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 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 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.