Contact Phone and Calendar States

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

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.

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.

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.