

CISCO UNIFIED COMMUNICATIONS MANAGER EXPRESS 8.0 USER GUIDE



For Unified IP Phones 7905G, 7912G, 7906G,
7911G, 7940G, 7960G, 7941G, 7961G

One Call | infinite solutions

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**** 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

- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Bolded terms identify soft keys you press.

Place a Call

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press **New Call**, dial the number, and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press Dial, and then lift the handset.

Answer a Call

- Lift handset.
- If you are using a headset, press **Headset**.
- To use the speakerphone, press **Speaker** or **Answer**.

End a Call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- To end a speakerphone call, press **Speaker** or **EndCall**.

Redial a Number

- Lift handset, press **Redial**.
- To use the 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 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.

Transfer to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient's extension number and press **TrnsfVM** again

Place a Conference Call

1. During a call, press **more** and then **Confrn** to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the existing call with the first party.
4. To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the **Confrn** soft key.

End a Conference Call

- Hang up the handset.
- Press **EndCall**.

Meet-Me Conference Call

1. Obtain a Meet-Me phone number from your system administrator.

2. Distribute the number to participants.
3. Obtain a dial tone, then press **more > MeetMe**.
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.
5. To end a Meet-Me conference, all participants must hang up.

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. To end your participation in a conference, hang up or press **EndCall**.

Join a Shared-Line Call

1. Highlight the remote-in-use call that you want to join.
2. Press the **more** to navigate to **cBarge** and press **cBarge**.

Live Record a Call

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop recording.

Call Forwarding

All

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

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

1. Hang up.
2. Press **CFwdAll**.

Call From Local Directories

1. Press **Directories**.
2. Scroll to directory or press **4** for Local Directories.
3. Enter name for search.
4. Press **Search**.
5. Scroll to number and press **Dial**

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.

Speed Dial

Call From Speed-Dial

1. Get dial tone.
2. Press **Directories**.
3. Navigate to speed dial.
4. Press **Select** for the desired number.

Steps to add to the personal speed dial list:

1. Hit the Globe icon called **services**
2. Take option 3 for **My Phone Apps**
3. Take option 2 for **Personal Speed Dial**
4. Here you can select **add** to add an entry
5. Enter a label that you would want the display to read
6. Enter the numbers for that label
7. Then hit **submit**

Steps to change an entry in the personal speed dial list

8. Hit the Globe icon called **services**
9. Take option 3 for **My Phone Apps**
10. Take option 2 for **Personal Speed Dial**
11. Highlight the entry that will be changed
12. Take the option for **change**
13. Make the changes and then hit **submit**

Steps to delete an entry in the personal speed dial list

14. Hit the Globe icon called **services**
15. Take option 3 for **My Phone Apps**
16. Take option 2 for **Personal Speed Dial**
17. Highlight the entry that will be deleted
18. Hit the **delete** button

SOFT KEY	DESCRIPTION
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Acct	Consult your administrator on the use of this soft key.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
cbarge	Allows callers to join a shared-line call.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
Edit Dial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.

SOFT KEY	DESCRIPTION
LiveRcd	Records a call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
Mobility	Allows the user to send a call to a mobile phone.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring column, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
TrnsfVM	Transfers the call to voicemail.
Up	Increases the LCD screen contrast.
URL	Enter alphanumeric characters for call forwarding.

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