



## How to Use Pre-call and Mid-call Services

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This section contains end-user procedures for pre-call services and mid-call services that the Cisco ATA supports for the SCCP protocol.



**Note**

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The Cisco ATA administrator should provide these procedures to the end user.

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This section contains the following topics:

- [Procedures for Using Pre-call Services, page A-1](#)
- [Procedures for Using Mid-call Services, page A-4](#)



**Note**

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The services listed in this section are supported by Cisco CallManager. For Cisco IOS Telephony Service (ITS)-supported services, refer to ITS documentation.

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## Procedures for Using Pre-call Services

The following list contains the pre-call services that the Cisco ATA (SCCP protocol) supports:

- [Access Voicemail, page A-1](#)
- [Activate Call-Forward-All, page A-2](#)
- [Cancel Call-Forward-All, page A-2](#)
- [Redial, page A-2](#)
- [Speed Dial, page A-2](#)
- [Call Pickup, page A-3](#)
- [Group Call Pickup, page A-3](#)
- [MeetMe Conference, page A-3](#)

## Access Voicemail

To access your voice-mail box, press \* then **0** on your telephone keypad.

## Activate Call-Forward-All

Use this feature to send all calls from one telephone number to another telephone number. To activate Call-Forward-All, follow these steps:

### Procedure

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- Step 1** Press \*\* then **1** on your telephone keypad. You will receive a confirmation tone.
- Step 2** Enter the telephone number to which you want to send the calls. A confirmation tone will sound.
- Step 3** Hang up.
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## Cancel Call-Forward-All

To cancel Call-Forward-All, follow these steps:

### Procedure

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- Step 1** Press \*\* then **2** on your telephone keypad. You will receive a confirmation tone.
- Step 2** Hang up.
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## Redial

Use this feature to call the last number dialed. To activate Redial, press \* then # on your telephone keypad.

## Speed Dial

To use Speed Dial, follow these steps:

### Procedure

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- Step 1** Preset speed-dial commands by using the Cisco CallManager web page. (See Cisco CallManager documentation for more information.) The Cisco ATA supports nine speed-dial numbers.
- Step 2** To activate speed dialing, press \* then a digit from one to nine on your telephone keypad, as shown in the following examples:
- **Press \*** then **1** to activate speed dial 1
  - **Press \*** then **2** to activate speed dial 2
  - **Press \*** then **3** to activate speed dial 3
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## Call Pickup

To answer a phone in your call pickup group, follow these steps:

### Procedure

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- Step 1** Pick up the handset, press \*\* then **3** on your telephone keypad. The caller ID appears and the call-waiting tone rings.
  - Step 2** Perform a hookflash to answer the call.
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## Group Call Pickup

To answer a phone outside your call pickup group, follow these steps:

### Procedure

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- Step 1** Pick up the handset, press \*\* then **4** on your telephone keypad.
  - Step 2** When prompted, enter the group number. The caller ID appears and the call-waiting tone rings.
  - Step 3** Perform a hookflash to answer the call.
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## MeetMe Conference

To use this feature, follow these steps:

### Procedure

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- Step 1** Pick up the handset, press \*\* then **5** on your telephone keypad. You are prompted to enter a MeetMe Conference number to reserve a conference.
  - Step 2** When someone dials the MeetMe Conference number, you receive a confirmation tone and can begin conferencing with the caller.
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# Procedures for Using Mid-call Services

The method of initiating and using mid-call services during a call when using SCCP differs according to mode, which is configured by the Cisco ATA administrator using the ConnectMode parameter (see the “ConnectMode” section on page 5-13). Use the procedures for the mid-services mode that is configured on your Cisco ATA.

The following three modes are used for invoking mid-call services:

- [Bellcore Style, page A-4](#)
- [Cisco VG248 Style, page A-5](#)
- [Cisco ATA Style, page A-6](#)

## Bellcore Style

The following two procedures are unique to the Bellcore (default) style:

- [Bellcore Style Call Transfer Procedure, page A-4](#)
- [Bellcore Style Conference Call Procedure, page A-4](#)

### Bellcore Style Call Transfer Procedure

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- Step 1** Perform a hookflash to place the current call on hold and obtain a second dial tone.
- Step 2** At the dial tone, enter the telephone number or speed dial of the third party and wait for the call to ring.
- Step 3** You have the following options:
- To transfer the call, hang up when the call rings or when the third party answers.
  - To return to the original call, perform a hookflash before the call rings. If you perform a hookflash before the third party answers but after the call rings, you also return to the original call.
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### Bellcore Style Conference Call Procedure

