



Having Conversations

This section includes the following topics:

- [About Conversations, page 2-1](#)
- [Starting Conversations, page 2-2](#)
- [Responding to Incoming Calls, page 2-8](#)
- [Working With Conversations In Progress, page 2-9](#)

About Conversations

You can have conversations using the following media:

Medium	For More Information, See
Audio	Starting Audio Conversations, page 2-2
Video	Chapter 3, “Using Video”
Web conferencing	Chapter 4, “Using Web Conferencing”

You can simultaneously have:

- One active conversation.

- Multiple conversations on hold.
- Multiple people in one conversation (a conference call.) See [Chapter 5, “Hosting Conference Calls.”](#)

Starting Conversations

You can start audio and audio-and-video conversations.

- [Starting Audio Conversations, page 2-2](#)
- [Starting Video Conversations, page 3-3](#)
- [Redialing the Last Number You Called, page 2-7](#)

Related Topics

- [Chapter 5, “Hosting Conference Calls”](#)
- [Chapter 4, “Using Web Conferencing”](#)

Starting Audio Conversations

Depending on your situation, choose a method:

- [Starting Conversations With People Listed in the Console, page 2-3](#)
- [Starting Conversations With People Who Are Not on a List, page 2-6](#)
- [Redialing the Last Number You Called, page 2-7](#)
- [Dialing a Number in Other Applications, page 2-7](#)



Note

You can also always make calls using your desk phone.

Related Topics

- [Chapter 5, “Hosting Conference Calls”](#)

Starting Conversations With People Listed in the Console

If the person to call appears on any list in your console, use one of the methods in this section.

If the person is not listed in your console, see the following topics:

- [Searching for Contacts, page 7-3](#)
- [Starting Conversations With People Who Are Not on a List, page 2-6.](#)
- [Dialing a Number in Other Applications, page 2-7](#)
- [Dialing From Your Macintosh Address Book, page 2-8](#)

To Dial This Number	To Call a Person in This List	Do This
<p>For named entries in a list:</p> <ul style="list-style-type: none"> • The preferred phone number of a person, if the person has specified one. • Otherwise, the primary phone number for the person, as listed in the source directory. <p>For phone number entries in Recent Communications:</p> <ul style="list-style-type: none"> • The phone number of the original communication. 	<p>Any list in the console</p>	<ul style="list-style-type: none"> • Double-click a name (except in the Recent Communications list). (This method initiates a phone call only if your preferred contact method is set to Phone or Video. See the “Specifying Your Preferred Contact Method and Contact Information” section on page 9-7.) • Click a name or entry in the list, then click the Place a Call button at the bottom of the console. • Control-click a name or entry and choose Place Audio Call. • Click a name or entry in the list, then choose Contacts > Place Audio Call.

To Dial This Number	To Call a Person in This List	Do This
An alternate number listed in the Contact Details for the person.	<ul style="list-style-type: none"> • Contacts or Search panes • Recent Communications, if the entry is a name (not a phone number). 	<ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> – Control-click a name and choose Get Info. – Click a name, then choose File > Get Info. 2. If necessary: Click the arrow beside Additional Details to view additional contact information for that person. 3. Click the button beside the number to dial.

Related Topics

- [Determining Callee Reachability, page 2-4](#)
- [Identifying Preferred Contact Methods, page 2-6](#)

Determining Callee Reachability

You can view the reachability status of people in your Contacts list in order to determine the best time or method to reach them.









Note

You can initiate communication with other people regardless of their reachability status.

The reachability icon beside the name of a person in the contact list tells you the availability of the person. Alternately, you can view their Contact Details.

Table 2-1 *Reachability Icons*

Reachability Status	Symbol	Description
Available		The person is logged in to Cisco Unified Personal Communicator and has recently been using his or her computer or phone. Or the person has set the status to Available.
Busy		The person is on the phone or has set the status to Busy.
Idle		The person is logged in to Cisco Unified Personal Communicator. However, the person has not used the computer for the length of time specified in Preferences for this status to appear.
Away		The person is logged in to Cisco Unified Personal Communicator. However, the person has not used his or her phone or computer for the length of time the person has specified in Preferences for this status to appear. Or the person has set the status to Away.
Offline		The person is not logged in to Cisco Unified Personal Communicator.
Unknown		Reachability status is not available, because the system is unable to determine the status of the person.

