

SoftKey Definitions (cont.)

Hold	Place an active call on hold
iDivert	Send an incoming call to your voice mail
Join	Join several calls on one line to create a conference call
More	Display additional SoftKey functions
NewCall	Make a new call (on the SpeakerPhone)
Park	Put a call on Hold at a neutral number from which anyone in the system can retrieve it
Play	Play the ring tone sample you've selected
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Restore	Restore phone settings to previous values
Resume	Resume conversation with a caller placed on Hold
Save	Save the last change in settings
Search	Search for a directory listing
Select	Select the highlighted item on the screen
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type
Trnsfer	Transfer a call to an alternate number
Up	Increase the LCD screen contrast
Update	Refresh content; get latest data



Quick Reference Guide: Cisco Unified IP Phones 7941G, 7961G, and others

In Case of Emergency Dial 711

Note 1: If you move a phone from one office to another be certain to notify the CITS Communications group so that you don't defeat the 711 Emergency Locator.

Note 2: If you dial 9-1-1 by accident (i.e., there is *no* emergency), do not just hang-up. Stay on the line and explain to the operator what happened. Otherwise, campus security officers *will* show up at your office!

This UMB Quick Reference Guide is a product of the CITS Enterprise Training Group. Links to complete Cisco IP Phone User Manuals and online tutorials are available at: http://www.umaryland.edu/cits/services/network_telecom.html

Common Calling Functions

What you want to do:	How to do it:
View Help	<ul style="list-style-type: none"> Press the button Press button of function you want Help with
View your call logs (under "directories")	<ul style="list-style-type: none"> Press the key Select Missed Calls, Placed Calls, or Received Calls
Dial from a call log	<ul style="list-style-type: none"> Scroll to number in call log Edit the number if needed Pick up the handset Press Dial SoftKey
Edit a number in the call log	<ul style="list-style-type: none"> Press Edit,Dial SoftKey Use >> to move cursor through entered characters and/or << to delete digits
Switch to speaker or headset during a call	<ul style="list-style-type: none"> Press or button Hang up the handset
Place call on Hold, or pick up call from Hold	<ul style="list-style-type: none"> Make sure the desired call is highlighted Press the Hold or Resume SoftKey as appropriate
Store an active call so you or someone else can retrieve it from another phone	<ul style="list-style-type: none"> During a call, press Park Note the Call Park number displayed on your screen Hang up Pick up the call by entering the Call Park number from any other VoIP phone in your network

Transferring Calls to Others

What you want to do:	How to do it:
Transfer a call without talking to the transfer recipient	<ul style="list-style-type: none"> From an active call, press Trnsfer Enter the target number Press Transfer again (or EndCall to cancel)
Talk to the transfer recipient before transferring a call	<ul style="list-style-type: none"> From an active call, press Trnsfer Enter the target number Wait for recipient to answer Press Transfer again when ready (or EndCall to cancel)
Redirect a call to your voice messaging system	Press iDivert SoftKey (on a call that is active, ringing, or on Hold)

Forwarding Your Calls

What you want to do:	How to do it:
Call-Forward all incoming calls to a different number that you designate	Press CFwdALL and enter a target phone number (You must precede with "9" if it's off-campus)
Cancel Call Forwarding	Press CFwdALL button again

Making Conference Calls

What you want to do:	How to do it:
Create a standard Conference Call by inviting participants	<ul style="list-style-type: none"> From a connected call, press Confrn* Enter the phone number of an invited participant Wait for person to answer Press Confrn again to add participant to the Conf. Call Repeat for additional participants
Create a Conference by joining two or more existing calls	<ul style="list-style-type: none"> You must start from two or more calls on a single line Highlight a call and press Select Repeat this process for each call that you want to add to the conference From one of the selected calls, press Join* You are now on the line with the two callers, but can hang up if you choose to
View a list of Conference participants	<ul style="list-style-type: none"> Highlight an active conference call Press ConfList
Remove a conference participant	<ul style="list-style-type: none"> Highlight the participant Press Remove (You can only do this if you initiated the Conference.)

* Sometimes you must press the "More" SoftKey in order to display other available SoftKey functions.

SoftKey Definitions

AbbrDial	Dial using speed-dial index number
Answer	Answer an incoming call
Barge	Add yourself to call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference call
CFwdALL	Set up/cancel call forwarding
Clear	Clears contents of ALL call logs
ConfList	View a list of conference participants
Confrn	Create a conference call
Default	Restore settings (volume, etc.) to original factory values
Dial	Dial an entered phone number
DirTrfr	Connect one caller to another
DND	Do Not Disturb. Turns off ring sound
Edit,Dial	Edit a number in a call log in order to Dial it
EndCall	Disconnect current call
Exit	Return to the previous screen