



# Calls

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- [Make calls, on page 1](#)
- [Answer a call, on page 6](#)
- [End a call, on page 8](#)
- [Hold and Resume a Call, on page 8](#)
- [Mute your call, on page 9](#)
- [Create a Conference Call, on page 9](#)
- [Call Transfer, on page 10](#)
- [BroadWorks Shared Call Appearance, on page 12](#)
- [Star codes, on page 13](#)
- [Use Push to Talk, on page 16](#)
- [Paging, on page 16](#)

## Make calls

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

### Make a call

Your handset can have more than one line. By default, you place calls on the primary line.

#### Procedure

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**Step 1** When your handset is idle, enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.

**Step 2** Press **Answer/Send** .

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## Make a New Call with Intercom

You can make a new call with the **Intercom** menu on your handset. You can enter a number or select a number from the handset list to call. The handsets in the list display the intercom ID and the handset number.

### Procedure

- 
- Step 1** Press **Menu**  > **Intercom** .
- Step 2** Perform any one of the following on the **Intercom** screen:
- Highlight **Enter number** and press **Select**. Enter a number to call.
  - Highlight **Handset list** and press **Select**. Select the number from the list to call.
- Step 3** Press **Call**.
- 

## Make a call on a different line

You may have more than one line on your handset. By default, your handset selects the first line. But, you can make a call from the second line.

### Procedure

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- Step 1** When your handset is idle, do one of these actions:
- Enter the phone number with the keypad and press **Line** or the center softkey. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.
  - Press **Line** and highlight a line.
- Step 2** Press **Select** or **Call**.
- Step 3** Enter the phone number, if not already entered.
- Step 4** Press **Answer/Send** .
- 

## Make a call with the speakerphone

### Procedure

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- Step 1** When your handset is idle, enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.

- Step 2** Press **Speakerphone** .
- Step 3** Press **Answer/Send** .

## Make a call with a headset

### Procedure

- Step 1** When your handset is idle, remove the cover from the headset port and plug in your headset.
- Step 2** Enter the phone number with the keypad. To start the number with plus (+), press and hold **Asterisk**  until the + displays on the screen.
- Step 3** Press **Answer/Send** .

## Speed dial calls

If you make frequent calls to specific phone numbers, you can set up your handset for speed dials. The speed dials help to press a key instead of entering the phone number. You can set up to 8 speed-dial numbers.

### Assign a speed dial number

You can assign a speed-dial number to a contact. You assign speed dials to entries 2 to 9. Entry 1 is used for your speed dial to voicemail.

#### Before you begin

You need at least one contact in your Contacts list.

### Procedure

- Step 1**
- 6825 Handset: Press **Menu**  > **Contacts**  or **Contacts** .
  - 6823 Handset: Press **Menu**  > **Contacts** .
- Step 2** Highlight the contact.
- Step 3** Press **More**.
- Step 4** Select **Speed Dial**.
- Step 5** If you don't have an empty speed-dial index entries, highlight a number you don't need and perform this action:
- 6825 Handset: Press **Delete** and press **Yes** to confirm the deletion.
  - 6823 Handset: Press **Unassign** and press **Yes** to confirm the deletion.

**Step 6** Highlight an empty speed-dial index and press **Add**.

**Step 7** Press **Power/End** .

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### Related Topics

[Add a local contact](#)

## Speed dial numbers

When you dial a number on your handset, you enter a series of digits. When you set up a speed dial number, the speed dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (\*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.
- Semi-colon (;)—This is the wait character. Your handset will request confirmation before dialing the number.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

Your handset does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed dial destination, the handset prompts you to enter any required authorization code, billing code, or additional digits manually.

### Example

To set up a speed dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.

- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

In this scenario, the speed dial number is **95556543,1234,9876,,56789#**.

## Delete a speed dial number

You can delete a speed-dial number assigned to entries 2 to 9. Entry 1 is used for your speed dial to voicemail.

### Before you begin

You need at least one contact in your speed dial list.

### Procedure

- 
- Step 1**
- 6825 Handset: Press **Menu**  > **Contacts**  or **Contacts** .
  - 6823 Handset: Press **Menu**  > **Contacts** .
- Step 2** Press **More**.
- Step 3** Select **Speed Dial**.
- Step 4** Highlight the entry you don't need.
- Step 5**
- 6825 Handset: Press **Delete**.
  - 6823 Handset: Press **Unassign**.
- Step 6** Press **Yes** to confirm the deletion.
- Step 7** Press **Power/End** .
- 

## Make a speed dial call

After you set up the speed dial, as described in [Assign a speed dial number, on page 3](#), you can make a speed dial call. Speed-dial indexes are the numbers 2 to 9.

