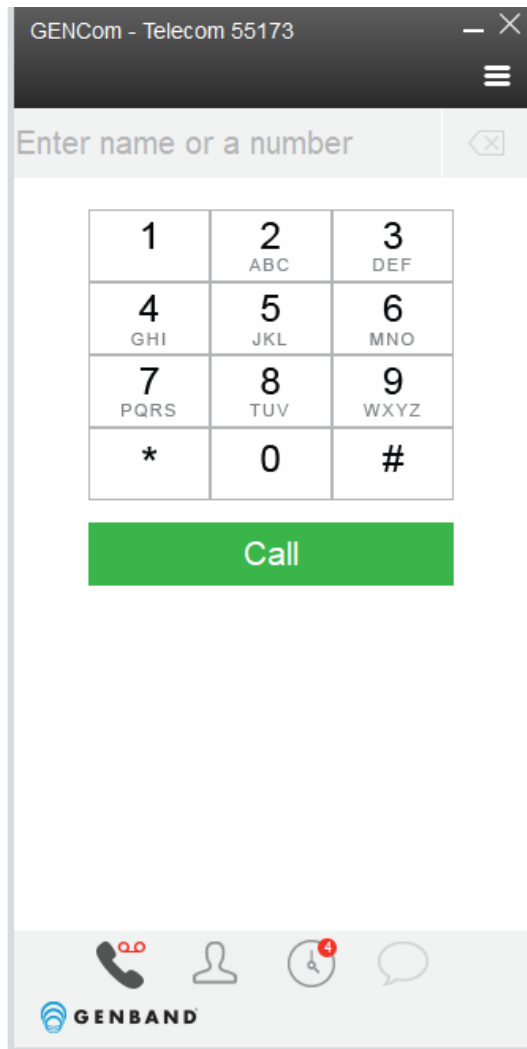


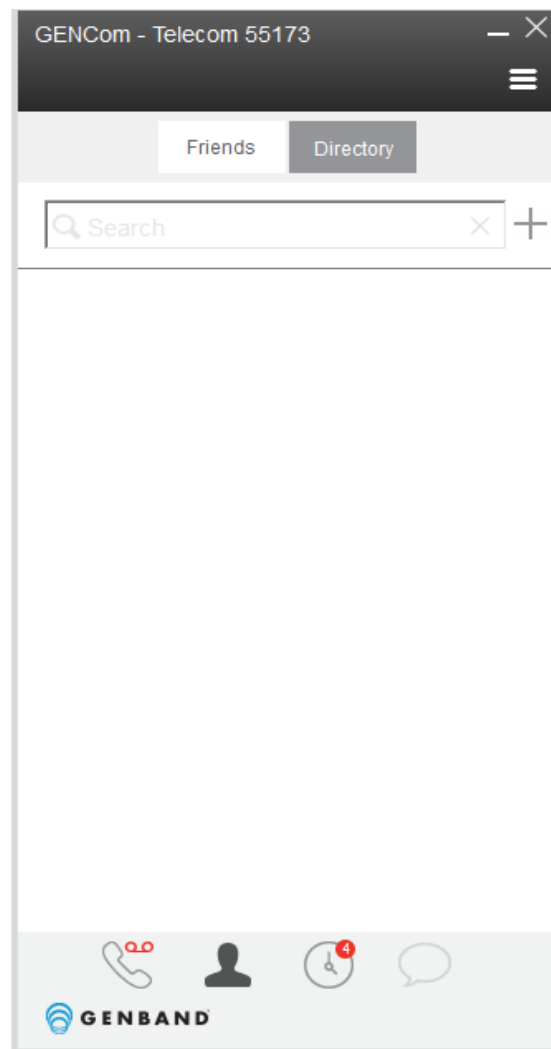
Main View

The main view has three views.

