







Calls



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Audio Path Selection

When you make or receive a call, the audio path goes to the last device used by you, either the handset, the headset, or the speakerphone. The following list describes each scenario:

- Pick up the handset when you make or answer a call, and all of your calls are routed to your handset until you select **Headset**  or **Speakerphone** .
- Select **Headset**  when you make or answer a call, and all of your calls are routed to your headset until you pick up the handset or select **Speakerphone** .

If your administrator sets your headset as the audio path on your phone, then you can remove the handset and use your headset. This is ideal for anyone who prefers the convenience of a headset. But you must still select **Headset** the first time you handle a call.

- Select **Speakerphone**  when you make or answer a call, and all of your calls are routed to your speakerphone until you pick up the handset or select **Headset** .

Related Topics[Buttons and Hardware](#)

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

Step 1 Enter a number and pick up the handset.

Step 2 Enter a number and press **Call**.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press **Speakerphone** .


Make a Call with a Standard Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press **Headset** .

Make a Call with a Phone or Video Address

Sometimes, instead of just having someone's phone number, you might also have a phone or video address that you can use to place the call instead.

This address might look like an email address, such as `username1@example.com`, or it might contain numbers like `username2@209.165.200.224`.

If you and the person you're calling have video phones, you'll be able to see each other.

Procedure

- Step 1** Press **New call**.
- Step 2** Press **ABC** and you'll be able to enter text using the keypad.
- Step 3** Press a number on the keypad to see the available options, and then press the number again to move through the choices.
- For example, press the number **1** three times to enter the @ symbol.
- Step 4** Press **Call**.
-

Redial a Number

You can call the most recently dialed phone number.

Procedure

- Step 1** (Optional) Select a line.
- Step 2** Press **Redial**.
-

Speed Dial

You can assign buttons or codes to quickly dial the numbers of people you call often. Before you can use speed-dial features, configure a speed dial button in the Self Care portal or on your phone. Speed dial buttons configured from the phone do not appear in the Self Care Portal.

You can assign codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal. Speed-dial codes allow you to phone number from a code (sometimes referred to as abbreviated dialing).

Depending on your setup, your phone can support these features:

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

Related Topics[Self Care Portal](#)[Speed-Dial Numbers](#)

Make a Call with a Speed-Dial Button

Each phone model has a specific number of lines available for phone features. Each feature requires one line to function so not all lines are available for speed-dial numbers. Some lines could be used for other features. If you add more speed-dial numbers than available lines, the remaining speed-dial numbers do not display on your phone.


For example, if you add 10 speed-dial numbers but your phone has 7 lines available then only 7 speed-dial numbers display on the phone.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

Before you begin

Set up speed-dial codes in the Self Care portal.

Procedure

Press a speed-dial button .

Related Topics[Self Care Portal](#)

Make a Call With a Speed-Dial Code

Before you begin

Set up speed-dial codes in the Self Care portal.

Procedure

Step 1 Enter the speed-dial code and press **Speed Dial**.

Step 2 Enter the speed-dial code and press **Abbr dial**.

Related Topics[Self Care Portal](#)

Make a Call With a Fast-Dial Button

Before you begin

You need to set up the fast-dial codes in your personal directory.

Procedure

- Step 1** Press **Fast Dial**.
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Fast Dials**.
 - Step 4** Select a fast-dial code and then press the **Dial** softkey.
-

Related Topics

[Assign a Fast-Dial Code to a Contact](#)

Add a Speed Dial Button from Your Phone

You can configure a speed dial button from your phone in addition to the Self Care Portal. But speed dial buttons that are configured from the phone do not display in the Self Care Portal.

This feature is supported on the Cisco IP Phones 8800 Series and the following key expansion modules:

- Cisco IP Phone 8800 Key Expansion Module
- Cisco IP Phone 8851 and 8861 Key Expansion Module
- Cisco IP Phone 8865 Key Expansion Module

A Reset All clears any speed-dial buttons that are created from your phone.

