Extensions for IT							
Search results (1) (All groups) (1438) Assessor (26) Attorney (28) Center (6) City, Chappel (10)	•	Aaron C IT	 Cohen	Anjali Goel IT			
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Fire_Administration (39) Health_ATR (58) Health_DTO_3 (1) Health_DTO_5 (48) Health_EWO (45) Health_EWO (45)		Larry Cl	 navez	Lary Larson			
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Search Local Dir:							
List View Icon View	Sho	w Name	Show Dept	Show Note			

Departments are listed in the lower left-hand window under Extensions. You can find anyone with an IP phone by clicking their department name or by entering search criteria in the "Search Local Dir:"

To call someone within the City, find the cell containing the extension. Then either:

- Double-click on the cell
- Right-click and choose Dial Extension
- Click Call in the menu bar along the top

You will see your calls in the Call List window:

Eile Edit View Salls Extensions Settings Help									
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Number to call	261-4280 -	Call Update	BLFs 🛛 🕻 🖵 Recent ca	all log 🧼 🖉 Send IM	C Add comment	t 📇 DND			
Call List for 2619653									
Status /	Caller ID	Caller nam	ne Comme	nt					
li ringback	261-4280	Bob McFar	rlane						
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Engineering (79)									
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Incoming calls are highlighted in red:

Call List for 2619653													
Status	Z.	Caller ID	Caller name	Comment									
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Extensions for IT													
Search results (0)		n – n			~	A	•			•	 .	-	

You can answer in-coming calls by either:

- Lifting the handset
- Double-clicking the call
- Right-clicking the call and selecting Answer
- Clicking the Answer button in the menu bar

Transfers:

You can transfer a call directly to the recipient using one of two methods:

- Click and drag the call from the Call List window to the recipient's cell in the Extensions window. Once you release, the call is transferred.
- Select the destination cell in the Extensions window. Then right-click on the cell and select Send Call.

You can first consult with the recipient of the call to be transferred as follows:

- Select the destination cell in the Extensions window. Right-click on the cell and select Supervised Transfer. This rings the extension of the person being called.
 - To transfer the call, hang up. You can do this by hanging up the handset or by selecting Hang up in the toolbar.
 - If the recipient does not want the call, select Cancel Transfer and the call will be back on your phone.

Transfer to Voicemail:

You can transfer a call directly to someone's voicemail by right-clicking on the destination cell and choosing Send to Voicemail.

Personal Speed Dials and Groups:

You can create your own and groups of speed dials to be listed in the Extensions window. Right-click within the Extensions window and select New Group. Enter a name for the group. Your group(s) will be near the top of the Extensions window and have a ~ as a prefix.

You can click and drag cells from other departments into your group. You can create new contacts by right-clicking in the window containing the cells and choosing New Extension. Enter a First and Last name, Department or comment if needed, and a phone number. Be sure to enter a 9 in front of extensions when needed to call out.

Add Extension	×
ID Number:	2147483650 Local
First Name:	
Last name:	
Department (or a comment):	
Dialable Address:	
NoteThe "Dialable Addi telephone, or feature acco	ress'' field can contain an extension, ess number.
OK	Cancel