



# Calls

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## Make Calls

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

### Make a Call

Use your phone just like any other phone to make a call.

#### Procedure

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Enter a number and press **Call**.

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### Redial a Number

You can call the most recently dialed phone number.

#### Procedure

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Press **Redial**.

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## Speed Dial

You can assign codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal. Speed-dial codes allow you to phone number from a code (sometimes referred to as abbreviated dialing).

### Related Topics

[Self Care Portal](#)

[Speed-Dial Numbers](#)

## Make a Speed-Dial Call with Your Conference Phone

### Before you begin

Set up speed-dial codes in the Self Care portal.

### Procedure

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**Step 1** Press down on the Navigation bar or press **Favorites**.

**Step 2** Select a speed-dial entry and press **Call**.

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## Make a Call With a Speed-Dial Code

### Before you begin

Set up speed-dial codes in the Self Care portal.

### Procedure

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Enter the speed-dial code and press **AbbrDial**.

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## Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

### Procedure

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**Step 1** Press and hold **star (\*)** for at least 1 second.

The plus (+) sign is displayed as the first digit in the phone number.

**Step 2** Enter the phone number.

- Step 3** Press **Call** or wait 10 seconds after the last key press to automatically place the call.
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## Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

### Procedure

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- Step 1** Press **Callback** while you are listening to the busy tone or ring sound.
- Step 2** Press **Exit** to exit the confirmation screen.
- Step 3** When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.
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## Calls That Require a Billing Code or Authorization Code

Your administrator may require that you enter a billing code or authorization code (or both codes) after you dial a phone number. The billing code, called a Client Matter Code, is used for accounting or billing purposes. The authorization code, called a Forced Authorization Code, controls access to certain phone numbers.

When a billing code is required, the phone displays `Enter Client Matter Code`. Enter the billing code and press **Submit**. The phone displays the billing code that you entered, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`. Enter the authorization code and press **Submit**. The dialed number changes to `*****`, and you hear a special tone. For security reasons, the phone displays a `*` instead of the number entered.

When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

### Related Topics

[Speed-Dial Numbers](#)

## Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

## Answer Calls

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

## Answer a Call

### Procedure

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Press **Answer**.

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## Answer Call Waiting on Your Conference Phone

When you're on an active call, you know that a call is waiting when you hear a single beep and see a message on the conference phone screen.

### Procedure

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Press **Answer**.

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## Decline a Call

You can send a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

### Procedure

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Press **Decline**.

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## Turn On Do Not Disturb

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

### Procedure

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**Step 1** Press **DND** to turn on DND.

**Step 2** Press **DND** again to turn off DND.

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### Related Topics

[Self Care Portal](#)

## Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

### Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

#### Procedure

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- Step 1** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
- Step 2** Press **Answer** to connect to the call when the call rings.
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### Answer a Call from Another Group (Group Pickup)

Group pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

#### Procedure

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- Step 1** Press **Group PickUp**.
- Step 2** Do one of the following actions:
- Enter the number of the phone line with the call that you want to pick up.  
For example, if the call is ringing on line 12345, enter **12345**.
  - Enter the group pickup number.
- Step 3** Press **Answer** to connect to the call when the call rings.
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### Answer a Call From an Associated Group (Other Pickup)

#### Procedure

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- Step 1** Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.
- Step 2** If the call rings, press **Answer** to connect to the call when the call rings.
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## Answer a Call Within Your Hunt Group

Hunt groups allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign into a hunt group when you want to receive calls. You sign out of the group when you don't want calls to ring on your phone.

The feature configuration determines if you see your hunt group name or pilot number displayed on your Incoming Call Alert.

### Before you begin

You must sign into the hunt group to receive hunt group calls.

### Procedure

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When a hunt group call rings on your phone, answer the call.

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## Sign In and Out of a Hunt Group

Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.

### Procedure

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- Step 1** Press **Hlog** to sign in.
- Step 2** Press **Hlog** again to sign out.
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## View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

### Procedure

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- Step 1** Press **Queue Status**.
- Step 2** Press **Update** to refresh the statistics.
- Step 3** Press **Exit**.
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## Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

### Procedure

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Press **MCID**.

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## Mute Your Call

While you are on a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

When you have a call muted, the LED bar lights red.

### Procedure

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- Step 1** Press **Mute** .
- Step 2** Press **Mute** again to turn mute off.
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## Hold Calls

### Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready.

### Procedure

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- Step 1** Press **Hold**.
- Step 2** To resume a call from hold, press **Resume**.
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### Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Single ring, repeating at intervals
- Flashing LED bar

- Visual notification on the phone screen

**Procedure**

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Press **Answer** to resume the held call.