Procedure

- Step 1** Press and hold a line key for 2 seconds.
 - Step 2** In the Name field, enter the name of the speed-dial number.
 - Step 3** In the Number field, enter the phone number. Include all digits required to complete the call.
 - Step 4** Select **Apply** to save your speed-dial number.
-

Related Topics

[Self Care Portal](#)

Modify a Speed Dial Button from Your Phone

You can use your phone to modify or edit a speed-dial button, if you cannot access the Self Care Portal. But it does not apply to speed-dial buttons created from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

- Step 1** Press and hold a line key for 2 seconds.
- Step 2** In the Name field, enter the new name of the speed-dial number, if required.

- Step 3** In the Number field, enter the new phone number, if required. Include all the digits required to complete the call.
- Step 4** Select **Apply** to save your speed-dial number.
-

Delete a Speed Dial Button from Your Phone

You can use your phone to delete a speed-dial button. This method only works if you added the speed-dial buttons from the phone. It does not apply to speed-dial buttons added from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

- Step 1** Press and hold a line key for 2 seconds.
- Step 2** Select **Delete**.
- Step 3** Select **Yes** to confirm your choice.
-

Dial an International Number

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

Procedure

- 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.
-

Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

Procedure

- Step 1** Press **Callback** while you are listening to the busy tone or ring sound.
- Step 2** Press **Exit** to exit the confirmation screen.
- Step 3** When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.
-

Calls That Require a Billing Code or Authorization Code

Your administrator may require that you enter a billing code or authorization code (or both codes) after you dial a phone number. The billing code, called a Client Matter Code, is used for accounting or billing purposes. The authorization code, called a Forced Authorization Code, controls access to certain phone numbers.

When a billing code is required, the phone displays `Enter Client Matter Code`, the dialed number changes to `*****`, and you hear a special tone.

When a billing code is required, the phone displays `Enter Client Matter Code`. Enter the billing code. The phone displays the billing code that you entered, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`, the dialed number changes to `*****`, and you hear a special tone. For security reasons, the phone displays a `*` instead of the number entered.

When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

Related Topics

[Speed-Dial Numbers](#)

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.

Make a Call With A Hotline Phone

Some workplaces have a phone that is meant for emergency or hotline calls. These phones automatically call a designated number when you lift the receiver and are popular choices for elevators, hotel lobbies or security booths.

Most hotline phones don't allow you to dial a phone number. They're dedicated phones that ring to a single phone number. However, some hotline phones do allow you to place a call. If this feature is configured, then you have up to 15 seconds to place a call. Otherwise, the call automatically goes to the hotline number.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Lift the phone receiver and wait for the call to ring. |
| Step 2 | (Optional) Dial a phone number. |
-

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

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Procedure

Step 1 Press the line button.

Step 2 (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

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

Procedure

Step 1 Decline a call by performing one of the following actions:

- Press **Decline**.
- If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Step 2 Press **Decline**.

Ignore a Call

If you do not want to be disturbed, you can ignore an incoming call. The call goes to voicemail.

Procedure

Ignore a call by performing one of the following actions:

- Select **Ignore**.

- Press **Volume** down once to silence the incoming (ringing) call, and then let the incoming call go to your voicemail or to a preset phone number.
-

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.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When DND is turned on, the header section of the phone screen changes color and **Do not disturb** is displayed on the phone screen.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

If multilevel precedence and preemption (MLPP) is set up for your phone, priority calls will ring your phone with a special ringtone, even when DND is turned on.

Procedure

- Step 1** Press **Do not disturb** to turn on DND.
 - Step 2** Press **Do not disturb** again to turn off DND.
 - Step 3** Press **Turn off DND** to turn off DND.
-

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

- Step 1** (Optional) Press the line button.
 - Step 2** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
 - Step 3** Press **Answer** to connect to the call when the call rings.
-

Answer a Call from Another Group (Group Pickup)

Group pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **Group Pickup**.

Step 3 Do one of the following actions:

- Enter the number of the phone line with the call that you want to pick up.

For example, if the call is ringing on line 12345, enter **12345**.

- Enter the group pickup number.
- Press **Speed dials** and select a speed dial number. Use the Navigation cluster to move up and down within the Speed dial window, and to select the speed dial number.

Step 4 Press **Answer** to connect to the call when the call rings.

Answer a Call From an Associated Group (Other Pickup)

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.

Step 3 If the call rings, press **Answer** to connect to the call when the call rings.

Answer a Call Within Your Hunt Group

Hunt groups allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign into a hunt group when you want to receive calls. You sign out of the group when you don't want calls to ring on your phone.

