



Working with Audio Conversations Using Cisco Unified Personal Communicator

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Audio Conversations

You can simultaneously have:

- One active conversation.
- Multiple conversations on hold. (Your company may allow only one active call and one call on hold.)
- Multiple people in one conversation (a conference call.)

iTunes pauses automatically during calls.

Related Topics

- Hosting Conference Calls Using Cisco Unified Personal Communicator, page 6-1
- Sending Messages With Cisco Unified Personal Communicator, page 6-1

How To Make Calls

Choose one of the following methods to start an audio conversation:

- Calling People Listed in the Console, page 3-2
- Calling Any Number, page 3-3
- Dialing a Number in Other Applications, page 3-4
- Dialing From Your Macintosh Address Book, page 3-4



During an emergency, softphone technology may not provide the most timely or accurate location data if used for a 911 emergency call. Calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. USE A SOFTPHONE ONLY AT YOUR OWN RISK DURING AN EMERGENCY. Cisco will not be liable for resulting errors or delays.

Calling People Listed in the Console

Procedure

- Step 1 Control-click a name or number and choose Place Audio Call.
- **Step 2** Choose the number to dial.

You can set your preferences to initiate a call when you double-click a name or number.

Related Topics

- How to Search for Contacts, page 7-2
- How to Solve Call Initiation Problems, page 9-8
- Choosing the Double-Click Action, page 1-11
- Viewing Video, page 4-2

Calling Any Number

Use the following procedure to call from the dialer.

Procedure

Step 1	Click the Toggle New Call Dialer icon in the console.
Step 2	Enter the phone number.
	Enter the number exactly as you would dial it from your desk phone. For example, you may need to dial a 9 before the number to call someone outside your company.
	You can enter numbers, letters, and the following characters: - + () . # * " .
Step 3	Click the DialClick here to dial icon in the Dialer.

Troubleshooting Tips

- To redial the last number you: Choose: Choose File > Redial.
- To hide the dialer: Click the Toggle New Call Dialer icon.

Related Topics

- How to Search for Contacts, page 7-2
- Entering Touch-Tone Responses, page 3-6

Dialing a Number in Other Applications

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

Procedure

Step 1	Highlight the number to dial.
Step 2	Choose Services > Dial With Cisco UPC from the application menu.

Dialing From Your Macintosh Address Book

Procedure

Verify that Cisco Unified Personal Communicator is either running or set to log in automatically.
Open your Macintosh Address Book.
Choose a name.
Control-click the label beside the number to call.
Choose Dial With Cisco UPC.

Related Topics

• Installing the Address Book Plug-In, page 1-3

Responding to Incoming Calls

If Cisco Unified Personal Communicator is running on your computer when someone calls you, a pop-up notification is displayed on your computer screen, with options to choose from.

Procedure

То	Do This		
Answer a call with	To answer using your softphone:		
audio only	• Click the Answer with Audio icon.		
	OR		
	To answer using your desk phone:		
	• Answer your Cisco Unified IP Phone as you normally would.		
Answer a call with	Click the Answer With Video icon.		
audio and video	If the caller did not initiate the call as a video call, the call remains audio only.		
	You can see the person who calls you, but the caller cannot see your image if you are not setup for video. See Viewing Video, page 4-2.		
Send a call to voice	Click the Send to Voicemail icon.		
mail	The caller is unaware that you have chosen to divert the call.		
Respond to a new call	• Answer the call.		
when you are already on a call	Any existing call is automatically put on hold, unless you are using softphone mode and you answer one call with your softphone and the other with your desk phone. In this case, both calls are active simultaneously.		
	• Send the call to voice mail.		

Related Topics

- Specifying Ringer Device and Volume, page 1-8
- Putting Conversations on Hold and Retrieving Them, page 3-7
- Viewing Video, page 4-2
- How to Solve Incoming Call Problems, page 9-8

How To Work With Conversations in Progress

- Entering Touch-Tone Responses, page 3-6
- Putting Conversations on Hold and Retrieving Them, page 3-7
- Call Transfer, page 3-7
- Changing the Volume of a Softphone Call, page 3-8
- Conversation Roster, page 3-8
- Ending Conversations, page 3-9

Entering Touch-Tone Responses

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

Procedure

- Step 1 Choose Conversation > Toggle Session Keypad.
- **Step 2** Click the numbers and press Enter.
 - ρ
 - TipInstead of typing, you can copy up to 64 letters and numbers, then chooseEdit > Paste As Touch Tones.

