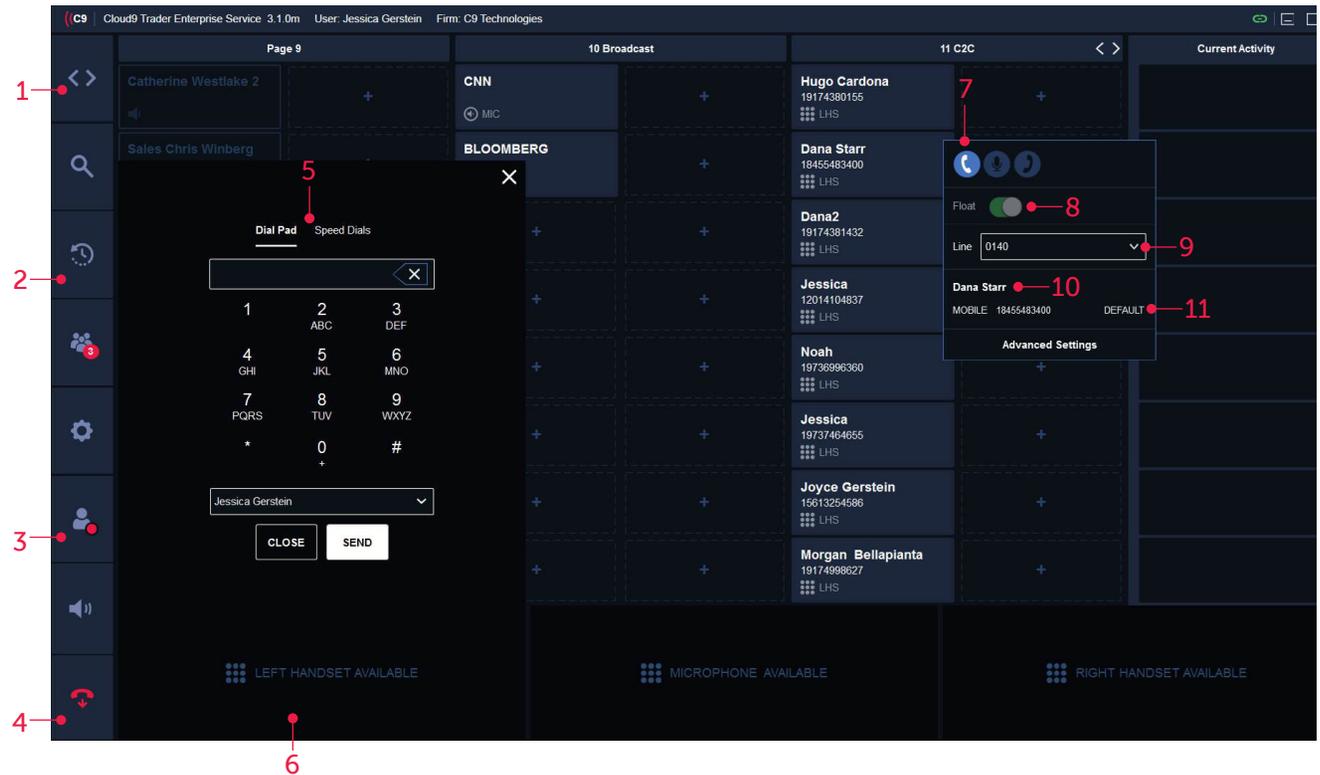


- Global search** allows users to search all contacts, including extensions, speed dials and Outlook
- Call history** allows users to view missed calls, redial and save as a contact
- Enable **Do not Disturb (DND)** for incoming dial tone calls
- Call release** will hang up all active calls
- A User can initiate an outgoing call well using either the **Dial Pad** or **Speed Dials**
- Clicking on any **call well** will pull up the dial pad for outbound dialing

### RIGHT-CLICK on C2C Speed Dial

- Toggle between devices. Once selected it will automatically start the call. Default device is highlighted in blue.
- All line appearances will automatically Float to Current Activity
- For speed dials this allows the user to select what line they want to dial out from
- Will display the name of the contact and all the numbers associated with the contact
- If a contact has more than one number, you can choose the default number to call from

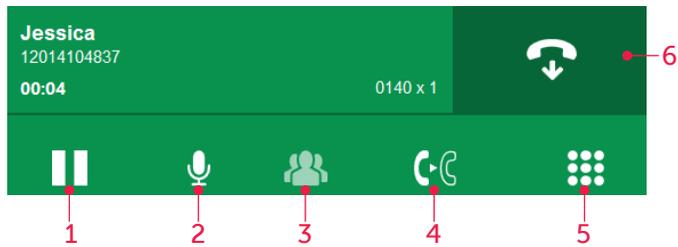


### BUTTON STATUS KEYS

- FLASHING** Incoming call
- FLASHING** Outgoing call
- SOLID** Active call
- SOLID** Call on-hold
- SOLID** Remote active call