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- Step 1** Perform a hookflash to place the current call on hold and obtain a second dial tone.
- Step 2** At the dial tone, enter the telephone number or speed dial of the third party and wait for the call to ring.
- Step 3** You have the following options:
- To add the party to a conference, perform a hookflash after the third party answers.
  - To return to the original call, perform a hookflash before the call rings. If you perform a hookflash before the third party answers but after the call rings, you also return to the original call.
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## Cisco VG248 Style

The following three procedures are unique to Cisco VG248 style:

- [Cisco VG248 Style Three-way Calling Procedure, page A-5](#)
- [Cisco VG248 Call Transfer Procedure, page A-5](#)
- [Cisco VG248 Conference Call Procedure, page A-6](#)

### Cisco VG248 Style Three-way Calling Procedure

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- Step 1** Perform a hookflash to place the current call on hold and obtain a second dial tone.
- Step 2** Enter the telephone number or speed dial of the third party and wait for an answer. If you hang up before the third party answers, the new call is dropped. If the original caller is still holding, the telephone rings. If you perform a hookflash again before the third party answers, the new call is dropped and the original call resumes.
- Step 3** After the third party answers, you can perform a hookflash to obtain a third dial tone. You now have the following options:
- To switch to the other party, perform a hookflash. You can then switch back and forth.
  - To maintain the current state, press any other digit or let a time out occur (in four seconds by default).
- Step 4** If you hang up while talking to one of the remote parties, you end the currently active call. However, if the other remote party is still holding, your phone will ring. If the previously active party has hung up, you can answer your phone and resume your conversation with the holding party.
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### Cisco VG248 Call Transfer Procedure

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- Step 1** Perform a hookflash to place the current call on hold and obtain a second dial tone.
- Step 2** Enter the telephone number or speed dial of the third party and wait for an answer. If you hang up before the third party answers, the new call is dropped. If the original caller is still holding, the telephone rings. If you perform a hookflash again before the third party answers, the new call is dropped and the original call resumes.
- Step 3** After the third party answers, you can perform a hookflash to obtain a third dial tone. You now have the following options:
- To transfer holding party to the currently active party, press # then 2 on your telephone keypad.
  - To maintain the current state, press any other digit or let a time out occur (in four seconds by default).
- Step 4** If you hang up while talking to one of the remote parties, you end the currently active call. However, if the other remote party is still holding, your phone will ring. If the previously active party has hung up, you can answer your phone and resume your conversation with the holding party.
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## Cisco VG248 Conference Call Procedure

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- Step 1** Perform a hookflash to place the current call on hold and obtain a second dial tone.
- Step 2** Enter the telephone number or speed dial of the third party and wait for an answer. If you hang up before the third party answers, the new call is dropped. If the original caller is still holding, the telephone rings. If you perform a hookflash again before the third party answers, the new call is dropped and the original call resumes.
- Step 3** After the third party answers, you can perform a hookflash to obtain a third dial tone. You now have the following options:
- To conference with both parties, press # then 3 on your telephone keypad.
  - To maintain the current state, press any other digit or let a time out occur (in four seconds by default).
- Step 4** If you hang up while talking to one of the remote parties, you end the currently active call. However, if the other remote party is still holding, your phone will ring. If the previously active party has hung up, you can answer your phone and resume your conversation with the holding party.
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## Cisco ATA Style

The following three procedures are unique to the Cisco ATA style:

- [Cisco ATA Style Call Hold/Resume Procedure, page A-6](#)
- [Cisco ATA Style Call Transfer Procedure, page A-6](#)
- [Cisco ATA Style Conference Calling Procedure, page A-7](#)

## Cisco ATA Style Call Hold/Resume Procedure

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- Step 1** To place the current call on hold, perform a hookflash, then press 1 on your telephone keypad.
- Step 2** To resume the call, perform a hookflash again.
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## Cisco ATA Style Call Transfer Procedure

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- Step 1** While engaged in a call, perform a hookflash, then press 2 on your telephone keypad.
- Step 2** After the dial tone sounds, enter the telephone number.
- Step 3** When the other party answers or the remote telephone rings, hang up to transfer the call. You can perform a hookflash at any time to halt the operation and resume the original call.
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## Cisco ATA Style Conference Calling Procedure

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- Step 1** While engaged in a call, perform a hookflash, then press **3** on your telephone keypad.
  - Step 2** When you get a dial tone, dial the telephone number of the third party with whom you want to conference.
  - Step 3** When the other party answers or the remote telephone rings, perform a hookflash. You can hang up at any time to halt adding the new party to the conference.
  - Step 4** After you hang up, the telephone rings if the original party is still holding.
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