Putting Conversations on Hold and Retrieving Them

Procedure

То	Do This	Notes
Put a conversation on hold	 Make the call you want to put on hold the active conversation window. Click the Hold/Resume icon. 	Multiple web-conferencing windows can remain active.
Retrieve a call that is on hold	Click the Hold/Resume icon.	When you retrieve a conversation from hold, any other active conversation is automatically put on hold.

Related Topics

• Merging Calls, page 3-10

Call Transfer

Use the same procedure that you use to merge calls to transfer calls. Create a conference call that includes yourself, the caller to be transferred, and the person to whom you want to transfer the call. After all participants are in the conversation, you can hang up and the others can continue the conversation.

Related Topics

• Merging Calls, page 3-10

How To Work With Conversations in Progress

Changing the Volume of a Softphone Call

Use the following procedures when the phone mode is set to Softphone.

Procedure

То	Do This
Mute your audio so that participants cannot	Click the Mute Audio icon in the active conversation window.
hear you	To unmute your audio, click the icon again.
Change the volume that you hear	Drag the volume slider in the active conversation window.
Change your volume so other participants can hear you more easily	Move the microphone closer to or further from your mouth.

Related Topics

- Specifying Your Audio and Video Devices, page 1-7
- No Sound, Or the Volume Is Too Low, page 9-9
- One Way Audio Or Poor Audio Quality, page 9-10

Conversation Roster

The roster lists audio and video participants in a conversation. If the participant is in your directory or contact list, the name is displayed. Otherwise, the phone number is displayed. Control-click a person in the list to perform actions.

Click the **Toggle participant roster** icon in the conversation window to view the list of participants in the conversation.

Ending Conversations

Procedure

То	Do This	Notes
End Conversation	 Retrieve the call if it is on hold. If you end the call without retrieving it first, the other person remains on hold after you hang up. Click the Hang Up icon in the conversation window. 	If you are in a conference call and you hang up, the other participants in the conference can continue the conversation.
Set Preferences for Closing Conversation Windows	 Choose Cisco UPC > Preferences, click Profile, then choose an option: Close conversation window on disconnect Warn before closing active conversation window. 	Closing an active conversation window ends the call.

Related Topics

- Putting Conversations on Hold and Retrieving Them, page 3-7
- Hosting Conference Calls Using Cisco Unified Personal Communicator, page 6-1

How to Create Conference Calls

You can create conference calls by merging conversations.

- Call Merge, page 3-10
- Merging Calls, page 3-10

Call Merge

Merging calls enables you to bring multiple conversations into a single conference call. You can merge:

- Two conversations, when each conversation has one other person besides yourself.
- A conversation with one other person and a conference call.
- Multiple conversations sequentially into a single conference call.

Consider the following when merging calls:

- The Merge button is available only when more than one call is in progress, and only in the conversation window of the active conversation (the conversation that is not on hold).
- When you merge a call that includes web conferencing, make sure the conversation with web conferencing is *not* the active conversation when you merge the calls.
- If you merge two calls and subsequently hang up, the other participants may be able to continue the conference call. This depends on the deployment at your company.
- Only the person who first merges calls into a conference call can merge additional participants into the call. Therefore, if you exit a conference call, you cannot re-enter the conference call. (This caveat may not apply at your company.)
- You can merge calls that include video.
- The maximum number of conference call participants varies. Contact your administrator for information.

Merging Calls

Before You Begin

You must have at least one active call and one call on hold.

Procedure

Step 1	Choose the conversation that you want to keep, and put it on hold. For example, if one conversation includes web conferencing or multiple participants, put that conversation on hold.
Step 2	Click the conversation window of the call that you want to merge into the held call.
Step 3	Click the Merge icon in the active conversation window.
Step 4	Choose the call with which you want to merge.
Step 5	Invite the new participant to join the web conference, if the conference call includes an associated web conference and the new participant does not see it.
Step 6	Repeat this procedure as needed to add additional participants.

Related Topics

- Call Merge, page 3-10
- Putting Conversations on Hold and Retrieving Them, page 3-7
- Adding Web Conferencing and Web Participants to Conversations, page 5-2
- Merge Function Disabled, page 9-12

How to Create Conference Calls