Depending on how hunt groups are configured, you may see the following information displayed on your Call Alert:

- The line that receives the call.
- The directory number for the incoming call.
- The hunt group name or pilot number.

Before you begin

You must sign into the hunt group to receive hunt group calls.

Procedure

When a hunt group call rings on your phone, answer the call.

Sign In and Out of a Hunt Group

Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.

Procedure

-
- Step 1** Press **Hunt Group** to sign in.
Step 2 Press **Hunt Group** again to sign out.
-

View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

Procedure

-
- Step 1** Press **Queue Status**.
Step 2 Press **Update** to refresh the statistics.
Step 3 Press **Exit**.
-

Answer Calls Automatically


If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and

you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location that you used for the previous call.

Procedure

- Step 1** Connect your headset to your phone.
 - Step 2** Make sure that the **Headset** button  lights up.
 - Step 3** When your phone automatically answers the incoming call, talk to the caller using your headset.
If you don't want to use your headset anymore, then pick up the handset and you will leave headset mode.
-

Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

Procedure

Press **Report caller**.

Mark Your Calls as Spam

You can use the Mark spam feature to reduce the number of unwanted phone calls that you receive. With this feature, you designate a phone number as either a potentially fraudulent call or as a telemarketer call. If you mark a call as fraudulent, then it is declined and the number is blocked from calling you again. If you mark a call as a telemarketer, then it rings through to you. But calls from this number display the term Telemarketer in the Incoming Call Alert and display an icon next to them in Recents.

Your administrator can enable or disable this feature. When disabled, you don't see the softkey, the spam list is empty, and you can't view or add to it. If the feature was enabled and your administrator disables it, the phone deletes the spam list.

You can view and edit your Spam call list from the **Settings** menu. The Spam call list can have up to 150 calls.

Mark an Unwanted Active Call

You can mark an active call as either fraudulent or as a telemarketer. This helps reduce the number of unwanted calls. The Spam call list can have up to 150 calls. You can add more than 150 calls, but they won't appear in your list.

Procedure

- Step 1** Press **Mark spam** when you are on a call.
- Step 2** Choose a status for the phone number.
- Potential fraud: Incoming calls from this number are declined and blocked if they call again.
 - Telemarketer: Incoming calls from this number ring through to you. But these calls have the term Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
- Step 3** Press **Apply**.
-

Mark an Unwanted Video Call

You can mark an active video call as either fraudulent or as a telemarketer. This helps reduce the number of unwanted video calls.

Procedure


- Step 1** Press **Call list** when you are on a video call.
- Step 2** Press **Mark spam**.
- Step 3** Choose a status for the phone number.
- Potential fraud: Incoming calls from this number are declined and blocked if they call again.
 - Telemarketer: Incoming calls from this number ring through to you. But these calls have the term Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
- Step 4** Press **Apply**.
-

Mark an Unwanted Recent Call

You can mark a recent call as either a fraudulent call or as a telemarketer call. Fraudulent calls are blocked the next time they call you. Telemarketer calls ring through to you. But these calls have the term Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.

The Spam call list can have up to 150 calls. You can add more than 150 calls, but they won't appear in your list.

Procedure


- Step 1** Press **Applications** .
- Step 2** Choose **Recents**.
- When the phone is idle, you can also press up on the Navigation cluster to view the Recent calls list.
- Step 3** Use the Navigation cluster and select a phone number from your list of recent calls.

- Step 4** Press **Mark spam**.
- Step 5** Choose a flag for the phone number.
- Potential fraud: Incoming calls from this number are blocked.
 - Telemarketer: Incoming calls from this number display the term Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
- Step 6** Press **Apply**.
-

Remove or Edit a Marked Call

You can edit a marked call if you want to change the status. You can also remove a call from your Spam calls list so it's not screened or blocked.

Procedure

- Step 1** Press **Applications** .
- Step 2** Choose **Settings** > **Spam call list**.
- Step 3** Use the Navigation cluster to navigate and select the call.
- Step 4** Change the call status:
- Press **Unmark spam** to remove a call. At the warning window, press **Delete**.
 - Press **Edit** to change a flag. Press **Apply**.
-

Video Calls

Cisco IP Phones 8845, 8865, and 8865NR support video calls with a built-in video camera.

