**Calling Features**

**Feature Buttons and Softkeys**

(Depending upon how your system administrator sets up your phone, some features included in this guide might not be available to you. **NOT ALL FEATURES WILL BE AVAILABLE ON ALL PHONES**

This table provides information about some of the features that are available on dedicated feature buttons, and some of the features that are set up by your system administrator either on programmable feature buttons or softkeys.

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature Name**  | **Dedicated Feature Button**  | **Programmable Feature Button**  | **Softkey**  |
|
| Call Back  |   | X  | X  |
| Call Forward All  |   | X  | X  |
| Call Park  |   | X  | X  |
| Call Park Line Status  |   | X  |   |
| Call Pickup  |   | X  | X  |
| Call Pickup Line Status  |   | X  |   |
| Conference  | X  |   | X  |
| Directed Call Park  |   | X  |   |
| Divert  |   |   | X  |
| Do Not Disturb (DND)  |   | X  |   |
| Group Pickup  |   | X  | X  |
| Hold  | X  |   |   |
| Hunt Groups  |   | X  |   |
| Intercom  |   | X  |   |
| Malicious Call Identification (MCID)  |   | X  |   |
| Meet Me  |   | X  | X  |
| Mobile Connect  |   | X  |   |
| Mute  | X  |   |   |
| Other Pickup  |   | X  | X  |
| Privacy  |   | X  |   |
| Quality Reporting Tool (QRT)  |   | X  |   |
| Redial  |   | X  | X  |
| Speed Dial  |   | X  | X  |
| Speed Dial Line Status  |   | X  |   |
| Transfer  | X  |   | X  |

**Auto Answer**

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with either your speakerphone or headset.

**To Use Auto Answer with Your Headset**

Keep the headset button  illuminated when the phone is idle. Otherwise, calls ring normally and you must manually answer them.  To keep the headset button illuminated, use a line button or softkeys (instead of the headset button) to go off-hook and on-hook, and to place and end calls.

**To Use Auto Answer with Your Speakerphone**

Keep the handset in the cradle and the headset button  unlit. Otherwise, calls ring normally and you must manually answer them.

**Call Back**

Call Back allows you to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.

**To Set up a Call Back Notification**

**1.** Press the **Callback** softkey while listening to the busy tone or ring sound.  A confirmation screen displays on the phone.

**2.** Press the **Exit** softkey to return to the main screen, if desired.  Your phone alerts you when the line is free.

**3.** Press the **Dial** softkey to place the call again, if desired.

**Call Forward All**

Call Forward All allows you to forward calls on your **Primary Line** to another number.

For your primary line, you can set up Call Forward All directly on your phone.

* Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
* When forwarding calls from your phone:
* Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
* Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

**To Forward Calls on a Primary Line**

**1.** Press the **Fwd All** softkey.

**2.** Enter the target phone number. Visual confirmation displays on your screen for as long as the feature is enabled.

**3.** To cancel call forwarding, press **Fwd OFF** softkey.

**Call Park**

Call Park allows you to park (temporarily store) a call you receive on your phone, and which you can then retrieve from another phone (for example, a phone at a co-worker's desk or in a conference room).

**To Park and Retrieve a Call Using Park**

**1.** During a call, press the **Park** softkey.  Your phone displays the call park number where the system stored your call.

**2.** Note the call park number displayed on your phone screen.  You will use the number to retrieve the call.

**3.** Hang up.  You have a limited time to retrieve a parked call before it reverts to ringing at the original number.

**4.** From any other Cisco Unified IP Phone in your network, enter the call park number to retrieve the call.

**Call Pickup**

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You might use Call Pickup if you share call-handling tasks with co-workers.

There are three ways you can pick up a call:

•Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group.

If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

•Group Pickup—Allows you to answer a call on a phone that is outside your call pickup group by:

–Using a group pickup number (provided by your system administrator).

–Dialing the ringing phone's number.

•Other Pickup—Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up the call pickup group you are in, and the call pickup softkeys depending on your call-handling needs and work environment.

