

Calling Features

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Calling Features Overview

You can perform basic call-handling tasks using a range of features and services. Feature availability varies; contact your system administrator for more information.

Basic Call Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.

Place Call

Tips

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, or by pressing Dial, [Softkey](#), or [Call](#).
- When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, press << to erase digits.
- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- You can start or stop a recording by pressing the Record softkey on your phone.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on call logs, redial, or call directory entries. Contact your system administrator for more information.

Related Topics

- [Hold and Resume, on page 9](#)
- [Phone Features](#)
- [Handset, Headset, and Speakerphone](#)
- [Call Logs](#)

Place Call

Procedure

Pick up the handset and dial the number.

Place Call Using Speakerphone

Procedure

- | | |
|---------------|-----------------|
| Step 1 | Press |
| Step 2 | Enter a number. |

Place Call Using Headset

Procedure

Perform one of the following actions:

Calling Features

- Press [New Call](#) and enter a number.
- If [New Call](#) is lit, press New Call and enter a number.

Redial Number

Procedure

Perform one of the following actions:

- Press Redial to dial the last number.
- Press the Navigation button (with the phone idle) to see your Placed Calls.

Place Call When Another Call Is Active (Using Same Line)

Procedure

- Step 1** Press Hold.
- Step 2** Press New Call.
- Step 3** Enter a number.

Dial from Call Log

Procedure

- Step 1** Choose [Call Log](#).
- Step 2** Select one of the following entries:
- Missed Calls
 - Received Calls
 - Placed Calls
- Step 3** Select the listing or scroll to it and go off-hook.

Additional Call Options

You can place calls using special features and services that may be available on your phone. For more information about these additional options, contact your system administrator for more information about these additional options.

Tips

- For more information on placing a call using your Cisco Extension Mobility prefix, see [Mobility, on page 37](#).
- To see if a line associated with a Speed Dial, call record, or directory listing is busy before placing a call to that line, see [Busy Lamp Field Features, on page 31](#).

Related Topics

[Hold page 19](#) [Resume](#)

[See page 23](#)

[Find page 35](#)

[See page 38](#) [Calls Using Single Phone Number](#)

[Fast Dials on Web](#)

[Phone and Access List Set Up for Mobile Connect](#)

[Call Logs](#)

[Personal Directory on Web](#)

[Personal Directory](#)

Place Call While Another Call is Active (Using Different Line)

Procedure

- [Step 1](#) Press [\[F5\]](#) for a new line. The first call is automatically placed on hold.
- Step 2** Enter a number.

Make Speed Dial Call

Procedure

Perform one of the following actions:

- Press [\[F5\]](#) (a Speed Dial button).
- Use the Abbreviated Dial feature.

- Use the Fast Dial feature.

Dial from Corporate Directory on Phone

Procedure

- Step 1** Choose > Corporate Directory (name can vary).
- Step 2** Enter a name and press Search.
- Step 3** Highlight a listing and go off-hook.

Dial from Corporate Directory on Personal Computer Using Cisco Web

Procedure

- Step 1** Open a web browser and go to a WebDialer-enabled corporate directory.
- Step 2** Click the number that you want to dial.

Notify When Busy or Ringing Extension Available (CallBack)

Note When a call is being chaperoned, the call chaperone cannot use CallBack.

Procedure

- Step 1** Press CallBack while listening to the busy tone or ring sound.
- Step 2** Hang up. Your phone alerts you when the line is free.
- Step 3** Place the call again.

Make Priority (Precedence) Call

Only SCCP phones support priority calling.

Place Call Using Billing or Tracking Code

Procedure

Enter the Multilevel Precedence and Preemption (MLPP) access number, followed by a phone number.

Place Call Using Billing or Tracking Code

Only SCCP phones support billing or tracking codes.

Procedure

- Step 1** Dial a number.
- Step 2** After the tone, enter a Client Matter Code (CMC) or a Forced Authorization Code (FAC).

Make Call from Mobile Phone Using Mobile Voice Access

Procedure

- Step 1** Obtain your Mobile Voice Access number and PIN from your system administrator.
- Step 2** Dial your assigned Mobile Voice access number.
- Step 3** Enter your mobile phone number (if requested) and PIN.
- Step 4** Press 1 to make a call to an enterprise IP Phone.
- Step 5** Dial a desktop phone number other than your desktop phone number.

Make Fast Dial Call

Before using this option, your system administrator must configure this feature and assign a service to the line button. Contact your system administrator for more information.

Procedure

- Step 1** Press the Fast Dial line button.
- Step 2** To find and select an entry, scroll to or press the index number.
The system dials the specified number.

Dial Personal Address Book (PAB) Entry

Procedure

- Step 1

Choose > Personal Directory to log in.
- Step 2

Choose Personal Address Book and search for a listing.
- Step 3

Scroll to a contact or press the index number.
The system dials the specified contact.

