Calls

Collaborate with Calls

Use the **Call** button to place a call. You can use a phone number or a URI address such as `username@xxxxx.com`.

A URI address looks like an email address, but you use it for a Webex call or meeting. This is similar to joining a meeting from your Webex app.

To make it easier for you, your last 25 calls are in your call history. Calling also includes predictive dialing, which is a list of generated suggestions that are based on your search.

Make a Call

The Cisco Webex Room Phone makes it easy to call a coworker or client.

Based on how your phone connects to the network, you can see several ways to complete a call on your HDMI screen. For example, you can see a work phone number, a mobile phone number, or a Cisco Webex Teams call.

Procedure

Step 1 Tap **Call** .

Step 2 Enter a phone number, a name, or select a call from the list of recent calls.

Tap **Search or dial** to display the keypad. International calls require the plus (+) sign as the first character. Tap **.?123** and select + before you enter the phone number.

Step 3 (Optional) Enter a person's name and search from the directory. This feature is only available if your administrator configures it.

Step 4 Tap **Call**.

The phone LED lights up when the person accepts your call. A timer displays the length of the call. The call appears on your display screen if you use one.

Step 5 Tap **End call** to finish your call.

Related Topics

Buttons and Hardware

Home Screen Icons

Answer a Call

Answer your phone when it is ringing, and start a discussion with another person.

The phone LED lights up when you accept a call. A timer displays the length of the call and the call appears on your display screen.

Procedure

Do one of the following actions:

- Tap **Answer**.
- Tap **Decline** if you don't want to answer the call.

Related Topics

Buttons and Hardware

Home Screen Icons

Silence the Incoming Call Ring

If you're busy or you don't want to be disturbed, then you can silence the incoming call ring. The ring volume returns to normal with the next call.

Procedure

When you have an incoming call, press **Volume** ━ ✚ down

Related Topics
> [Buttons and Hardware](#)
> [Home Screen Icons](#)

Adjust the Call Volume

You can change your call volume to make it quieter or louder during your calls. This helps you hear the other person, and it helps others to hear you.

When you adjust the call volume, it doesn't adjust the ring volume.

Procedure

Press **Volume** ▬ ➕ right or left to adjust the call volume.

Related Topics
> [Home Screen Icons](#)

Mute Your Audio

While you are on a call, you can mute the audio. This allows you to hear the other person, but they can't hear you.

When you mute the audio, the LED bar lights red and the mute icon displays on the phone screen and connected HDMI display screen.

Procedure

Step 1   Press **Mute** 🎤 on the phone or **Mute** on an expansion microphone.

When you press **Mute** on an expansion microphone, the phone and all microphones are muted.

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

Related Topics
> [Buttons and Hardware](#)
> [Home Screen Icons](#)

Put a Call On Hold

Put a call on hold if you want to talk privately or want to make a second call. You can have up to two held calls.

This feature is only available if your administrator configures it.

Procedure

Step 1	Tap **Hold**.
Step 2	(Optional) Tap **Call** to make a second call. Your held call displays at the top of your phone screen.
Step 3	Tap **Resume** to resume a call from hold.

Swap Between Active and Held Calls

You can easily switch between active and held calls. Your held calls display at the top of your phone screen.

This feature is only available if your administrator configures it.

Procedure

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

Your active call moves to hold.