



# Calls

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## Make calls

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

## Make a Call

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

### Procedure

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Enter a number and press **Call**.

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## Make an Emergency Call

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.




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**Note** If your call disconnects, the emergency services can call you back.

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### Before you begin

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

### Procedure

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Enter the emergency number and press **Call**.

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## Redial a number

You can call the most recently dialed phone number.

### Procedure

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**Step 1** Press **Redial**.

**Note** For Webex Calling, workspaces support Redial when **Local Call** history is set to the workspace devices or by using FAC \*66.

By default, the **Redial** softkey doesn't display on the phone screen. Contact your administrator to configure it.

**Step 2** Select the call record from the **Placed calls** list and press **Call**.

You can also access the **Placed calls** list from **Information and settings** > **Recents** > **Placed calls**.

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## Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.

### Assign a speed-dial code from the phone screen

You can configure a speed-dial index from your phone screen. You can also assign a speed-dial code from the phone web page.

### Procedure

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- Step 1** Press **Settings**.
- Step 2** Select **Speed dials**.
- Step 3** Scroll to an unassigned speed-dial index.
- Step 4** Press **Edit** and do one of the following:
- Enter the name and number.
  - Select **Option** > **Add from contacts** to select a contact from the address book.
- Step 5** Press **Save**.
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## Make a call with a speed-dial code

### Before you begin

Set up speed-dial codes on the phone web page or from your phone screen.

### Procedure

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

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## Dial an International Number

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

### Procedure

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- Step 1** Press and hold **star** (\*) for at least 1 second.
- The plus (+) sign is displayed as the first digit in the phone number.
- Step 2** Enter the phone number.
- Step 3** Press **Call** or wait 10 seconds after the last key press to automatically place the call.
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## Secure Calls

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

# Answer Calls

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

## Answer a Call

### Procedure

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Press **Answer**.

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## Answer Call Waiting on Your Conference Phone

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

### Procedure

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Press **Answer**.

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## Decline a Call

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

## Silence an Incoming Call

You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call.

### Before you begin

Your administrator configures the **Ignore** softkey on your phone.

### Procedure

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Silence the incoming call by any of the methods:

- Press the **Ignore** softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.



- Press the Volume button down. If you press this button again, the ringer volume decreases.

The ringer volume is restored during the next incoming call.


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## Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions. However, you will always receive paging and emergency calls, even when DND is turned on.

When you enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

When a line key has both feature key sync and DND enabled, the DND icon  is displayed next to the line key label.

### Before you begin

Your administrator enables the **DND/Clr DND** softkey on your phone.

### Procedure

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- |               |  |
|---------------|--|
| <b>Step 1</b> | Press <b>DND</b> to turn on DND.<br><br>If the <b>DND</b> softkey is grayed on the phone screen, contact your administrator. |
| <b>Step 2</b> | Press <b>Clr DND</b> to turn off DND.  |
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## Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the phone web page.

### Procedure



- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | To turn on DND, dial the star code provided by your administrator.  |
| <b>Step 2</b> | To turn off DND, dial the star code provided by your administrator. |
-

## 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.

### Procedure

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- Step 1** Press **Mute**  on the phone or **Mute**  on an expansion microphone.
- Step 2** Press **Mute** again to turn mute off.
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## Hold Calls

### Put a Call on Hold

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

### Procedure

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- Step 1** Press **Hold**.
- Step 2** To resume a call from hold, press **Resume**.
- 

### Answer a Call Left on Hold for Too Long

Your phone is configured to provide cues that let you know when you have left a call on hold for too long:

- Flashing LED bar
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page


### Procedure

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

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# Forward Calls

If a line is enabled with feature key sync and call forward on it, the call forward  icon is displayed next to the line key label.

There are three Call Forward services:

- Call Forward All—Forward all incoming calls to a target phone number.
- Call Forward Busy—Forward an incoming call to a target phone number when the line is busy.
- Call Forward No Answer—Forward an incoming call to a target phone number when the call isn't answered.

You can set up the call forward service or services by a specific softkey.

## Procedure

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**Step 1** Press **Forward** or **Forward all**.

If **Forward all** displays, you can only set up the Call Forward All service (not including Call Forward Busy and Call Forward No Answer services). After you press the softkey, the menu for only setting up the Call Forward All service displays, skip to the [Step 3](#).

If you want to set up the Call Forward Busy and Call Forward No Answer services, see [Forward Calls from Your Phone](#) or [Forward Calls with the Phone Web Page, on page 7](#).