Call Answer

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information...
Answer with a headset	<p>Press [F1], if unlit. Or, if [F1] is lit, press Answer or [F1] (flashing).</p> <p>Note The phone selects the ringing line automatically. Contact your system administrator for the options to select the primary line each time.</p> <p>If you are using a wireless headset, refer to the wireless headset documentation.</p>	Handset, Headset, or Headset with Speakerphone
Answer with the speakerphone	<p>Press [F1], Answer, or [F1] (flashing).</p> <p>Note The phone selects the ringing line automatically. Contact your system administrator for the options to select the primary line each time.</p>	Handset, Headset, or Headset with Speakerphone
Switch from a connected call to answer a new call	<p>Press Answer or, if the call is ringing on a different line, press [F1] (flashing).</p>	Hold and Resume, or Hold and Transfer
Answer using call waiting	<p>Press Answer.</p>	Hold and Resume, or Hold and Transfer
Send a call to a voice message system	<p>Press iDivert.</p>	iDivert
Autoconnect calls	<p>Use AutoAnswer.</p>	AutoAnswer with Headset or Speakerphone
Retrieve a parked call on another phone	<p>Use Call Park, Directed Call Park, or Assisted Directed Call Park.</p>	Call Park, on page 100

Call Disconnect

If you want to...	Then...	For more information, see...
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Call Pickup, on page 2
Answer a priority call (SCCP phones only)	Hang up the current call and press Answer.	Priority Calls, on page 3
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect, answer the call on your mobile phone and you have up to four IP Phones or Softphones configured as shared lines, the additional phones stop flashing.	Business Calls Using Softphones, on page 38

Tips



- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- If you work in a contact center or similar environment, you can create, update, and delete your prerecorded greeting that plays automatically if Agent Greeting is configured on your phone. For more information, contact your system administrator.
- A Call Chaperone user cannot answer an incoming call while calls are being chaperoned.

Call Disconnect



To end a call, simply hang up. The following table gives more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to the cradle. Or, press EndCall.
Hang up while using a headset	Press End . Or, to keep headset mode active, press EndCall. Cisco Unified IP Phones 7945G, 7965G, and 7975G support a wireless headset. If you are using a wireless headset, refer to the wireless headset documentation for instructions.
Hang up while using the speakerphone	Press End or EndCall.
Hang up one call, but preserve another call on the same line	Press EndCall. If necessary, remove the call from hold first.

Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears in the top information area and the corresponding line button flashes green . With a shared line, the line button flashes green when you place a call on hold, and the phone displays the hold icon. When another phone places a call on hold, the line button flashes red, and the phone displays the remote hold icon.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts to ringing after a certain time. The "reverting" call remains on hold until you resume it or until Hold Reversion time expires. The phone indicates the presence of a reverting call by the following actions:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line type)
- Briefly displaying a Hold Reversion message in the status bar at the bottom of the phone screen
- Displaying the animated Hold Reversion icon  next to the caller ID for the reverting call
- Displaying a flashing amber line button  (depending on the line state).

Tips

- Engaging the Hold feature typically generates music (if Music on Hold is configured) or a busy tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone shifts the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- Your system administrator determines the duration between Hold Reversion alerts.
- When a call is chaperoned, the call chaperone cannot use Hold.

Put Call on Hold

Procedure

- Step 1



Make sure that the call you want to put on hold is highlighted.
- Step 2

Press Hold.

Remove Call from Hold on Different Line

Procedure

- Step 1

Press the appropriate line button:  or  (flashing). Doing so may cause a held call to resume.

 - If there is a reverting call on the line, that call resumes.
 - If there is more than one reverting call on the line, the oldest reverting call resumes.
 - If a nonreverting held call is the only call on the line, the nonreverting held call resumes.
- Step 2

If necessary, scroll to the appropriate call and press Resume.


Mute


With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or headset.

Mute or Unmute Call

Procedure

- Step 1

To mute a call, press .
- Step 2

To unmute a call, press .

Multiple Calls

Understanding how multiple calls display on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

Switch Between Connected Calls on One Line

Procedure

- Step 1** Highlight the call you want to switch to.
- Step 2** Press Resume.
Any active call is placed on hold and the selected call resumes.

Switch Between Connected Calls on Different Lines

Procedure

- Step 1** Press for the line that you are switching to.
If a single call is holding on the line, the call automatically resumes.
- Step 2** If multiple calls are holding, highlight the appropriate call and press Resume.

Switch from Connected Call to Answer Ringing Call

Procedure

Perform one of the following actions:

- Press Answer.
- If the call is ringing on a different line, press (flashing).

The phone places the active call on hold and the selected call resumes.

Remove Call from Hold on Current Line

Procedure

- Step 1** Highlight the appropriate call.
- Step 2** Press Resume.

View Calls on Another Line

View Calls on Another Line

Procedure

- Step 1** Press .
- Step 2** Immediately press the line button .

Switch to Call Overview Mode

Procedure

- Step 1** Press for the highlighted line.
The phone switches to call overview mode, displaying only one call per line. The displayed call is either an active call or the held call with the longest duration.
- Step 2** To return to standard viewing mode, press , then immediately press the line button.

In-Progress Call Movement

You can switch in-progress calls between the desktop phone and your mobile phone or other remote destination.

Switch In-Progress Call on Desk Phone to Mobile Phone

Procedure

- Step 1** Press the Mobility softkey and select Send call to mobile.
- Step 2** Answer the in-progress call on your mobile phone.
The desktop phone line button turns red and the handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch In-Progress Call from Mobile Phone to 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 Resume on your desk phone within 4 seconds and start talking on the desk phone.

