Basic Operations

Make Calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Redial Number

Redial allows you to call the most recently dialed phone number by pressing the Redial button.

Procedure

To redial a number, press the **Redial** button .

You can be off-hook or on-hook when you press this button.

Dial International Number

Plus Dialing allows you to press and hold the "*" key for at least 1 second to add a plus "+" sign as the first digit in a phone number for international dialing. It applies only for off-hook dialing.

Procedure

Step 1 Press and hold the "*" key for at least 1 second.

The + sign is entered as the first digit in the phone number.

The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the international number.

Place Call Using Forced Authorization Code

Your phone supports Forced Authorization Codes (FAC) that allow your administrator to manage call access. Your administrator provides you with the codes. When active, the Forced Authorization Codes feature requires that you enter a valid authorization code before the call connects.

Procedure

Step 1 Dial a number.

Step 2 After the tone, enter the Forced Authorization Code (FAC).

Answer Calls

Your Cisco phone works just like a regular phone. But we make it easier for you to answer calls.

Answer Call Using Hookflash

Hookflash allows you to activate features on your phone by quickly pressing and releasing the hookswitch button on the phone cradle rest.

Procedure

Quickly press and release the hookswitch button to answer the call.

Answer Call Using Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. Use Call Pickup if you share call-handling tasks with co-workers.

Pickup allows you to answer a call that is ringing on another phone within your call pickup group.

If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).

Your system administrator sets up the call pickup group you are in and the call pickup buttons depending on your call-handling needs and work environment.

Procedure

Step 1	Press the **Feature** button.
Step 2	Use the **Navigation pad** to scroll and select **Pickup**.
Step 3	Press the **Feature** button to transfer a ringing call within your pickup group to your phone.
Step 4	Lift the handset to connect the call.

Answer Call Using Group Pickup

Group Pickup allows you to answer a call on a phone that is outside your call pickup group by using a group pickup number that your system administrator provides. You can also pick up the call on your phone.

Procedure

Step 1	Press the **Feature** button.
Step 2	Use the **Navigation pad** to scroll and select **Group Pickup**.
Step 3	Press the **Feature** button.
Step 4	Enter the group pickup number to answer a call on your phone or on a phone outside your pickup group.
Step 5	Lift the handset to connect the call.

Respond to Call Waiting Notification

Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:

- A call waiting tone (single beep)

- A display of the second incoming call on the phone screen

Procedure

To answer the ringing call, press the **Hold/Resume** button.

Your phone puts the original call on hold automatically and connects the ringing call.

Manage Calls

Forward All Calls

Call Forward All allows you to forward calls on your phone to another number. Call Forward All applies to all calls that you receive.

You can set up Call Forward All directly on your phone. To access Call Forward All remotely, go to your Self Care Portal.

When forwarding calls from your phone, enter the call-forward target phone number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

When you lift the handset, you will hear a call forward confirmation tone until you cancel call forwarding. The visual confirmation turns off when Call Forward All is canceled.

Procedure

Step 1   Press the **Feature** button.

Step 2   Use the Navigation pad to scroll and select **Call Forward All**.

Step 3   Press the **Feature** button.

Step 4   Listen for the confirmation tone, then enter the phone number to which your calls will be forwarded. A visual confirmation displays on your screen for as long as the feature is enabled.

Step 5   To cancel call forwarding, repeat Step 1-2.

Related Topics

Sign In to the Cisco Unified Communications Self Care Portal, on page 7

Transfer a Call to Another Number

You can redirect a connected call from your phone to another number as follows:

- You can redirect a single call to another number that you specify.

- You can connect two calls to each other without remaining on the line yourself.

Procedure

Step 1   Verify that you are on an active call (not on hold).

Step 2   Enter the transfer recipient's phone number or press a speed-dial button.

Step 3   Wait for the recipient to answer, or skip to the next step while the call is ringing.

Toggle Between Calls Before Completing Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the Hold/Resume button to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Procedure

Step 1 Press the **Hold/Resume** button to toggle between the party that you intend to transfer and the transfer recipient.

Step 2 After you finish speaking with the transfer recipient, press the **Transfer** button to complete the transfer.

Hold Call

Hold allows you to put an active call into a held state.

Procedure

Step 1 To put a call on hold, press the **Hold/Resume** button .
The party that is put on hold hears the preset music.

Step 2 To resume the call, press the **Hold/Resume** button .

Mute Phone

You can block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Conference

Conference allows you to talk simultaneously with multiple parties. When you are talking on a call, use Conference to dial another party and add them to the call. You can remove individual participants from the conference if your phone supports the feature.

You can set up a conference by using the Hookflash feature on the phone. You can include up to three participants in a conference. Use the hookflash feature to drop a participant from a conference. The conference ends when all the participants hang up.

Set Up Conference

Procedure

Step 1   Verify that you are on an active call (not on hold).

Step 2   Press and release the hookswitch to get a dial tone.

Step 3   Dial the party's number.

Step 4   (Optional) Wait for the recipient to answer.

Or skip to Step 5 while the call is ringing.

Step 5   Press and release the hookswitch again.

The conference begins.

Drop Party from Conference

Only the conference host can drop a party from a conference.

Procedure

Step 1   Verify that you are in a conference.

Step 2   Press and release the hookswitch.

The party who joined last is dropped from the conference.

View Phone Information

Phone Information allows you to view the following model information for your phone:

- Model Number

- MAC Address

- Application Load ID

- Boot Load ID

- Serial Number

- IP Address

- Active Server

- Stand-by-Server

Procedure

Step 1	Press **Applications** ⚙.
Step 2	Select **Phone Information**.
Step 3	Press **Back** to return to the Applications screen.

Sign In to the Cisco Unified Communications Self Care Portal

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as speed dial or personal address book, you must sign in. When you finish using the portal, sign out.

Note Some features may not be available for your phone, and thus you can't set the features up in the Self Care Portal.

Sometimes, you can access the Cisco Unified Communications Self Care Portal without signing in.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

Step 1	Obtain the portal URL, user ID, and default password from your administrator. Typically, the portal URL is `http://ip_address or hostname/ucmuser`.
Step 2	Open a web browser on your computer and enter the URL.
Step 3	If prompted to accept security settings, select **Yes** or **Install Certificate**.
Step 4	Enter your user ID in the **Username** field.
Step 5	Enter your password in the **Password** field.
Step 6	Select **Login**.
Step 7	Select **Logout** to sign out.