Related Topics




- [Specifying Your Reachability Status, page 9-9](#)

Identifying Preferred Contact Methods

Every person in your corporate directory has a preferred contact method. Each person can also specify a phone number or e-mail address by which they want to be contacted.

To identify the preferred contact method of other users, use one of the following methods:

- Rest your pointer over a name in the console.
- Look at the icon to the right of the name in the Contacts list. Icons are explained in the following table:

Icon	Preferred Contact Method
	Phone
	Video
	E-mail

Related Topics

- [Specifying Your Preferred Contact Method and Contact Information, page 9-7](#)

Starting Conversations With People Who Are Not on a List

If people you want to call are not in a list in your console and you cannot find them via Search (see the “[Searching for Contacts](#)” section on page 7-3), you can use the dial pad to call them.

Procedure

Step 1 Do one of the following:

- In the console, click the **Open Dialer** button.
- Choose **File > Toggle New Call Dialer**.

Step 2 (Optional) If all panes in the console are minimized, maximize one pane to view the entire dialer.

Step 3 Enter the phone number using one of these methods:

- Enter the number.
- Click the numbers on the dial pad.
- Copy and paste the number into the dial pad.
- In the dial pad, click the arrow, then choose a number from the list of recent calls.

Dial exactly as you would when dialing from your desk phone. For example, you may need to dial a 9 before you call someone outside your company.

You can enter numbers, letters, and the following characters: - + () . # * " .

Step 4 Press the <Enter> key on your keyboard, or click the telephone button in the dial pad.

Step 5 (Optional) If you need to press numbers to respond to instructions that you hear, see the [“Entering Touch-Tone Responses”](#) section on page 2-10.

**Tip**

To hide the dial pad, drag its edge toward the console.

Related Topics

- [Working With Conversations In Progress](#), page 2-9

Redialing the Last Number You Called

Choose **File > Redial Most Recent Number**.

Dialing a Number in Other Applications

You can dial a number that appears as text in other applications, such as an e-mail message or document.

Procedure

-
- Step 1** Select the number to dial.
- Step 2** From the application menu, choose **Services > Dial With CiscoUPC**.
-

Dialing From Your Macintosh Address Book**Procedure**

-
- Step 1** Following standard Address Book procedures, click the number.
- Step 2** Choose **Dial With CiscoUPC**.
-

Responding to Incoming Calls

You can always answer calls using your desk phone.

If Cisco Unified Personal Communicator is running on your computer when someone calls you, a pop-up notification appears at the lower left corner of your computer screen, with options for you to choose from.

To Do This	Do This
Answer a call with audio only.	<ul style="list-style-type: none"> <li data-bbox="642 1117 1209 1177">• To answer using your soft phone: In the pop-up notification, click the Answer Call button. <li data-bbox="642 1193 1209 1253">• To answer using your desk phone: Answer your Cisco Unified IP Phone as you normally would.

To Do This	Do This
Answer a call with audio and video	<p>In the pop-up notification, click the Answer With Video button.</p> <p>Note If you do not meet the requirements in the “Before You Use Video” section on page 3-2, you can see the person who calls you but the other person cannot see your image.</p>
Send a call to voice mail	<p>In the pop-up notification, click the Send to Voicemail button.</p> <p>The caller is unaware that you have chosen to divert the call.</p>
Respond to a new call when you are already on a call	<ul style="list-style-type: none"> • Answer the call. <p>Any existing call is automatically put on hold. When you want to retrieve a call, see the “Putting Conversations on Hold and Retrieving Them” section on page 2-12.</p> <ul style="list-style-type: none"> • Send the call to voice mail.
Answer multiple simultaneous incoming calls	<ul style="list-style-type: none"> • Answer each call individually. <p>Each call that you answer automatically puts the previous call on hold.</p> <p>To retrieve calls on hold, see the “Putting Conversations on Hold and Retrieving Them” section on page 2-12.</p> <ul style="list-style-type: none"> • Send each call to voice mail.

