Audio Path Selection

When you make or receive a call, the audio path goes to the last device used by you, either the handset, the headset, or the speakerphone. The following list describes each scenario:

- Pick up the handset when you make or answer a call, and all of your calls are routed to your handset until you select Headset or Speakerphone.

- Select Headset when you make or answer a call, and all of your calls are routed to your headset until you pick up the handset or select Speakerphone.

If your administrator sets your headset as the audio path on your phone, then you can remove the handset and use your headset. This is ideal for anyone who prefers the convenience of a headset. But you must still select Headset the first time you handle a call.

- Select Speakerphone when you make or answer a call, and all of your calls are routed to your speakerphone until you pick up the handset or select Headset.
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

Enter a number and pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.
Step 2 Press Speakerphone 🔊.

Make a Call with a Standard Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.
Step 2 Enter a number using the keypad.
Step 3 Press Headset 🎤.
Make a Call with a Phone or Video Address

Sometimes, instead of just having someone’s phone number, you might also have a phone or video address that you can use to place the call instead.

This address might look like an email address, such as `username1@example.com`, or it might contain numbers like `username2@209.165.200.224`.

If you and the person you're calling have video phones, you'll be able to see each other.

**Procedure**

**Step 1** Press New call.

**Step 2** Press ABC and you’ll be able to enter text using the keypad.

**Step 3** Press a number on the keypad to see the available options, and then press the number again to move through the choices.

For example, press the number 1 three times to enter the @ symbol.

**Step 4** Press Call.

Redial a Number

You can call the most recently dialed phone number.

**Procedure**

**Step 1** (Optional) Select a line.

**Step 2** Press Redial.

Speed Dial

You can assign buttons or 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.

Depending on your setup, your phone can support these features:

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

**Related Topics**

- Self Care Portal
- Speed-Dial Numbers
Make a Call with a Speed-Dial Button

To check which phone model you have, press Applications and select Phone information. The Model number field shows your phone model.

You can see only as many speed-dial numbers as you have speed-dial buttons. For example, you add 15 speed-dial numbers in the Self Care portal but your phone has five speed-dial buttons. You can see only the first five speed-dial numbers from the list of speed-dial numbers in your Self Care portal.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

You can see all the speed-dial numbers that you add in the Self Care portal. Use your navigation cluster to scroll through your numbers and select a speed-dial number.

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

Procedure

Press a speed-dial button.

Related Topics
Self Care Portal

Add a Speed Dial Button from Your Phone

You can configure a speed dial button from your phone, if you cannot access the Self Care Portal.

This feature is supported on the Cisco IP Phones 8800 Series and the following key expansion modules:

- Cisco IP Phone 8800 Key Expansion Module
- Cisco IP Phone 8851/8861 Key Expansion Module
- Cisco IP Phone 8865 Key Expansion Module

A Reset All clears any speed-dial buttons that are created from your phone.

Procedure

Step 1  Press and hold a line key for 2 seconds.
Step 2  In the Name field, enter the name of the speed-dial number.
Step 3  In the Number field, enter the phone number. Include all the digits that are required to complete the call.
Step 4  Select Apply to save your speed-dial number.
Modify a Speed Dial Button from Your Phone

You can use your phone to modify or edit a speed-dial button, if you cannot access the Self Care Portal. But it does not apply to speed-dial buttons created from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press and hold a line key for 2 seconds.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>In the Name field, enter the new name of the speed-dial number, if required.</td>
</tr>
<tr>
<td>Step 3</td>
<td>In the Number field, enter the new phone number, if required. Include all the digits required to complete the call.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Select <strong>Apply</strong> to save your speed-dial number.</td>
</tr>
</tbody>
</table>

Delete a Speed Dial Button from Your Phone

You can use your phone to delete a speed-dial button. This method only works if you added the speed-dial buttons from the phone. It does not apply to speed-dial buttons added from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press and hold a line key for 2 seconds.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Delete</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select <strong>Yes</strong> to confirm your choice.</td>
</tr>
</tbody>
</table>

Make a Call With a Speed-Dial Code

**Before you begin**

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

Procedure

Enter the speed-dial code and press **Speed Dial**.

