



## Contact Phone and Calendar States

- |           |                |         |
|-----------|----------------|---------|
| Available | Do Not Disturb | Unknown |
| On a Call | Private        |         |
| Ringing   | Forwarding     |         |

*NOTE: If a call is parked against a contact that you are monitoring, either statically or dynamically, the information about the parked call also appears.*

## Placing Calls

### Dial Contact

1. In the *Contacts* pane, click the tab for the target directory.
2. Click the contact and then click **CALL** for that contact.
  - a. To dial an extension (only rings to user's primary phone), click **EXT**, or to dial a mobile number (user must have mobile phone number listed in the VoIP Phone System User Portal on their Profile), click **MOB**. The call appears in the *Call Console*.

### Dial Ad Hoc Number

In the *Dialer*, enter the number and click **Dial** .

### Redial Number

Up to 10 previously dialed numbers are available.

1. In the *Dialer*, click **Redial**. A list of recently called numbers appears.
2. From the list, select the number to call.

### Dial from Call History

1. In the *Call Console*, click **Call History** .
2. In the dialog-box that appears, select **Placed Calls**, **Received Calls**, or **Missed Calls** from the Show drop-down list.
3. Click a call log and then click **Call** for that log.

## Answering Calls

### Answer Call

In the *Call Console*, move the mouse over an incoming call and then click **ANS** for that call.

### Hold Call

In the *Call Console*, move the mouse over the active call and then click **HOLD** for that call.

## Resume Call

In the *Call Console*, move the mouse over the held call and then click **ANS**.

## Directed Call Pickup

You can answer a call on behalf of another person.

1. In the *Contacts* pane, click the **Group/Enterprise** or **Favorites** tab to display its contents.
2. Click a ringing contact and then click **ANS**. The call appears in the *Call Console*.

## Barge In On Call

The Barge In feature allows you to automatically enter into an existing call between two other parties and create a conference call.

1. Click the **Group/Enterprise** or **Favorites** tab.
  2. Click a busy contact and then click **BARGE**. A three-way conference is established. A warning tone will play to both parties, to make them aware someone has entered the call.
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## Monitor Contacts Statically

The *Favorites* directory, configured on the VoIP Phone System User Portal, displays the phone state of contacts. This is called static monitoring.

## Monitor Contacts Dynamically

In the **Group/Enterprise** directory, click the contact's state icon to the left of the contact's name to have the contact's state displayed. This is referred to as dynamic monitoring.

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## Transferring Calls

### Blind Transfer

Calls can be blind transferred while active, held, or ringing (in). This means the call is transferred to another party without providing any lead in information to that party prior to transferring the call.

1. In the *Call Console*, select the call to transfer.
  - a. To transfer the call to an ad hoc number, enter the number in the **Dialer** and then click **Transfer**.
  - b. To transfer the call to a contact, click on a contact in one of the *Contacts* directories and then click **TXR** for that contact.

### Consultative Transfer

To transfer an active inbound call with consultation:

1. In the *Call Console*, select the call.
2. Dial the number or contact to transfer the call over to. The original call will automatically be put on hold.
  - a. If the number is busy, either retry or dial another number.
3. Notify the second part of the call you are about to transfer.
4. Complete the transfer by moving the mouse over the new call and then click **TXR**.

### Transfer to Voicemail

1. In the *Call Console*, select the call to transfer.
2. In the *Contacts* pane, click a contact with voicemail (in the Group/Enterprise or Favorites directory) and then click **VM** for that contact.
  - a. To transfer the call to your own voicemail, select yourself.

### Transfer to Call Center Queue

1. In the *Call Console*, select the call to transfer.
2. In the *Contacts* pane, click the **Queues** tab.
3. Click a call center queue and then click **TXR** for that queue.

### Camp on Busy Contact

You can camp external calls trying to reach a busy extension. The call is transferred when the destination becomes available.

1. In the *Call Console*, select the call to camp.
2. In the *Group/Enterprise* or *Favorites* directory, click a busy or ringing contact and then click **CAMP** for that contact. The call is camped and removed from the *Call Console*.
3. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the *Call Console*.