



Initiate a Call

1. Select a phone list. Click the **Tool Bar** at bottom of Call Manager to select a phone list.
2. Select a phone number. Click phone number to populate **Enter Phone Number** text box.
3. Click **DIAL** button or press **Enter**.
4. For initial calls, the phone rings, and then rings the called party after the telephone handset is lifted. When making a second call, clicking the **DIAL** button automatically holds the existing call.

End a Call

1. In **Call Control Area**, click to select call to be released.
2. Click **HANG UP** button.

NOTE: If all calls have been released, telephone handset must be replaced before initiating next call.

Place a Call on Hold

1. In **Call Control Area**, click to select call to hold.
2. Click **HOLD** button.

Remove a Call from Hold

1. In **Call Control Area**, click to select call to remove from hold.
2. Click **TALK** button.

Redial a Call

1. Click **REDIAL**.
2. If there are no other active calls, the phone rings, and then rings the called party after the telephone handset is lifted. The **Enter Phone Number** box does not populate with the number.

Activate Do Not Disturb, Call Forwarding Always, or Remote Office

Click the text link (service abbreviation) to access the service configuration page.

NOTE: Phone will not ring while these services are on.

Three-Way Conference Call

1. Answer or initiate first call.
2. Answer or initiate second call. This action automatically holds first call.
3. Click **CONFERENCE** if you do not have conferencing enabled or **3-WAY** button if you do have conferencing.
4. All calls are connected.

NOTE: To release one party of conference call, select call in **Call Control Area** and click **HANG UP**. To mute the call, click **CONFERENCE** then **HOLD**.

NOTE: While engaged in an active conference call, click **TRANSFER**. The two calls remain connected and the users are disconnected (call disappears from Web Call Manager).

Blind Transfer a Call

1. In **Call Control Area**, click to select the call to be transferred.
2. Select phone number using Tabs or enter on keyboard.
3. Selected number displays in **Enter Phone Number** box.
4. Click **TRANSFER** button.

Transfer with Consultation

1. In **Call Control Area**, click to select the call to be transferred.
2. Click **HOLD**.
3. Select phone number using Tabs or enter on keyboard.
4. Selected number displays in **Enter Phone Number** box.
5. Click **DIAL** button.
6. Speak with active call.
7. Click **TRANSFER** button (with no number specified in the Enter Phone Number box).
8. Two existing calls are connected.

Send a Call to Voice Mail

1. While the phone is ringing and the call is displayed, click the call to send to voice mail in the **Call Control Area**.
2. To send to your own voice mailbox, click **SEND TO VM**.
3. To send to the voice mailbox, of another user, enter the extension in **Enter Phone Number** box and click **SEND TO VM**.

System Buttons

1. **SUPPORT** – Open a new e-mail message to report a problem to customer support.
2. **HELP** – Get page-specific instructions; button is on every page.
3. **CONFIGURE** – Access your service customization pages.