# Quick Reference

## Cisco Unified IP Phone Quick Reference for Cisco Unified Communications Manager 8.5(1) (SCCP and SIP)


#### Softkey Definitions

<table>
<thead>
<tr>
<th>Softkey</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AbbrDial</td>
<td>Dial using a speed-dial index number</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers a call</td>
</tr>
<tr>
<td>Back</td>
<td>Returns to previous Help topic</td>
</tr>
<tr>
<td>Barge</td>
<td>Adds you to a call on a shared line</td>
</tr>
<tr>
<td>CallBack</td>
<td>Receive notification when a busy extension becomes available</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels an action or exit a screen without applying changes</td>
</tr>
<tr>
<td>cBarge</td>
<td>Adds you to a call on a shared line and establish a conference</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Sets up/cancels call forwarding</td>
</tr>
<tr>
<td>Clear</td>
<td>Deletes records or settings</td>
</tr>
<tr>
<td>Close</td>
<td>Closes the current window</td>
</tr>
<tr>
<td>ConfList</td>
<td>View conference participants</td>
</tr>
<tr>
<td>Confrn</td>
<td>Creates a conference call</td>
</tr>
<tr>
<td>Delete</td>
<td>Removes characters to the right of the cursor when using EditDial</td>
</tr>
<tr>
<td>Details</td>
<td>Opens the Details record for a multiparty call in the Missed Calls and Received Calls logs</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials a phone number</td>
</tr>
<tr>
<td>DND</td>
<td>Turns on/off Do Not Disturb (DND)</td>
</tr>
<tr>
<td>EditDial</td>
<td>Edits a number in a call log</td>
</tr>
<tr>
<td>EndCall</td>
<td>Disconnects the current call or the current intercom call</td>
</tr>
<tr>
<td>Erase</td>
<td>Resets settings to their defaults</td>
</tr>
<tr>
<td>Exit</td>
<td>Returns to the previous screen</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Answers a call that is ringing in another group or on another line</td>
</tr>
</tbody>
</table>

#### Common Phone Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>View online help on the phone</td>
<td>Press ?</td>
</tr>
<tr>
<td>Place a call</td>
<td>Lift the handset or press the speakerphone or headset.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial. Or press the Navigation button while on hook to see your Placed Calls log.</td>
</tr>
<tr>
<td>Switch to the handset during a call</td>
<td>Pick up the handset.</td>
</tr>
<tr>
<td>Switch to the speaker or headset during a call</td>
<td>Press or , then hang up the handset.</td>
</tr>
<tr>
<td>Mute your phone</td>
<td>Press Mute</td>
</tr>
<tr>
<td>Use your call logs</td>
<td>Press EditDial, &lt;&lt; or &gt;&gt;. To dial, highlight a listing and go off hook.</td>
</tr>
<tr>
<td>Edit a number</td>
<td>Press EditDial, &lt;&lt; or &gt;&gt;.</td>
</tr>
<tr>
<td>Hold/resume a call</td>
<td>Press Hold or Resume.</td>
</tr>
<tr>
<td>Transfer a call to a new number</td>
<td>Press Transfer, enter the number, and then press Transfer again.</td>
</tr>
<tr>
<td>Place an intercom call</td>
<td>Press intercom button, enter a number if necessary, and speak after you hear the tone.</td>
</tr>
<tr>
<td>Start a standard (ad hoc) conference call</td>
<td>Press more &gt; Confrn, dial the participant, then press Confrn again.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>iDivert</th>
<th>Diverts or redirects a call to a voice-messaging system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Join</td>
<td>Combines existing calls to create a conference</td>
</tr>
<tr>
<td>Links</td>
<td>View related Help topics</td>
</tr>
<tr>
<td>Main</td>
<td>Displays the Help main menu</td>
</tr>
<tr>
<td>MeetMe</td>
<td>Hosts a Meet-Me conference call</td>
</tr>
<tr>
<td>more</td>
<td>Displays additional softkeys</td>
</tr>
<tr>
<td>New Call</td>
<td>Makes a new call</td>
</tr>
<tr>
<td>OPickUp</td>
<td>Answers a call that is ringing in an associated group</td>
</tr>
<tr>
<td>Park</td>
<td>Stores a call using Call Park</td>
</tr>
<tr>
<td>PickUp</td>
<td>Answers a call that is ringing on another phone in your group</td>
</tr>
<tr>
<td>QRT</td>
<td>Submits call problems to the system administrator</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials the most recently dialed number</td>
</tr>
<tr>
<td>Remove</td>
<td>Removes a conference participant</td>
</tr>
<tr>
<td>Resume</td>
<td>Resumes a call on hold</td>
</tr>
<tr>
<td>RmLstC</td>
<td>Drops the last party added to a conference call</td>
</tr>
<tr>
<td>Save</td>
<td>Saves the chosen settings</td>
</tr>
<tr>
<td>Search</td>
<td>Searches for a directory listing</td>
</tr>
<tr>
<td>Select</td>
<td>Selects a menu item or call</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers a call</td>
</tr>
<tr>
<td>Update</td>
<td>Refreshes content</td>
</tr>
<tr>
<td>VidMode</td>
<td>Chooses a video display mode (SCCP only)</td>
</tr>
<tr>
<td>&lt;&lt;</td>
<td>Deletes entered characters</td>
</tr>
<tr>
<td>&gt;&gt;</td>
<td>Moves through entered characters</td>
</tr>
</tbody>
</table>

