Common Phone Tasks

View online help on the phone	Press ⓘ or ❓ twice quickly.
Place a call	Go off-hook before or after dialing a number.
Redial a number	Press **Redial**.
Switch to the speaker or headset during a call	Press 🔊 or 🎧, then hang up the handset.
Mute your phone	Press 🎤.
Use your call logs	Choose 📖 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 a call to a new number	Press **Transfer**, enter a target number, then press **Transfer** again.
Start a standard conference call	Press **more > Confrn**. Dial a number, then press **Confrn** again. Repeat for each party

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CISCO

QUICK REFERENCE

Cisco Unified IP Phone 7960G and 7940G for Cisco Unified Communications Manager 7.0 (SCCP)

Softkey Definitions
Phone Screen Icons
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Common Phone Tasks

Softkey Definitions

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
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
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters at the cursor when using EditDial
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Exit	Return to the previous screen
GPickUp	Answer a call ringing in another group
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MeetMe	Host a Meet-Me conference call
more	Display additional softkeys
NewCall	Make a new call

OPickUp	Answer a call ringing in another group that is associated with your group
Park	Store a call using Call Park
PickUp	Answer a call 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 an item on the screen
Transfer	Transfer a call
Update	Refresh content
VidMode	Choose a video display mode
<<	Delete characters to left of cursor
>>	Move through entered characters

Phone Screen Icons

Call State

☎ ➡	Call Forwarding enabled
⏸	Call on hold
⬏	Connected call
☎ ☎ ☎	Incoming call
☎	Off-hook line
☎ ↗	Outgoing call
✧	Shared line in use

Secure Calls

🛡	Authenticated call
🔒	Encrypted call

Critical Calls

■	Priority call
⬚	Medium priority call
⬓	High priority call
⬔	Highest priority call

Selected Device

☎	Handset in use
🎧	Headset in use
🔊	Speakerphone in use

Other Features

☏	Busy speed-dial line
☏	Idle in speed-dial line
⸬	Speed Dial (line status unknown)
✉	Message waiting
🎦	Video enabled
☑	Option selected
▣	Feature enabled

Button Icons

✉	Messages
🌐	Services
ℹ or ?	Help
📖	Directories
☑	Settings
🔊	Speaker
🎤	Mute
🎧	Headset