Switch In-Progress Call from Mobile Phone to Desk Phone Sharing Same Line (Session Handoff)

Procedure

- Step 1** While on your mobile phone, enter the access code for the Session Handoff feature (for example, *74). Your system administrator provides you with the access code. For more information, contact your system administrator for a list of access codes.
- 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. Your system administrator sets the maximum number of seconds you have to answer the call on your desk phone. The other Cisco Unified devices that share the same line display a Remote in Use message.

Call Transfer

Transfer redirects a connected call. The target is the number to which you want to transfer the call.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer and then hang up**.
- If on-hook transfer is not enabled on your phone, hanging up without pressing Transfer ag the call on hold.
- You cannot use Transfer to redirect a call on hold. Press Resume to remove the call from hold and transferring it.
- When a call is chaperoned, the call chaperone cannot use transfer.
- To redirect a call to a voice message system, press iDivert.

Transfer Call Without Talking to Transfer Recipient

Transfer Call Without Talking to Transfer Recipient

Procedure

- Step 1** From an active call, press Transfer.
- Step 2** Enter the target number.
- Step 3** Press Transfer again to complete the transfer or EndCall to cancel.
You need to wait until you hear ringing before you complete the transfer.
- Step 4** If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Talk to Transfer Recipient Before Transferring Call (Consult Transfer)

Procedure

- Step 1** From an active call, press Transfer.
- Step 2** Enter the target number.
- Step 3** Wait for the transfer recipient to answer.
- Step 4** Press Transfer again to complete the transfer or EndCall to cancel.
- Step 5** If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Call Transfer to Voice Message System

You can use iDivert to send an active, ringing, or on-hold call to your voice message system. Depending on the type of call and your phone configuration, you can also use iDivert to send the call to the voice message system of another party.

- If the call was originally sent to the phone of another person, iDivert allows you to redirect the call either to your own voice message system or to the voice message system of the original caller. Your system administrator makes this option available to you.
- If the call is sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using iDivert redirects the call to your voice message system.

Tips

- If your phone displays a menu that disappears before you make your selection, you can press the menu key again to redisplay the menu. You can also contact your system administrator to configure a longer timeout value.

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the iDivert feature is disabled on the Cisco Unified phones. The iDivert feature returns when the call ends.

Send Active, Ringing, or On-Hold Call to Voice Message System

Procedure

- Step 1** Press iDivert.
If you have no redirect options available, the call transfers to your voice message system.
- Step 2** If you have redirect options available, your phone displays a new menu. Choose an option to receive the call.

Call Forward

You can use the call forwarding features to redirect incoming calls from your phone to another number. Your system administrator may allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Transfer): Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your Cisco Unified Communications Manager User Options web pages. Conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

Tips

- 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.
- You can forward your calls to a traditional analog phone or to another phone, although your system administrator may restrict the call forwarding feature to numbers within your company.
- Call forwarding is specific to the phone line. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.
- Your system administrator can enable a call forward override feature that allows the person who calls you to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number you enter creates a call forwarding loop or exceeds the maximum number of links permitted in a call forwarding chain.

Set Up and Cancel Call Forward All from Phone

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the Call Forward feature.. The Call Forward feature returns when the call ends.
- To verify that Call Forward All is enabled on your primary line, look for:
 - The call forward icon above your primary phone number:
 - The call forward target number in the status line.

Related Topics

[Line Settings on Web](#)

[User Options Web Page Actions](#)

Set Up and Cancel Call Forward All from Phone

Procedure

- Step 1** To set Call Forward All, press CFwdALL or Forward All and enter a target phone number.
- Step 2** To cancel Call Forward All, press CFwdALL or Forward All.

Set Up or Cancel Call Forwarding

When call forwarding is enabled for any line other than the primary line, your phone does not provide confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Procedure

- Step 1** Log in to your User Options web pages.
- Step 2** Access your call forwarding settings.

Do Not Disturb

Do Not Disturb (DND) turns off all audible and visual notifications of incoming calls. Your system administrator enables DND on your phone.

When DND and Call Forward are enabled on your phone, calls forward immediately and the caller hears a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or nonintercom priority calls.
- If both DND and AutoAnswer are enabled, only intercom calls autoanswer.
- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the DND feature. The DND feature returns to its default state when the call ends.

Turn DND On and Off

Procedure

- | | |
|---------------|---|
| Step 1 | To turn DND on, press DND or Do Not Disturb .
Do Not Disturb displays on the phone, the DND lights, and the ring tone is turned off. |
| Step 2 | To turn DND off again, press DND or Do Not Disturb . |

Set Up DND Settings

If your system administrator configured DND settings to appear on the User Options page, perform the following steps:

Procedure

- | | |
|---------------|---|
| Step 1 | Log in to your User Options web pages. |
| Step 2 | From the drop-down menu, choose User Options > Device. |
| Step 3 | You can set the following options: <ul style="list-style-type: none">• Do Not Disturb: Set to enable/disable DND.• DND Option: Choose either Call Reject (to turn off all audible and visual notifications) or Ring Only (to turn off only the ringer).• DND Incoming Call Alert (applies to either DND option set): Set the alert to beep only, flash only, or disable the alert, or choose "None" (to use the "Alert" setting configured by your system administrator). |

Conference Calls

Your Cisco Unified IP Phone enables you to talk simultaneously with multiple parties in a conference call. You can create a conference in various ways, depending on your needs and the features that are available on your phone.