**Phone Screen Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Call Forwarding enabled</td>
</tr>
<tr>
<td></td>
<td>Call on hold; remote call on hold</td>
</tr>
<tr>
<td></td>
<td>Connected call</td>
</tr>
<tr>
<td></td>
<td>Incoming call</td>
</tr>
<tr>
<td></td>
<td>Off hook</td>
</tr>
<tr>
<td></td>
<td>On hook</td>
</tr>
<tr>
<td></td>
<td>Shared line in use</td>
</tr>
<tr>
<td></td>
<td>Message waiting</td>
</tr>
<tr>
<td></td>
<td>Authenticated call</td>
</tr>
<tr>
<td></td>
<td>Encrypted call</td>
</tr>
<tr>
<td></td>
<td>BLF-monitored line is in-use</td>
</tr>
<tr>
<td></td>
<td>BLF-monitored line is idle</td>
</tr>
<tr>
<td></td>
<td>BLF-monitored line is ringing (BLF Pickup)</td>
</tr>
<tr>
<td></td>
<td>Speed-dial, call log, or directory listing (line status unknown)</td>
</tr>
<tr>
<td></td>
<td>Line in Do Not Disturb (BLF feature)</td>
</tr>
<tr>
<td></td>
<td>Idle intercom line</td>
</tr>
<tr>
<td></td>
<td>One-way intercom call</td>
</tr>
<tr>
<td></td>
<td>Two-way intercom call</td>
</tr>
<tr>
<td></td>
<td>Handset in use</td>
</tr>
<tr>
<td></td>
<td>Headset in use</td>
</tr>
<tr>
<td></td>
<td>Speakerphone in use</td>
</tr>
<tr>
<td></td>
<td>Video enabled (SCCP only)</td>
</tr>
<tr>
<td></td>
<td>Feature assigned to button</td>
</tr>
<tr>
<td></td>
<td>Mobility assigned to button</td>
</tr>
<tr>
<td></td>
<td>Hold assigned to button</td>
</tr>
<tr>
<td></td>
<td>Conference assigned to button</td>
</tr>
<tr>
<td></td>
<td>Transfer assigned to button</td>
</tr>
<tr>
<td></td>
<td>Phone service URL assigned to button</td>
</tr>
<tr>
<td></td>
<td>URL entry in a call log is ready to edit (SIP only)</td>
</tr>
<tr>
<td></td>
<td>Option selected</td>
</tr>
<tr>
<td></td>
<td>Feature enabled</td>
</tr>
</tbody>
</table>

**Button Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Messages</td>
</tr>
<tr>
<td></td>
<td>Services</td>
</tr>
<tr>
<td></td>
<td>Help</td>
</tr>
<tr>
<td></td>
<td>Directories</td>
</tr>
<tr>
<td></td>
<td>Settings</td>
</tr>
<tr>
<td></td>
<td>Volume</td>
</tr>
<tr>
<td></td>
<td>Speaker</td>
</tr>
<tr>
<td></td>
<td>Mute</td>
</tr>
<tr>
<td></td>
<td>Headset</td>
</tr>
</tbody>
</table>