



QUICK REFERENCE

Cisco Unified IP Phones 7942G and 7962G

Place a Call

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

Answer a Call

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

End a Call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- If you need to end a speakerphone call, press **Speaker** or **EndCall**.

Redial a Number

- Lift the handset, press **Redial**.
- If you are using speakerphone, press **Redial**.

Hold a Call

Hold

- Press **Hold**.

Retrieve

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

Transfer a Call

1. Press **Trnsfr**.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Trnsfr** to transfer the call or **EndCall**
5. Press **Resume** to reconnect to the first caller.

Place a Conference Call

1. During a call, press **more** and then **Confrn** to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Confrn** again to add new party to existing call with first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press **Join**. Highlight the second call and press **Join**.

End a Conference Call

- Hang up handset.
- Press **EndCall** soft key.

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. Hang up or press **EndCall** to end your participation in a conference.

Call Forwarding

All

1. Press **CFwdAll**.
2. Dial “forward to” number.

Voice Mail

1. Press **CFwdAll**.
2. Press **Messages** Button

Speed Dial

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

Cancel

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

Speed Dial

Call From Speed-Dial

1. Get dial tone.
2. Dial Speed dial Number
3. Press **AbbrDial**.