Adhoc Conference

- Conference: Enables you to create a standard (ad hoc) conference by calling each participant. Conference is available on most phones.
- Join: Enables you to create a standard (ad hoc) conference by combining existing calls.
- cBarge: Enables you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use cBarge. Only phones that use shared lines have cBarge.
- Meet Me: Enables you to create or join a conference by calling a conference number.

Adhoc Conference

Adhoc conference allows you to call each participant. Conference is available on most phones.

Create Conference by Calling Participants

Procedure

- | | |
|---------------|---|
| Step 1 | From a connected call, press Confm or Conference. You may need to press the more softkey to see |
| Step 2 | Enter the phone number of the participant. |
| Step 3 | Wait for the call to connect. |
| Step 4 | Press Confm or Conference again to add the participant to your call. |
| Step 5 | Repeat to add additional participants. |

Add New Participants to Conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

Procedure

- | | |
|---------------|---|
| Step 1 | From a connected call, press Confm or Conference. You may need to press the more softkey to see |
| Step 2 | Enter the phone number of the participant. |
| Step 3 | Wait for the call to connect. |
| Step 4 | Press Confm or Conference again to add the participant to your call. |
| Step 5 | Repeat to add additional participants. |

Join Conference


Join allows you to combine two or more existing calls to create a conference in which you are a participant.

Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first place the calls that you want to join together, and then press Join to complete the action.
- When Join completes, the caller ID changes to Conference.
- You may be able to combine multiple conference calls by using the Join or DirTrfr softkeys. Contact your system administrator to see if this feature is available to you.
- A Call Chaperone user can conference only the first caller. Subsequent callers can be conference with the other participants in the conference.


Join Together Existing Calls on Single Phone Line

Procedure

- Step 1** From an active call, highlight another call that you want to include in the conference and press Select. Selected calls display this icon .
- Step 2** Repeat this step for each call that you want to add.
- Step 3** Press Join. You may need to press the more softkey to see Join.

Join Together Existing Calls on Multiple Phone Lines

Procedure

- Step 1** From an active call, press Join. You may need to press more to see Join.
- Step 2** Press the green flashing line button  for the calls that you want to include in the conference.
- Note** If your phone does not support Join for calls on multiple lines, transfer the calls to a single line and use Join.
- Step 3** If a window opens on your phone screen prompting you to select the calls that you want to join, select the calls, press Select, and then press Join to complete the action. The calls are joined.

Barge Conference

You can create a conference by using cBarge to add yourself to a call on a shared line.

Related Topics

[Barge, cBarge, and Shared Lines, on page 29](#)

Meet Me Conference

Create Conference by Barging Call on Shared Line

Procedure

- Step 1** Press the line button for the shared line.
- Step 2** In some cases, you must highlight the call and press cBarge to complete the action.

Meet Me Conference

Meet Me conferencing enables you to start or join a conference by calling the conference number.

Tips

- If you call a secure Meet Me conference number from a nonsecure phone, your phone displays message Device Not Authorized. For more information, see [Secure Calls, or](#)
- A Meet Me conference ends when all participants hang up.
- If the conference initiator disconnects, the conference call continues until all participants hang

Start Meet Me Conference

Participants cannot join the conference until the initiator starts the conference.

Procedure

- Step 1** Obtain a Meet Me phone number from your system administrator.
- Step 2** Distribute the number to participants.
- Step 3** When you are ready to start the meeting, go off-hook to get a dial tone, then press MeetMe.
- Step 4** Dial the Meet Me conference number.
Participants can now join the conference by dialing the Meet Me number.

Join Meet Me Conference

Procedure

- Step 1** Dial the Meet Me conference number provided by the conference initiator.
- Step 2** If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and your call again.

Conference Participants List

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

Control Conference Using Participants List





The conference participants list, ConfList, displays a maximum of 16 participants. Though users can add many conference participants as the conference bridge supports, ConfList displays only 16 participants. As new participants join the conference, ConfList displays only the last 16 participants who have joined.

Procedure

- Step 1** Press ConfList or Conference List.
Participants are listed in the order in which they join the conference with the most recent additions at the top.
- Step 2** To get an updated list of conference participants, press Update.
- Step 3** To see who initiated the conference, locate the participant listed at the bottom of the list with an asterisk next to the name.
- Step 4** To remove any conference participant, highlight the participant's name and press Remove.
- Step 5** To drop the last participant added to the conference, press RMLstC or Remove Last Participant.
You can remove participants only if you initiated the conference call.

Verify Conference Call Security

Procedure

- | | |
|---------------|--|
| Step 1 | To verify conference security, press ConfList or Conference List. |
| Step 2 | To verify that a conference call is secure, look for the  or  icon after Conference on the screen. |
| Step 3 | To verify that a participant is calling from a secure phone, look for the  or  icon beside the name on the phone screen. |

Intercom Calls

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with the intercom feature activated. The one-way intercom call allows you to deliver a short message to the recipient. The audio is played on the handset or headset, if one of these is in use. Any current call activity that your recipient is engaged in continues simultaneously.

