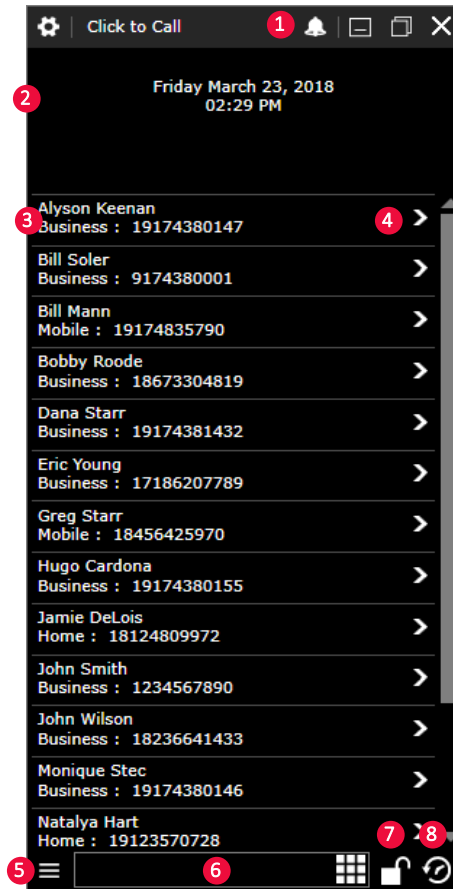


- 1 Enable Do-Not-Disturb (DND) to mute all incoming ringing
- 2 Active call area to manage your call
- 3 All favorites and speed dials are organized alphabetically for easy navigation
- 4 See additional numbers that are stored for each favorite
- 5 Add new favorites and choose your outbound line to call them from
- 6 Search for a specific name, enter a number or open the dial pad to call
- 7 Enable/disable privacy on all lines to prevent/allow other users to barge on your call
- 8 View your call history and open voicemail to hear messages



ACTIVE CALLS

HOLD

Temporarily place calls on hold. Active call will change color from green to yellow.

TRANSFER

Transfer calls to another number either internally or externally. Support for both attended and unattended transfer.

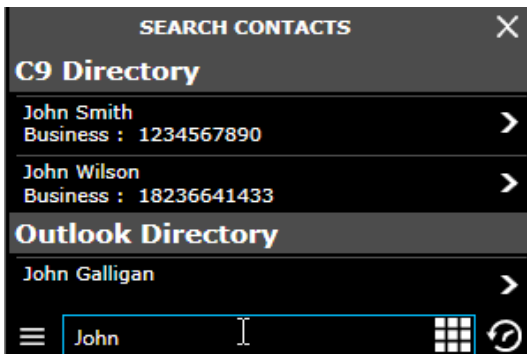
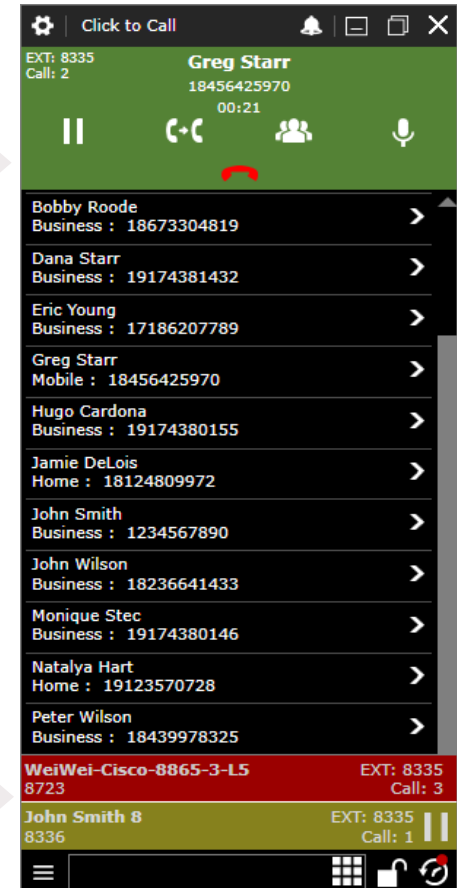
CONFERENCE

