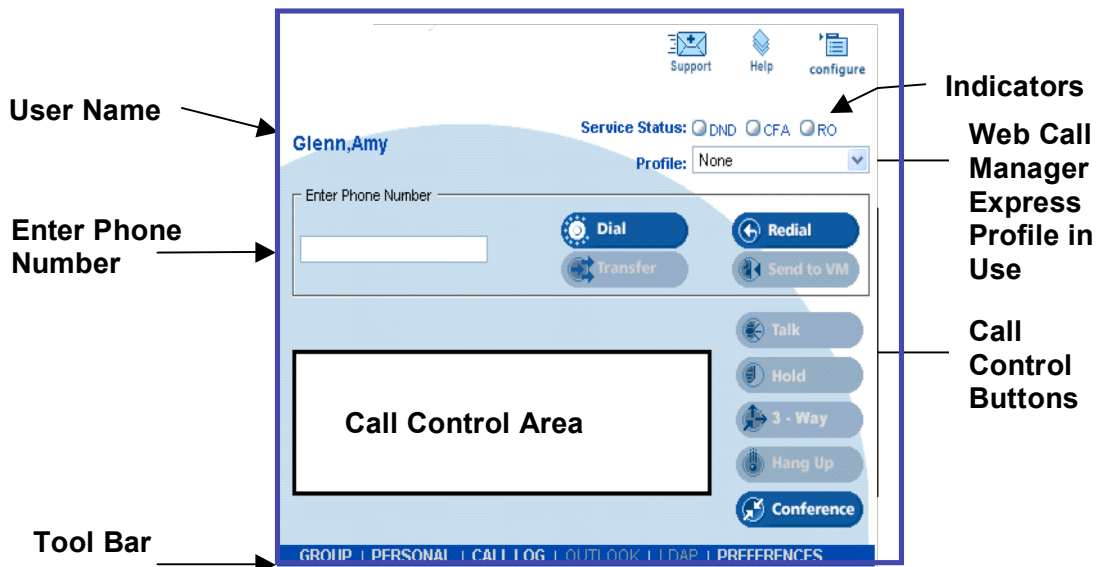


# Call Manager

## Quick Start Guide



### Web Call Manager



### Initiate a Call

- Select a phone list. Click the **Tool Bar** at bottom of Call Manager to select a phone list.
- Select a phone number. Click phone number to populate **Enter Phone Number** text box.
- Click **DIAL** button or press **Enter**.
- 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

- In **Call Control Area**, click to select call to be released.
- 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

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

### Remove a Call from Hold

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

## Redial a Call

- Click **REDIAL**.
- 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

- Answer or initiate first call.
- Answer or initiate second call. This action automatically holds first call.
- Click **CONFERENCE** if you do not have conferencing enabled or **3-WAY** button if you do have conferencing.
- 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

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

## Transfer with Consultation

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

## Send a Call to Voice Mail

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

## System Buttons

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