



CHAPTER 3

Working with Audio Conversations Using Cisco Unified Personal Communicator

- [Audio Conversations, page 3-1](#)
- [How To Make Calls, page 3-2](#)
- [Responding to Incoming Calls, page 3-7](#)
- [How To Work With Conversations in Progress, page 3-8](#)
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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.)

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](#)
- [How to Dial From Microsoft Outlook Using Cisco Unified Personal Communicator, page 3-4](#)

**Warning**

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** Right-click a name or number and choose **Place A Call**.
- Step 2** Choose the number to dial.

**Tip**

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 1-13](#)
- [Viewing Video, page 4-2](#)

Calling Any Number

Use the following procedure to call from the dialer.

Procedure

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- | | |
|---------------|---|
| Step 1 | Click the Open Dialer 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. |
| Step 3 | Click the Click here to dial icon in the Dialer. |
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Troubleshooting Tips

- To redial the last number you: Choose **Actions > Redial** from the menu bar at the top of the console called: Choose.

Related Topics

- [How to Search for Contacts, page 7-2](#)
- [Entering Touch-Tone Responses, page 3-8](#)

How to Dial From Microsoft Outlook Using Cisco Unified Personal Communicator

By default, Cisco Unified Personal Communicator installs an add-in to Microsoft Outlook. If you use Outlook, a Cisco Unified Personal Communicator toolbar is displayed below the standard Outlook toolbars.

When the toolbar is installed, you can use Cisco Unified Personal Communicator to dial a person in your Outlook contact list, or dial the sender or a recipient of an email message. If the person you want to call is not in your Outlook contact list, you can easily create an Outlook contact card for the person.

When you dial a number, Cisco Unified Personal Communicator will launch automatically if it is not already running.

To launch Cisco Unified Personal Communicator or bring it to the front without dialing a number: Click the Open Cisco Unified Personal Communicator icon at the left end of the toolbar.

Related Topics

- [Dialing From An Email or An Outlook Contact, page 3-4](#)
- [Dialing Any Number From Outlook, page 3-6](#)

Dialing From An Email or An Outlook Contact

Procedure

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- Step 1** Choose the contact in Outlook for the person you want to call:
- Click an email message in your Inbox or Sent Items list.
 - In your Inbox, this method selects the sender.
 - In Sent Items, this method selects the first person on the To list.
 - Click a contact in your Outlook contacts list.
- Step 2** Depending on what you see in the Cisco Unified Personal Communicator toolbar, perform one the following actions:
- Click **Call**, enter the number to call, then click **Dial**.

By default, this action also creates an Outlook contact card for this person and phone number. On the contact card, you can enter a phone number and select a phone-number type.

- Click the phone-number type (for example, Business) to the right of the name in the toolbar.
 - Click the arrow to the right of the phone number type described in the previous bullet item and choose a different number from the Outlook contact card to dial.
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Troubleshooting Tips

- You may need to log in before you can complete your call.
- The numbers you want to dial should be in the format that you would use to dial them from your [desk phone](#).
- The number you dial becomes the default phone number for calling this person from Outlook until you choose a different number.
- If you click a message that has more than one recipient, you can click the name in the Cisco Unified Personal Communicator toolbar and choose to call a different recipient.
- You can also right-click a contact in the Outlook contact list and choose **Call using Cisco Unified Personal Communicator**, and choose the number to dial.
- To add the person to your Outlook contact list without calling him or her: Click the message, then click the name in the Cisco Unified Personal Communicator toolbar and choose **Create Outlook Contact**.

Related Topics

- [How to Dial From Microsoft Outlook Using Cisco Unified Personal Communicator, page 3-4](#)
- [Calling From Outlook: Security Warning Appears, page 9-9](#)

Dialing Any Number From Outlook

Procedure

- Step 1** Enter a phone number in the **Direct Dial** box in the toolbar using one of the following methods:
- Enter the phone number.
 - Copy and paste a phone number, for example from the text of an email message.
 - Click the arrow beside the **Direct Dial** box to choose an existing number.
- Step 2** Press **Enter**.
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Troubleshooting Tip

To erase the numbers in the **Direct Dial** box and the drop-down list: Click the arrow beside the box and choose **Clear All Items**.

Related Topics

- [How to Dial From Microsoft Outlook Using Cisco Unified Personal Communicator, page 3-4](#)
- [Calling From Outlook: Security Warning Appears, page 9-9](#)

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

To	Do This
Answer a call with audio only	To answer using your softphone: - Click Answer. OR To answer using your desk phone: - Answer your Cisco Unified IP Phone as you normally would.
Answer a call with audio and video	Click Answer With 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 mail	Click Send to Voicemail. The caller is unaware that you have chosen to divert the call.
Respond to a new call when you are already on a call	- Answer the 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 1-9](#)
- [Putting Conversations on Hold and Retrieving Them, page 3-9](#)
- [Viewing Video, page 4-2](#)
- [How to Solve Incoming Call Problems, page 9-9](#)

How To Work With Conversations in Progress

- [Entering Touch-Tone Responses, page 3-8](#)
- [Putting Conversations on Hold and Retrieving Them, page 3-9](#)
- [Call Transfer, page 3-9](#)
- [Changing the Volume of a Softphone Call, page 3-10](#)
- [Conversation Roster, page 3-10](#)
- [Ending Conversations, page 3-11](#)

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

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- | | |
|---------------|---|
| Step 1 | Verify that the conversation window is the active window. |
| Step 2 | Press the numbers or letters on your computer keyboard to enter your touch-tone response. If you do not hear the standard keypress beeps, click the title bar of the conversation window to make it active, then try again. |
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Putting Conversations on Hold and Retrieving Them

Procedure

To	Do This	Notes
Put a conversation on hold	1. Make the call you want to put on hold the active conversation window. 2. Click the Hold Call/Resume Call icon. 3.	Multiple web-conferencing windows can remain active.
Retrieve a call that is on hold	Click the Hold Call/Resume Call icon in the held conversation window .	When you retrieve a conversation from hold, any other active conversation is automatically put on hold.

Related Topics

- [Merging Calls, page 3-12](#)

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 3-12](#)

Changing the Volume of a Softphone Call

Use the following procedures when the phone mode is set to [Softphone](#).

Procedure

To	Do This
Mute your audio so that participants cannot hear you	Click the Mute Audio icon in the active conversation window . 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 1-9
- [No Sound, Or the Volume Is Too Low](#), page 9-11
- [One Way Audio Or Poor Audio Quality](#), page 9-13
- [Audio Too Loud](#), page 9-15

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. Right-click a person in the list to perform actions.

Click the **Open Participant Roster** icon in the [conversation window](#) to view the list of participants in the conversation.

Ending Conversations

Procedure

To	Do This	Notes
End Conversation	1. 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. 2. Click the End Call 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	1. Choose File > Preferences, click Profile, then choose an option: – Close the conversation window when a call is disconnected – Warn before closing active conversation window.	Closing an active conversation window ends the call.

Related Topics

- [Putting Conversations on Hold and Retrieving Them](#), page 3-9
- [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 3-12
- [Merging Calls](#), page 3-12

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

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- 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.
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Related Topics

- [Call Merge, page 3-12](#)
- [Putting Conversations on Hold and Retrieving Them, page 3-9](#)
- [Adding Web Conferencing and Web Participants to Conversations, page 5-2](#)
- [Merge Function Disabled, page 9-16](#)

