

### Making a call

#### To a personal contact

- Enter the name of the user you want to contact into the text field in the top half of the Client
- Your query will appear in the drop down field
- Select the address of the person you wish to contact
- Click the **Call** button

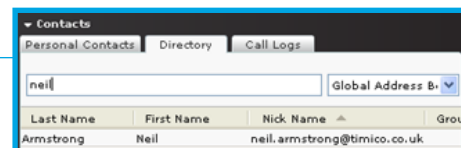


#### OR

- Right click the contact name in the **Personal Contacts** section of the PC Client
- Select "Call [user]@ at..."
- Click on the number you want the Client to dial

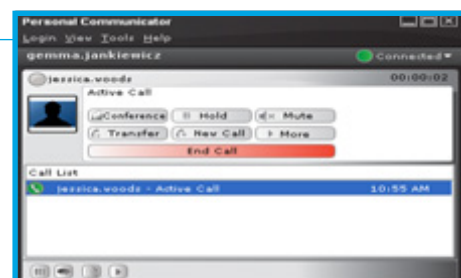
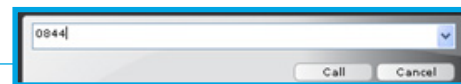
#### To a company contact

- Make sure you are on the **Directory** tab in the **Contacts** section—located on the bottom half of the Client window
- Select **Global Address Book** from the dropdown field
- Type the name of the person you are trying to locate into the text field
- Names will appear below that match your query
- Select the name of the person you were searching for
- From here you can choose how you would like to contact that person:
- Right click to reveal a window of choices including call, IM and email



#### To an external contact

- Type the full telephone number of the person you want to contact into the text field in the top half of the Client
- Click the **Call** button
- In each instance, the window should look like this once a call is in session:



### Sending Instant Messages

- Right click the person's name from your contact list, then select **Send Instant Message**

### Accessing Voicemail

- Click on **Tools** from the PC Client menu bar
- Select **Voicemail** from the menu
- On hearing the initial prompt, enter your mailbox number, followed by the # key
- Enter your mailbox PIN, followed by the # key

### User Interface key

- Active available
- Active on call
- Connected
- Connected inactive
- Unavailable
- Unknown (contact declined presence request)

## Placing/unplacing a call on hold

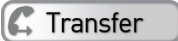

- Toggle between hold and unhold using  Hold

## Muting/unmuting a call



- Toggle between mute and unmute using  Mute

## Transferring calls

### Blind transfer



- Click  Transfer
- Enter the SIP address or number of the user to whom you are transferring the call
- Click  Transfer

### Announced transfer

- Click  Transfer
- Enter the SIP address or number of the user to whom you are transferring the call
- Click  **Announce** to dial the user to whom you are transferring the call
- After announcing the caller to the user, click **Complete**

## Ad hoc conference calls

### To activate/join a conference, you must have two active calls in place

- Dial the first number
- Click  New Call
- Dial the second number
- Click  Conference

## Adding a company contact to your Friends list

- Make sure you are on the **Directory** tab in the contacts section - located on the bottom half of the Client window
- Select **Global Address Book** from the drop down field
- Type the name of the person you want to add into the text field
- Right click on the name of the contact
- Click **Add Contact**
- A window containing their personal details will appear
- This window allows you to set your preferences for how you would like to engage with individual contacts
- Click **Save**