

Quick Reference Card for Cisco IP Phones

Message Waiting

General soft key options



Soft keys displayed during a call



Quick Reference Card for Cisco IP Phones

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

Using the Quick Reference

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

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.

Mute a Call

Press **Mute**. To deactivate Mute press Mute again.

To deactivate Mute on a speakerphone call, lift the handset.

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**.

Call Forwarding

All Calls

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

Voice Mail

1. Press **CFwdAll**.
2. Dial voice mail number. (1111)
3. Press **EndCall**.

Speed Dial

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

Cancel

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