**Related Topics**

- **Self Care Portal**
Make a Call With a Fast-Dial Button

Before you begin
You need to set up the fast-dial codes in your personal directory.

Procedure

Step 1  Press **Fast Dial**.
Step 2  Sign in to **Personal Directory**.
Step 3  Select **Personal Fast Dials**.
Step 4  Select a fast-dial code and then press the **Dial** softkey.

Related Topics
Assign a Fast-Dial Code to a Contact

Dial an International Number

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

Procedure

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.

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

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 **Dial** to place the call again.
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, the dialed number changes to “********”, and you hear a special tone.

When an authorization code is required, the phone displays Enter Authorization Code, 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 IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Procedure

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Procedure

Step 1 Press the line button.
Step 2  (Optional) If you have more than one call waiting, select an incoming call.

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

Decline a call by performing one of the following actions:

- Press **Decline**.
- If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Ignore a Call

If you do not want to be disturbed, you can ignore an incoming call. The call goes to voicemail.

Procedure

Ignore a call by performing one of the following actions:

- Select **Ignore**.
- Press **Volume** down once to silence the incoming (ringing) call, and then let the incoming call go to your voicemail or to a preset phone number.

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.

When DND is turned on, the header section of the phone screen changes color and **Do not disturb** is displayed on the phone screen.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

If multilevel precedence and preemption (MLPP) is set up for your phone, priority calls will ring your phone with a special ringtone, even when DND is turned on.
**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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>(Optional) Press the line button.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press <strong>PickUp</strong> to transfer an incoming call within your pickup group to your phone.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press <strong>Answer</strong> to connect to the call when the call rings.</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>(Optional) Press the line button.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press <strong>Group PickUp</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Do one of the following actions:</td>
</tr>
<tr>
<td></td>
<td>• Enter the number of the phone line with the call that you want to pick up.</td>
</tr>
<tr>
<td></td>
<td>For example, if the call is ringing on line 12345, enter <strong>12345</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Enter the group pickup number.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press <strong>Answer</strong> to connect to the call when the call rings.</td>
</tr>
</tbody>
</table>
Answer a Call From an Associated Group (Other Pickup)

Procedure

Step 1  (Optional) Press the line button.
Step 2  Press PickUp to answer a call in your pickup group or in a group that is associated with your phone.
Step 3  If the call rings, press Answer to connect to the call when the call rings.

Answer a Call Within Your Hunt Group

Hunt groups, also known as line 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 in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

Before you begin
You must be signed into the hunt group to receive hunt group calls.

Procedure

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

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

Step 1  Press Hunt Group to sign in.
Step 2  Press Hunt Group again to sign out.

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**

| Step 1 | Press Queue Status. |
| Step 2 | Press Update to refresh the statistics. |
| Step 3 | Press Exit. |

### Answer Calls Automatically

If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location that you used for the previous call.

**Procedure**

| Step 1 | Connect your headset to your phone. |
| Step 2 | Make sure that the Headset button lights up. |
| Step 3 | When your phone automatically answers the incoming call, talk to the caller using your headset. If you don't want to use your headset anymore, then pick up the handset and you will leave headset mode. |

### 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**

Press Report caller.
Video Calls

Cisco IP Phones 8845, 8865, and 8865NR support video calls with a built-in video camera. You can make an audio call into a video call by opening your camera shutter.

Related Topics

Video Settings

Make a Video Call

Cisco IP Phones 8845, 8865, and 8865NR support video calls as long as the person you're calling also has a video phone. The ring on the outside of the camera controls the shutter.

Procedure

Step 1  Turn the ring around the camera clockwise to open the shutter.
Step 2  (Optional) Press Self-view and move the camera up and down to improve the perspective.
Step 3  Make your call.

Stop Your Video

When you are on a video call, you can stop the camera from sending video. The ring on the outside of the camera controls the shutter. When you close the shutter, the person you're talking to won't see you anymore, but they'll still be able to hear you.

If you close the shutter, you will continue receiving video from the other party on the call.

If both people on a call close their camera shutters, the call becomes an audio call.

Procedure

Step 1  Turn the shutter ring counterclockwise to close the camera shutter and stop sharing your video.
Step 2  Turn the shutter ring clockwise to open the video camera shutter and share your video again.

