Making a Call

Touching the Call button to initiate a call to a preset number. See the WFC Voice Client Administrator Guide.

Dialer

Touch the Dial button to dial a number and initiate a telephone call.

Contacts

Touch the Contacts button to display a list of saved contacts.

Call History

Touch the History button to display a list of previous calls.

Calling the Voicemail System

Touch the Voicemail button to dial the voicemail number. The Voicemail list displays.

Voicemail messages appear for each line/extension next to the extension number.

Redialing

Touch the Redial button to initiate a call to the most recently dialed location.

Receiving a Call

There are various call accept styles on the incoming call screen. The style is determined by the operating system.

Accept-Reject Buttons

Touch one of two buttons to accept or reject an incoming call.

Sliding Tab

The user swipes one of two buttons across the screen to accept or reject an incoming call.

Glow Pad Buttons

The user touches a handset symbol to accept or reject an incoming call.

Pop-Up Window

During an active call, a pop-up window appears when an incoming call is received. Touch one of two buttons to accept or reject an incoming call.

Ending a Call

The End Call feature ends a call in any state.

Touch the End Call icon to end any call.

Placing the End Call button on the in-call dashboard replaces the default red End Call button.

Adding a Call

Touch the Add Call button during an active call to display the dial pad.

Dialing the new number offers the options to transfer, conference or end the second call and resume the first call.

Transferring a Call

1. Touch the Transfer button to display the Transfer options.
2. Select a Transfer option. The screen displays the transfer occurring.
3. Touch the Complete Transfer button to complete the transfer.

Creating a Conference Call

1. Touch the Conference button to dial the conference number.
2. Enter a number to display the Conference screen.
3. Touch the Complete Conference button to complete the conference call.

Putting a Call on Hold

Touch the Hold button to display the Hold screen.

Touch Resume to resume the call.

Forwarding a Call

Touch the Forward button to display the following screen.

Touch ENABLE to display the forward location or touch CHANGE to change the forward location.

Contacts

The Contacts button dials a new number by selecting an existing contact. Add and store contacts locally on the device.

Touch the default Contacts button to display a list of saved contacts.
Call History

View Recent Calls
The Call History screen displays a list of recently called numbers, incoming calls, missed calls and shortcut tabs to the dialer and contacts.

Making a Call from Call History
Touching the History button displays a list of previous calls.
Touch the Call button next to a number to make a call.

Deleting Call History
Touch the Menu button, then Clear all recent calls

Multiple Extensions
The shape, color and animation of an extension will indicate its type and status:

- Dedicated line, circle
- Shared line, square
- Registered and idle line, black
- Active line, green
- Busy line, red
- Busy in a call, blinking red
- Call on hold, blinking green
- Registering, red (status text next to the extension)

Signal Quality
During an active call, the signal quality indicator is displayed in the upper right portion of the screen. This is a visual indication of voice traffic errors on the network.

- 4 blue squares, excellent
- 3 blue squares, good
- 2 blue squares, acceptable
- 1 blue square, bad

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Setting Speed Dial Numbers
Touch the Speed Dial button to display the following screen. A call is made using the preset destination.

Do Not Disturb
Touch the default DND button to enable Do Not Disturb on the selected line.

HTTP Request
The default HTTP Request button displays Hunt groups.

Directory
Touch the default Directory button to list contact directories.

List
Touch the default List button to display the speed dial list.

Follow Me
Follow me allows sending all calls from one extension to another destination.

Home
Touch the Home button to display the Dashboard.

Parking a Call (Basic)
Touch the Park button to display the Park screen.

Complete
Touch the Complete Transfer button to end a conference or transfer call.

Log Marker
Log Marker creates a time stamp in the logs.

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