Telephony Toolbar – Quick Reference Guide

Services
Configure incoming call control features (Call Forward Options), Simultaneous Ring and/or Voice Messaging Options.

Call Forward Always
Turn on/off the ability to forward all incoming calls to a specified phone number.

Do Not Disturb
Turn on/off the ability to send calls directly to voice-mail (busy greeting).

Options
Pre-configured general connection settings, and where you enter login during initial set-up.

Web Express Profiles
Enable pre-configured profiles – None, In Office, Out of Office, Busy, and Unavailable.

Call Forward Busy
Turn on/off the ability to forward all incoming calls if you are on a call.

Personal Directory
Access your personal directory.

Group Directory
Access the company-wide group directory.

Conferencing
Click to view conferencing info, or to join/start a web conference.

Connect
This shows if you are logged into the TelPack platform.

Remote Office
Enable a remote location (home, hotel) to act as your work phone.

Call Forward No Answer
Turn on/off the ability to forward all incoming calls to a specified phone number if your phone isn't answered after a specified number of rings.

Call History
View missed, dialed and received calls.

Search
The Search drop-down list enables you to search for a previously-searched user or contact directly, or to specify an ad hoc user/contact query.

Speed Dial
Dial from the Speed dial directory.

Transfer a call.

Answer a call.

End a call.

3-way call.

Dial Contact
Click to dial an Outlook Contact's business, home, or mobile phone.

Dial Other
The dial other drop down remembers the last 10 dialed numbers for quick selection.

Voicemail
Dial voicemail.

Hold
Put a call on Hold.

Call Line
When no calls are on the device and a call is either placed or received the call line selector will automatically select that call.

When at least one call is on the device and subsequent calls are placed or received the user can manually change the call line selector in order to handle another call.