6 We (all) need to talk
To create a conference call, choose from two features:
• Use the Conference feature when you want to call each participant.
• Use the Join feature when you want to combine existing calls that are already on your phone (connected or holding).

Using Conference to call
1. Start from a connected call (not on hold).
2. Press the Confrn softkey.
3. Enter a participant’s phone number.
4. At any time after the call starts ringing, press Confrn again to begin the conference. Repeat these steps to add participants.

Using Join to combine existing calls
There are different ways to use Join. Follow these steps when the calls that you want to combine are on a single phone line (only one line button is lit).
1. Start from a connected call (not on hold).
2. Press the Join softkey. (You may need to press the more softkey first.)
3. Press Join again to begin the conference.

Tips
• To combine calls that are on multiple phone lines (more than one line button is lit), press Join, then press the flashing green button for the line with the other call(s).
• If a line has multiple calls, you may need to press Select to choose which calls to join.
• To see who is participating in a conference, press the ConfList softkey.

7 I’ll call you
Use these dialing tips to make calling easier:
• To predial—Dial the number without lifting the handset, then press Dial.
• To redial—Press the Redial softkey, or press the Navigation button to see your recently placed calls.
• To dial from a directory—Navigate to an item in the directory and press Dial. If you need to edit the number first, press EditDial.
• To speed dial—Press a speed-dial button, enter an Abbreviated Dial code, or use Fast Dial.

8 Tips & hints
Can I use my existing headset?
Yes you can! If you prefer to us the amplifier then plug your handset into the amplifier. To use the headset simply lift the receiver.
To use the built in amplifier unplug the existing amplifier and plug the headset directly into the headset jack on the back of the phone.

How do I use my phone with a headset?
Keep the headset button lit and use softkeys to place and end calls.
Note: This does not apply if you are connecting the headset directly to the handset with an amplifier.

Where can I find a complete User Guide?
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/7962g_7961g_7961gge_7961g-7942-7941gge-7941g-7941ge/9_0/english/
user_guide/P746_BK_I8055398_00_ip_phone/user_guide.pdf

How do I access Voice Mail?
Press the messages button to access the login page or dial ext. 7777. The initial password is 12345. you will be walked through the initial configuration of your voicemail including setting up a new password and recording your voice prompt.
Placing a call
To Dial to another extension on campus:
- Dial four digit extension.
To make a local call:
- Dial 9 + phone number.
To make a long distance call:
- Dial 9 + 1 + area code + number.

Hello, thanks for calling
When a new call rings on your phone, you’ll see these indicators:
- A flashing amber line button.
- An animated icon next to the button.
- A call window that displays caller ID.
To answer the call, lift the handset. Or press the flashing amber button or the Answer softkey.

What is a softkey?
There are four feature buttons across the bottom of the display. These buttons will change based on what you are doing on the phone with features such as Answer, Idivert, Redial, Confrn, and Transfer.

Could you hold, please?
To put a call on hold, press the Hold softkey. The hold icon appears and the line button flashes green.
To retrieve a call from hold, press the flashing green button or the Resume softkey. Keep in mind:
- Pressing the Answer softkey to connect a new call puts an existing connected call on hold automatically.
- Before using Resume, make sure the appropriate call window is active (the active window is darker). If necessary, navigate to it.

Let me transfer you
To transfer a call:
1. Start from a connected call (not on hold).
2. Press the Transfer softkey.
3. Dial the transfer recipient’s number (or use speed dial).
4. Wait for the recipient to answer or skip to Step 5.
5. Press Transfer again to complete the transfer.

Can’t talk right now
Using Immediate Divert
To easily send a call to voice mail, just press iDivert when the call is ringing, connected, or on hold.

Using Call Forward All
To redirect all incoming calls to another number:
1. Press the CFwdALL softkey.
2. Enter a phone number, or press a speed dial button or the Messages button (to forward to voice mail).
To verify that Call Forward All is active, look for the call forward icon and the “Forwarded to” phone number.
To cancel Call Forward All, press CFwdALL again. (You may need to press the more softkey first.)
To use forwarding on a non-primary line (such as a shared line), go to your User Options web pages. Your system administrator has details.