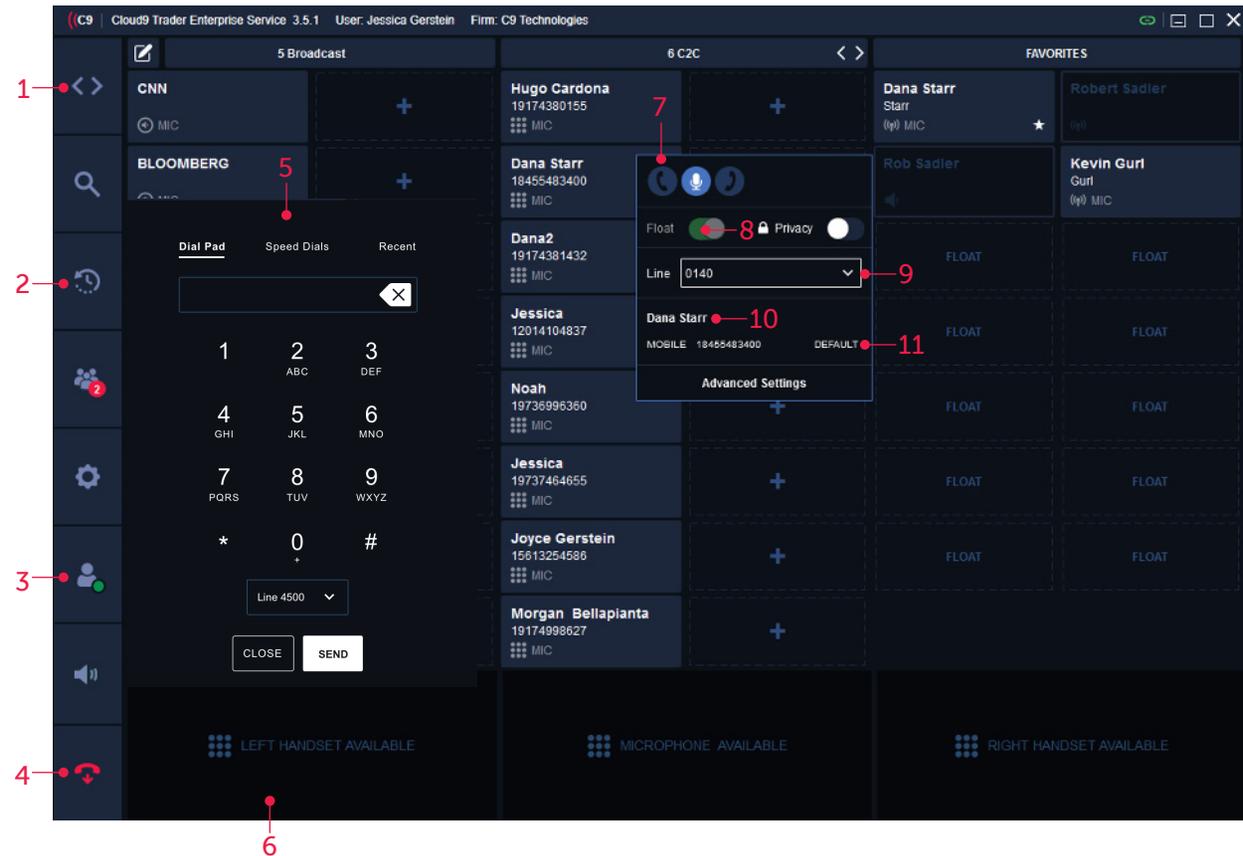


- Global search** allows users to search all contacts, including extensions, speed dials and Outlook
- Call history** allows users to view missed calls, redial and save as a contact
- Enable **Do not Disturb (DND)** for incoming dial tone calls
- Call release** will hang up all active calls

- A User can initiate an outgoing call 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 Dial Tone 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 the Favorites panel
- 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