**To Answer a Call Using Pickup**

**1.** Press the **PickUp** softkeyto transfer a ringing call within your pickup group to your phone.

If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**.  If your phone supports auto-pickup, you are connected to the call.

**2.** If the call rings, press the **Answer** softkey to connect to the call.

**To Answer a Call Using Group Pickup and a Group Pickup Number**

**1.** Press the **GPickup** softkey to answer a call on a phone outside your pickup group.

If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **GPickup**.

**2.** Enter the group pickup number.  If your phone supports auto-pickup, you are now connected to the call.

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

**To Answer a Call Using Group Pickup and a Phone Number**

**1.** Press the **GPickup** softkey.

If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **GPickup**.

**2.** 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. If your phone supports auto-pickup, you are now connected to the call.

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

**To Answer a Call Using Other Pickup**

**1.** Press the **OPickup** softkey to transfer a call in your pickup group or in an associated group to your phone.  If your phone supports auto-pickup, you are now connected to the call.

**2.** If the call rings, press the **Answer** softkey to connect to the call.

**Call Waiting**

Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:

•A call waiting tone (single beep)

•An amber flashing line button

**To Respond to a Call Waiting Notification**

(Your system administrator must set up multiple lines on your phone before you can use this feature.)

To answer the ringing call, press the flashing amber line button. Your phone puts the original call on hold automatically and connects the ringing call.

**Auth Codes**

Codes allow you to place a call using a billing or tracking code.

Forced Authorization Codes (FAC) allow you to manage call access and accounting. The Forced Authorization Codes feature requires that the user enter a valid authorization code before the call connects.

**To Place a Call Requiring a Forced Authorization Code**

**1.** Dial a number.

**2.** After the tone, enter a forced authorization code (FAC) followed by #, or hit the Submit softkey.

**Conference**

Conference allows you to talk simultaneously with multiple parties.

**Note – for large conferences use the MeetingPlace Conference Bridge.**

When you are talking on a call, use Conference to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

Before completing a conference procedure, you can press the **Cancel** softkey to cancel the procedure or you can press the **Swap** softkey to toggle between calls, allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

The conference ends when all the participants hang up.

**To Add Another Party to Your Call to Create a Conference**

**1.** Verify that you are on an active call (not on hold).

**2.** Press the **Conference** button .

**3.** Enter the phone number for the party you want to add (or press a speed-dial button).

**4.** Wait for the party to answer (or skip to step 5 while the call is ringing).

**5.** Press the **Conference** button again.  The conference begins.

Repeat these steps to add more parties, if desired.

**To Combine Calls Across Lines to Create a Conference**

**This task requires multiple phone lines on your phone.**

**1.** Verify that you have two connected calls and that one of the calls is active (not on hold).

**2.** Press the **Conference** button .

**3.** Press the line button for the other (held) call.  The conference begins. (The conference is established on the line with the active call.)

**To Swap Between Calls Before Completing a Conference**

After calling a new conference participant, but before adding the participant to the conference, press the **Swap** softkey to toggle between the two calls. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

**To End a Conference**

The conference ends when all participants hang up.

**To View Conference Participants**

While in a conference, press the **Details** softkey to view a list of the last 16 participants who have joined the conference.

**To Remove Conference Participants**

**1.** While in a conference, press the **Details** softkey to view a list of participants.

**2.** Highlight the participant that you want to remove, then press the **Remove** softkey.

**Divert**

Divert allows you to send an active or ringing call to your voicemail system.

**To Divert a Call**

Press the **Divert** softkey to send an active, ringing, or held call to your voicemail .

**Do Not Disturb**

Do Not Disturb (DND) allows you to turn off either the ringer on your phone, or the ringer and any other audible or visual notification that you have an incoming call. When the ringer and notifications are turned off, the call is sent directly to your voicemail system. DND interacts with other types of calls:

•If both DND and Call Forward All are enabled, calls are forwarded without any visual or audible confirmation.

•DND does not affect intercom calls or non-intercom priority calls.

•If both DND and auto-answer are enabled, only intercom calls are auto-answered.

