

Videa hovor, Obsazenosti linky, Spojovatelka, Komunikátor, Aplikace, Zákaznický portál, Mobilita, Obsazenosti linky, Presence, Chat, Sdílení, Sdílené plochy, HD hlas, Presence, Chat, Sjednocená komunikace, Obsazenosti linky, Video hovor, Komunikátor pro mobilní telefon, Skupiny pro Měsíc, vyzvednutí hovoru, Konference, Video hovor, Mobilita, Sdílení, Chat, sdílené pracovní místo, sdílené pracovní místo, Jednoduché volání, Spojovatelka

Receptionist

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Dial contact



- Enter the number and click **DIAL**
- Or in the *Contacts panel* expand the target directory, click the contact and then click **CALL** for that contact
- To dial an extension, click **EXT**, or to dial a mobile number, click **MOB**. The call appears in the *Call console*

Redial number and call from Call history

- In the *Call console* click **Redial**. A list of up to 10 recently called numbers appears.
- In the *Call console* click **Call history**. Select Placed calls, Received calls or Missed calls from the drop down list

Answer call

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

Hold and Resume call

- In the *Call console*, move the mouse over the call and then click **HOLD** for that call
- To resume the call move the mouse over it and then click **ANS**

End call

- In the *Call console*, click **END** for the call to end. The call is removed from the *Call console*

Blind transfer

Calls can be blind transferred while active, held, or ringing.

- In the *Call console*, select the call to transfer
- To transfer the call to an ad hoc number, enter the number and then click **Transfer**
- To transfer the call to a contact, click a contact in one of the directories and then click **TXR** for that contact

Transfer with consultation

Calls can be transferred while active, held, or ringing.

- Dial the number or a contact to transfer the call over to
- When the call is answered, speak to the party
- In the *Call console*, select the call to transfer. Move the mouse over the new call and then click **TXR**

Camp on busy contact

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

- In the *Call console*, select the call to camp
- In the *Contact directory* click a busy or ringing contact and then click **CAMP** for that contact. The call is camped and removed from the *Call console*
- If the call timer expires before the call is answered, the call is recalled to your device and reappears in the *Call console*

Directed call pickup

You can answer a call on behalf of another person

- In the *Contacts panel*, expand a directory
- Click a ringing contact and click **ANS**. The call appears in the *Call console*

Three-way conference

- In the *Call console*, select one of the calls to conference
- Move the mouse over the non-selected call and then click **CONF**. The calls are moved to the *Conference call panel*
- To hold a conference, in the *Conference call panel* header, click **HOLD**
- To resume a conference, in the *Conference call panel* header, click **ANS**
- To place a participant of a conference on hold, click **HOLD** for the target call
- To resume a participant, click **ANS** for the target call
- To leave a conference, in the *Conference call panel* header, click **LEAVE**
- The other parties stay connected, but the calls are removed from the *Conference call panel*
- To end a conference, in the *Conference call panel* header, click **END**
- The calls are terminated and removed from the *Conference call panel*

Send E-mail to contact

- Expand the target directory in *Contacts panel*
- Click a contact with e-mail and then click e-mail
- Message window appears with desired contact