Conference multiple calls together. Up to three participants in total

MUTE

Mute your microphone without placing the call on hold

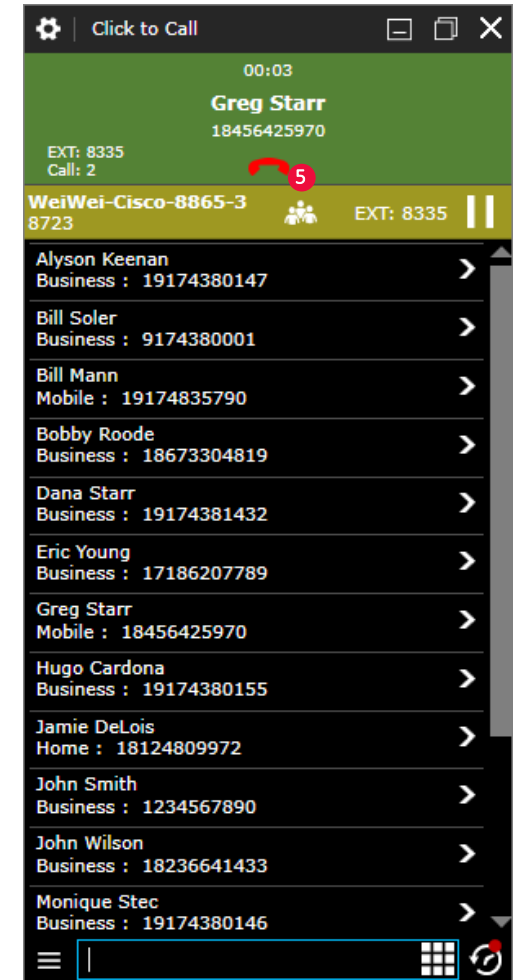
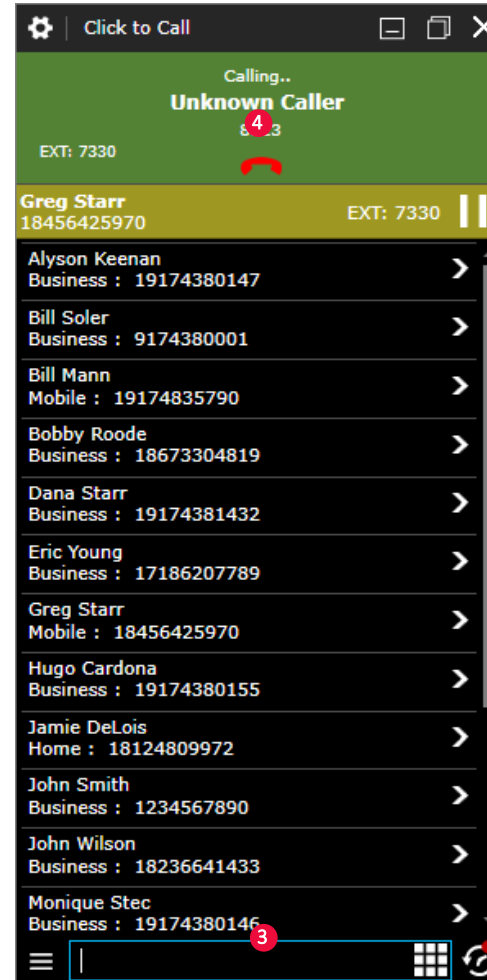
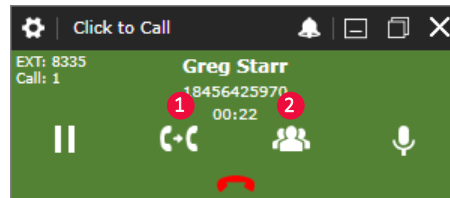
Incoming calls (red) and calls on hold (yellow) appear at the bottom of the window. They display the contact name and extension the call is on.



SEARCH

- > Enter the name of a contact to easily call and/or view their information
- > Instead of a name, simply enter a phone number and click enter on your keyboard to dial
- > If your MS Outlook is open, name searches will include contacts that have their details saved
- > Import a contact from MS Outlook as a contact
- > Open the dial pad to interact with voicemail and automated response systems

- 1 Initiate a transfer
- 2 Initiate a conference



TRANSFER AND CONFERENCE

- 1 Once on an active call, initiate a transfer or conference within the active call area of the click to call window
- 2 While the first call is placed on hold, click a speed dial or enter a new number and initiate the second call
- 3 For unattended transfers, when the second call begins to ring, hang up to complete the transfer
- 4 For tended transfers, wait for the second call to become active, engage the counterparty and hang up to complete the transfer
- 5 For conferences, wait until the second call becomes active. When active, click the conference button that appears on the first call placed on hold.

Support

PHONE | US +1 (866) 753 4239
 UK +44 (0) 203 846 1109
 Singapore +65 6809 3785

EMAIL | helpdesk@c9tec.com

For video tutorials, additional help and more, visit c9tec.com