### Example

If you have your home number in your local contacts, you can assign it the speed-dial index 9. Then when you press and hold the **9** key, the handset automatically dials your home.

### Before you begin

You need the speed dial index for the contact.

**Procedure**

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- Step 1** Press and hold the number on the keypad corresponding to the speed-dial index.
- Step 2** Release the key when the call starts to dial.
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## Answer a call

If you have multiple or shared lines, your handset displays the line that has the incoming call.

If you have a Bluetooth® headset connected to the handset, the call is answered on the headset or the handset while maintaining the audio path to the handset. If you don't have a Bluetooth headset connected, the call is answered on the handset.




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**Note** The 6823 Handset doesn't support Bluetooth.

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**Procedure**

Press **Answer/Send** .

The validation icon that displays next to the phone number can help you determine whether to answer or decline the incoming call. The validation icon shows if the call is from a valid or unknown source, or if the validation failed. For shared calls, the icon displays next to each phone number. These icons display next to the phone number to provide the validation result:

- —Valid
  - —Failed
  - —Unknown
- 

## Answer an alarm (emergency) call

If your handset is set up as the recipient of alarm (emergency) calls, you receive alarm calls when someone

presses the **Emergency**  button on their handset. Alarm calls can be set up to ring one handset or a number of handsets.




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**Note** The 6823 Handset doesn't have an **Emergency** button.

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When an alarm call rings, you hear a different ringtone and your handset indicates that you have an alarm call. If you accept the call, the alarm is saved in the **Alarms** list. If you reject the call, the alarm isn't saved in the **Alarms** list.

#### Procedure

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Press **Ok** to answer the call or press **Reject**.

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#### Related Topics

[Emergency alarm list](#)

## Answer call waiting

If you are on a call, and another call comes in, you hear the call waiting tone and the incoming call displays on the handset screen.

#### Procedure

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Do one of these actions:

- To accept the call, press **Answer/Send** . Your active call is automatically put on hold.
  - To reject the call, press **Decline**. The call is sent to voicemail, if configured.
- 

## Silence an incoming call

If you don't want to answer a call, you can decline or ignore the calls. If you decline the call, the caller hear less ring cycle. If you ignore the call, the caller hears the complete ring cycle.

The call will transfer to your voicemail, if voicemail is configured.

#### Procedure

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When a call is ringing,

- Press **Decline** to immediately send the call to voicemail (if configured).
  - 6825 Handset only: Press **Ignore** to silence the ringer. If the call is not answered, then it is sent to voicemail (if configured).
-

## Answer a Call within Your Group

You can answer a call that rings on another handset within your call group. Your administrator must assign you to at least one call group for you to answer the calls.

When you receive an intercom call, your handset displays the text **Intercom** on the screen.

### Procedure

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Press **Answer/Send** .

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## End a call

### Procedure

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Press **Power/End** .

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## Hold and Resume a Call

You can put a call on hold and then resume it.

### Procedure

- 
- Step 1** From an active call, press **Hold**.
- Step 2** Press **Resume** to pick the call back up.
- 

## Swap Between Active and Held Calls

When you have an active call and a held call, you can easily swap the calls. The current active call goes on hold and the previously held call becomes the active call.

### Procedure

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Perform one of these actions:

- 6823 Handset, 6825 Handset: Press up or down on the navigation ring.

- 6825 Handset: Press **Swap**.
- 

## Hold and Make a New Call with Intercom

You can put an active call on hold and make a new call with the **Intercom** menu. You can resume the call with the **Resume** option.

### Procedure

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- Step 1** From an active call, press **Hold**.
- Step 2** Press **New call**.
- Step 3** Perform any one of the following in the **New call** screen:
- Select **Enter number** and enter the number.
  - Select **Contacts** to find the contact from the list.
  - Select **Central Directory** to find the contact from the list.
  - Select **Intercom** and enter the intercom number.
- Step 4** Press **Call**.
- 

## Mute your call

You can mute yourself, so that others on the call can't hear you.

### Procedure

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- Step 1** Press **Mute** .
- Step 2** To unmute yourself, press **Mute** again.
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## Create a Conference Call

You can add another person into an active call to create a three-way conference call.