You can make an audio call into a video call by opening your camera shutter.

Related Topics

[Video Settings](#)

Make a Video Call

Cisco IP Phones 8845, 8865, and 8865NR support video calls as long as the person you're calling also has a video phone. The ring on the outside of the camera controls the shutter.

Procedure

- Step 1** Turn the ring around the camera clockwise to open the shutter.
- Step 2** (Optional) Press **Self-view** and move the camera up and down to improve the perspective.

- Step 3** Make your call.
-

Stop Your Video

When you are on a video call, you can stop the camera from sending video. The ring on the outside of the camera controls the shutter. When you close the shutter, the person you're talking to won't see you anymore, but they'll still be able to hear you.

If you close the shutter, you will continue receiving video from the other party on the call.

If both people on a call close their camera shutters, the call becomes an audio call.

Procedure

- Step 1** Turn the shutter ring counterclockwise to close the camera shutter and stop sharing your video.
Step 2 Turn the shutter ring clockwise to open the video camera shutter and share your video again.
-

Toggle Between Phone and Video Display

If you need to see your phone's desktop while you're on a video call, you can easily switch between the video and the desktop. When you hide the video, it blurs and moves to the background.

Procedure

- Step 1** Press **Hide video** to hide the video.
Step 2 Press **Show video** to show the video.
-

Adjust the Picture-In-Picture Position

When you are on a video call, you can view your incoming and your outgoing video at the same time, which is known as Picture-in-Picture (PiP). Typically, the incoming video displays on the full screen and a small inset screen shows the video from your camera.

When PiP is on, you can move the inset picture to a different quadrant of the screen. You can also change the view so that your camera video displays on the full screen and the inset displays the incoming video.

Procedure

- Step 1** Press **PiP** to turn on PiP.
Step 2 Press **PiP** again to move the PiP window counter-clockwise around your phone screen.
When the window returns to the default lower right position, PiP automatically turns off.

Step 3 (Optional) Press **Swap** to toggle between the full-screen view and the PiP view.

Video Calls and Security

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the **Secure** icon displayed during a video call, your administrator has taken steps to ensure your privacy.

Related Topics

[Secure Calls](#), on page 7

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.

If you have a video phone, when you mute your audio, your camera continues to transmit video.

When you have a call muted, the LED bar lights red.

Procedure

Step 1 Press **Mute** .

Step 2 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 3 Press **Mute** again to turn mute off.

Hold Calls

Put a Call on Hold

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

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

Procedure

Step 1 Press **Hold** .

Step 2 Press **Hold**.

Step 3 To resume a call from hold, press **Hold** again.

Step 4 To resume a call from hold, press **Resume**.

Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Flashing LED bar
- Visual notification on the phone screen

Procedure

Press the flashing amber line button or **Answer** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

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

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

There are two ways you can park a call: call park and directed call park. You'll only have one type of call park available on your phone.

You can use your phone to park a call.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

It is configurable that a parked call occupies one line or not.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can park only one call at the call park number.

Your administrator can set up Call Park in one of two ways:

- The parked call displays on your phone screen and you can press **Resume** to pick it up. The line number for the parked call is displayed on your line.
- A line number for the parked call displays in a pop-up window. Your line becomes idle. In this case, you dial the line to pick up the parked call.

Before you begin

Your call must be active.

Procedure

Step 1 Press **Park**, and then hang up.

Step 2 (Optional) Communicate the parked number to the person who needs to answer the call.

Retrieve a Call on Hold with Call Park

You can set up call park in two different ways:

- The parked call displays on the phone where the user can pick it up.
- The user must dial the displayed number to pick up the call.

You set the field Dedicate one line for Call Park in Cisco Unified Communications Manager to enable or disable the feature. By default, the feature is enabled.

Before you begin

You need the number that was used to park the call.

Procedure

Enter the number where the call is parked and retrieve the call.

Place a Call on Hold with Assisted Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using assisted directed call park, you use a button to park an active call. Your administrator sets up the button as a speed-dial line. With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

Procedure

Press **BLF Directed Call Park** on a line that displays an idle line status indicator for an assisted directed call park.

Retrieve a Call on Hold with Assisted Directed Call Park

Procedure

Press **BLF Directed Call Park**.

