



Calls

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Access the Phone App

We make it easy for you to make and receive calls with the **Phone** app.

If your home screen is line view, then you are already in the **Phone** app.

Procedure

Use one of these ways to access the **Phone** app:

- From the Application view screen, press the **Select** button to select **Phone** .
- Press **Answer/Send**  to make a call or to answer an incoming call.
- Enter a number using the keypad to make a call.

Related Topics

[Home Screen](#)


Make Calls

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

Make a Call

You can easily make a call from the Applications home screen, the Line view home screen, or the Phone app.

Procedure



- Step 1** Enter a phone number.
 - Step 2** Press **Answer/Send** .
-

Make an Emergency Call

You can make an emergency call from your phone, even if you are not signed in. When you start to dial the emergency number, the list of emergency numbers displays although you cannot select the number.

If you try to dial a number that is not in the list of emergency numbers, the phone does not dial the number.

Procedure

- Step 1** If your phone is not turned on, press **Power/End Call**  for 4 seconds to power on the phone.
 - Step 2** Use the keypad to enter your emergency number.
 - Step 3** Press **Answer/Send** .
-

Make a Call with a Headset

You can make a call using a headset. If you disconnect the headset during a call, the phone continues the call on the speakerphone.

Before you begin

You have a wired or Bluetooth headset connected to the phone.

Procedure

- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select a line.
- Step 3** Enter a phone number.

- Step 4** Press **Answer/Send** .



Related Topics

[Headsets](#)

Make a Call with the Phone Speaker

You can make a call with the speakerphone built into the phone.


Procedure

- Step 1** Press and hold **Speakerphone**  to activate the speaker.
- Step 2** Dial the phone number.
- Step 3** Press **Answer/Send**  to place your call.
- Step 4** Press and hold **Speakerphone** again to turn off speaker mode.
-

Make a Call with the Desktop Charger Speaker

When your phone is in the desktop charger, you automatically use the speakerphone built into the charger. If you remove the phone from the charger when you are on the call, hold the phone to your ear to hear the call.

Procedure


- Step 1** Dial the phone number.
- Step 2** Press **Answer/Send**  to place your call.
-

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.

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

Procedure

- Step 1** Access the **Phone** app.
- Step 2** (Optional) Select a line.
- Step 3** Press **More**  and select **ABC**, and you'll be able to enter text using the keypad.

Step 4 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 **One (1)**  three times to enter the @ symbol.

Step 5 Press **Answer/Send** .

Redial a Number

You can call the most recently dialed phone number from the **Phone** app.

Procedure

Step 1 Required: Access the **Phone** app.

Step 2 (Optional) Select a line.

Step 3 Press **Redial**.

Return a Recent Call

You can return a recent call with the Recents list in the **Phone** app.

Procedure

Step 1 Access the **Phone** app.

Step 2 Required: Select a line.

Step 3 Select an entry from your Recents list.

Step 4 Press **Answer/Send** .

Make a Call to a Favorite Number from the Contacts App

You can easily call a contact in your Favorites list.


Before you begin

You must set up a favorite (a frequently-dialed number) in your Favorites list in the **Contacts** app.

Procedure

Step 1 Access the **Contacts** app.

Step 2 Select **Favorites**.

Step 3 Select an entry and press **Answer/Send** .

Related Topics

[Favorites](#)

Make a Call to a Favorite Number from the Applications Screen




You can easily call a contact in your Favorites list from the Applications view.

Before you begin

- You must set up a favorite (a frequently-dialed number) in your Favorites list in the **Contacts** app.
- You need to know the index number assigned to the favorite.

Procedure

Do one of these actions:

- If the favorite is assigned a single-digit index, press and hold the number key. For example, if the favorite is assigned to index number 1, press and hold **1**  until the phone makes the call.
- If the favorite is assigned a double-digit index, press the first number key and then press and hold the second number key. For example, if the favorite is assigned to index number 10, press **1** , and then press and hold **0**  until the phone makes the call.

Related Topics


[Favorites](#)

Make a Speed Dial Call

Before you begin

Your administrator must set up a Speed Dial line for you.

Procedure

-
- Step 1** Access the **Phone** app.
- Step 2** Required: Select a **Speed dial**  line.
-



Dial an International Number

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

Before you begin

You must be in the Phone app window.

Procedure

-
- Step 1** Press and hold **Asterisk (*)**  for at least 1 second.
- The plus (+) sign is displayed as the first digit in the phone number. If you are off-hook, you hear that the dial tone changes when the + signs is displayed.
- Step 2** Dial the number.
- Step 3** Press **Answer/Send** .
-

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 message and a special ringtone when they are available.

