Cisco Spark call capabilities are designed especially for small and midsize organizations. The system provides all the benefits of traditional phone systems without the expense and complexity of on-premises hardware-based systems. And it integrates deeply with the Cisco Spark app, bringing new and innovative capabilities that help you effortlessly connect with others to get work done faster no matter where you are.

In the office: Cisco Spark supports Cisco IP Phone 7800 and 8800 Series wherever your employees work, in the main office, in branch offices, and even in home offices, all connected together as if they were in the same location. You can dial extensions or click to call from the company directory to reach anyone at any of the locations.

Our broad selection of phones means that we have phone solutions for all, whether it be for someone who is calling from a break room and needs only basic telephony functions or a knowledge worker who needs integrated video and Bluetooth capabilities. And for those who would prefer to use their computer or mobile device in the office, we have solutions for them too with the Cisco Spark app.

On the road: Cisco Spark call capabilities make the message app complete. With the calling capabilities, the Cisco Spark app becomes a single, integrated mobile client for voice, video, business messaging, and meetings that works on any device. Use the Cisco Spark app to make and receive HD voice and video calls with just a single tap and continue to collaborate while you are away from the office. This app is included in any subscription with Cisco Spark call at no extra charge.

Bridging the Mobile and Office Worlds

Best of all, Cisco Spark brings mobile and office calling together by pairing the Cisco desk IP phone with the Cisco Spark app to provide a variety of capabilities to make you more productive. In fact, they are so integrated that callers will never know you made or received a call while not at your desk. And because calling integrates deeply with the Cisco Spark app, screen and content sharing are a natural and easy part of any voice or video conversation. When calling another Cisco Spark user using a Cisco IP Phone, you can instantly share your desktop with a single click. No need to set up a formal meeting.

And it all centers on the Cisco Spark app.

Traditional Calling Features in Cisco Spark

The business voice and video calling features for Cisco Spark (Table 4).

Table 4.   Features and Benefits of Cisco Spark Calls

Feature	Benefit
HD video calls	Make and receive video calls to and from anyone through the Cisco Spark app or a Cisco IP Phone 8845 or 8865 registered to the Cisco Spark service.
HD audio calls	Make and receive HD audio phone calls to and from anyone inside or outside the organization through the Cisco Spark app or a Cisco IP Phone 7800 or 8800. The app supports PSTN calling.[*] [*]Note that Cisco Spark doesn't include PSTN services. You can work with your Cisco partner to purchase these services which will include local, long-distance and DID services.
Voicemail	You can receive voicemails to your personal voicemail box.
Message-waiting indicator (MWI)	MWI notifies you when you have an unheard voicemail in your personal voicemail box.
Caller ID	Customize the Caller ID to be displayed to the connected party during a phone call. You can display either your personal line or the official company number.
Call hold and resume, with video and music	Your customers and colleagues will enjoy music with video while waiting for you.
Call forward	Divert incoming calls to the number of your choice.
Call transfer	Transfer an established call to another person.

Feature	Benefit
Three-way calling	Create a call with up to two other parties without prior scheduling. See a video for how this works here.
Shared lines	Configure a single telephone number across multiple users.
Hunt groups	Configure a collection of telephone numbers to ring in a specific order based on a ringing algorithm.
Automated-Attendant (virtual receptionist)	Greet inbound callers and route them to employees or departments as specified by the inbound calling party.
Do Not Disturb (DND)	You can turn off your ringer for incoming calls, letting you phones go silent so you can concentrate on an important task.
User self-care portal	Customize your phone settings; generate QR codes for device activation; and personalize DND, single number reach (SNR), and call forward for maximum efficiency, from anywhere.
Speed dials with status monitoring	Configure speed dials to place calls quickly. If the speed-dial destination is a Cisco Spark user, status information is shown in the line key.
Emergency dialing (911)	Dial 911 to contact emergency services provided by the PSTN service provider.* Cisco Spark currently supports setting a service address per PSTN telephone number. * Note that Cisco Spark doesn't include PSTN services. You can work with your Cisco partner to purchase these services which will include local, long-distance and DID services.
Directory-based dialing	You can access corporate directory contacts from your Cisco desk IP phone or Cisco Spark app to place calls.
Security and encryption	Cisco Spark encrypts phone registration, activation, call signaling, its audio and video streams, as well as voicemail. Even the management is secure because all administrative and end-user interfaces are encrypted.
End-user self-care portal	You can customize your own phone settings; generate codes for device activation; and personalize DND, SNR, and call forwarding without the need for support from IT.
Class of service for international calling	You can enable administrators to allow international dialing on a per-user basis.

Mobility and Collaboration Features – Bringing It All Together with the Cisco Spark App

Table 5. Features and Benefits of Mobility and Collaboration Features of Cisco Spark

Feature	Description
A complete mobile app	The Cisco Spark app is the single soft client for voice and video calling, meetings, and messaging. If offers the core calling features listed in Table 4 and is supported on: • iOS, Android, and Windows devices • Windows and Mac OS X The Cisco Spark app provides a single experience across all these platforms, helping you smoothly move between devices without a learning curve. And it provides the same core calling features listed in Table 4.
Cisco Spark app and Cisco IP Phone integration	Cisco pairs the Cisco Spark app with your Cisco desk phone so you can: • Answer calls on your Cisco desk phone or with the Cisco Spark app (through Cisco Spark Proximity) • Make and receive calls on the app without the caller's knowing you are not at your desk • Initiate a phone call using your desk phone by clicking a button from within the app • Import contacts and call history from mobile to desk phone (Cisco IP Phone 8845, 8851, 8861, and 8865 phones only) using Cisco Intelligent Proximity
Zero-touch meetings	Calling your Cisco Spark colleague automatically starts a Cisco Spark room for you to share screens, files, and messages when calling from your desk phone.
Single number reach (SNR)	With SNR, you can have your Cisco IP Phone extension automatically and simultaneously ring any other phone or even multiple phones of your choosing, including home phones and analog phones. If the call is not answered, Cisco Spark call routes the call back to the Cisco Spark voicemail, not to the voicemail of the remote device so that the caller can leave a message. This feature is great when you work from home and prefer to use your home phone instead of your mobile device. Best of all, the caller has no idea that you are not in the office.
Physical room video endpoints (add-on)	Add a Cisco Spark room system to your Cisco Spark meeting service and turn any conferencing into an HD video conferencing room enabling HD video meetings to anyone, anywhere. This feature requires purchase of a Cisco Spark room system and a Spark Room System subscription. Refer to section III of this document for more information.