Place a Call on Hold with Manual Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using manual directed call park, you transfer an active call to a directed call park number, which your administrator sets up.

Procedure

- Step 1** Press **Transfer** .
 - Step 2** Required: Enter the directed call park number.
 - Step 3** Required: Press **Transfer** again to park the call.
-

Retrieve a Call on Hold with Manual Directed Call Park

You can pick up a call that was parked to a dedicated call park number.

Before you begin

You need the directed call park number and the park retrieval prefix.

Procedure

- Step 1** Dial the park retrieval prefix.
 - Step 2** Dial the directed call park number.
-


Forward Calls


You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

You can forward calls from your phone to another number.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

When a line is forwarded, you see the Forward all  icon with the line.

When a phone is forwarded, you see the Forward all  icon on the screen.

Procedure

- Step 1** When the line to be forwarded is inactive, press **Fwd All**.
- Step 2** When the phone is inactive, press **Forward All**.
- Step 3** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
-

Related Topics


[Self Care Portal](#)

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This way, you can 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

- Step 1** From a call that is not on hold, press **Transfer** .
- Step 2** From a call that is not on hold, press **Transfer**.
- Step 3** Enter the other person's phone number.
- Step 4** (Optional) Press **Speed dials** and select a Speed dial number.
Use the Navigation cluster to move within the Speed dial window, and to select your Speed dial number.
- Step 5** (Optional) Wait until you hear the line ring or until the other person answers the call.

Step 6 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. If you have multiple phone lines, you can join two calls across two lines.

You can talk with several people in a single call. You can dial another person and add them to the call.


When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call

When you add more than one person to a call, wait a few seconds between adding participants.

Procedure

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

Step 2 Add the other person to the call by doing one of the following:

- Press **Active** calls and select a held call.
- Enter the phone number and press **Call**.
- Press **Speed dials** and select a Speed dial number. Use the Navigation cluster to move within the Speed dial window, and to select your number.

Step 3 Press **Conference**.

Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.

Wait until the call is connected.

Step 2 Press **Swap** to toggle between the participant and the conference.

View and Remove Conference Participants

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

Procedure

- Step 1** While you are in a conference, press **Show Details** to view a list of participants.
 - Step 2** (Optional) Highlight a participant and press **End call** to stop the call and drop the participant from the conference.
 - Step 3** (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.
-

Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.

Host a Meet-Me Conference

Before you begin

Get a meet-me phone number from your administrator, and distribute the number to the conference participants.

Procedure

- Step 1** Lift the handset to get a dial tone and press **Meet Me**.
 - Step 2** Press **Meet Me**.
 - Step 3** Dial the meet-me phone number.
-

Join a Meet-Me Conference

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. End the call and try your call again.

Procedure

Dial the meet-me phone number that the conference host provides.

Intercom Calls

You can use an intercom line to place and receive one-way calls.

When you place an intercom call, the recipient's phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient's speakerphone, headset, or handset, if one of these devices is active.

But sometimes intercom calls are rejected when you are on a call. This depends upon how your company's phone network is set up. Contact your administrator for additional information.

After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.

Procedure

- Step 1** Press **Intercom**.
 - Step 2** (Optional) Enter the intercom code.
 - Step 3** Listen for the intercom alert tone, and then begin speaking.
 - Step 4** Press **Intercom** to end the call.
-

Answer an Intercom Call

You can answer an intercom call to talk to the other person.

Before you begin

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

Procedure

- Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.
 - Step 2** Press **Intercom** to end the call.
-

Supervise and Record Calls

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.


The chaperone performs the following tasks:

- Records the call.
- Conferences in the first participant only. Other participants add people as needed.
- Ends the call.

The conference ends when the chaperone hangs up the call.

Set Up a Supervised Call

Procedure

- Step 1** Answer an incoming call.
Record is displayed if the system determines that the call must be chaperoned and recorded.
- Step 2** Press **Conference**  to create a conference call.
- Step 3** Press **Conf** to create a conference call.
- Step 4** Enter the phone number for the supervisor and press **Call**.
- Step 5** Press **Conference** when the supervisor answers.
- Step 6** Press **Conf** when the supervisor answers.
- Step 7** Press **End Call** to end the call.
-

Record a Call

You can record a call. You might hear a notification tone as you record the call.