Procedure

-
- Step 1** Press **Call back**.
- Step 2** Press **Exit**.
- Step 3** When you see the message that the person is available or hear the special ring tone, press **Call**.
-

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 Wireless IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call


Procedure

Press **Answer** or **Answer/Send** .

Answer Call Waiting

When you have an incoming call while you are on an active call, you hear a single beep. You can answer the new call and automatically hold the active call.

Procedure

- Step 1** Press **Answer** or **Answer/Send** .
- Step 2** (Optional) If you have more than one call waiting, select an incoming call.
-

Decline a Call

When you get an incoming call that you don't want to answer, you can decline the call, which sends the call to voicemail.

If you don't see the Decline softkey, then your administrator has disabled the ability to decline a call.

Procedure

Press **Decline**.

Ignore a Call

When you get an incoming call that you don't want to answer, you can ignore the call. The call shows up in your call list.

Procedure

Press the **Up** or **Down** arrow on the Navigation cluster.

Silence Incoming Calls on Your Phone

If you're busy and don't want to be disturbed, you can silence incoming calls. If you do this, the phone won't ring, but you will see a visual alert. So, you can still choose to answer the call. If you don't answer the call, the call goes to your voicemail instead.

Procedure

Choose one of these options:

- From the Self Care portal, turn on **Do Not Disturb**.
 - From your phone,
 - a. Access the **Phone** app.
 - b. (Optional) Select a line
 - c. Press **More** **⋮** and select **Do not disturb**
-

Related Topics

[Control the Phone Ringer for a Single Incoming Call](#), on page 10

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


Step 1 Access the **Phone** app.

- Step 2** Press **More**  and select **Pickup**.
 - Step 3** Press **Answer**.
-

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

- Step 1** Access the **Phone** app.
 - Step 2** (Optional) Select a line.
 - Step 3** Press **More**  and select **Group pickup**.
 - Step 4** Enter the group pickup number or enter the number of the phone line with the call that you want to pick up .
 - Step 5** Press **More** and select **Call**.
 - Step 6** Press **Answer**.
-

Answer a Call from an Associated Group (Other Pickup)

You can pick up a call ringing on a phone in another call group.


Procedure

- Step 1** Access the **Phone** app.
 - Step 2** (Optional) Select a line.
 - Step 3** Press **More**  and select **Other pickup**.
 - Step 4** Press **Answer**.
-

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



- Step 1** Press **More**  and select **Report caller**.
 - Step 2** End the call.
-

Control the Phone Ringer for a Single Incoming Call

You can silence the phone ringer for an individual call.

Procedure

Do one of the following actions:

- Press **Volume**  down.
- Press **Pound** (#)  for 2 seconds to turn the ringer off or on.

Related Topics

- [Adjust the Phone Ringer Volume](#)
- [Make the Phone Vibrate for an Incoming Call](#)
- [Select Where You Hear Ringing](#)
- [Silence Incoming Calls on Your Phone](#), on page 8


End a Call

Procedure


Do one of the following actions:

- From the **Phone** app, press **More**  and select **End call**.
 - Press **Power/End Call** .
-

Mute Your Audio

You can mute the phone so that you can hear the other caller but they cannot hear you. The **Mute**  button

is located below the **Volume**  key on the side of the phone.

When your phone is in the desktop charger, you mute the desktop charger speaker with the **Mute**  button on the lower right corner of the charger.

Procedure

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

Hold Calls

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

Put a Call on Hold

Procedure

- Step 1** Access the **Phone** app.
- Step 2** Press **Hold**.
-

Answer a Call Left on Hold for Too Long

You can be notified when a call is left on hold. The notification is similar to an incoming call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing message indicator on the handset
- Visual notification on the phone screen

Procedure

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

Swap Between Active and Held Calls

When you are on a call, you can access a held call. The phone places the original call on hold.

Procedure

- Step 1** Access the **Phone** app.

- Step 2** Press the right Navigation key.
- Step 3** Select the held call.
- Step 4** Press **Resume**.
-

Call Park

You can use your phone to park (temporarily store) a call. You can then retrieve the call from 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.

- Call park—you use the **Park** softkey to park the call
- Directed call park—you use the **Transfer** softkey the call to a call park number

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), 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

- Step 1** Access the **Phone** app.
- Step 2** Press **More**  and select **Park**.
- The phone displays the call park extension.
-

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 call park extension.