- Dial tone line appearance
- Speed dial

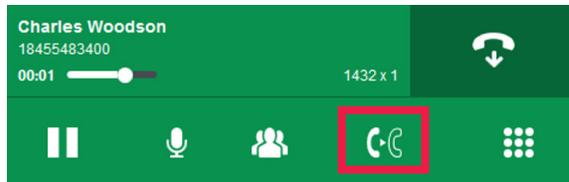
## CALL WELL FUNCTION KEYS



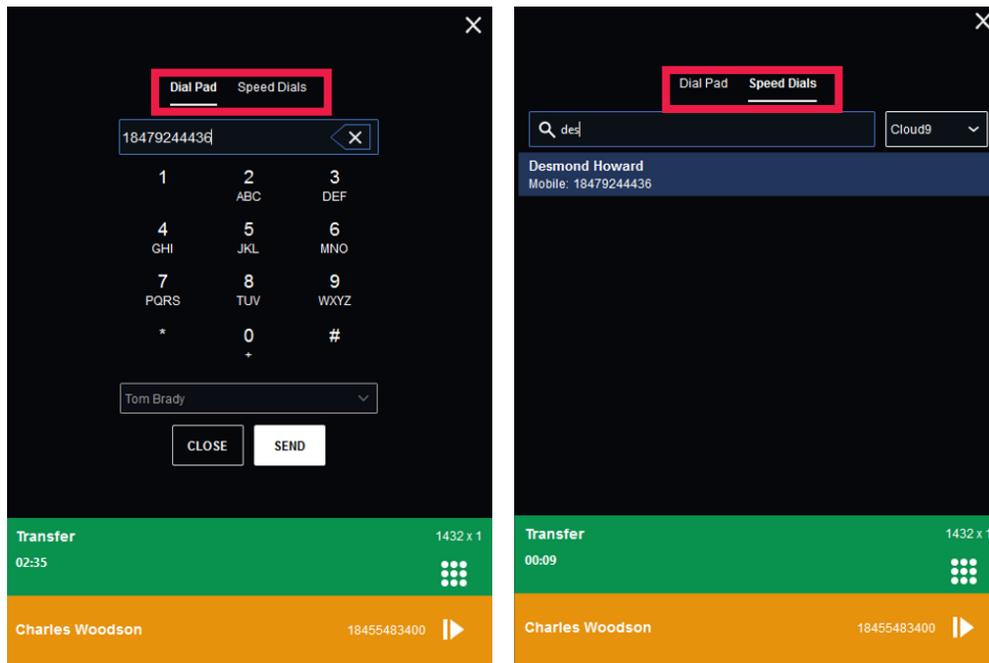
1. **Hold** allows the user to place the call on hold by clicking the hold button. Active call will change color from green to yellow.
2. A user can **mute** themselves by clicking the mute icon. The microphone icon will turn red and have a slash across when engaged.
3. **Conference** button
4. **Transfer** button
5. A user can bring up the **dial pad** to enter additional touch-tone digits while on a connected call
6. **Release** Call

## TRANSFER WORKFLOW

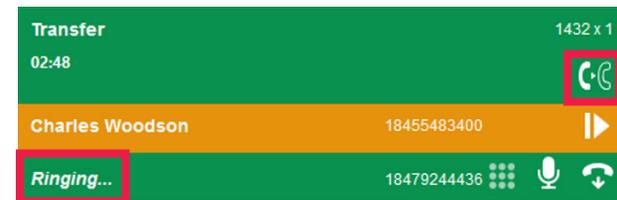
1. Initiate a call. Once connected, press the **transfer** icon.



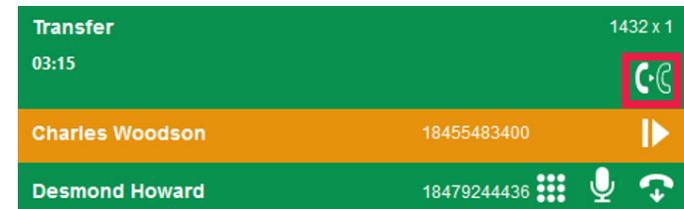
2. Using the **Dial Pad** or **Speed Dials**, initiate another call.



3. For an **unattended transfer**, press the transfer key. The leg of the call well will show "ringing", indicating the far end has not yet picked up.

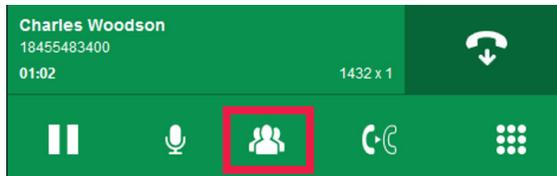


4. For an **attended transfer**, wait for the called party to pick up. You can then speak to the called party prior to completing the transfer. To complete the transfer, press the transfer key.