- Dial Pad
- Directory
- Call Log




Dial pad view



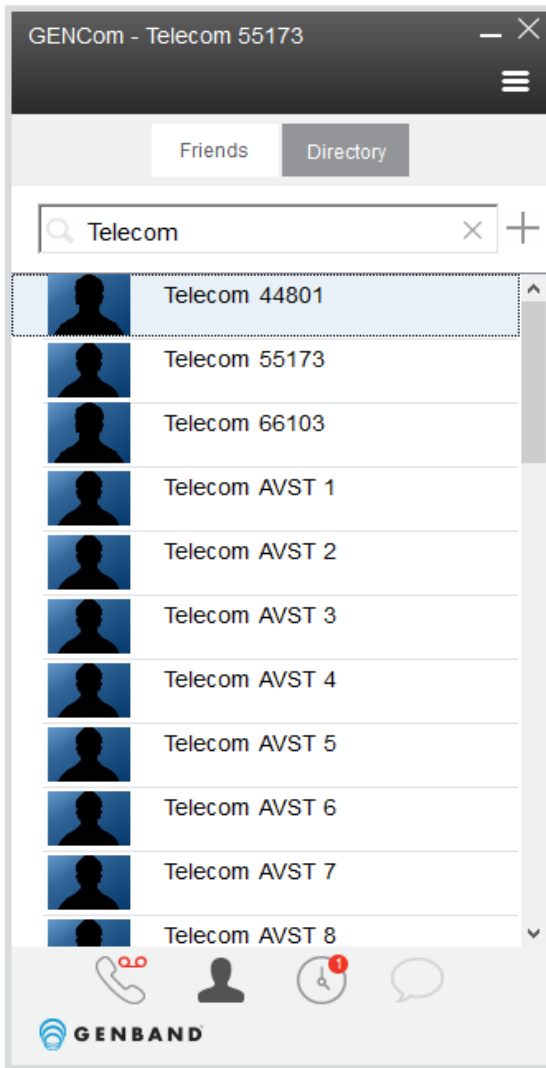
Directory view

Making a call

While on **Dial Pad** view, dial digits to make a call using your keyboard or your mouse to enter the digits. Dial the 5-digit York extension or dial 9 plus the 10-digit external phone number. Click on the  button to activate the call.

To access the voicemail system, click on the handset icon. See [Active Call View](#) for call actions.

While on **Directory** view, search a name from the York phone system name directory (this is not York Atlas). After searching a name, double click with your to initiate a the call. See [Active Call View](#) for call actions.



Directory view



Call log view

Call log view, can be viewed by selecting “All” calls, “Dialed” call, “Received” calls and “Missed” calls. You can double click on any of the listed call types to initiate a new call. Call icon indicators are listed below.




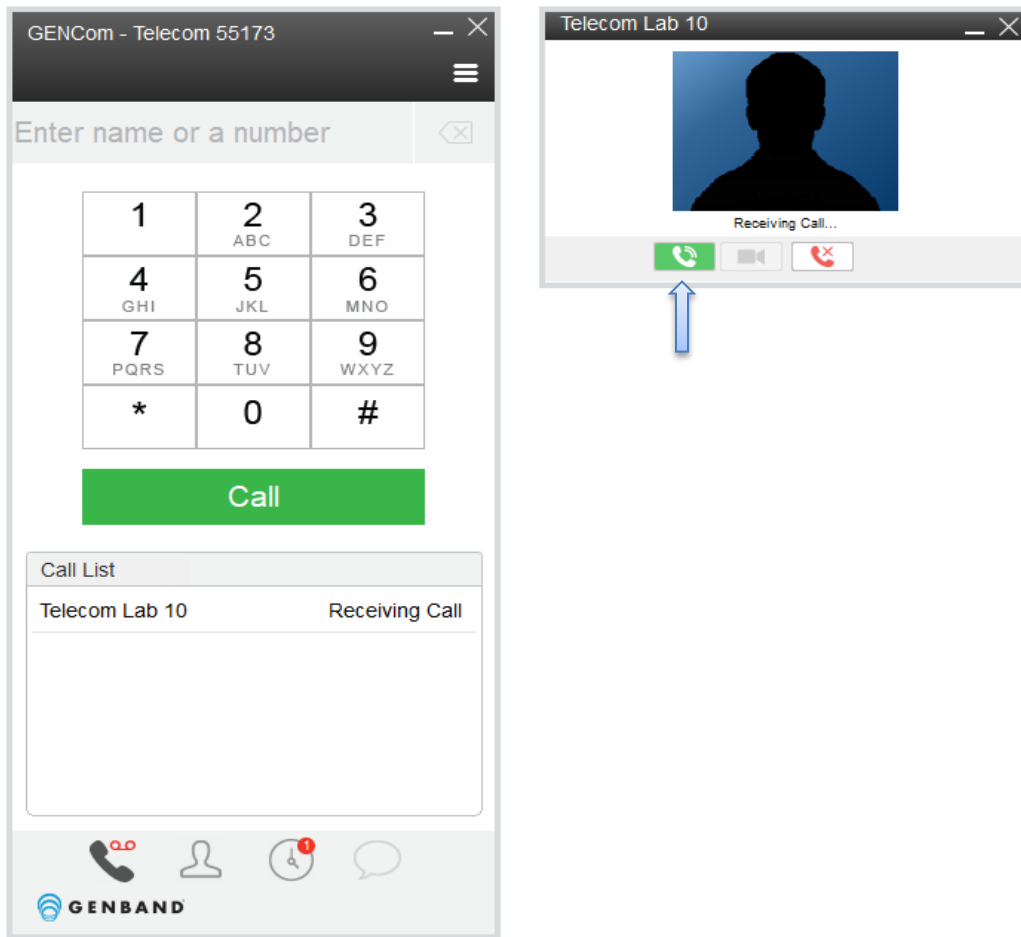
Dialed call indicator.