When you receive an intercom-alert tone, you can choose one of these options:

- Listen to the caller with your microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing EndCall with the intercom call in focus. Do this if you do not want to hear the message.
- Talk to the caller by pressing the active intercom button and using either the handset, headset, or speakerphone. The intercom call becomes a two-way connection so that you can converse with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you can receive or place intercom calls.
- You cannot place an intercom call on hold.

Note If you log into the same phone on a daily basis using your Cisco Extension Mobility profile, ensure that your system administrator assigns the phone button template that contains intercom information to that profile and assign the phone as the default intercom device for the intercom line.

Place Intercom Call to Preconfigured Intercom Number

Procedure

- Step 1** Press (intercom target line).
- Step 2** After you hear the intercom-alert tone, begin speaking.

Place Intercom Call to Any Intercom Number

Procedure

- Step 1** Press ().
- Step 2** Enter the intercom target number or press a speed-dial number for your target.
- Step 3** After you hear the intercom-alert tone, begin speaking.

Receive Intercom Call

Procedure

When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.
- Speak to the caller by pressing (active intercom line).
- Press EndCall with the intercom call in focus.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure on your phone depending on your call-handling needs and work environment.

Speed Dial

Speed Dial enables you to enter an index number, press a button, or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

Speed Dial

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. Fast Dials, you must access the Personal Directory feature. Alternately, your system administrator can set up speed-dial features for you.

Related Topics

- [Speed Dial Setup on Web](#)
- [Busy Lamp Field Features, on page 31](#)
- [User Options Web Page Actions](#)
- [Personal Directory](#)

Make Call Using Speed-Dial Buttons

If your phone supports the Busy Lamp Field (BLF) speed-dial feature, you can see if the speed-dial is busy before dialing.

Procedure

- Step 1** Set up speed-dial buttons.
- Step 2** To place a call, press ().

Make Call Using On-Hook Abbreviated Dial

Procedure

- Step 1** Set up Abbreviated Dialing codes.
- Step 2** To place a call, enter the Abbreviated Dialing code and press AbbrDial.

Make Call Using Fast Dial

Procedure

- Step 1** Create a Personal Address Book entry and assign a Fast Dial code.
- Step 2** To place a call, access the Fast Dial service on your phone.

Call Pickup

Call Pickup enables you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call Pickup if you share call-handling tasks with coworkers.

Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you press GPickUp or Group Pickup and enter a line number, your phone picks up the next available call on that particular line (if available).
- If you have multiple lines and want to pick up the call on a nonprimary line, first press the nonprimary line, then press a Call Pickup softkey or button.
- Depending on how your phone is configured, you might receive an audio or visual alert about a call in your pickup group.
- If you use the BLF Pickup feature on your phone, see [Busy Lamp Field Features, Configurations, and Troubleshooting](#).

Answer Call Ringing on Another Extension Within Call Pickup Group

Procedure

- Step 1** Press Pickup. You might have to go off-hook to display the softkey. If your phone supports autopickup, you are now connected to the call.
- Step 2** If the call rings, press Answer to connect to the call.

Answer Call Ringing on Another Extension Outside Call Pickup Group

Procedure

- Step 1** Press the GPickUp softkey or the Group Pickup button. You may have to lift the handset to display the softkey.
- Step 2** Enter the group pickup number. If your phone supports autopickup, you are now connected to the call.
- Step 3** If the call rings, press Answer to connect to the call.

Call Park

Answer Call Ringing on Another Extension in Group or in Associated Group

Procedure

- Step 1** Press the OPickUp softkey or the Other PickUp button. You may have to lift the handset to display the softkey. If your phone supports autopickup, you are now connected to the call.
- Step 2** If the call rings, press Answer to connect to the call.

Answer Call Ringing on Particular Extension (Line Number)

Procedure

- Step 1** Press the GPickUp softkey or the Group PickUp button. You may have to lift the handset to display the softkey.
- Step 2** Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345. If your phone supports autopickup, you are now connected to the call.
- Step 3** If the call rings, press Answer to connect to the call.

Call Park

You park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or a conference room).

You park a call using these methods:

- **Call Park:** Use the Park softkey to store the call. Your phone displays the call park number when the system stored your call. You must record this number and then use the same number to retrieve the call.
- **Directed Call Park:** Press the Transfer softkey during a call. To store the call, dial the Directed Call Park number and press Transfer again.
- **Assisted Directed Call Park:** Use the Assisted Directed Call Park button displaying an idle line indicator. To retrieve the call from any other Cisco Unified IP Phone in your network, press the **Assisted Direct Call Park** button.

Tips

- You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. Contact your system administrator for details.

Calling Features

- Your system administrator can assign Directed Call Park buttons to available line buttons on your Cisco Unified IP Phone or on your Cisco Unified IP Phone Expansion Module, if available and supported by your phone.
- You can dial Directed Call Park numbers if you do not have Directed Call Park buttons. However, you cannot see the status of the directed call park number.

Store and Retrieve Active Call Using Call Park

Procedure

- Step 1** During a call, press Park. You may need to press more to see Park.
- Step 2** Record the call park number displayed on your phone screen.
- Step 3** Hang up.
- Step 4** To pick up the parked call, enter the call park number from any Cisco Unified IP Phone in your network.

