

### Incoming Calls

Click **Reject** or **Answer** to decline or accept the call

Caller on **Hold** hears music. Press **Resume** to continue talking

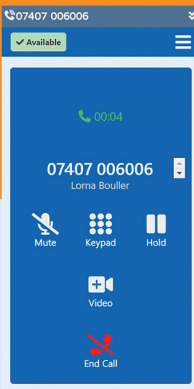
**Mute off** **Mute on** - agent is muted but caller can still be heard

### Transfer a Call

Click **Transfer** and enter **Short Dial**, then click

If the extension picks up click **Transfer** to transfer call

If the extension doesn't answer then **Return to caller**



### Internal Calls

Enter **Short Dial** and click

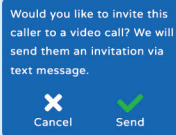
### Redial Number

From the Call List, click on dropdown arrow (next to caller number) and select **Call**

Started	Caller
26/08/2020 12:53:52	020 7624 2424
26/08/2020 12:08:54	Call
26/08/2020 12:06:58	Add to Central Directory Copy number to clipboard

### Switch from Audio to Video Call

During audio call click **Video** then click **Send** to send an SMS link to the caller's smartphone



Caller clicks **GP Surgery SMS link** to accept and start the video call

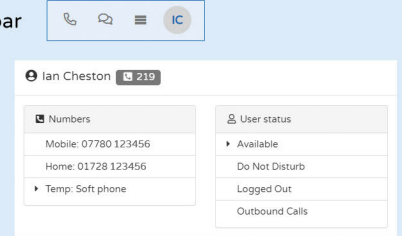
Click **Answer** to go to Video

### Changing User Status or Device

Click **User Initials** in menu bar

Select **Do Not Disturb** or **Logged Out** to change user status

Choose **Work**, **Mobile** or **Temp** to change required device



### Incoming Calls

Click **Reject** or **Answer** to decline or accept the call

Caller on **Hold** hears music. Press **Resume** to continue talking

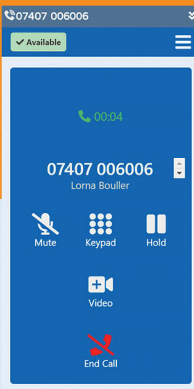
**Mute off** **Mute on** - agent is muted but caller can still be heard

### Transfer a Call

Click **Transfer** and enter **Short Dial**, then click

If the extension picks up click **Transfer** to transfer call

If the extension doesn't answer then **Return to caller**



### Internal Calls

Enter **Short Dial** and click

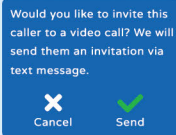
### Redial Number

From the Call List, click on dropdown arrow (next to caller number) and select **Call**

Started	Caller
26/08/2020 12:53:52	020 7624 2424
26/08/2020 12:08:54	Call
26/08/2020 12:06:58	Add to Central Directory Copy number to clipboard

### Switch from Audio to Video Call

During audio call click **Video** then click **Send** to send an SMS link to the caller's smartphone



Caller clicks **GP Surgery SMS link** to accept and start the video call

Click **Answer** to go to Video

### Changing User Status or Device

Click **User Initials** in menu bar

Select **Do Not Disturb** or **Logged Out** to change user status

Choose **Work**, **Mobile** or **Temp** to change required device