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## Swap Between Active and Held Calls

You can easily switch between active and held calls.

**Procedure**

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Press **Swap** to switch to the held call.

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## Call Park

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

## Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can park only one call at the call park number.

**Before you begin**

Your call must be active.

**Procedure**

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**Step 1** Press **Park**, and then hang up.

**Step 2** (Optional) Communicate the parked number to the person who needs to answer the call.

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## Retrieve a Call on Hold with Call Park

You can set up call park in two different ways:

- The parked call displays on the phone where the user can pick it up.
- The user must dial the displayed number to pick up the call.

You set the field **Dedicate one line for Call Park** in Cisco Unified Communications Manager to enable or disable the feature. By default, the feature is enabled.

#### Before you begin

You need the number that was used to park the call.

#### Procedure

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Enter the number where the call is parked and retrieve the call.

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## Place a Call on Hold with Manual Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using manual directed call park, you transfer an active call to a directed call park number, which your administrator sets up.

#### Procedure

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- Step 1** Press **Transfer**.
  - Step 2** Required: Enter the directed call park number.
  - Step 3** Required: Press **Transfer** again to park the call.
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## Retrieve a Call on Hold with Manual Directed Call Park

You can pick up a call that was parked to a dedicated call park number.

#### Before you begin

You need the directed call park number and the park retrieval prefix.

#### Procedure

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- Step 1** Dial the park retrieval prefix.
  - Step 2** Dial the directed call park number.
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## Forward Calls

You can forward calls from your phone to another number.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

When a phone is forwarded, you see the Forward all  icon on the screen.

#### Procedure

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- Step 1** When the phone is inactive, press **Fwd All**.
- Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
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#### Related Topics

[Self Care Portal](#)

## Transfer Calls

You can transfer an active call to another person.

### Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This way, you can talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

#### Procedure

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- Step 1** From a call that is not on hold, press **Transfer**.
- Step 2** Enter the other person's phone number.
- Step 3** (Optional) Wait until you hear the line ring or until the other person answers the call.
- Step 4** Press **Transfer** again.
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### Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to. You can also swap between that call and the call that you're transferring, before you complete the transfer.

**Before you begin**

You have an active call that needs to be transferred.

**Procedure**

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- Step 1** Press **Transfer**.
  - Step 2** Enter the other person's phone number.
  - Step 3** Press **Swap** to return to the held call.
  - Step 4** Press **Transfer** to complete the transfer.
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## Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call.

When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

### Add Another Person to a Call

When you are on a call, you can add someone else to your conversation.

**Procedure**

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- Step 1** From an active call, press **Conf**.
  - Step 2** Enter a number.
  - Step 3** Press **Conf**.
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### Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.

**Procedure**

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- Step 1** Call a new conference participant, but do not add the participant to the conference.  
Wait until the call is connected.

**Step 2** Press **Swap** to toggle between the participant and the conference.

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## View and Remove Conference Participants

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

### Procedure

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**Step 1** While you are in a conference, press **Details** to view a list of participants.

**Step 2** (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.

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## Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.

### Host a Meet-Me Conference

#### Before you begin

Get a meet-me phone number from your administrator, and distribute the number to the conference participants.

#### Procedure

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**Step 1** Press **Meet Me**.

**Step 2** Dial the meet-me phone number.

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### Join a Meet-Me Conference

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. End the call and try your call again.

#### Procedure

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Dial the meet-me phone number that the conference host provides.

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## Record a Call

You can record a call. You might hear a notification tone as you record the call.

### Procedure

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Press **Record** to start or stop recording.

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## Voicemail

You can access your voice messages directly from your phone. Your administrator must set up your voicemail account and set up your phone before you can access the voicemail system.

The **Messages** softkey on your phone acts as a speed dial into the voicemail system.



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**Note** If the conference phone is a shared phone used in a conference room, the **Messages** softkey may not display.

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When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the external phone number of the voicemail system.



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**Note** This document has limited voicemail information because voicemail is not part of your phone. It is a separate component with a server and firmware that are purchased by your company. For information on setting up and using your voicemail, see the *User Guide for the Cisco Unity Connection Phone Interface* at <https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.

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## Check for New Voice Messages

To find out whether you have new voicemail messages, the number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played on the speaker when you use off-hook dialing. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

## Access Your Voicemail Messages

You can check your current voicemail messages or listen to your old messages again.

**Before you begin**

Each voicemail system is different so check with your administrator or IT department to find out which system your company uses. This section is for Cisco Unity Connection because most Cisco customers use that product for their voicemail system. But your company may use a different product.

**Procedure**

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**Step 1** Press **Messages**.

**Step 2** Follow the voice prompts.

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