Toggle Between Phone and Video Display

If you need to see your phone's desktop while you're on a video call, you can easily switch between the video and the desktop. When you hide the video, it blurs and moves to the background.
**Adjust the Picture-In-Picture Position**

When you are on a video call, you can view your incoming and your outgoing video at the same time, which is known as Picture-in-Picture (PiP). Typically, the incoming video displays on the full screen and a small inset screen shows the video from your camera.

When PiP is on, you can move the inset picture to a different quadrant of the screen. You can also change the view so that your camera video displays on the full screen and the inset displays the incoming video.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press PiP to turn on PiP.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press PiP again to move the PiP window counter-clockwise around your phone screen. When the window returns to the default lower right position, PiP automatically turns off.</td>
</tr>
<tr>
<td>Step 3</td>
<td>(Optional) Press Swap to toggle between the full-screen view and the PiP view.</td>
</tr>
</tbody>
</table>

**Video Calls and Security**

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the Secure icon displayed during a video call, your administrator has taken steps to ensure your privacy.

**Related Topics**

Secure Calls, on page 7

**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.

If you have a video phone, when you mute your audio, your camera continues to transmit video.

**Procedure**

| Step 1 | Press Mute 🎤 |

---

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Hide video to hide the video.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Show video to show the video.</td>
</tr>
</tbody>
</table>
Step 2 Press **Mute** again to turn mute off.

---

**Hold Calls**

**Put a Call on Hold**

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

**Procedure**

**Step 1** Press **Hold**.

**Step 2** To resume a call from hold, press **Hold** again.

---

**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 amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

**Procedure**

Press the flashing amber line button or **Answer** to resume the held call.

---

**Swap Between Active and Held Calls**

You can easily switch between active and held calls.

**Procedure**

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

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker’s desk or in a conference room.

There are two ways you can park a call: call park and directed call park. You'll only have one type of call park available on your phone.

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.

A parked call occupies one line.

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

Step 1

Press Park, and then hang up.

Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

Step 2

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

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

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

Procedure

Enter the number where the call is parked to retrieve the call.
Place a Call on Hold with Assisted Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using assisted directed call park, you use a button to park an active call. Your administrator sets up the button as a speed-dial line. With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

**Procedure**

Press **BLF Directed Call Park** on a line that displays an idle line status indicator for an assisted directed call park.

Retrieve a Call on Hold with Assisted Directed Call Park

**Procedure**

Press **BLF Directed Call Park**.

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**

1. **Step 1** Press **Transfer**.
2. **Step 2** Required: Enter the directed call park number.
3. **Step 3** Required: Press **Transfer** again to park the call.

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**

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

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

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 line is forwarded, you see the Forward all icon with the line.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>When the line to be forwarded is inactive, press Fwd All.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>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.</td>
</tr>
</tbody>
</table>

Related Topics

Self Care Portal

Transfer a Call to Voicemail

You can transfer a call directly to your manager's or to a coworker's voicemail. This is a convenient way for a caller to leave a message but not disturb anyone in the office.

Before you begin

Your administrator must set up your phone system so that the * prefix before an extension means forward a call directly to voicemail.

Know your coworker's extension.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Enter * followed by the person's extension.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Transfer</td>
</tr>
</tbody>
</table>
Transfer a 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

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.

Conference Calls and Meetings

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. If you have multiple phone lines, you can join two calls across two lines.

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

Add Another Person to a Call

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

Procedure

Step 1  From an active call, press Conference.
Step 2  Add the other person to the call by doing one of the following:
  • Press Active calls and select a held call.
  • Enter the phone number and press Call.
Step 3  Press Conference.
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**

**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.

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**

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

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

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**

**Step 1**
Lift the handset to get a dial tone and press **Meet Me**.

**Step 2**
Dial the meet-me phone number.
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. Hang up and try your call again.

Procedure

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

Sign-in to a WebEx Meeting

If you are using WebEx for your online meetings, you can use your phone to join an online meeting instead of your PC. This option can save you time and effort, and is useful if your PC is not available.

Before you begin

Know your meeting number before you attempt to sign in to your meeting. Depending upon how your host has configured your meeting, you could need a password also.

Procedure

Step 1 Select WebEx.
Step 2 Enter your sign-in information
Step 3 Select Join.

