Viewing and Dialing Calls

If you want to...	Then...
Redial the last number	Press **Redial**.
View your call logs	Choose > **Missed Calls**, **Received Calls**, or **Placed Calls**.
Dial from a call log	Scroll to a listing from the call log, edit the number (if needed), and go off-hook.
Edit a number in a call log	Press **EditDial** followed by << or >> to reposition the cursor or erase digits.
Dial from a corporate directory	Choose > **Corporate Directory**. Enter the first few letters and press **Search**. Then scroll to a listing and go off-hook.
Dial using the speakerphone	Press **New Call** and enter a number. Or, press before or after dialing, re-dialing or speed dialing a number.
Place a call while another call is active	Press **New Call**. The original call is placed on hold automatically.

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Quick Reference

Cisco IP Phone 7960G and 7940G

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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 call
CFwdALL	Setup/cancel call forwarding
Clear	Delete records or settings
ConfList	View conference participants
Confrn	Create a conference call
Default	Restore settings (including volume) to original factory values
Delete	Remove characters to the right of the cursor when using EditDial
Dial	Dial an entered phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect current call
Exit	Return to the previous screen
GPickUp	Answer a call on another extension outside your group
Join	Join several calls on one line to create a conference call
Meet-Me	Host a Meet-Me conference call

More	Display additional softkeys
NewCall	Make a new call
Park	Store a call using Call Park
PickUp	Answer a call on another extension in your group
Private	Allow/disallow others from viewing or barging calls on a shared line
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Restore	Restore settings (including volume) to previously saved values
Resume	Resume a call on hold
RmLstC	Drop the last party added to conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select an item on the screen
Trnsfer	Transfer a call
Update	Refresh content and get the latest information
<<	Delete entered characters
>>	Move through entered characters

Button Definitions

	Messages
	Services
or	Help
	Directories
	Settings
	Speaker
	Mute
	Headset

Transferring a Call

If you want to...	Then...
Transfer a call	During a connected call, press **Transfer** and enter the target number. To transfer the call, press **Trnsfer** again.
Transfer two current calls to each other ("direct transfer")	Scroll to each target call on the line and press **Select**. From one of the selected calls, press **more > DirTrfr**. To stay on the line with callers, use **Join** to create a conference instead.

Using Call Forward

If you want to...	Then...
Set up call forwarding for your primary line	Press **CFwdALL** and enter a target phone number.
Set up or cancel call forwarding from your computer (for any line)	Log in to your User Options web page and choose **Forward all calls...** from the main menu.
Cancel forwarding	Press **CFwdALL**.

Making Conference Calls

If you want to...	Then...
Start a standard conference call by calling participants	During a connected call, press **more > Confrn** to add another party to the call. Dial the participant's number. After connecting, press **Confrn** again. Repeat to add each participant.
Invite current callers to join a standard conference	Scroll to each target call on the line and press **Select**. From a selected call, press **more > Join**.
View a list of participants	Choose an active conference and press **ConfList**. An * indicates the initiator.
Remove a participant from the conference	If you are the conference initiator, you can press **RmLstC** or scroll to a name in the conference list and press **Remove.**