Procedure

Press **Record** to start or stop recording.

Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

Your administrator sets up the priorities that you can use and determines whether you need special sign-in information.

When a high-priority call rings on your phone, you see the priority level on the phone screen and the call appears at the top of the call list. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.






If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone.

When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Use call pickup to answer the call.

The following table describes the Multilevel Precedence and Preemption Priority icons and the corresponding level.

Table 1: Multilevel Precedence and Preemption Priority Levels

MLPP icon	Priority Level
	Level 1—Priority call
	Level 2—Medium priority (Immediate) call
	Level 3—High priority (Flash) call
	Level 4—Flash Override
	Level 5—Executive Override

Make a Priority Call

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

Procedure

-
- Step 1** Pick up the handset.

- Step 2** Press **PrecLevel**.
 - Step 3** Select a priority level for the call.
 - Step 4** (Optional) Enter your credentials on the authorization screen.
 - Step 5** Enter the destination number.
You see the precedence level icon on the phone screen and you hear the precedence ringback tone.
-

Answer a Priority Call

If you hear a special ring that's faster than usual, you are receiving a priority call.


Procedure

- Step 1** Press the flashing amber session button when you hear the special ringtone for a precedence call.
 - Step 2** Press **Answer** when you hear the special ringtone for a precedence call.
-

Answer a Priority Call While on Another Call

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

Procedure

- Step 1** Press **Release**  or hang up the handset.
Your call ends, and the higher priority call rings on the appropriate phone.
 - Step 2** Press **End Call**.
Your call ends, and the higher priority call rings on the appropriate phone.
-

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

You can also display your active calls on your primary line, which is useful if you want all your calls displayed on a single screen.

If you have an active hunt group call, then the All calls list includes the term Hunt group followed by the hunt group number or name. This improvement helps you identify hunt group calls.

Procedure

Press **All Calls** or the session button for your primary line.

View Important Calls

You can view a list of all Alert Calls in chronological order (oldest to most recent). An Alert Call is a phone number that you consider important. You want to be alerted when you receive a call from or make a call to this number.

Procedure

Press **Alert call**.

Display Call Notifications on Select Lines with Line Filters

You can configure your phone so you are alerted when somebody calls a high priority phone number or line. For example, a senior executive's phone line or a customer help line. This tool is useful if you work with multiple phone lines and a high number of calls.

Depending upon how your administrator has configured your phone, you may be able to use a line filter during specific times of the day also.

Create a Line Filter

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Call notifications** > **Add new filter**.

The maximum number of custom filters is 20. If you have already created the maximum number of custom filters, delete a filter before continuing with this procedure.

Step 3 Press **Select** to make the text editable.

Step 4 Accept the default name for the new filter, or enter a new one.

Step 5 Select the lines to add to the new filter.

All available lines are displayed in the list. If you require a line that is not in the list, contact your administrator.

Step 6 Click **Apply**.

Step 7 To view the filter, press **Back**.

Use a Line Filter

Procedure

Step 1 Press **Applications** .

Step 2 Select **Settings** > **Call notifications**.

Step 3 Highlight the filter to apply and press **Select**.

Change a Line Filter

You can change the line filters that you control. Your administrator controls the All Calls filter and the Daily schedule filter.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Settings** > **Call notification**.

Step 3 Highlight a filter and Press **Edit** to change an existing filter.

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you may be responsible for screening calls for the person you support.

When you share a phone number, you can use that phone line just like any other line. Be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.

- If you put a call on hold, your line button is solid green and the session button pulses green. But your coworker's line button is solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If you try to add yourself to a call on a shared line and see a message that you cannot be added, try again.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.


Procedure

- Step 1** Press the line button for the shared line or select the line and press **Barge**.
You need to press **Calls** to add yourself to a call on a shared line.
- Step 2** (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.
-

Get Notified Before You Join a Call on a Shared Line

You can set up your phone to alert you when you barge in to a call. By default, the alert prompt is turned Off.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Barge Alert**.
- Step 3** Click **On** to enable the alert.
-

Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has privacy enabled, you can make and receive calls using the shared line as usual.

Visual confirmation is displayed on your phone screen for as long as the feature is enabled.

