



# INFORMATION TECHNOLOGY SERVICES

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## Cisco Unified IP Phones 7962G

### QUICK REFERENCE

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 at the following URL.

<http://www.etsu.edu/oit/facultystaffinfo/telephoneusage/voip.aspx>

## 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

### Hold

- 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 **Confrn** to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Confrn** 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 **Confrn**.

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 **Confrn**.
2. Press the **Line** button of the call you want to add to the three-party conference.

## End a Conference Call

- Hang up handset.
- Press **EndCall** soft key.

## Ad Hoc Conference Call

### Start a Conference Call

1. From a connected call, press **Confrn**. (You may need to press the more soft key to see **Confrn**.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press **Confrn** 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 History

### View Call History

1. Press **Directories**.
  - Scroll to history list.
  - Press **1** for Missed Calls.
  - Press **2** for Received Calls.
  - Press **3** for Placed Calls.

### Call from Call History

1. Press **Directories**.
2. Navigate to number.
3. Press **Select**.
4. Press **Dial**.

### Clear Call History

- Press **Clear**. Clears all history.

## Call Forwarding

### All

1. Press **CFwdAll**.
2. Dial “forward to” number.
3. Press the **Accept** soft key.

### Voice Mail

1. Press **CFwdAll**.
2. Dial voice mail number.
3. Press **EndCall**.

### Speed Dial

1. Press **CFwdAll**.
2. Press Speed Dial button.
3. Press **EndCall**.

### Cancel

- Hang up.
- Press **CFwdAll**.

