MAKING CALLS & TOOLBAR

Keypad. Enter an extension or number, then click on the CALL icon. Also use the Keypad while on a call, to navigate interactive voice responsive menus.

Favorites. Displays your Rapid Dial list. Create and edit lists in the web suite. Find the contact, then click the number to dial.

Call Log. See your recent incoming, outgoing, and missed calls. Click the phone number to dial it.

Voicemail. Display your Voicemail INBOX. Unread messages are marked with a closed envelope.

Contacts. Find the contact, then click the number to dial, or use Contacts from within Transfer.

RECORDING

In the Keypad screen click the Green Dial button to recall the last number, confirm the number is correct then click the Green Dial button to redial.

RECEIVING CALLS

Answer. Accept the Switchvox call.

Ignore. Stop ringing and use next call rule.

HANDLING CALLS

Hold. Put call on hold. Click to resume the call.

Transfer. The call is placed on hold. Dial or click a number to transfer the call immediately.

Record. Start and stop recording a call. Recordings are found using the Switchvox web suite Voicemail Mailbox in the Recordings folder.

End. Hang up.