Procedure

- Step 1** Press **Privacy** to enable the feature.

Step 2 Press **Privacy** again to turn off the feature.

Mobile Devices and Your Desk Phone

If you have a mobile device (phone or a tablet), you can connect the mobile device to your desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone.

Cisco IP Phone 8851 and 8861 support this feature.

Do not pair two or more Cisco IP Phone 8800 Series desk phones.



Note When your mobile device is connected to the desk phone, the mobile device can't access or use the desk phone contacts. You can't move or copy the desk phone contacts to your mobile device.

Phone Calls with Intelligent Proximity

When you use Bluetooth, you can pair your mobile device (phone or tablet) to your desk phone. After you pair and connect the mobile device, your phone displays an additional phone line, which is your mobile line (your mobile phone number). You can place and receive calls on this mobile line from your desk phone. This ability to use the mobile line on your desk phone is called Intelligent Proximity.

Pair a Mobile Device with Your Desk Phone

After you pair your mobile device to your desk phone, the phone connects to the mobile device when the device is in range. It disconnects from the mobile device when the device is out of range.


If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.

After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone.

Before you begin

Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.

Procedure

- Step 1** On your desk phone, press **Applications** .
- Step 2** Select **Bluetooth** > **Add Bluetooth device**.
- Step 3** Select the mobile device from the available devices list to pair.
- Step 4** Verify the passkey on the mobile device.
- Step 5** Verify the passkey on the desk phone.

- Step 6** (Optional) Choose to make your mobile device contacts and call history available on your desk phone.
-

Related Topics

- [Bluetooth and Your Phone](#)
- [The Cisco IP Phone 8800 Series](#)

Switch Connected Mobile Devices

If you have more than one paired mobile device in range of your Cisco IP Phone, you can choose which mobile device to connect.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select a mobile device from the available devices list.
-

Delete a Mobile Device

You can delete a mobile device, so that it does not automatically connect using Bluetooth.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select the mobile device in the available devices list.
- Step 4** Select **Delete**.
-

View Your Paired Bluetooth Devices

A paired mobile device displays in the list of paired devices. You'll see this device listed until you unpair it from the desk phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
-

Intelligent Proximity for Mobile Phones

You can share your mobile contacts and call history with the desk phone, and move calls between your mobile phone and desk phone. You can also view signal strength and battery level of the mobile device on the desk phone.

Handle an Incoming Mobile Call

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

When a call rings on your mobile phone, do one of these actions on your desk phone:

- Press **Answer** to answer the call.
 - Press **Decline** to decline the call and send it to your voicemail.
 - Press **Ignore** to silence the ringer and decline the call.
-

Make a Mobile Call

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Select a mobile line on your desk phone.
 - Step 2** Enter a phone number.
 - Step 3** Press **Call**.
-

Move a Call Between the Desk Phone and a Mobile Device

You can use your desk phone to move an active call to or from your mobile device.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

Press **Move audio** to move a call from your desk phone to your mobile device or in the opposite direction.

Adjust the Mobile Device Volume


Volume controls on your phone and mobile device are synchronized. Synchronization only occurs when there is an active call.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

Perform one of these options:

- Press **Volume**  on your desk phone. Press the + to increase the volume or - to decrease the volume.
 - Press the **Volume** button on your mobile device.
-

View Your Mobile Contacts on Your Desk Phone

Use your desk phone to view the contacts list on your mobile phone. This is a convenient way to view a contact without accessing your mobile phone.

Before you begin

Before you can use your mobile device with your desk phone, use Bluetooth to pair the two phones. Select the option to share the mobile contacts.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select your mobile phone from the list.
-


Save Contacts from Your Mobile Device on Your Desk Phone

You can save the contact list from your mobile device to your desk phone. This mobile contact list remains on your desk phone, even if you disconnect or unpair your mobile device.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Press **Contacts** .

Step 2 Select your mobile phone.

Delete Contacts in Your Mobile Device Contact List

You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

Step 1 Press **Contacts** .

Step 2 Select your mobile phone from the directory list.

Step 3 Check **Delete**.

View Your Mobile Call History on Your Desk Phone

You can view on your desk phone the recent calls placed or received from your mobile phone.

Before you begin

Before you can see the mobile call history on your desk phone, use Bluetooth to pair the mobile phone with your desk phone. Select the option to share your mobile call history with your desk phone.