When your administrator enables the synchronization for call forward, the **Call forward all** screen displays instead of the **Call forward settings** screen. In this scenario, see [Activate Call Forward All with Feature Activation Code Synchronization, on page 8](#).


**Step 2** Select one of the following call forward services:

- **Forward all**
- **Forward busy**
- **Forward no answer**

**Step 3** Do any of the following:

- Enter the target number, to which you want to forward incoming calls from this phone line.
- Press the **Contacts** softkey and select a contact from your contact directories.

**Step 4** Press **Set** to apply the settings.

**Step 5** Verify that your calls are forwarded by looking for the call forward  icon next to the line or at the top of the phone screen.

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## Forward Calls with the Phone Web Page

Use the phone web page to set up your phone to forward calls.

You can also set up call forward on your phone screen. For more information, see [Forward Calls, on page 7](#) or [Forward Calls from Your Phone](#).

### Before you begin

Your administrator must enable the call forward services. Otherwise, the configuration on the phone web page doesn't take effect.

### Procedure

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- Step 1** On the phone web page, click **User Login > Voice > User**.
- Step 2** In the **Call Forward** section, set the **Cfwd All**, **Cfwd Busy**, **Cfwd No Answer**, or combination of them to **Yes**, and enter a phone number for each of the call forward services that you want to enable:
- **Cfwd All/Cfwd All Dest**—Forwards all calls.
  - **Cfwd Busy/Cfwd Busy Dest**—Forwards calls only if the line is busy.
  - **Cfwd No Answer/Cfwd No Ans Dest**—Forwards calls only if the line is not answered.
  - **Cfwd No Answer/Cfwd No Ans Delay**—Assigns a response delay time in seconds.
- If your administrator disables the feature key synchronization (FKS) and XSI sync for call forward on your phone, you can enter the value as number of seconds after which a call is forwarded.
- If your administrator enables feature key synchronization (FKS) or XSI sync for call forward on your phone, you can enter the value as number of rings after which a call is forwarded.
- The call forward settings on the phone web page take effect only when FKS and XSI are disabled. For more information, consult your administrator.
- Step 3** Click **Submit All Changes**.
- 

## Activate Call Forward All with Feature Activation Code Synchronization

When you press the **Forward** or **Forward all** softkey, the **Call forward all** screen displays and it allows you to set up your phone to forward all calls.

### Before you begin

Your administrator enables a feature activation code that synchronizes the phone with a server to forward all calls.



**Note** The Feature Activation Code Synchronization feature only supports the Call Forward All service. The Call Forward Busy and the Call Forward No Answer services are not supported.


When your administrator enables the feature activation code for the synchronization, the screen **Call forward settings** is ready-only.

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### Procedure

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- Step 1** Press **Forward** or **Forward all**
- Step 2** Do any of the following:
- Enter the target number, to which you want to forward incoming calls from this phone line.
  - Press **Contacts** and select a contact from your contact directories.
  - Press **Recents** and select an entry from the call history.
- Step 3** Press **Call** to forward all calls to the specified number.
- You can clear the call forward settings by pressing **Clr fwd** or **Clf fwd all**.
- Step 4** Verify that your calls are forwarded by looking for the call forward  icon next to the line or at the top of the phone screen.
- 

## Transfer Calls

You can transfer an active call to another person.

When your administrator configures support for only one call per line appearance, you will not see the option to transfer the active call.

## 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 you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

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

### Procedure

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

## Consult Before You Complete a Transfer

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

If your administrator configures to support only one call per line appearance and only one extension is configured, then you cannot:

- place a new call if there is an active call.
- transfer if there is an active call.
- conference an active call.

### Before you begin

You have an active call that needs to be transferred.

### Procedure

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- Step 1** Press **Transfer** .
- Step 2** When the other person answers, you can talk to them.
- Step 3** Press **Transfer** again.
- 

## 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. The conference ends when all participants hang up.

### Add Another Person to a Call

#### Procedure

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- Step 1** From an active call, press **Conference**.
- Step 2** Enter the phone number for the party you want to add and press **Call**.
- Step 3** Press **Conference** again.
- 

### Remove a Participant as a Host in Ad Hoc Conference

As a host, you can remove a participant from the participant list. However, host and participants can invite multiple participants to join the conference, but any of the participants can only be removed by the person from whom the invite has come. For example, user A is the host of the Ad Hoc conference and calls user B and conferences user C and user D. In such situation, user A will be able to remove user B, user C, and user D. Now, if user C invites user E into the conference call, user C can remove user E but user A cannot remove user E.