Direct and Store Active Call at Directed Call Park Number

Procedure

- Step 1** During a call, press Transfer.
- Step 2** Select a speed-dial number assigned to a directed call park number or dial the number.
- Step 3** Press Transfer again to finish storing the call.

Retrieve Parked Call from Directed Call Park Number

Procedure

From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number.

Direct, Store, and Retrieve Active Call at Assisted Directed Call Park Number

Procedure

- Step 1** During a call, press the Assisted Directed Call Park button displaying an idle Line Status indicator.
- Step 2** To retrieve the call, press the flashing Assisted Direct Call Park button.

Hunt Groups


If your administrator has not configured a reversion directory number, the parked call reverses to the directory number that parked the call.

Hunt Groups

If your organization receives a large number of incoming calls, you may be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

Tip

- Logging out of hunt groups does not prevent nonhunt group calls from ringing your phone.
- When logged in, the Hunt Group  button is lit.

Log In and Out of Hunt Groups

Procedure


- Step 1** Press HLog. You are now logged into the Hunt Group.
- Step 2** Press HLog. Your phone screen displays Logged out of Hunt Group.

Shared Lines

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call. You can still place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Calling Features

Call Information and Barge

Phones that share a line each display information about calls that are placed and received on the line. This information might include caller ID and call duration. See the [Privacy, on page 29](#)

When call information is visible in this way, you and the coworkers who share a line can use Barge or cBarge to join a call.

Related Topics

[Barge, cBarge, and Shared Lines, on page 29](#)

Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents coworkers from barging your calls. See [Privacy and Shared Lines, on page 30](#).

Note The maximum number of calls that a shared line supports can vary by phone.

Barge, cBarge, and Shared Lines

You can use barge features (cBarge or Barge) to add yourself to calls on your shared line. Calls must be nonprivate calls.

Depending on how your phone is configured, you can add yourself to a nonprivate call on a shared line either cBarge or Barge:

- cBarge converts the call into a standard conference, allowing you to add new participants.
- Barge enables you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Related Topics

[Shared Lines, on page 28](#)

[Conference Calls, on page 17](#)

Single-Button and Multitouch Barge

Your system administrator determines whether the barge feature on your phone operates as a single-button or multitouch feature.

- Single-button barge allows you to press a line button to barge a call (if only one call is on the line).
- Multitouch barge allows you to view call information before barging.

Shared Lines

Barge Features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon next to a red line button
Add yourself to a call on a shared line	<div>Press the red line button for the shared line. You see one of these</div> <div><ul style="list-style-type: none">You are added to the call.A window opens on your phone screen prompting you to select that you want to barge. Press Barge or cBarge to complete the action. You may need to press the more softkey to display Barge or cBarge</div>

Tips

- When you Barge a call, other parties may hear a beep tone announcing your presence. With cBarge, other parties hear a brief audio interruption and the phone screen changes to display conference call.
- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys do not appear on the other phones that share the line.
- If a phone that is using the shared line has Privacy disabled and is configured with Private Line Automatic Ringdown (PLAR), the Barge and cBarge features are available.
- You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.

Related Topics

[Conference Participants List, on page 21](#)

Privacy and Shared Lines

If you share a phone line, use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

Tips

- If the phone that shares your line has Privacy enabled, you can place and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.

Prevent and Allow Others to View or Barge Calls on Shared Line

Procedure

- Step 1

To prevent others from viewing or barging a call on a shared line,
a) Press Private .
b) To verify that Privacy is on, look for the Privacy-enabled icon next to an amber
- Step 2

To allow others to view or barge calls on a shared line,
a) Press Private .
b) To verify that Privacy is off, look for the Privacy-disabled icon next to an unlit li

Busy Lamp Field Features

Busy Lamp Field (BLF) features allow you to view the state of a phone line associated with a speed-dial button, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call on the line that you are monitoring. Your system administrator determines which BLF features are supported on your phone.

If you want to...	Then...
See the state of a line listed in a call log or directory	Look for one of these BLF indicators next to the line number: <ul style="list-style-type: none">• Line is in-use.• Line is idle.• Line is in Do Not Disturb state.• BLF indicator unavailable for this line.
See the state of a speed-dial line	Look for one of these BLF indicators next to the line number: <ul style="list-style-type: none">• + Line is in-use.• + Line is idle.• + Line is in Do Not Disturb state.• + (flashing) Line is ringing (BLF Pickup only).• BLF indicator unavailable for this line.


Secure Calls

Tips

- Your phone may play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).
- BLF Pickup answers the oldest ringing call first, if the line that you are monitoring has more than one ringing call.
- If you press the BLF Pickup button when the monitored line is not ringing, your phone will speed dial the line number.

Use BLF Pickup to Answer Ringing Call

Procedure

- | | |
|---------------|---|
| Step 1 | If the current line is ringing, press the BLF Pickup button  .
The call redirects to the next available line on your phone. |
| Step 2 | If you want to specify a line, first press a line button and then press the BLF button.
If your phone supports autopickup, the call connects automatically. |
| Step 3 | If the call rings on your phone, answer it. |

Secure Calls

Depending on how your system administrator configured your phone system, your phone may support sending and receiving secure calls.

