# Cisco Unified IP Phone 7962G and 7942G for Cisco Unified Communications Manager 7.1(2) (SCCP and SIP)

## Softkey Definitions

**AbbrDial**  
Dial using a speed dial index number

**Answer**  
Answer a call

**Back**  
Return to the previous Help topic

**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**  
Set up/cancel call forwarding

**Clear**  
Delete records or settings

**Close**  
Close the current window

**ConfList**  
View conference participants

**Confrn**  
Create a conference call

**Delete**  
Remove characters to the right of the cursor when using EditDial

**Details** (SCCP only)  
Open the Details record for a multiparty call in the Missed Calls and Received Calls logs

**Dial**  
Dial a phone number

**DirTrfr** (SCCP only)  
Transfer two calls to each other

**DND**  
Turn on/off Do Not Disturb (DND)

**EditDial**  
Edit a number in a call log

**EndCall**  
Disconnect the current call or the current intercom call

**Erase**  
Reset settings to their defaults

**Exit**  
Return to the previous screen

## Quick Reference

### Softkey Definitions

- **AbbrDial**: Dial using a speed dial index number
- **Answer**: Answer a call
- **Back**: Return to the previous Help topic
- **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**: Set up/cancel call forwarding
- **Clear**: Delete records or settings
- **Close**: Close the current window
- **ConfList**: View conference participants
- **Confrn**: Create a conference call
- **Delete**: Remove characters to the right of the cursor when using EditDial
- **Details** (SCCP only): Open the Details record for a multiparty call in the Missed Calls and Received Calls logs
- **Dial**: Dial a phone number
- **DirTrfr** (SCCP only): Transfer two calls to each other
- **DND**: Turn on/off Do Not Disturb (DND)
- **EditDial**: Edit a number in a call log
- **EndCall**: Disconnect the current call or the current intercom call
- **Erase**: Reset settings to their defaults
- **Exit**: Return to the previous screen

### Common Phone Tasks

- **View online help on the phone**: Press the help key.
- **Place a call**: Go off-hook before or after dialing a number.
- **Redial a number**: Press the redial key. Or press the navigation button while on-hook to see your placed calls log.
- **Switch to the handset during a call**: Pick up the handset.
- **Switch to the speaker or headset during a call**: Press the speaker button or headset button, then hang up the handset.
- **Mute your phone**: Press the mute button.
- **Use your call logs**: Press the call log key to choose a call log. To dial, highlight a listing and go off-hook.
- **Edit a number**: Press the edit key, << or >>.
- **Hold/resume a call**: Press the hold key or resume key.
- **Transfer a call to a new number**: Press the transfer key, enter the number, then press transfer again.
- **Place an intercom call**: Press the intercom button, enter a number if necessary, and speak after you hear the tone.
- **Start a standard (ad hoc) conference call**: Press more > Confrn, dial the participant, then press Confrn again.