









Basic Call Handling

Basic call-handling tasks such as placing, answering, transferring, and conferencing calls are available to most phone users.


Placing Calls

If you want to...	Then...
Dial a phone number	Enter the phone number using the numerical keys.
Delete the last digit dialed	Press Clear to delete the last dialed digit. To delete the entire dialed number, press and hold Clear .
Place the call	After dialing, press  (green key) to place your call.
Place the call on a secondary line	Before or after dialing the number, press ▼ to change to another line and press  to make the call.
Redial the last dialed number	Press ▶ to switch to Redial , then press Redial to make the call.
Redial a number from the list of previously placed calls	Press  to display the list. Scroll to the desired phone number and press  to make the call. The previously placed calls list contains 10 records.
Dial a phone number from your local phone book	Press PhBook and scroll to the desired entry. Press  to dial the number. See the Using the Phone Book, page 30 for more information.
Speed dial a phone number using a Speed Dial hot key	Press and hold  (2-9) for the Speed Dial number that you want to use. The phone displays and dials the number stored for that hot key. See the Configuring Speed Dial Hot Keys, page 32.
Dial from a corporate directory listing	Choose Menu > Directory > Corporate Directory (exact name can vary). Search for a listing by using your keypad to enter letters and press Search . Scroll to the desired entry and choose Dial or  .




If you want to...	Then...
Place a call when another call is active	Press Hold to hold the active call, then press ◀ or ▶ to switch to New Call and press it. Dial, redial, or speed dial a number.
Dial from a Personal Address Book (PAB) entry or a Fast Dial code	Choose Menu > Services > PAB service or Fast Dial service (exact names might vary). Search for a listing by using your keypad to enter letters and press Submit . To dial from a listing, scroll to it and press  . For help with subscribing to the PAB or Fast Dial service, see the Subscribing to IP Phone Services , page 41.



Tip

- If you make a mistake while entering a phone number, press **Clear** to erase one or more digits.
- To redial the last number, you can also press  two times.

Answering and Ending Calls

If you want to...	Then...
Answer a call	Press and release  (green key) to connect to the incoming call.
Silence the ring for an incoming call	Press  (red key) to silence the ringing. The call continues silently, then forwards to the no answer target, such as voice messaging or another phone.
End the call	Choose EndCall or  (red key) to hang up.

Muting Calls

To turn off the microphone on your phone, you can use the Mute feature.

If you want to...	Then...
Mute the call	During a call, press MuteOn . The label changes to MuteOff .
Cancel the mute	Press MuteOff . The label changes to MuteOn .

Adjusting the Speaker Volume

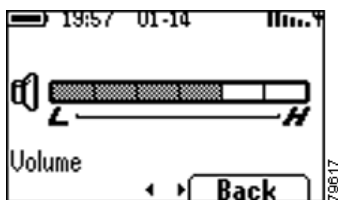
If you want to...	Then...
Change the volume during a call	Press ▲ to adjust the speaker volume for a call on line 1. Press ▲ twice for a call on line 2.
Change the volume for your calls	Press ◀ or ▶ until you see Volume and press it to start adjusting the speaker volume.
Adjust the volume	Increase the volume by pressing ▶ or decrease the volume by pressing ◀ as shown in Figure 0-1. Volume setting remains until you power off the phone.



Tip

To maintain the speaker volume adjustment after powering off the phone, see the “Adjusting the Speaker Volume” section on page 25.

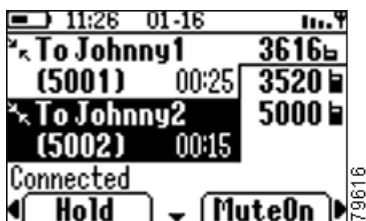
Figure 0-1 Adjusting the Speaker Volume



Placing Calls on Hold

You can have only one active call at a time, so you must place calls on hold while you answer another call.

If you want to...	Then...
Place a call on hold	During a connected call, press Hold . The label changes to Resume .
Resume a held call	Press Resume to reconnect to a holding call.
Choose between two connected calls	Scroll between different calls that are displayed on the screen. See Figure 0-1.



Tip Avoid putting a conference call on Hold because activating Hold usually generates music.

Transferring Calls

You can transfer a connected caller to another party by using the Transfer feature. The *target* is the number that receives the transferred call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a call, press ◀ or ▶ to switch to Transf and press it. Enter the target phone number. When you hear the call ringing, press ◀ or ▶, then press Transf again to complete the transfer operation.
Talk to the transfer recipient before transferring the call	During a call, press ◀ or ▶ to switch to Transf and press it. Enter the target phone number and wait for the call recipient to answer. If the recipient accepts the call, press ◀ or ▶ then press Transf again. If the recipient refuses the call, press Resume to return to the original call.

Making Conference Calls

Conference calling allows from three to sixteen parties to participate simultaneously in a call. Your Cisco Unified IP Phone supports several types of conference calls depending on your configuration. The softkeys identify which methods are available on your phone:

- **Confrn**—To establish standard conferences by calling each participant. Standard conference calling is available on most phones.

If you want to...	Then...
Set up a standard conference call by calling participants	<p>During a call, press ◀ or ▶ to switch to Confrn. To add another party to the call, press Confrn (press ◀ or ▶ to find softkey) and enter the participant's phone number.</p> <p>After the call connects and you have spoken to the participant, press Confrn again to add the party to your conference call.</p> <p>Follow this procedure to add each participant to the conference call.</p>
End a standard conference call	Choose EndCall or <i>ℓ</i> to end the conference call.

**Tip**

The number of parties that you can add to a conference call is set by your system administrator.

Forwarding Your Calls to Another Number

You can use the Call Forward All feature to redirect your calls to any phone number, although your system administrator might restrict call forwarding to phone numbers within your company.

If you want to...	Then...
Set up call forwarding on your primary line	<p>Press ◀ or ▶ to switch to CFwdAll. Press CFwdAll and enter a target extension or phone number.</p> <p>The screen displays “Forwarded to (target number).”</p>
Cancel call forwarding on your primary line	<p>Press CFwdAll.</p> <p>The “Forwarded to” message disappears.</p>

**Tip**

- Enter the Call Forward All target number exactly as you would dial it, including any access codes or area codes.
- You must configure call forwarding for each line on your phone.