Your phone can support these types of calls:

Authenticated call

The identities of the phones participating in the call have been verified.

Encrypted call

The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco Communications Manager network. Encrypted calls are authenticated.

Protected call

The phone is a secure (encrypted and trusted) device on the Cisco Unified Communications Manager server and is configured as a Protected Device in Cisco Unified Communications Manager Administration.

If Play Secure Indication Tone is enabled (True) in Cisco Unified Communications Manager Administration, the protected phone plays a secure or nonsecure indication tone at the beginning of the call:

- When end-to-end secure media is established through the Secure Real-Time Transport Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).
- When end-to-end nonsecure media is established through the Real-Time Transport Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).

If the Play Secure Indication Tone option is disabled (False), no tone plays.

Nonprotected call

The phone does not have a Protected Device status in Cisco Unified Communications Manager Administration. No secure or nonsecure indication tone is played.

Nonsecure call




The phone is not protected on the Cisco Unified Communications Manager server and the call is nonsecure.

If you want to...

Check the security level of a call or conference

Then...

Look for a security icon in the top right corner of the call area, next to the call duration timer:

-  Authenticated call or conference
-  Encrypted call or conference
-  Nonsecure call or conference

Secure Calls

If you want to...	Then...
Verify that the phone connection (call status) is secure.	<p data-bbox="1085 616 1596 649">Listen for a secure indication tone at the beginning of</p> <ul data-bbox="1133 672 1596 1075" style="list-style-type: none"><li data-bbox="1133 672 1596 828">• Secure call status: If the phone is protected, the Play Arrow Indication Tone is enabled, and the call status is secure. A secure indication tone plays on the protected phone at the beginning of a call (three long beeps with pauses). The play arrow icon is also present to indicate that the call is secure.<li data-bbox="1133 851 1596 1030">• Nonsecure call status: If the phone is protected, the Play Arrow Indication Tone is enabled, and the call status is nonsecure, a nonsecure indication tone plays on the protected phone at the beginning of a call (six short beeps with pauses). The play arrow icon is also present to indicate that the call is not secure. <p data-bbox="1133 1041 1596 1075">For more information, contact your system administrator.</p>
Determine if secure calls can be made in your company	Contact your system administrator.
There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, contact your system administrator.	

Note	Cisco determines that a device engaged in a call is either trusted or untrusted. Lock or shield icons are not displayed on a Cisco Unified IP Phone screen when a call is to or from an untrusted device, even though the call might be secure.
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VPN Client

Your system administrator configures the Virtual Private Network (VPN) Client feature as needed. If the VPN Client feature is enabled and the VPN Client mode is enabled on the phone, you are prompted for your credentials as follows:

- If your phone is located outside the corporate network: You are prompted at logon to enter your credentials based on the authentication method that your system administrator configured on your phone.
- If your phone is located inside the corporate network:
 - If Auto Network Detection is disabled, you are prompted for credentials, and a VPN connection is possible.
 - If Auto Network Detection is enabled, you cannot connect through VPN and you are not prompted for credentials.

To access the VPN Configuration settings, press the Settings button and choose Security Configuration > **VPN Configuration**.

After the phone starts up and the VPN Login screen appears, enter your credentials based on the authentication method:

- Username and password: Enter the username and password given by your system administrator.
- Password and certificate: Enter the password. Your username is derived from the certificate.
- Certificate: If the phone uses only a certificate for authentication, you do not need to enter authentication data. The VPN Login screen displays the status of the phone attempting the VPN connection.

With the authentication methods that require a password, use the << softkey to backspace and delete the password.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

To establish the VPN connection, press the Submit softkey.

To disable the VPN login process, press the Cancel softkey.

Suspicious Call Trace

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Notify System Administrator About Suspicious or Harassing Call

Procedure

Press MCID or Malicious Call ID.

Your phone plays a tone and displays the message MCID successful. Your administrator receives a notification about the call with supporting information to take appropriate actions.

Priority Calls

Only SCCP phones support this feature.

In some environments, such as military or government offices, you might need to make and receive priority or critical calls. If you have the need for this specialized call handling, your system administrator adds Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

Precedence

Indicates the priority associated with a call.

Preemption

Is the process of ending an existing, lower priority call while accepting a higher priority call to your phone.

Priority Calls

If you...

Want to choose a priority (precedence) level for an outgoing call

Want to make a priority (precedence) call

Hear a special ring (faster than usual) or special call waiting tone

Want to view priority level of a call

Want to accept a higher-priority call

Hear a continuous tone interrupting your call

Then...

Contact your system administrator for a list of corresponding precedence numbers for calls.

Enter the MLPP access number (provided by your system administrator) followed by the phone number.

You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.

Look for an MLPP icon on your phone screen:

- Priority call
- Medium priority (immediate) call
- High priority (flash) call
- Highest priority (flash override) or Executive

Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is routine.

Answer the call as usual. If necessary, end an active call before accepting a higher-priority call.

You or the other party are receiving a call that must preempt your current call. Hang up immediately to allow the higher-priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
 - Put the call on hold
 - Transfer the call
 - Add the call to a three-way conference
 - Answer the call using PickUp
- MLPP overrides the Do Not Disturb (DND) feature.