**To Turn DND On and Off**

**1.** Press the **DND** button to turn on DND.  Visual confirmation displays briefly.

**2.** Press the **DND** button again to turn off DND. Visual confirmation displays briefly.

**Hold**

Hold allows you to put an active call into a held state.

**To Hold and Resume a Call**

**1.** To put a call on hold, press the **Hold** button .  The Hold icon displays and line button flashes green.

**2.** To resume the call, press the **Resume** softkey or the flashing green line button.

**To Swap Between Held and Active Calls on Multiple Lines**

If your phone supports multiple lines, use line buttons to swap between held and active calls.

For example, if you have a held call on Line 1 and an active call on Line 2, press the Line 1 button to make the Line 1 call active (resume it from hold) and to automatically put the Line 2 call on hold.

**To Put a Call on Hold by Answering a New Call on Another Line**

If your phone supports multiple lines, and you are already on a call when a new call rings, answering the new call puts the first call on hold automatically.

To answer the new call in this case, press the flashing amber line button or the **Answer** softkey.

**To Determine if a Shared Line is on Hold**

Look for a flashing red line button and the hold icon . When these indicators display, a call on the shared line has been put on hold remotely by the other user.

**Hold Reversion**

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

•Single ring, repeating at intervals

•Flashing amber line button

•Flashing message indicator on the handset

•Visual notification on the phone screen

**To Respond to a Hold Reversion Notification**

Press the flashing amber line button or the **Answer** softkey to resume the call from hold.

**Hunt Groups**

Hunt groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group, then directs the call to that phone. If you are a member of a hunt group, you can sign in to a hunt group when you want to receive calls, and you can sign out of the group when you want to prevent calls from ringing on your phone.

**To Sign In and Out of a Hunt Group**

**1.** Press the **Hunt Group** button to sign in.

Visual confirmation displays briefly.

**2.** Press the button again to sign out.

Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

**Line Status**

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button.

Your system administrator sets up Line Status indicators on your phone.

**Line Status Indicators**

Line Status indicators show the state of a line.

|  |  |
| --- | --- |
| **Icon**  | **Indicator**  |
| http://www.cisco.com/en/US/i/100001-200000/190001-200000/195001-196000/195129.jpg | Line is in use.  |
| http://www.cisco.com/en/US/i/100001-200000/190001-200000/192001-193000/192105.jpg | Line is idle.  |
| http://www.cisco.com/en/US/i/100001-200000/190001-200000/195001-196000/195130.jpg | Line is in Do Not Disturb (DND) state.  |
| http://www.cisco.com/en/US/i/100001-200000/190001-200000/195001-196000/195128.jpg | Line is ringing. (Only for Call Pickup.)  |

Line Status indicators can be set up on speed dial buttons by your system administrator, and can be used with these features:

•Speed Dial—Allows you to monitor the status of (and dial) a specific number on a speed-dial button.

•Call Pickup—Allows you to monitor the line status of (and pick up a ringing call on) a speed-dial button.

**Malicious Call Identification (Not available on all phones)**

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

**To Trace a Suspicious Call**

Press the **Malicious Caller ID** button to send a silent notification message to your system administrator.

When the silent notification message is sent, your phone provides both a visual and audible confirmation.

**Meet Me**

Meet Me allows you to call a predetermined number at a scheduled time to host or join a conference.

The conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again. The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

**To Host a Meet-Me Conference**

**1.** Obtain a Meet-Me phone number from your system administrator.

**2.** Distribute the Meet-Me phone number to participants.

**3.** When you are ready to start the meeting, go off-hook to get a dial tone, then press the **Meet Me** softkey.

**4.** Dial the Meet-Me phone number.

**To Join a Meet-Me Conference**

Dial the Meet-Me phone number (provided by the conference host).

If you hear a busy tone, the host has not yet joined the conference. In this case, try your call again.

**Monitor and Record**

The Monitoring and Recording feature allows you to monitor and record calls if desired. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of calls on a per-call basis.

