



## Calls

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Use the **Call**  button to place a call.

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

Your phone makes it easy to call a coworker or client.

### Procedure

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- 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.

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## 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

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Do one of the following actions:

- Tap **Answer**.
  - Tap **Decline** if you don't want to answer the call.
  - Press **Volume** **–** **+** down on your phone. The ring volume returns to normal with the next call.
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## Silence the incoming call ring

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

### Procedure

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When you have an incoming call, press **Volume** **–** **+** down

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## Adjust your 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

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Press **Volume** **–** **+** right or left to adjust the call volume.

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## 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

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- 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.
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## 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

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- Step 1** Tap **Hold**.
- Step 2** Tap **Resume** to resume a call from hold.
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## 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

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

Your active call moves to hold.

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