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to configure any Cisco Unified IP Phone as your own. After you log in to EM, the phone adopts your user profile, including your phone lines, features, services, and web-based settings. Your system administrator must configure EM for you.

The Extension Mobility Change PIN feature allows you to change your PIN from your Cisco Unified

Tips

- EM automatically logs you out after a certain amount of time. Your system administrator enforces this time limit.
- Changes that you make to your EM profile from your Cisco Unified Communications Manager User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

Log In to EM

Procedure

- | | |
|---------------|---|
| Step 1 | Choose Extension Mobility > EM Service (name can vary). |
| Step 2 | Enter your user ID and PIN provided by your system administrator. |
| Step 3 | If prompted, select a device profile. |


Log Out of EM

Procedure

- | | |
|---------------|---|
| Step 1 | Choose Extension Mobility > EM Service (name can vary). |
| Step 2 | When prompted to log out, press Yes. |


Change Your PIN Using Change Credentials Service

Procedure

- Step 1** Choose  > Change Credentials.
- Step 2** Enter your User ID in the User ID field.
- Step 3** Enter your PIN in the Current PIN field.
- Step 4** Enter your new PIN in the New PIN field.
- Step 5** Enter your new PIN again in the Confirm PIN field.
- Step 6** Press Change. You see the PIN Change Successful message.
- Step 7** Press Exit.

Change Your PIN Using ChangePIN Softkey

Procedure

- Step 1** Choose  > EM Service.
- Step 2** Press ChangePIN.
- Step 3** Enter your PIN in the Current PIN field.
- Step 4** Enter your new PIN in the New PIN field.
- Step 5** Enter your new PIN again in the Confirm PIN field.
- Step 6** Press Change. You see the PIN Change Successful message.
- Step 7** Press Exit.

Business Calls Using Single Phone Number

Intelligent Session Control associates your mobile phone number with your business phone number. When you receive a call to your remote destination (mobile phone), your desk phone does not ring; only your mobile phone rings. When an incoming call is answered on the mobile phone, the desk phone displays a Remote Call in Use message.

During a call you can also use any of your mobile phone features. For example, if you receive a call to your mobile number, you can answer the call from either your desk phone or you can handoff the call from your mobile phone to your desk phone.

If you want to...	Then...
Transfer your incoming mobile active call to desk phone	Use the various features of your mobile phone (see Mobile Phone Features , page 74). Contact your system administrator for additional codes.

Mobile Connect and Mobile Voice Access

With Mobile Connect and Mobile Voice Access installed, you can use your mobile phone to handle calls associated with your desktop phone number.

Your desktop and remote destinations receive calls simultaneously.

When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message.

When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

If you want to...	Then...
Configure Mobile Connect	Use the User Options web pages to set up remote destinations and access lists to allow or block calls from specific phone numbers. See Phone and Access Lists , page 7. Passed to the remote destinations. See Mobile Connect .
Answer a call using your mobile phone	See Call Answer , on page 7.
Switch an in-progress call between your desk phone and mobile phone	See In-Progress Call Movement , on page 12.
Make a call from your mobile phone	See Additional Call Options , on page 4.

Tips

- When calling Mobile Voice Access, you must enter the number you are calling and your PIN. If the following are true:
 - The number you are calling from is not one of your remote destinations.
 - The number is blocked by you or your carrier (shown as Unknown Number).
 - The number is not accurately matched in the Cisco Unified Communications Manager database. For example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but it is entered as 1-408-999-6666 in the database.

Business Calls Using Single Phone Number

- If you incorrectly enter any requested information (such as mobile phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and you are locked out for a period of time. Contact your system administrator if you need assistance.

Put Call Picked Up on Mobile Phone on Hold

Procedure

- Step 1** Press Enterprise Hold (name may vary).
The other party is placed on hold.
- Step 2** On your mobile phone, press Resume (name may vary).

Connect to Mobile Voice Access

Procedure

- Step 1** From any phone, dial your assigned Mobile Voice Access number.
- Step 2** Enter the number you are calling from, if prompted, and your PIN.

Turn On Mobile Connect from Mobile Phone

Procedure

- Step 1** Dial your assigned Mobile Voice access number.
- Step 2** Enter your mobile phone number (if requested) and PIN.
- Step 3** Press 2 to enable Mobile Connect.
- Step 4** Choose whether to turn Mobile Connect on for all configured phones or just one:
- All phones: Enter 2.
 - One phone: Enter 1 and enter the number you want to add as a remote destination, followed by a pound sign (#).

Turn Off Mobile Connect from Mobile Phone

Procedure

- Step 1** Dial your assigned Mobile Voice access number.
- Step 2** Enter your mobile phone number (if requested) and PIN.
- Step 3** Press 3 to disable Mobile Connect.
- Step 4** Choose whether to turn Mobile Connect off for all configured phones or just one:
 - All phones: Enter 2.
 - One phone: Enter 1 and enter the number you want to remove as a remote destination, followed by a **pound (#)**.

Turn On or Off Mobile Connect Access to All Remote Destinations from Desk Phone

Procedure

- Step 1** Press Mobility to display the current remote destination status (Enabled or Disabled).
- Step 2** Press Select to change the status.
- Step 3** Press Exit.

Business Calls Using Single Phone Number