Procedure

On the desk phone, press **New Call**.

Intelligent Proximity for Tablets

If you have a tablet, you can use Bluetooth to pair the tablet to your desk phone. After pairing, audio from a phone app on the tablet can be played on the desk phone. You can't use as many calling features on your tablet as you can with a mobile phone.

The desk phone supports connections from Android and iOS tablets.

Move the Audio from Your Tablet to Your Desk Phone

Before you begin

Your tablet is paired to your desk phone and you receive a call on the tablet.

Procedure

- Step 1** On the tablet, set the audio path to use Bluetooth.
- Step 2** Use the headset, handset, or speakerphone to listen to the audio on the phone.
-

Move the Audio from Your Desk Phone to Your Tablet

Before you begin

Your tablet is paired to your desk phone and you are on a call on the tablet with the audio on the desk phone.

Procedure

Do one of the following actions:

- Hang up the handset.
 - Press **Release**.
 - Answer another call on the desk phone.
-

Phone Calls with Mobile Connect

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.
- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.
- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

Related Topics

[Self Care Portal](#)

Enable Mobile Connect

Procedure

- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
-

Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

Before you begin

You need to enable Mobile Connect on your desk phone.

Procedure

- Step 1** Press **Mobility**.
- Step 2** Press **Select** to send a call to your mobile phone.
- Step 3** Answer the active call on your mobile phone.
-

Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

Before you begin

You need to enable Mobile Connect on your desk phone.

Procedure

- Step 1** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Step 2** Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.
- Step 3** Press **Answer** on your conference phone within 5 to 10 seconds to resume the call on your desk phone.
-

Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

Before you begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

-
- | | |
|---------------|---|
| Step 1 | On the mobile phone, enter the access code for the hand-off feature. |
| Step 2 | Hang up the call on your mobile phone to disconnect the mobile phone, but not the call. |
| Step 3 | Press Answer on your desk phone within 10 seconds and start talking on the desk phone. |
-

Voicemail

You can access your voice messages directly from your phone. Your administrator must set up your voicemail account and set up your phone before you can access the voicemail system.

The **Messages** button on your phone acts as a speed dial into the voicemail system.

The **Messages** softkey on your phone acts as a speed dial into the voicemail system.



Note If the conference phone is a shared phone used in a conference room, the **Messages** softkey may not display.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the external phone number of the voicemail system.



Note This document has limited voicemail information because voicemail is not part of your phone. It is a separate component with a server and firmware that are purchased by your company. For information on setting up and using your voicemail, see the *User Guide for the Cisco Unity Connection Phone Interface* at <https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.

Voicemail Message Indication

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Related Topics

[Self Care Portal](#)


Access Your Voicemail Messages

You can check your current voicemail messages or listen to your old messages again.

Before you begin

Each voicemail system is different so check with your administrator or IT department to find out which system your company uses. This section is for Cisco Unity Connection because most Cisco customers use that product for their voicemail system. But your company may use a different product.

Procedure

- Step 1** If you have more than line, press the appropriate line key.
 - Step 2** Press **Messages** .
 - Step 3** Press **Messages**.
 - Step 4** Follow the voice prompts.
-

Visual Voicemail

Visual Voicemail is an alternative to audio voicemail that might be available to you, depending on your voicemail system. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages. You can also compose, reply to, forward, and delete messages.

Depending upon your voicemail system, you may be able to access your audio voicemail by selecting Audio inbox. Use this feature if you occasionally work with audio prompts, but you have the visual prompts set up as your default.

For more information, see *Quick Start Guide for Visual Voicemail for Unity Connection* at <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.

Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

- Step 1** In the screen, press the **Audio** softkey.
 - Step 2** When prompted, enter your voicemail credentials.
-

Transfer a Call to Voicemail



You can transfer a call directly to your manager's or to a coworker's voicemail. This is a convenient way for a caller to leave a message but not disturb anyone in the office.

Before you begin

Your administrator must set up your phone system so that the * prefix before an extension means forward a call directly to voicemail.

Know your coworker's extension.

Procedure

- Step 1** Press **Transfer** 
- Step 2** Enter * followed by the person's extension.
- Step 3** Press **Transfer** 
-

