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 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

- Press Hold.
- Retrieve
  - Press Resume.
  - To retrieve multiple calls, use the Navigation button to select the call, 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 press End Call to hang up.
5. Press Resume to reconnect to the first caller.

Place a Conference Call

1. During a call, press more and then Confirm to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press Confirm 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 Confirm.

To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:
1. Press Confirm.
2. Press the Line button of the call you want to add to the third-party conference.

End a Conference Call

- Hang up.
- Press EndCall soft key.

Ad Hoc Conference Call

Start a Conference Call
1. From a connected call, press Confm. (You may need to press the more soft key to see Confm.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press Confirm 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 CFwda11.
2. Dial “forward to” number.
3. Press the Accept soft key.

Voice Mail
1. Press CFwda11.
2. Dial voice mail number.
3. Press EndCall.

Speed Dial
1. Press CFwda11.
2. Press Speed Dial button.
3. Press EndCall.

Cancel
- Hang up.
- Press CFwda11.