Users may hear notification tones during call monitoring and recording. By default, the person who monitors the call and records it (if also configured) does not hear the notification tones.  For more information, see your system administrator.

**Mute**

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

**To Mute Your Phone When in a Call**

**1.** Press the **Mute** button  to turn Mute on.  Visual confirmation will be the Mute button lighting red..

**2.** Press the **Mute** button again to turn Mute off.

**On-hook Dialing**

On-hook dialing allows you to enter a phone number before getting a dial tone and to complete the call by going off-hook.

**To Dial a Number On-hook**

**1.** Enter or speed-dial a phone number.

**2.** Go off-hook.

**Plus Dialing**

Plus Dialing allows you to press and hold the "\*" key for at least 1 second to add a plus "+" sign as the first digit in a phone number for international dialing. It applies both for on-hook or off-hook dialing.

After the + sign has been added to phone numbers, users can go into directories, such as received calls and call history, and select and dial one of these entries with the + sign without having to add digits for international calls.

**To Dial an International Number with Plus Dialing**

**1.** Press and hold the "\*" key for at least 1 second. The + sign is entered as the first digit in the phone number. (The corresponding tone stops to indicate that the \* has changed to a + sign.)

**2.** Dial the international number.

**Privacy**

Privacy allows you to prevent 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.

**To Enable Privacy on a Shared Line**

**1.** Press the **Privacy** button to enable the feature.  Visual confirmation displays on your phone screen for as long as the feature is enabled.

**2.** Press the button again to turn off the feature.

**Quality Reporting Tool (May not be available on all phones)**

Your system administrator may *temporarily* configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

•Immediately report an audio problem on a current call.

•Select a general problem from a list of categories and choose reason codes.

**To Report Problems on Your Phone with Quality Reporting Tool**

**1.** Press the **Quality Reporting Tool** button.

**2.** Select the item that most closely matches your problem. (Use the Navigation pad and Select button to scroll and select.)

**3.** Pressthe **Select** softkey.

The information is sent to your system administrator.

**Redial**

Redial allows you to call the most recently dialed phone number by pressing a button.

**To Redial a Number**

Press the **Redial** softkey.

To place the call on a particular phone line, get a dial tone on that line first, then press the **Redial** softkey.

**Shared Lines**

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

For example, if you share a line with a co-worker:

•When a call comes in on the shared line:

–Your phone rings and the line button flashes amber.

–Your co-worker's phone rings and the line button flashes amber.

•If you answer the call:

–Your line button turns green.

–Your co-worker's line button turns red.

When button is red, that line cannot be used to barge in on the call or used to make another call.

•If you put the call on hold:

–Your line button flashes green

–Your co-worker's line button flashes red.

When the line flashes red, your co-worker can pick up the call.

**Transfer**

Transfer allows you to redirect a connected call from your phone to another number.

You can use *Transfer* or *Direct Transfer*:

•Transfer allows you to redirect a single call to another number that you specify.

•Direct Transfer allows you to connect two calls on two different lines to each other (without remaining on the line yourself) Sometimes called Blind Transfer.

Before completing a transfer procedure, you can press the **Cancel** softkey to cancel the procedure or you can press the **Swap** softkey to toggle between calls, allowing you to speak privately with each party.

**To Transfer a Call to Another Number**

**1.** Verify that you are on an active call (not on hold).

**2.** Press the **Transfer** button .

**3.** Enter the transfer recipient's phone number (or press a speed dial button).

**4.** Wait for the recipient to answer. (Or, skip to Step 5 while the call is ringing.)

**5.** Press the **Transfer** button again.

The transfer is complete.

**To Use Direct Transfer to Connect Calls Across Lines**

This task requires multiple phone lines.

**1.** Verify that you have two connected calls and that one of the calls is active (not on hold).

**2.** Press the **Transfer** button .

**3.** Press the line button for the other (held) call.

The transfer completes (the two calls are connected to each other).

**To Swap Between Calls Before Completing a Transfer**

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the **Swap** softkey to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

**Keywords:**

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**Meta Description:**

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