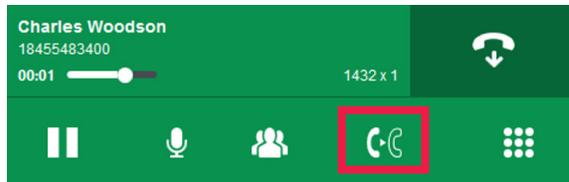
CALL WELL FUNCTION KEYS



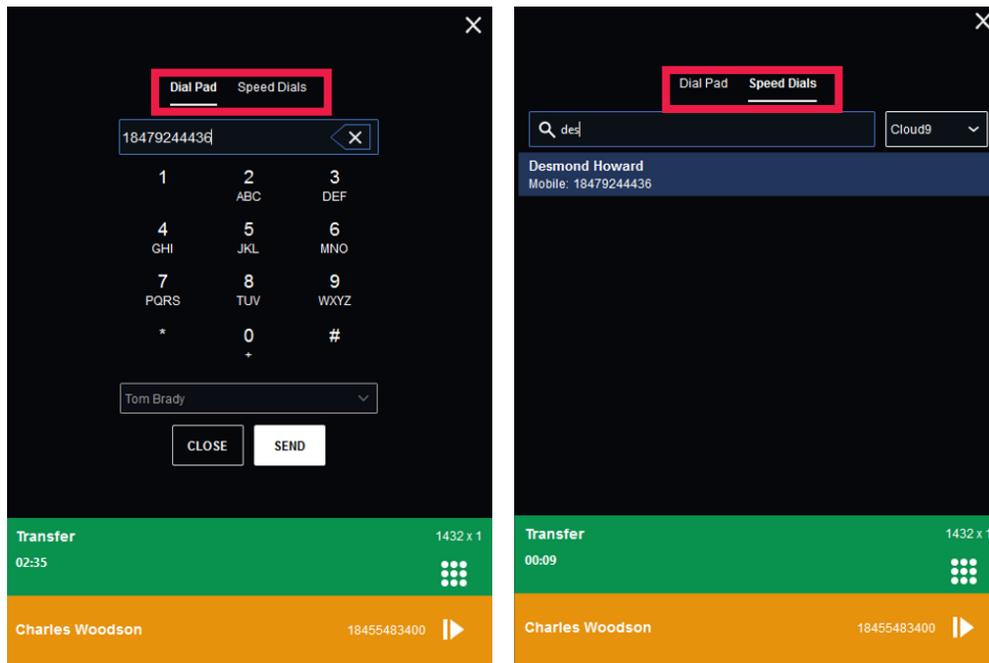
1. **Hold** allows the user to place the call on hold by clicking the hold button. Active call will change color from green to yellow.
2. A user can **mute** themselves by clicking the mute icon. The microphone icon will turn red and have a slash across when engaged.
3. **Conference** button
4. **Transfer** 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

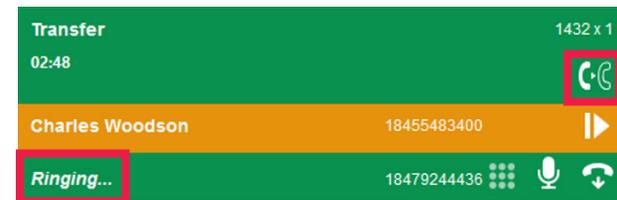
1. Initiate a call. Once connected, press the **transfer** icon.



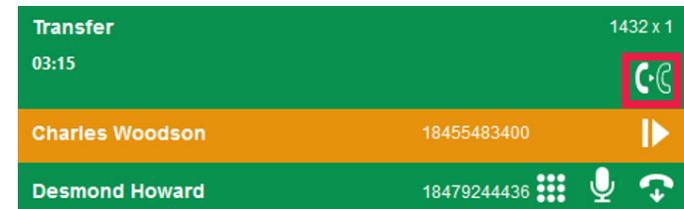
2. Using the **Dial Pad** or **Speed Dials**, initiate another call.



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.

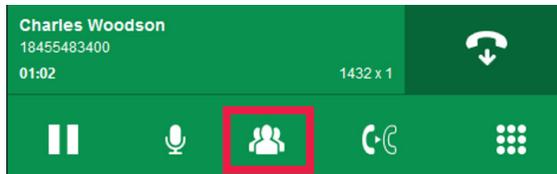


4. For an **attended transfer**, wait for the called party to pick up. You can then speak to the called party prior to completing the transfer. To complete the transfer, press the transfer key.