### Before you begin

You are host of an Ad Hoc conference.

### Procedure

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- Step 1** When in an Ad Hoc conference, press **Participants** to display the participants name.
  - Step 2** Select any of the participants who you have invited to the conference call and press **Remove**.
  - Step 3** Confirm the removal message on the phone.
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## View the Participants List as a Host in Ad Hoc Conference

You can show the list of participants when you are hosting an Ad Hoc conference.

### Before you begin

**Participants** softkey is available.

### Procedure

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- Step 1** Make a call (for example, user A) from a line and wait for an answer.
  - Step 2** Press **Conference** to invite another person (for example, user B) into the meeting.
  - Step 3** When user B answers the call, press **Conference** again to merge user B into the meeting.  
You can add more participants into the meeting in the same way.
  - Step 4** Press **Participants** softkey. Name of all the participants who has joined the meeting will show up in the **Participants** screen.
  - Step 5** (Optional) Press **Exit** to exit from the **Participants** screen.
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## View the Participants List as a Participant

You can show list of participants of an Ad Hoc conference.

### Before you begin

**Participants** softkey is available.

### Procedure

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- Step 1** Answer the call from a host.  
**Participants** softkey displays after your host merge you into the meeting.
  - Step 2** Press **Participants** softkey to display the list of participants.
  - Step 3** (Optional) Press **Exit** to exit from the **Participants** screen.
-

## Record a Call

When you're on an active call, you can record it. You might hear a notification tone as you record the call.

During a recording, you see different recording icons on the Calls screen. The icon depends on the recording state:

**Table 1: Recording Icons**

Icon	Meaning
	Recording in progress
	Recording paused

### Before you begin

Your administrator enables your phone with call recording.

### Procedure

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- Step 1** Press **Record** while on an active call.
  - Step 2** (Optional) While recording is in progress, you can press **PauseRec** to pause the recording.
  - Step 3** (Optional) Press **ResumeRec** to resume the recording.
  - Step 4** (Optional) Press **StopRec** to stop the recording.
  - Step 5** Press **End Call** to end the call.
- 

## Instant Message and Presence Contacts

Instant message and presence (IM&P) contacts display their presence information. You can see if the person is available, busy, or unavailable, or if the person does not want to be disturbed.

You use the UC-One Communicator to manage your lists of contacts. Your phone gets your lists of contacts from the UC-One Communicator server.

When you use the phone, the phone sends status information to the UC-One Communicator.

## Presence

Your company may use the “UC-One Communicator” service and integrate it with the phone. You can use this service to display the status of your contacts.

On the phone, your status is displayed on the status line of the phone. You see one of the following:

- Available
- Away

- Do Not Disturb
- Offline

For more information on the “UC-One Communicator” service, see the Broadsoft documentation.

## Make a Call to an IM and Presence Contact

When you call someone on your IM&P contacts, their presence state is displayed in your call history.

### Before you begin

You administrator enables the IM&P directory in the phone.

### Procedure

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- Step 1** Press **Contacts**.
  - Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
  - Step 3** Select **IM&P contacts**.
  - Step 4** Select a directory.
  - Step 5** Select an entry.  
The entry shows the status of your contact.
  - Step 6** (Optional) Press **Detail** to view the contact details and press **Back** to return to the contacts list.
  - Step 7** Press **Call**.
- 

## Change Your Presence State

Because the phone is always available, you need to set your presence manually on the phone.

### Before you begin

You administrator enables the IM&P directory in the phone.

### Procedure

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- Step 1** Press **Contacts**.
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Select **IM&P contacts**.
- Step 4** Highlight a directory. For example, **Favorite**, **Non-Group**, **All contacts**, and so on.
- Step 5** Press **Presence**.
- Step 6** Select your presence from the list.
  - Available—You can take a call.

- Away—You have stepped away from the phone for a short time.
  - Do not disturb—You don't want to take a call.
  - Offline—You are not available to take calls. Typically, you use this presence when you leave the phone for long periods of time.
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## Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes one-way audio between you and the phone that called you. You do not have to accept the page.

### Procedure

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Dial the number of the paging group.