Received call indicator.

Missed call indicator.

Receiving a call

Incoming calls will ring on your desktop. To answer the call, click on the green phone icon . The Caller's information will be displayed.



Active Call View



While on an active call, you will see the caller information and the active call timer.



Active Call View (cont.)

To hang up from the active call, click on the red handset icon on the right.

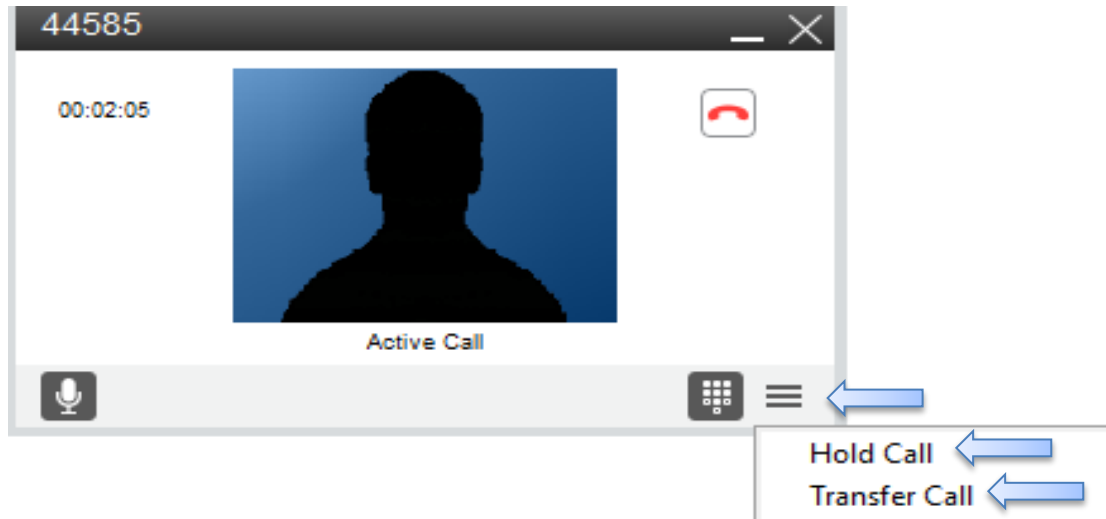


While on an active call, you can mute and unmute callers by clicking the microphone icon on the bottom left of the active call view.  

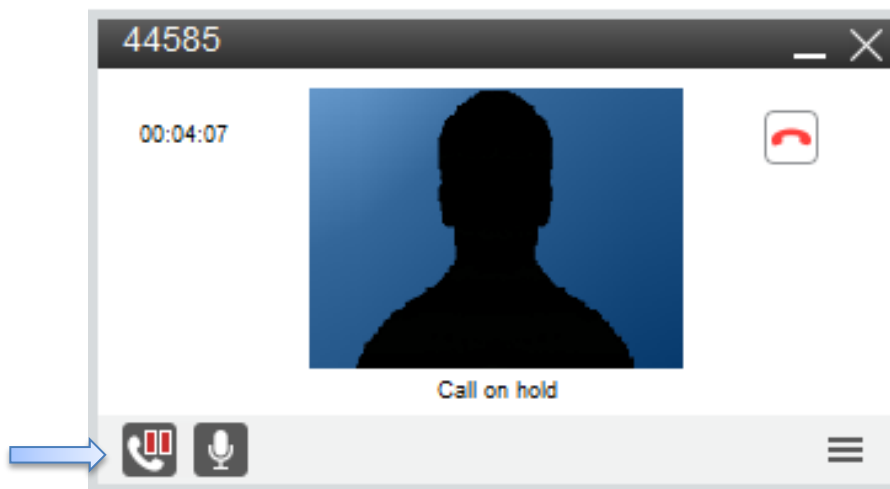


Active Call View (cont.)

While on an active call, you can place the caller on hold and transfer to another extension. To select these options, click on the horizontal lines located on the bottom right.



To place a caller on hold, click on the **Hold Call** selection. Hold status is indicated on the bottom left with the handset icon and red pause icon. Click the icon to take the caller off hold and resume the call.



Active Call View (cont.)

To transfer a caller to another internal party, select the **Transfer Call** selection. The dial pad will appear. Dial the extension number, select, and click Unannounced: the caller will be transferred. You may also select the contact tab to find a user on the phone system directory.

