

Incoming Calls



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



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



Mute off



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

Internal Calls

Enter **Short Dial** and click



Switch from Audio to Video Call

During audio call click



then click **Send** to send an SMS link to the caller's smartphone

Would you like to invite this caller to a video call? We will send them an invitation via text message.



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

Click



to go to Video

Transfer a Call

Click



and enter **Short Dial**, then click



If the extension picks up click

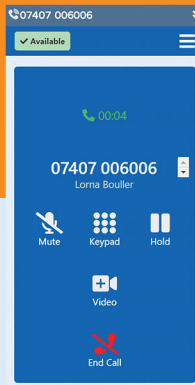


to transfer call

If the extension doesn't answer then



to return to caller



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

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

