# Common Phone Tasks

| | |
|---|---|
| View online help on phone | Press ?. |
| Place a call | Go off-hook before or after dialing a number. |
| Redial a number | Press **Redial**. |
| Switch to handset during a call | Pick up the handset. |
| Switch to speaker or headset during a call | Press 🔊 or 🎧, then hang up the handset. |
| Mute your phone | Press 🔇. |
| Use your call logs | Press 📖 to choose a call log. To dial, highlight a listing and go off-hook. |
| Edit a number | Press **EditDial**, **<<** or **>>**. |
| Hold/resume a call | Press **Hold** or **Resume**. |
| Transfer call to new number | Press **Transfer**, enter the number, then press **Transfer** again. |
| Place an intercom call | Press **intercom button, enter a number if necessary, and speak after you hear the tone.** |
| Start a standard (ad hoc) conference call | Press **more** > **Confrn**, dial the participant, then press **Confrn** again. |

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## Cisco Unified IP Phone 7965G and 7945G for Cisco Unified Communications Manager 7.0 (SCCP and SIP)

Softkey Definitions
Phone Screen Icons
Button Icons
Common Phone Tasks

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# Softkey Definitions

| | |
|---|---|
| **AbbrDial** | Dial using a speed dial index number |
| **Answer** | Answer a call |
| **Back** | Return to the previous Help topic |
| **Barge** | Add yourself to a call on a shared line |
| **CallBack** | Receive notification when a busy extension becomes available |
| **Cancel** | Cancel an action or exit a screen without applying changes |
| **cBarge** | Add yourself to a call on a shared line and establish a conference |
| **CFwdALL** | Setup/cancel call forwarding |
| **Clear** | Delete records or settings |
| **Close** | Close the current window |
| **ConfList** | View conference participants |
| **Confrn** | Create a conference call |
| **Delete** | Remove characters to the right of the cursor when using EditDial |
| **Details** (SCCP only) | Open the Details record for a multiparty call in the Missed Calls and Received Calls logs |
| **Dial** | Dial a phone number |
| **DirTrfr** (SCCP only) | Transfer two calls to each other |
| **DND** | Turn on/off Do Not Disturb (DND) |
| **EditDial** | Edit a number in a call log |
| **EndCall** | Disconnect the current call or the current intercom call |
| **Erase** | Reset settings to their defaults |
| **Exit** | Return to the previous screen |

| | |
|---|---|
| GPickUp | Answer a call that is ringing in another group or on another line |
| iDivert | Divert or redirect a call to a voice message system |
| Join | Join together existing calls to create a conference |
| Links | View related Help topics |
| Main | Display the Help main menu |
| MeetMe | Host a Meet-Me conference call |
| more | Display additional softkeys |
| New Call | Make a new call |
| OPickUp | Answer a call that is ringing in an associated group |
| Park | Store a call using Call Park |
| PickUp | Answer a call that is ringing on another phone in your group |
| QRT | Submit call problems to the system administrator |
| Redial | Redial the most recently dialed number |
| Remove | Remove a conference participant |
| Resume | Resume a call on hold |
| RmLstC | Drop the last party added to a conference call |
| Save | Save the chosen settings |
| Search | Search for a directory listing |
| Select | Select a menu item or call |
| Transfer | Transfer a call |
| Update | Refresh content |
| VidMode (SCCP only) | Choose a video display mode |
| << | Delete entered characters |
| >> | Move through entered characters |

## Phone Screen Icons

| | |
|---|---|
| | Call Forwarding enabled |
| | Call on hold |
| | Connected call |
| | Incoming call |
| | Off-hook |
| | On-hook |
| | Shared line in use |
| | Message waiting |
| | Authenticated call |
| | Encrypted call |
| | BLF- monitored line is in-use |
| | BLF-monitored line is idle |
| | BLF-monitored line is ringing (BLF Pickup) |
| | Speed-dial, call log, or directory listing (line status unknown) |
| | Line in Do Not Disturb (BLF feature) |
| | Intercom line in idle state |
| | Intercom line in one-way audio |
| | Intercom line in two-way audio |
| | Handset in use |
| | Headset in use |
| | Speakerphone in use |

| | |
|---|---|
| | Video enabled (SCCP only) |
| | Feature assigned to button |
| | Mobility assigned to button |
| | Hold assigned to button |
| | Conference assigned to button |
| | Transfer assigned to button |
| | Phone service URL assigned to button |
| | URL entry is ready to edit (SIP only) |
| | Option selected |
| | Feature enabled |

## Button Icons

| | |
|---|---|
| | Messages |
| | Services |
| | Help |
| | Directories |
| | Settings |
| | Volume |
| | Speaker |
| | Mute |
| | Headset |