### Procedure

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- Step 1** From an active call,
- 6825 Handset: Press **Conf**.
  - 6823 Handset: Press **More** > **Conference**.
- Step 2** Enter the coworker's number and press **Answer/Send** .
- Step 3** Press **Conf** after the coworker answers.
- 

## Create a Conference Call with Intercom

You can add another person into an active intercom call to create a three-way conference call. You can also create a three-way conference call between intercom and SIP calls. If the SIP and intercom conference settings don't match, the conference call between them isn't possible.

### Procedure

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- Step 1** From an active call, press **Conf**.
- Step 2** Perform any one of the following on the **Conference** screen:
- Select **Enter number** and enter the number.
  - Select **Contacts** to find the contact from the list.
  - Select **Central Directory** to find the contact from the list.
  - Select **Intercom** and enter the intercom number.
- Step 3** Press **Call**.
- Step 4** Press **Conf** after the call is answered.
- 

## Call Transfer

The call transfer feature allows you to redirect a connected call from your phone to another number. After call transfer, your call is disconnected and the transferred call is established as a new call connection.

You can transfer an active call to another number directly or consult before you transfer.

### Transfer a call directly (Direct Transfer)

You can transfer a call to a coworker. You can transfer the call without waiting for the coworker to answer, or talk with the coworker before you transfer the call.

### Procedure

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- Step 1** From an active call,
- 6825 Handset: Press **Transfer**.
  - 6823 Handset: Press **More** > **Transfer**.
- Step 2** Enter the coworker's number and press **Answer/Send** .
- Step 3** Press **Transfer** before or after the coworker answers.
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### Related Topics

[Transfer a call with a star code](#), on page 14

## Consult and Transfer a Call (Consult Transfer)

Before you transfer a call, you can talk to the person that you're transferring the call to.

### Before you begin

You have an active call that needs to be transferred.

### Procedure

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- Step 1** Put an active call on hold by pressing **Hold**.
- Step 2** Enter the other person's phone number and press **New Call**.
- Step 3** (Optional) When the other person answers, you can talk to them.
- Step 4** After the consultation, press **Transfer** to complete your call transfer.
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## Transfer a Call with Intercom

You can transfer a call to a coworker with the **Intercom** menu. You transfer the call without waiting for the coworker to answer, or talk with the coworker before you transfer the call.

### Procedure

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- Step 1** From an active call, press **Transfer**.
- Step 2** Perform any one of the following in the **Transfer** screen:
- Select **Enter number** and enter the number.
  - Select **Contacts** to find the contact from the list.
  - Select **Central Directory** to find the contact from the list.

**Step 3** Press **Transfer** before or after the call is answered.

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## BroadWorks Shared Call Appearance

Your organization may use the BroadWorks Shared Call Appearance feature. With this feature, handsets are set up in groups. When enabled, each handset in the group displays as a box immediately below the header row. The color of the box identifies the state of the handset.

For Firmware Release 4.7, the shared line boxes have these states:

- Solid Red: The handset in use.
- Solid green: The handset is idle.
- Flashing green: The handset has an incoming call.

For Firmware Release 4.8, the shared line boxes have these states:

- Solid grey: The handset is idle.
- Solid red: The handset isn't active on the call.
- Pulsing red: The handset isn't active on the call that is on hold.
- Flashing green: The handset has an incoming call.
- Solid green: The handset is active on the call.
- Pulsing green: The handset has put the call on hold.

For details about this and other BroadWorks features, see the Broadworks documentation.

### Related Topics

[Answer a call](#), on page 6

## Make a Call on a Shared Line

If you have a shared line, you can use it to make a call. The handset displays a list of shared lines.

The handset uses the primary line to make the call.

### Procedure

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- Step 1** Press **Line**.
- Step 2** Select a line and press **Call**.
- Step 3** Enter a number and press **Call**.
-

## Join a Shared Call

You can join a call on a shared line to create a three-way call.

### Procedure

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- Step 1** Press **Line** and select the line.
  - Step 2** Press **Barge-in** to join the call.
- 

## Hold and Retrieve a Shared Call

You can put a call on hold on a handset and retrieve the call with another handset with the shared line.

### Procedure

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- Step 1** Press **Hold** on the handset you answered the call.
  - Step 2** Press **Line** and select the line.
  - Step 3** Press **Retrieve** to pick the call.
- 

## Star codes

You can use star codes to quickly access some functions. These codes are made up of the asterisk (\*) and a 2-digit code.

For the list of star codes, contact your administrator.

## Return a call with a star code

You can call the last person who called you with a star code instead of using the **Recents** list.

Use the star code given to you by your administrator or service provider.

### Procedure

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While your handset is idle, enter the call return star code.

