


SURGERY CONNECT

HEADSET

If using headset or  speaker, press to connect/disconnect call

HOLD

Caller is on-hold and hears music

MUTE

Caller can still be heard, but cannot hear agent

RD

Last number redial

Softkeys:

GPickup

Group pick up - lift handset to show group pick up softkey on display

Go DND

Do Not Disturb

Go Avail

Extension again targeted for incoming calls

To transfer a call:

TRAN

+ short dial → If extension picks up, press **TRAN** again

→ If no answer **EndCall** and **Resume** to return to call

Transfer on mobile phone:

7

+ short dial → If extension picks up, press **#**

→ If no answer, press ***** **7** to return to call