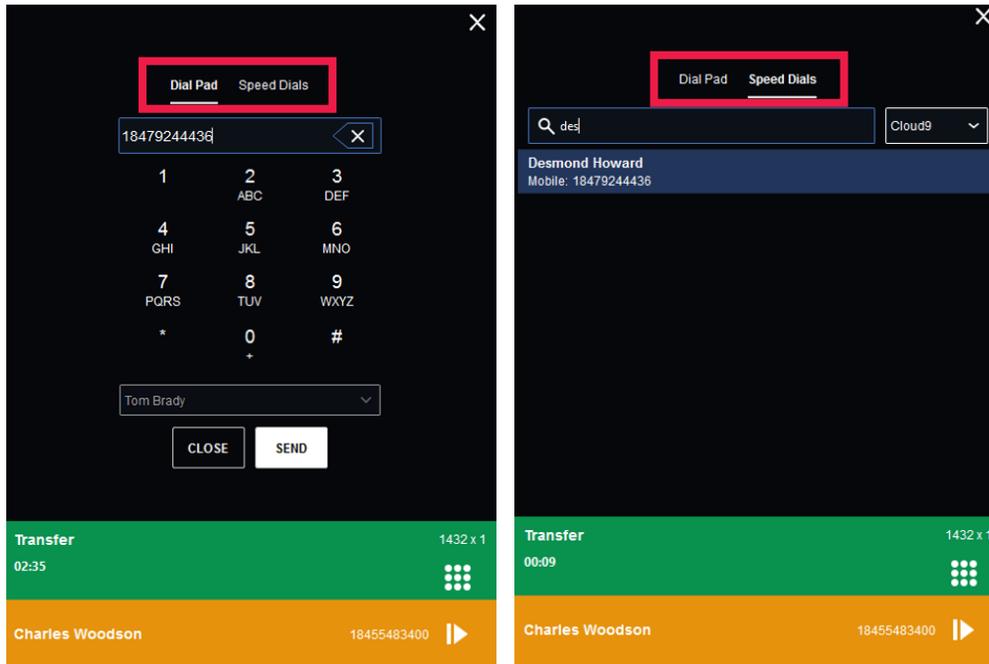


## CONFERENCE WORKFLOW

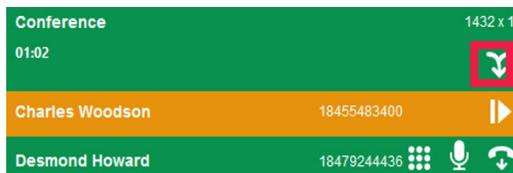
1. Initiate a call. Once connected, press the **conference** icon.



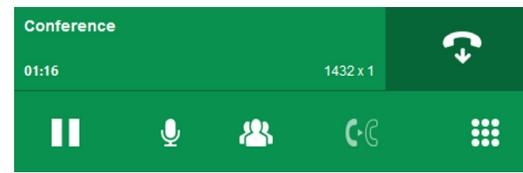
2. Using the **Dial Pad** or **Speed Dials**, initiate another call.



3. Once connected, press the **merge** icon.

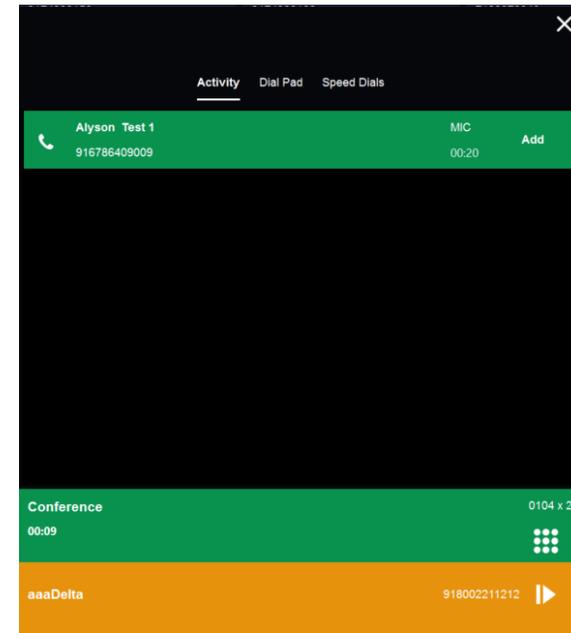


4. Conference complete.



## ACTIVITY PANEL

The dial pad menu shows an additional tab for **Activity** when a Conference call is initiated which allows the user to merge held and active calls into the conference.



*\*If far end party does not pick up, release the call and resume the first line, which will be on hold*

