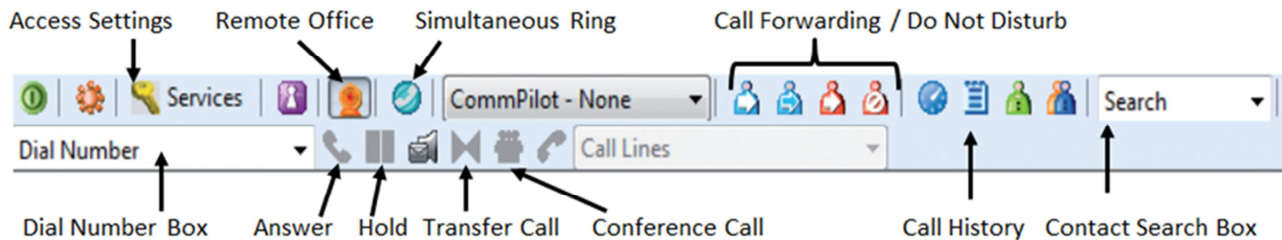


Introduction

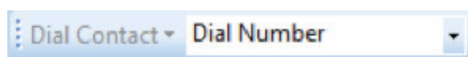
The Telephony Toolbar is present within Outlook and Internet Explorer or Mozilla Firefox and allows you to search for colleagues, dial from your computer and control how incoming calls are dealt with.



Dialling Options

Dial from Dial Contact

- Enter the telephone number using your keyboard to the Dial Contact box. Alternatively, click the down arrow to access the last 10 numbers dialled.
- Once the number is dialled, pick up your desk telephone handset to continue the call.



Dial from Speed Dial Directory

- On the Telephony Toolbar, click Speed Dial and from the list that appears, click the desired phone number.
- Once the number is dialled, pick up your desk telephone handset to continue the call.
- See the Speed Dial guidance for details on creating your speed dial list.



Dial from Call History



- On the Telephony Toolbar, click Call History and from the list that appears, click the desired phone number.
- Once the number is dialled, pick up your desk telephone handset to continue the call.

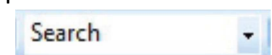
Dial from Group Directory



- On the Telephony Toolbar, click Group Directory and from the list that appears, click the desired phone number.
- Once the number is dialled, pick up your desk telephone handset to continue the call.

Dial from Search

- In the Search box, type your search criteria or click the arrow at the right-hand side of the Search box and select a previous search from the list.
- Press ENTER. The Telephony Toolbar displays the results of your search.



Managing calls

When calls come through to your telephone, you can manage the call directly from your telephony toolbar, using the following buttons:



Answer incoming call. This icon will only be green when a call is incoming and you will require an additional headset to answer calls directly from the toolbar.



Put active call on hold (only selectable when in a call – press again to take off hold)



Transfer Call to Voice Mail (only selectable when in a call)




End active call (only red when in a call)



Transfer a call (see below)

Transferring calls

Calls can be transferred with consultation while active, held, or ringing in on your phone.

- Call the destination number. This puts the first party on hold.
- Wait until the called party accepts your call, and then click **Transfer**  to connect the parties.
- To stop a transfer either before or during the consult with the destination party press the End on the toolbar.