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### Related Topics

[Call Someone in Your Recent Calls List](#)

## Transfer a call with a star code

You can immediately transfer a call to a coworker. This type of transfer doesn't allow you to talk with the coworker first.

Use the star code given to you by your administrator or service provider.

### Procedure

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- Step 1** While on an active call, enter the call transfer star code.
  - Step 2** Enter the number to transfer the call to.
- 

### Related Topics

[Transfer a call directly \(Direct Transfer\)](#), on page 10

## Activate and deactivate call forward all with star codes

You can set up your handset to forward all your calls to another coworker or to voicemail with a star code.

Use the star code given to you by your administrator or service provider.

### Procedure

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- Step 1** While your handset is idle, enter the call forward unconditional star code.
  - Step 2** Enter the number to forward calls to.
  - Step 3** To make calls ring on your handset again, enter the star code to cancel call forward unconditional.
- 

### Related Topics

[Set call forward unconditional](#)

## Activate and deactivate call waiting with star codes

You can turn off call waiting notification. When you activate call waiting, you don't hear a tone for an incoming call when you are on a call.

Use the star code given to you by your administrator or service provider.

### Procedure

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- Step 1** While your handset is idle, enter the star code to block call waiting.
  - Step 2** To hear the tone again, enter the star code to enable call waiting.
-

## Block and unblock outgoing caller information with a star code

You can stop your handset from sending your caller information. You may need to do this for privacy reasons. Use the star code given to you by your administrator or service provider.

### Procedure

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- Step 1** While your handset is idle, enter star code to block caller information.  
**Step 2** To allow the handset to send caller information, enter the star code to enable caller information.
- 

### Related Topics

[Hide your Caller ID when you make a call](#)

## Block and unblock anonymous calls with a star code

You can ensure that only calls with a proper caller ID ring on your handset with a star code. Use the star code given to you by your administrator or service provider.

### Procedure

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- Step 1** While your handset is idle, enter the star code to block anonymous calls.  
**Step 2** To allow calls to ring again, enter the star code to allow anonymous calls.
- 

## Turn do not disturb on and off with a star code

When you don't want to be disturbed by incoming calls, you can turn on do not disturb (DND). When your handset is in DND state, the incoming call is sent to voicemail.

Use the star code given to you by your administrator or service provider.

To use this feature, your administrator must enable DND.

### Procedure

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- Step 1** While your handset is idle, enter the do not disturb star code.  
**Step 2** To deactivate DND, enter code to cancel do not disturb.
- 

### Related Topics

[Set do not disturb](#)

## Use Push to Talk

You can use the handset as a two-way radio with the Push to Talk feature. The message is played over the handset speaker automatically. Only 1 person at a time can use Push to Talk. If you press **Mute** while you are receiving a Push to Talk message, the handset speaker mutes.

### Before you begin

- You need Push to Talk enabled on your handset.
- At least one more handset in the system needs Push to Talk enabled.

### Procedure

#### Step 1

When your handset is idle, push and continue to hold **Mute** .

#### Step 2

After the connected screen displays, you can talk.

#### Step 3

When your message is complete, release **Mute**.

### Related Topics

[Turn on Push To Talk](#)

## Paging

You can page a group of phones or phone lines. Your administrator can create up to three paging groups. Each paging group has a unique number. Your administrator gives you the configured paging group numbers. When your handset receives a page, you see or hear the notification. You hear a beep or beeps notification which is defined in the Call Progress Tones web page of the base station. You don't have to accept the page.

Here are the paging scenarios when your handset receives a page:

- If the handset is inactive, the page plays through the speakerphone.
- If the handset is active, the priority of the page determines the behavior as described in the following table.

**Table 1: Page Priority with Behavior**

Priority	Alert	Result
0	See and hear notification	The active call goes on hold and the page plays.
1	See and hear notification	You switch to the page, the active call goes on hold, and the page plays.
2	Hear notification	You see the notification after the call ends and then the page plays.

Priority	Alert	Result
3	No notification	You see the notification after the call ends and then the page plays.

- If the handset receives another page with an active page, the higher priority page interrupts the lower priority page. When both the pages have the same priority, the active page continues to play and the incoming page goes on hold.
- If the system has push to talk and paging configured, a page interrupts a push to talk session.
- If the handset has DND mode set, it blocks the pages of all priorities.

### Related links

[Send a Page, on page 17](#)

## Send a Page

You can page a person or a group of people with a paging group number. All the handsets configured in the group receive the page, which plays automatically on the speakerphone.

### Before you begin

You need a paging group number.

### Procedure

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**Step 1** Dial the paging group number.

**Step 2** Press **Answer/Send** .

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