Working With Conversations In Progress

You can do many things during a conversation:

- [Entering Touch-Tone Responses, page 2-10](#)
- [Transferring Calls, page 2-10](#)
- [Showing or Hiding the Roster of Participants, page 2-11](#)
- [Changing the Audio Volume and Video Transmission, page 2-11](#)

- [Putting Conversations on Hold and Retrieving Them, page 2-12](#)
- [Adding Video to Conversations, page 3-3](#)
- [Responding to Requests to Add Video to Conversations, page 3-4](#)
- [Removing Video from a Conversation, page 3-5](#)
- [About Web Conferencing, page 4-1](#)
- [Creating Conference Calls, page 5-1](#)
- [Ending Conversations, page 2-13](#)

Entering Touch-Tone Responses

During a call on your soft phone, if you hear instructions to choose options or enter a number such as a password, use this procedure.

Procedure

- Step 1** Do one of the following:
- Enter the numbers, then skip the rest of this procedure.
 - In the active conversation window, click the **Open Dialer keypad** button.
 - Make sure the conversation window is active, then choose **Conversation > Toggle Session Keypad**.
- Step 2** Enter the number in one of the following ways:
- Enter the number.
 - Click the numbers on the dial pad.
-

Transferring Calls

Use the procedure in the “[Merging Calls](#)” section on [page 5-2](#) to create a conference call that includes yourself, the caller to be transferred, and the person to whom you want to transfer the call. After all participants are in the conversation, you can hang up and the others can continue the conversation.

Showing or Hiding the Roster of Participants

The roster lists audio and video participants in a conversation. If the participant is in your directory or contact list, the name appears. Otherwise, the phone number appears.

Procedure

-
- Step 1** Do one of the following:
- In the active conversation window, click the **Show roster of participants** button.
 - Make sure the conversation window is active, then choose **Conversation > Toggle Session Roster**.
- Step 2** To perform actions on an entry in the list, control-click the entry.
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Changing the Audio Volume and Video Transmission

When the Active Phone is Desk Phone

See the documentation that came with your phone.

When the Active Phone is Soft Phone

To Do This	Do This
Mute your audio so that participants cannot hear you	<ul style="list-style-type: none"> • Make sure the conversation window is active, then choose Conversation > Mute Microphone. • In the active conversation window: Click the Mute Audio button. <p>When you are muted, the mute button is blue.</p> <p>If you mute a call, then put it on hold, then retrieve the call from hold, your audio will no longer be muted.</p>

To Do This	Do This
Change the conversation volume	In the active conversation window: <ul style="list-style-type: none"> • Drag the volume slider
Freeze (pause) the video image of you that other participants see	<ul style="list-style-type: none"> • Make sure the conversation window is active, then choose Conversation > Pause Video. • In the active conversation window: Click the Pause Video button. <p>Your view of yourself, if visible, does not freeze.</p> <p>If you pause your video, then put the call on hold, then retrieve the call from hold, your video will no longer be paused.</p>

Putting Conversations on Hold and Retrieving Them

To Do This	Do This	Notes
Put a conversation on hold	<ul style="list-style-type: none"> • In the active conversation window, click the Hold button. • Make sure the conversation window is active, then choose Conversation > Hold Call. 	<p>You can be in only one active conversation at a time.</p> <p>Multiple web-conferencing windows can remain active.</p>
Retrieve a call that is on hold	<ul style="list-style-type: none"> • In the held conversation window, click the Hold button. • Make sure the conversation window is active, then choose Conversation > Hold Call. 	When you retrieve a conversation from hold, any other active conversation is automatically put on hold.

Related Topics

- [Creating Conference Calls, page 5-1](#)

Ending Conversations



Note

If you want to end a call on hold, retrieve the call first, then end it. If you end the call without retrieving the call first, the other person remains on hold after you hang up.

Use one of the following methods to end a two-person conversation:

- If you are using a desk phone, hang up the receiver.
- Click the (x) button in the conversation window.
- Close the conversation window using the standard operating system controls in the title bar.
- Make sure the conversation window is active, then choose **Conversation > End Call**.



Note

If you are in a conference call and you hang up, the other participants in the conference can continue their conversation.

Closing Conversation Windows

To specify preferences related to closing conversation windows:

Choose **CiscoUPC > Preferences**, click **Profile**, then choose options:

- **Close conversation window on disconnect**
- **Warn before closing active conversation window**

