



Calls

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Place calls

Call Contact

There are several ways to place a call; this is the most direct method. Some contacts list multiple numbers and you can choose which number to call.



Note

All calls start with or without video, according to the preference that you select in **File > Options > Calls**.

Procedure

- Step 1** Click the phone icon beside the contact that you want to call.
- Note** If the user has only one number, Cisco Jabber dials that number; otherwise, a menu opens.
- Step 2** From the menu, choose the number to call.
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Right-click To Call Contact

Procedure

- Step 1** Right-click a contact name, and then select **Call**.

Note If the user has only one number, Cisco Jabber dials that number; otherwise, a menu opens.

Step 2 From the menu, choose the number to call.

Start Conference Call

You select the participants for your conference call, and then call each participant and add the person to the call.

Procedure

Step 1 Select the contacts to include in the conference call from your contact list, and then right-click the contacts, and then select **Start Conference Call**.

Tip To select multiple contacts, press and hold **Ctrl** while you click each contact.

Alternately, you can right-click a group to start a conference call. A conference call window appears with the contacts that you selected.

Step 2 Click the phone icon for a participant.


Step 3 Click the **Join** button to add the contact to the conference call.

Step 4 Repeat Steps 2 to 3 for each participant.

Place Call from Call History

Cisco Jabber maintains a record of your calls. You can place a call from an entry in the **Calls** section.

Procedure

Step 1 On the Cisco Jabber main window, click .

Step 2 Choose an entry from the list.

Step 3 Click the phone icon beside the entry to place the call, or right-click the entry and choose **Call back**.

Place call from Corporate Directory Search

You can search the corporate directory for a contact not in your list, and then place a call from the search results.

Procedure

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- Step 1** Enter a name in the **Search** field.
- Step 2** In the **Directory Search** window, click the phone icon beside the contact that you want to call.
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Calls from Applications

You can place calls to numbers and contacts from within some applications only if the click-to-call feature is available in your configuration of Cisco Jabber. Ask your administrator if this feature is available.

Answer calls

Answer Incoming Call

When you have an incoming call, a notification window appears.

**Note**

All calls start with or without video, according to the preference that you select in **File > Options > Calls**.

Procedure

In the notification window, click **Answer**.

Alternately, you can answer the call using one of the supported accessories. For more information about supported audio accessories and how to use the designed-for-Cisco accessories, see the *Virtualization Experience Client 6215 User Guide*.

Answer Incoming Call During Screen Lock

If Cisco Jabber is running, you may receive calls while your screen is locked. While the screen is locked, you cannot see the incoming call notification.

Procedure

Use a supported audio accessory or the Logitech UC Keyboard K725-C to answer the call, or sign back into your Windows session to answer the call.


Note While the screen is locked, you cannot see video for the call, but depending on your video preference setting, you can send video. You can toggle video start and stop from the Logitech UC Keyboard. For more information about supported audio accessories and how to use the designed-for-Cisco accessories, see the *Virtualization Experience Client 6215 User Guide*.

Manage calls

Add participant to existing call

You can add additional participants to an existing conference call or create a conference call by adding additional participants to a person-to-person call.

Procedure

- Step 1** For an existing person-to-person call, click  and select **Conference**.
 - Step 2** In the **Search** field, type the name or number for a contact.
 - Step 3** Double-click the contact in the search results or press **Enter**.
Alternately, you can drag and drop contacts into the call window.
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Place call on hold or resume held call



Note You cannot end a call on hold. You must first resume the call and then end it.

Procedure

In the call window, click , and then select **Hold**.


Merge calls

You can merge your active call with another held call, to create a conference call.

Before You Begin

You must have at least one held call in addition to your active call.


Procedure

- Step 1** To join the two calls, click  and select **Merge**.
 - Step 2** From the list of calls, choose the one that you want to merge with your active call.
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Transfer call

You can search for a contact or enter a number to which you want to transfer a call.

Procedure

- Step 1** In the active call window, click .
- Step 2** Select **Transfer**, and then use the **Transfer Call** dialog box to search for the contact, or enter a number.
- Step 3** Select the contact, and then click **Transfer**.
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Decline incoming call

When you have an incoming call, a notification window appears. You can decline the call and send it to your voicemail.

Before You Begin


You must have voicemail set up. Check with your system administrator if you do not have this feature.

Procedure

In the notification window, click **Decline**.


Forward calls to voicemail

Procedure

- Step 1** On the Cisco Jabber main window, click .
- Step 2** From the list, choose **Forward calls to > Voicemail**.
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Forward calls to another number


Procedure

- Step 1** In the Cisco Jabber main window, click .
- Step 2** From the list, select **Forward calls to > New number**.
- Step 3** Enter the new number to call, and then click **Forward**.
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View call history


The **Calls** section contains a listing of your call history: the calls that you placed, missed, and received. You can filter the calls listed by date range, and by type.

Procedure

- Step 1** In the main Cisco Jabber window, click .
If you have missed calls, a number appears on the icon.
- Step 2** (Optional) From the **View** list, choose a date range.
- Step 3** From the **Type** list, choose **Missed**.
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Delete entry from call history

Procedure

- Step 1** In the Cisco Jabber main window, click .
- Step 2** Choose an entry from the list.
- Step 3** Right-click the entry and choose **Delete**.
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