Quick Reference

Cisco Unified IP Phone 8941 and 8945 Quick Reference Card for Cisco Unified Communications Manager Express Version 8.8 (SCCP)

Quick reference is intended for Cisco Unified IP phone users who are already familiar with their phones. For details on your phones and phone features, see the user guide.

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 Card

- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identify soft keys.

Answer a Call

When you answer a call, the call appears on the topmost part of the screen on the right. Use one of the following methods to receive a call:
- Press the Answer soft key.
- Press the Select hard key.
- Lift the handset.

Call Back

Call Back provides an audio and visual alert on the phone when a busy or unavailable party becomes available.
- Call Back, which is available as a soft key, may also be available as a feature button. See your system administrator for additional information.

Set up a Call Back Notification

1. Press the Callback soft key while listening to the busy tone or ring sound.
2. A confirmation screen displays on the phone.
3. Press the Exit soft key to exit the confirmation screen, if desired.
4. Your phone alerts you when the line is free.
5. Press the Redial hard key to place the call again, if desired.

Call Forward All (Forward calls, Missed calls, and Voicemail)

Call Forward allows you to forward calls by pressing the Forward All soft key.
1. Press the Forward All soft key.
2. Enter the number to forward.

Call Waiting

If you are on a call when a second call comes in, Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:
- Call waiting tone (single beep)
- An amber flashing line button
Use one of the following methods to receive the call:
- Press the line key LED.
- Press the Answer soft key.
- Press the Select hard key.

To swap between the two calls, you can use one of the following methods:
- Press the line key LED.
- Press the Resume soft key.
- Press the Select hard key.

Conference

Conference allows you to talk simultaneously with multiple parties.
- To conference a second person into an existing call, press the Conference soft key or hard key. This opens up a space below the existing call on the same line, so you can enter the new number of the person to conference in.
- To dial the consult party, while ringing or once connected, you can press the Conference soft key or hard key to conference the two calls together.

Hold/Resume

Hold/Resume allows moving a connected call between an active state and a held state.
1. To put a call on hold, press the Hold button.
   The Hold icon displays and the line button pulses green.
2. To resume the highlighted call, do one of the following:
   - Press the pulsing green session button.
   - Press the Resume soft key.
   - Press the Select button in the Navigation pad.

Mute Your Phone

- Press the Mute button to turn Mute on. Visual confirmation displays.
- Press the Mute button again to turn Mute off.

On-hook Predialing

This feature allows dialing a number without going off hook first.
1. Enter or speed-dial a phone number. The On-Hook Dialing screen displays.
2. Press Call. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press Speed Dial.
3. Lift the handset or press the Speakerphone or Headset button.

Place a Call

Use one of the following methods to place a call:
- Lift the handset and dial the number.

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• Dial the number, and then lift the handset.
• Dial the number, and then press the Speaker button.
• Press the Speaker button, and then dial the number.

Ring Setting
You can change the ring setting per line.
1. On your User Options web page, choose User Options > Device.
2. Select a phone from the Name drop-down menu.
3. Click Line Settings.
4. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
5. In the Ring Settings area, set the option for Ring Setting (Phone Idle) and Ring Setting (Phone Active) from the drop-down menus. The options are:
   – Use System Default
   – Disable
   – Flash Only
   – Ring Once
   – Ring
   – Beep Only [this option is only available for Ring Setting (Phone Active)]
6. Click Save.

Speed Dial
Speed dialing allows you to enter an index number, press a button, or select a phone screen item to place a call. Depending on your configuration, Speed Dial can support the following features:
• Speed-dial Buttons—Allows you to quickly dial a phone number from one or more line buttons set up for speed dialing.
• Abbreviated Dialing soft key—Allows monitoring of the call state of a directory number associated with a speed-dial button.

• Fast Dials—Allows you to enter a Fast Dial code to place a call. Fast Dial codes can be assigned to phone numbers or Personal Address Book entries.

Place a Call with a Speed-Dial Button
Before you can use the speed-dial buttons on your phone, you must set up speed dial on your User Options Web pages. To place a call, press the Speed-dial button \(\text{[ ]}\) on the left side of your phone.

Place a Call with a Speed-Dial Code
Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.

Use a Speed-Dial Code On Hook
Enter the speed-dial code and press the Speed Dial soft key.

Use a Speed-Dial Code Off Hook
1. Lift the handset and press the Speed Dial soft key.
2. Enter the speed-dial code and press the Speed Dial soft key again to complete the call.

Transfer
Transfer is the same as conference. When completed, the call is transferred and both sessions disappear from the phone. To transfer to one of the ongoing calls, press Call.

List of Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>CallBack</td>
<td>Notifies callers that the called line is available.</td>
</tr>
<tr>
<td>CFwdAll</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>CallPark</td>
<td>Stores an active call temporarily to a parking number.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables and disables the audio and visual indication of an incoming call.</td>
</tr>
<tr>
<td>Edit</td>
<td>Edits an entry.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection.</td>
</tr>
<tr>
<td>GPickup</td>
<td>Allows you to answer a call on a phone that is outside your call pickup group.</td>
</tr>
<tr>
<td>Hlog</td>
<td>Provides load sharing of calls from the main directory.</td>
</tr>
<tr>
<td>I-Divert</td>
<td>Transfers a ringing, connected, or held call directly to a voice messaging system.</td>
</tr>
<tr>
<td>Join</td>
<td>Joins a call established on a different line into a conference.</td>
</tr>
<tr>
<td>LiveRed</td>
<td>Records a call.</td>
</tr>
<tr>
<td>More</td>
<td>Scrolls through additional options (for example, use the More soft key to locate the DND soft key).</td>
</tr>
<tr>
<td>NewCall</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Return</td>
<td>Returns to the previous screen.</td>
</tr>
<tr>
<td>Resume</td>
<td>Resumes a call.</td>
</tr>
<tr>
<td>Pickup</td>
<td>Allows answering a phone that is ringing on a co-worker’s phone.</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers an active call.</td>
</tr>
<tr>
<td>View</td>
<td>Shows call details.</td>
</tr>
<tr>
<td>Details</td>
<td>Shows call details.</td>
</tr>
</tbody>
</table>