Procedure


- Step 1** Access the **Phone** app.
 - Step 2** (Optional) Select a line.
 - Step 3** Dial the call park extension.
-

Forward Calls From Your Phone


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.


Verify that your calls are forwarded by looking for the **Forward all**  icon in the line label.

Procedure

- Step 1** Access the **Phone** app.
 - Step 2** (Optional) Select a line.
 - Step 3** Press **More**  and select **Forward all**.
 - Step 4** Enter the number to receive the calls or select an entry from your Recents call list.
-

Turn Off Call Forward From Your Phone

Procedure

- Step 1** Access the **Phone** app.
 - Step 2** (Optional) Select the forwarded line.
 - Step 3** Press **More**  and select **Forward off**.
-

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before removing yourself from the call. If you don't want to talk, then transfer the call without waiting for the other person to answer.

Procedure

- Step 1** Access the **Phone** app.
- Step 2** Press **More** **⋮** and select **Transfer**.
- Step 3** Enter the number to call or select an entry from your recent calls.
- Step 4** Press **Transfer**.
-

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

You can add another person to an active call to create a conference.

Procedure

- Step 1** Access the **Phone** app.
- Step 2** Press **More** **⋮** and select **Conference**.
- Step 3** Do one of these actions.
- Dial a number and wait for the person to answer.
 - Select an entry from your Recents list and wait for the person to answer.
 - Select another held call on the same line.
 - Press the right Navigation key, select a line, and select a held call on that line.
- Step 4** Press **Merge**.
-


View and Remove Conference Participants

When you are in a conference call, you can view the conference participants. If you are the conference owner, you can remove a participant from the conference. The screen displays a star (*) beside the conference owner.

Before you begin

You are in an active conference call.

Procedure

- Step 1** Press **More**  and select **Details**.
 - Step 2** (Optional) Select **Update** to refresh the participant list.
 - Step 3** (Optional) Select a participant and press **Remove**.
-

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** Access the **Phone** app.
 - Step 2** Press **More**  and select **Meet me**.
 - Step 3** Enter the meet me number.
 - Step 4** Enter the host password for the meeting.
-

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

- Step 1** Access the **Phone** app.

Step 2 Press **More**  and select **Meet me**.

Step 3 Enter the meet me number.

Intercom Calls

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

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.

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 Access the **Phone** app.

Step 2 Select **Intercom**  line.

Step 3 Dial the target intercom number.

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 Access the **Phone** app.

Step 2 Select the intercom 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:

- Record the call.
- Conference in the first participant only; Other participants add people as needed.
- End the call.

The conference ends when the chaperone hangs up the call.


Set up a Supervised Call

When you have a call to chaperone, the incoming call indicates that the call requires supervision.

Before you begin

You must be part of the chaperone hunt group.

Procedure

- Step 1** Press **More**  and select **Conference**.
- Step 2** Dial the person to add to the call.
- Step 3** After the person answers, press **Merge**.
-

Record a Call

You can record a call. You might hear a notification tone as you record the call. The recording stops when you press the **Stop recording** softkey or end the call.

Procedure

- Step 1** Press **Record**.
- Step 2** Press **Stop recording** when the recording can be stopped.
-

Prioritized Calls

In your job, you might need to handle urgent or critical situations using your phone. You can identify calls as being very important, and thus 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 if you need special sign-in information.

When a high-priority call rings on your phone, you see the priority level on the phone screen. 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.

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
- Answer the call using call pickup


Table 1: Multilevel Precedence and Preemption Priority Levels

MLPP icon	Priority Level
	Level 1—Priority call
	Level 2—Medium priority (Immediate) call
	Level 3—High priority (Flash) call
	Level 4—Flash Override
	Level 5—Executive Override

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

-
- Step 1** Access the **Phone** app.
 - Step 2** Press **More**  and select **Prec level**.
 - Step 3** Select a priority level.
 - Step 4** Enter the phone number.

Step 5 Press **Answer/Send** .

Answer a Priority Call

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

Procedure

Press **Answer**.

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

Step 1 Press **End call**.

Step 2 Press **Answer**.

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.

Shared Lines

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


When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of a few special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers a call on the shared line, the shared line icon displays in red on your phone.
- If you put a call on hold, your shared line icon is white. But your coworker sees the line in red.

Add Yourself to a Call on a Shared Line (cBarge)

You or your coworker can join a call on a shared line without creating a conference call.

Procedure

- Step 1** Select a shared line that is in use.
- Step 2** Press **More**  and select **Merge**.
- Step 3** Press **Yes**.
-