

2 Operating Your Phone

This section describes how to operate your Cisco Unified IP phone and includes information on soft keys and phone features.



Note Because there are differences in phone and site configurations, not all features described here might apply to your phone. Consult your system administrator for more information.

Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on these Cisco Unified IP Phones. Functions depend on your system configuration.

Soft Key	Function
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly.
Answer	Answers an incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes selected number.
Dial	Dials the displayed number.
DnD	Enables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes call on hold.
LiveRcd	Enables the user to record a phone conversation.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for instructions.
more	Scrolls through additional soft key options (for example, use more soft key to locate the DnD soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to location from which calls can be retrieved by anyone in the system.
PickUp	Selectively picks up calls coming into another extension.
Play	Plays ring sound sample.

Soft Key	Function
Redial	Redials last number dialed.
RmLstC	Removes Last Participant from the Conference Call.
Resume	Returns to active call.
Save	Saves last change.
Search	Initiates search in local directory.
Select	Selects highlighted option.
Trnsfer	Transfers active calls to another extension.
TrnsfVM	Transfers a call to voice mail.
Up	Increases LCD screen contrast.

Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the **line** button for your extension, and then dial.
- Press the **Speaker** button, and then dial.
- Press the **New Call** soft key, and then dial.
- If you are using a headset, press the **Headset** button, and then dial.
- Dial the number, and then press the **Headset** button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.



Note Use the backspace (<<) soft key to erase digits that you enter incorrectly.

Answer a Call

To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button to select between incoming calls.
- If you are using the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using a speakerphone, press the **Speaker** button or the **EndCall** soft key.

Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.