Intercom Calls

You can use an intercom line to place and receive one-way calls.

When you place an intercom call, the recipient’s phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient’s speakerphone, headset, or handset, if one of these devices is active.

But sometimes intercom calls are rejected when you are on a call. This depends upon how your company's phone network is set up. Contact your administrator for additional information.

After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.
Procedure

**Step 1** Press **Intercom**.

**Step 2** (Optional) Enter the intercom code.

**Step 3** Listen for the intercom alert tone, and then begin speaking.

**Step 4** Press **Intercom** to end the call.

---

**Answer an Intercom Call**

You can answer an intercom call to talk to the other person.

**Before you begin**

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

**Procedure**

**Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.

**Step 2** Press **Intercom** to end the call.

---

**Supervise and Record Calls**

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.

The chaperone performs the following tasks:

- Records the call.
- Conferences in the first participant only. Other participants add people as needed.
- Ends the call.

The conference ends when the chaperone hangs up the call.

**Set Up a Supervised Call**

**Procedure**

**Step 1** Answer an incoming call.
Record is displayed if the system determines that the call must be chaperoned and recorded.

**Step 2** Press **Conference** to create a conference call.

**Step 3** Enter the phone number for the supervisor and press **Call**.

**Step 4** Press **Conference** when the supervisor answers.

**Step 5** Press **End Call** to end the call.

---

**Record a Call**

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

**Procedure**

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

---

**Prioritized Calls**

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

Your administrator sets up the priorities that you can use and determines whether you need special sign-in information.

When a high-priority call rings on your phone, you see the priority level on the phone screen and the call appears at the top of the call list. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.

If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone.

When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Use call pickup to answer the call.

**Table 1: Multilevel Precedence and Preemption Priority Levels**

<table>
<thead>
<tr>
<th>MLPP icon</th>
<th>Priority Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚨 icon</td>
<td>Level 1—Priority call</td>
</tr>
<tr>
<td>🟡 icon</td>
<td>Level 2—Medium priority (Immediate) call</td>
</tr>
<tr>
<td>MLPP icon</td>
<td>Priority Level</td>
</tr>
<tr>
<td>-----------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>3</td>
<td>Level 3—High priority (Flash) call</td>
</tr>
<tr>
<td>4</td>
<td>Level 4—Flash Override</td>
</tr>
<tr>
<td>5</td>
<td>Level 5—Executive Override</td>
</tr>
</tbody>
</table>

**Make a Priority Call**

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

**Procedure**

1. **Step 1** Pick up the handset.
2. **Step 2** Press PrecLevel.
3. **Step 3** Select a priority level for the call.
4. **Step 4** (Optional) Enter your credentials on the authorization screen.
5. **Step 5** Enter the destination number.
   
   You see the precedence level icon on the phone screen and you hear the precedence ringback tone.

**Answer a Priority Call**

If you hear a special ring that's faster than usual, you are receiving a priority call.

**Procedure**

Press the flashing amber session button when you hear the special ringtone for a precedence call.

**Answer a Priority Call While on Another Call**

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

**Procedure**

Press Release or hang up the handset.
Your call ends, and the higher priority call rings on the appropriate phone.

**Multiple Lines**

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

**Answer the Oldest Call First**

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

**View All Calls on Your Phone**

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

You can also display your active calls on your primary line, which is useful if you want all your calls displayed on a single screen.

**Procedure**

Press **All Calls** or the session button for your primary line.

**View Important Calls**

You can view a list of all Alert Calls in chronological order (oldest to most recent). An Alert Call is a phone number that you consider important. You want to be alerted when you receive a call from or make a call to this number.

**Procedure**

Press **Alert call**.
Display Call Notifications on Select Lines with Line Filters

You can configure your phone so you are alerted when somebody calls a high priority phone number or line. For example, a senior executive's phone line or a customer help line. This tool is useful if you work with multiple phone lines and a high number of calls.

Depending upon how your administrator has configured your phone, you may be able to use a line filter during specific times of the day also.