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## XML Application and Multicast Paging

If your phone is part of a paging group XML application enabled, your phone displays images or messages when you receive multicast pages from server. During a unicast and multicast paging or broadcast, phones in the paging group shows the following behavior:

- Phone (sender) that initiates the page, does not display any XML application message.
- Phones (receiver) that receive page displays a XML application message (incoming page) on their screen when the paging starts if your administrator configures the service.
- If the XML application closes due to timeout (sets by your administrator) or by administrator, the receiver shows the incoming page. However, if there is no timeout configured, XML application closes when paging call ends.

Your administrator can invoke XML service from multicast paging.

## View XML Application Details


You can view list of Cisco XML objects that your phone supports.

### Before you begin

- Your administrator has configured XML applications.

### Procedure

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- Step 1** Press **Applications** .
- Step 2** Press **Settings**.
- Step 3** In **Information and settings** screen, select **XML applications**.  
The list of supported Cisco XML objects is displayed, such as **CiscoIPPhoneMenu**, **CiscoIPPhoneDirectory**.
- Note** **XML applications** menu is not available on your phone when your administrator disables it.
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## Call Center Features

Your administrator configures your phone as a call center phone.

Your administrator can enable your phone with Automatic Call Distribution (ACD) features. This phone acts as a call center agent's phone and can be used to trace a customer call, to escalate any customer call to a supervisor in emergency, to categorize contact numbers using disposition codes, and to view customer call details.

Your phone can have ACD status as:

- Sign in
- Sign out
- Available
- Unavailable
- Wrap-up

The initial ACD status is controlled by your administrator in two ways:

- The last local status can be restored as the ACD initial status when the phone boots up, status is changed to "Registered" from "Unregistered" or "Registration failed", or registration destination ip address is changed due to failover, fallback or DNS response is changed.
- The ACD initial status can be obtained from the server.

## Sign In as a Call Center Agent

When you're ready to start your work as a call center agent, you sign into the phone and set your status.


Your administrator can set up your phone so that when you sign into the phone, your status is set to Available automatically. In this case, you don't need to manually set the status.

### Procedure

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- Step 1** Press **AgtSgnIn**.

**Step 2** Check your status as a call center agent.

If the status is Available, the icon  displays beside your phone number. Otherwise, proceed with the next steps to manually set the status.

**Step 3** Press **Agt status**.

**Step 4** Highlight the **Available** status.

**Step 5** Press **Select**.

---

## Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to **Wrap-up**.

### Procedure

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Press **AgtSgnOut**.

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## Change Your Status as a Call Center Agent

From time to time, you may need to take a brief break. To do that, change your status so that calls will not ring on your phone.

### Procedure

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**Step 1** Press **Agt status**.

**Step 2** Highlight the **Unavailable** status.

The **Unavailable** menu text box allows you to add the reason of your unavailability.

If you need, your administrator can hide the text box on the phone from the phone web interface.

**Step 3** Press **Select**.

**Step 4** Press **Agt status**.

**Step 5** Highlight the **Available** status.

**Step 6** Press **Select**.

**Step 7** Highlight the **Wrap-up** status.

**Step 8** Press **Select**.

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## Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone are ready to accept call center calls. Before you answer a call, you see information about the call.

### Procedure

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- |               |   |
|---------------|---|
| <b>Step 1</b> | When you receive a call, you will see the call information page, press <b>Back</b> to exit and then press <b>Answer</b> to accept it. |
| <b>Step 2</b> | Press <b>Call Info</b> to see the call details.   |
| <b>Step 3</b> | At the end of the call, press <b>End call</b> .   |
- 

## Hold an Agent Call

When you are on a call center call, you can put the caller on hold and return to the call. While the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

### Procedure

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- |               |  |
|---------------|--|
| <b>Step 1</b> | Press <b>Hold</b> .  |
| <b>Step 2</b> | When you are ready to return, select the held call and press <b>Resume</b> . |
- 

## Set a Disposition Code While on a Call Center Call

You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed.

### Before you begin

Your administrator enables your phone to add a disposition code.

### Procedure

- 
- |               |                          |
|---------------|--------------------------|
| <b>Step 1</b> | Press <b>Disp code</b> . |
| <b>Step 2</b> | Press <b>Ok</b> .        |
- 

## Trace a Call

You can trace an active call and the last incoming call in any agent status.

**Before you begin**

Your administrator enables your phone to trace a call.

**Procedure**

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From an active call or after a call, press **Trace**.

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## Escalate a Call to a Supervisor

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller.

**Before you begin**

Your administrator enables emergency escalation on your phone.

**Procedure**

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**Step 1** From an active call, press **Emergency**.

**Step 2** In the **Emergency Escalation** window, click **OK**.

You can enter preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.

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