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 Re**dial** 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 **Forwad 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 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

Soft Key	Description
Answer	Answers an incoming call.
CallBack	Notifies callers that the called line is available.
CFwdAll	Forwards all calls.
CallPark	Stores an active call temporarily to a parking number.

Soft Key	Description
Cancel	Cancels the last selection.
Clear List	Clears the entire call history on the phone.
Confrn	Connects callers to a conference call.
Delete	Deletes call records from call history.
Dial	Dials the displayed number.
DND	Enables and disables the audio and visual indication of an incoming call.
Edit	Edits an entry.
Exit	Exits from the current selection.
GPickup	Allows you to answer a call on a phone that is outside your call pickup group.
Hlog	Provides load sharing of calls from the main directory.
I-Divert	Transfers a ringing, connected, or held call directly to a voice messaging system.
Join	Joins a call established on a different line into a conference.
LiveRcd	Records a call.
More	Scrolls through additional options (for example, use the More soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Return	Returns to the previous screen.
Resume	Resumes a call.
Pickup	Allows answering a phone that is ringing on a co-worker's phone.
Transfer	Transfers an active call.
View Details	Shows call details.