Create a Line Filter

Procedure

| Step 1 | Press Applications. |
| Step 2 | Select Settings > Call notifications > Add new filter. |
|        | The maximum number of custom filters is 20. If you have already created the maximum number of custom filters, delete a filter before continuing with this procedure. |
| Step 3 | Press Select to make the text editable. |
| Step 4 | Accept the default name for the new filter, or enter a new one. |
| Step 5 | Select the lines to add to the new filter. |
|        | All available lines are displayed in the list. If you require a line that is not in the list, contact your administrator. |
| Step 6 | Click Apply. |
| Step 7 | To view the filter, press Back. |

Use a Line Filter

Procedure

| Step 1 | Press Applications. |
| Step 2 | Select Settings > Call notifications. |
| Step 3 | Highlight the filter to apply and press Select. |

Change a Line Filter

You can change the line filters that you control. Your administrator controls the All Calls filter and the Daily schedule filter.
**Shared Lines on Webex Calling (formerly Spark Call)**

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you may be responsible for screening calls for the person you support.

When you share a phone number, you can use that phone line just like any other line. Be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid green and the session button pulses green. But your coworker's line button is solid red and the session button pulses red.

**Add Yourself to a Call on a Shared Line**

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If you try to add yourself to a call on a shared line and see a message that you cannot be added, try again.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

**Procedure**

**Step 1**
Press *Applications*.

**Step 2**
Select *Settings > Call notification*.

**Step 3**
Highlight a filter and Press *Edit* to change an existing filter.

**Get Notified Before You Join a Call on a Shared Line**

You can set up your phone to alert you when you barge in to a call. By default, the alert prompt is turned Off.
Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.
Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.
If the phone that shares your line has privacy enabled, you can make and receive calls using the shared line as usual.
Visual confirmation is displayed on your phone screen for as long as the feature is enabled.

Procedure

Step 1
Press Applications.

Step 2
Select Settings > Barge Alert.

Step 3
Click On to enable the alert.

Mobile Devices and Your Desk Phone

If you have a mobile device (phone or a tablet), you can connect the mobile device to your desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone.
Cisco IP Phone 8851 and 8861 support this feature.
Do not pair two or more Cisco IP Phone 8800 Series desk phones.

Phone Calls with Intelligent Proximity

When you use Bluetooth, you can pair your mobile device (phone or tablet) to your desk phone. After you pair and connect the mobile device, your phone displays an additional phone line, which is your mobile line (your mobile phone number). You can place and receive calls on this mobile line from your desk phone. This ability to use the mobile line on your desk phone is called Intelligent Proximity.

Pair a Mobile Device with Your Desk Phone

After you pair your mobile device to your desk phone, the phone connects to the mobile device when the device is in range. It disconnects from the mobile device when the device is out of range.
If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.
After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone.

**Before you begin**

Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>On your desk phone, press <strong>Applications</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Bluetooth</strong> &gt; <strong>Add Bluetooth device</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select the mobile device from the available devices list to pair.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Verify the passkey on the mobile device.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Verify the passkey on the desk phone.</td>
</tr>
<tr>
<td>Step 6</td>
<td>(Optional) Choose to make your mobile device contacts and call history available on your desk phone.</td>
</tr>
</tbody>
</table>

**Related Topics**

- Bluetooth and Your Phone on Webex Calling (formerly Spark Call)
- The Cisco IP Phone 8800 Series

**Switch Connected Mobile Devices**

If you have more than one paired mobile device in range of your Cisco IP Phone, you can choose which mobile device to connect.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Applications</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Bluetooth</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select a mobile device from the available devices list.</td>
</tr>
</tbody>
</table>

**Delete a Mobile Device**

You can delete a mobile device, so that it does not automatically connect using Bluetooth.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Applications</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select <strong>Bluetooth</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select the mobile device in the available devices list.</td>
</tr>
</tbody>
</table>
Step 4  Select Delete.

### View Your Paired Bluetooth Devices

A paired mobile device displays in the list of paired devices. You'll see this device listed until you unpair it from the desk phone.

**Procedure**

- **Step 1** Press Applications.
- **Step 2** Select Bluetooth.

### Intelligent Proximity for Mobile Phones

You can share your mobile contacts and call history with the desk phone, and move calls between your mobile phone and desk phone. You can also view signal strength and battery level of the mobile device on the desk phone.

### Handle an Incoming Mobile Call

**Before you begin**

Your mobile phone is paired to your desk phone.

