer an active, ringing or on-hold call to voicemail. Select the **iDivert** soft-key as it is displayed to send the call straight to voicemail.

Call Conferencing:

Call Conferencing allows you to create an ad hoc conference by calling each participant. You can currently have **four** callers beside yourself in an ad hoc conference.
1. During an active 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 **Confrn** again to add the new party to the call.

Call Join:

The **Join** soft-key allows you to create an ad hoc conference by combining existing calls.
1. During an active call, you accept another call.
2. Change your focus back to the holding call.
3. Press the **more** soft-key to locate the **Join** soft-key.

Call Conference List:

During an ad hoc conference, you can view a list of participants and remove participants.
1. During an ad hoc conference, press the **ConfList** soft-key to view current participants.
2. While viewing the conference list, press **Update** soft-key.
   Note: New participants entering the conference will be announced by a single beep, while participants exiting are announced by two beeps. Updates of the list are not dynamic, thus require the **Update** soft-key to update the list.
3. While viewing the conference list, highlight the person's name and press **Remove** to remove participants from the list.

Call Park:

1. During a call, press the **more** soft-key to locate and press the **Park** soft-key.
2. Note the status message '**Call park at #100** (100-109).
Note: The parked call will ring back after 2 minutes or you may dial the park number.