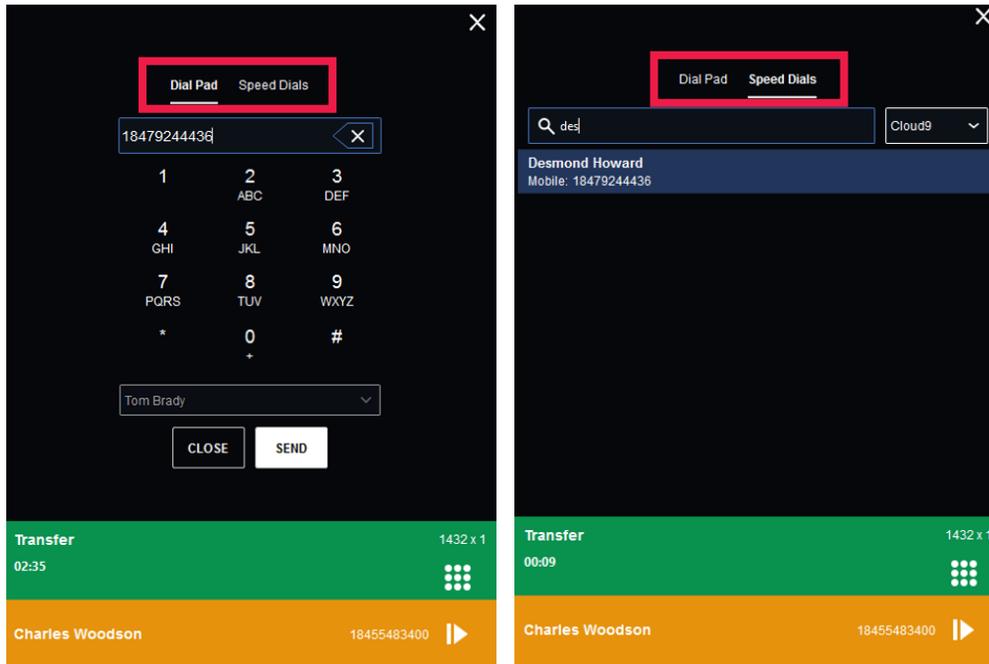


CONFERENCE WORKFLOW

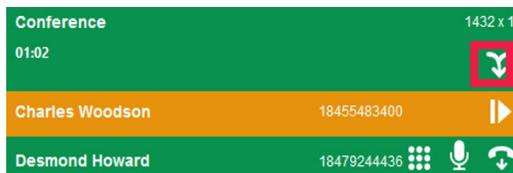
1. Initiate a call. Once connected, press the **conference** icon.



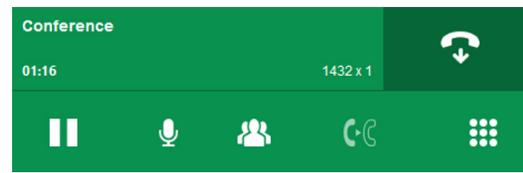
2. Using the **Dial Pad** or **Speed Dials**, initiate another call.



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

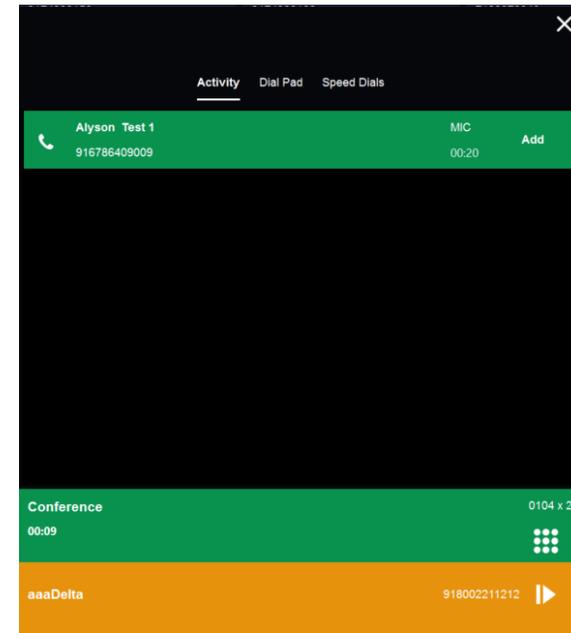


4. Conference complete.



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*