**Procedure**

When a call rings on your mobile phone, do one of these actions on your desk phone:

- Press Answer to answer the call.
- Press Decline to decline the call and send it to your voicemail.
- Press Ignore to silence the ringer and decline the call.

### Make a Mobile Call

**Before you begin**

Your mobile phone is paired to your desk phone.

**Procedure**

- **Step 1** Select a mobile line on your desk phone.
- **Step 2** Enter a phone number.
Move a Call Between the Desk Phone and a Mobile Device

You can use your desk phone to move an active call to or from your mobile device.

**Before you begin**

Your mobile phone is paired to your desk phone.

**Procedure**

Press **Move audio** to move a call from your desk phone to your mobile device or in the opposite direction.

Adjust the Mobile Device Volume

Volume controls on your phone and mobile device are synchronized. Synchronization only occurs when there is an active call.

**Before you begin**

Your mobile phone is paired to your desk phone.

**Procedure**

Perform one of these options:

- Press **Volume** on your desk phone. Press the + to increase the volume or - to decrease the volume.
- Press the **Volume** button on your mobile device.

View Your Mobile Contacts on Your Desk Phone

Use your desk phone to view the contacts list on your mobile phone. This is a convenient way to view a contact without accessing your mobile phone.

**Before you begin**

Before you can use your mobile device with your desk phone, use Bluetooth to pair the two phones. Select the option to share the mobile contacts.

**Procedure**

**Step 1** On the desk phone, press **Contacts**.
Save Contacts from Your Mobile Device on Your Desk Phone

You can save the contact list from your mobile device to your desk phone. This mobile contact list remains on your desk phone, even if you disconnect or unpair your mobile device.

Before you begin
Your mobile phone is paired to your desk phone.

Procedure

Step 1 Press Contacts.
Step 2 Select your mobile phone.

Delete Contacts in Your Mobile Device Contact List

You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

Before you begin
Your mobile phone is paired to your desk phone.

Procedure

Step 1 Press Contacts.
Step 2 Select your mobile phone.
Step 3 Check Delete.

View Your Mobile Call History on Your Desk Phone

You can view on your desk phone the recent calls placed or received from your mobile phone.

Before you begin
Before you can see the mobile call history on your desk phone, use Bluetooth to pair the mobile phone with your desk phone. Select the option to share your mobile call history with your desk phone.
**Intelligent Proximity for Tablets**

If you have a tablet, you can use Bluetooth to pair the tablet to your desk phone. After pairing, audio from a phone app on the tablet can be played on the desk phone. You can't use as many calling features on your tablet as you can with a mobile phone.

The desk phone supports connections from Android and iOS tablets.

**Move the Audio from Your Tablet to Your Desk Phone**

**Before you begin**

Your tablet is paired to your desk phone and you receive a call on the tablet.

**Procedure**

1. **Step 1** On the tablet, set the audio path to use Bluetooth.
2. **Step 2** Use the headset, handset, or speakerphone to listen to the audio on the phone.

**Move the Audio from Your Desk Phone to Your Tablet**

**Before you begin**

Your tablet is paired to your desk phone and you are on a call on the tablet with the audio on the desk phone.

**Procedure**

Do one of the following actions:

- Hang up the handset.
- Press Release.
- Answer another call on the desk phone.

**Phone Calls with Mobile Connect**

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.
When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.
- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.
- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a Remote In Use message.

**Related Topics**

Self Care Portal

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### Enable Mobile Connect

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Mobility</strong> to display the current remote destination status (Enabled or Disabled).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press <strong>Select</strong> to change the status.</td>
</tr>
</tbody>
</table>

---

### Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

**Before you begin**

You need to enable Mobile Connect on your desk phone.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Mobility</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press <strong>Select</strong> to send a call to your mobile phone.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Answer the active call on your mobile phone.</td>
</tr>
</tbody>
</table>

---

### Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

**Before you begin**

You need to enable Mobile Connect on your desk phone.
Procedure

Step 1  Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 2  Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.

Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

Before you begin

You need to enable Mobile Connect on your desk phone.
Get the access code from your administrator.

Procedure

Step 1  On the mobile phone, enter the access code for the hand-off feature.
Step 2  Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 3  Press Answer on your desk phone within 10 seconds and start talking on the desk phone.