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:"
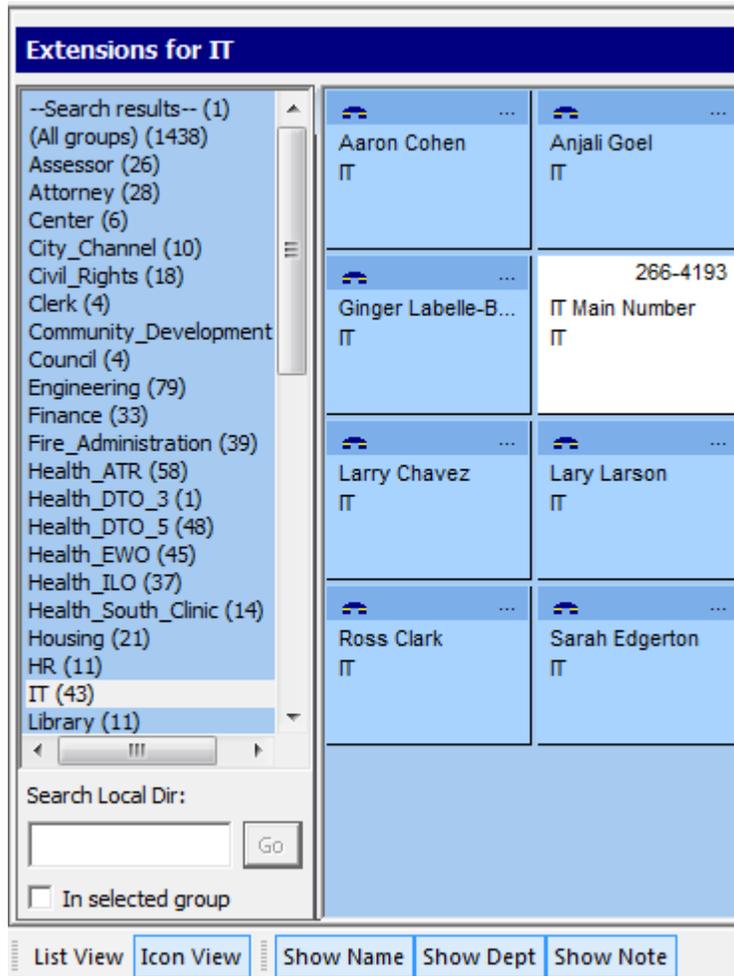
To call someone within the City, find the cell containing the extension. Then either:
- Double-click on the cell
- Right-click and choose Dial Extension
- Click Call in the menu bar along the top

You will see your calls in the Call List window:
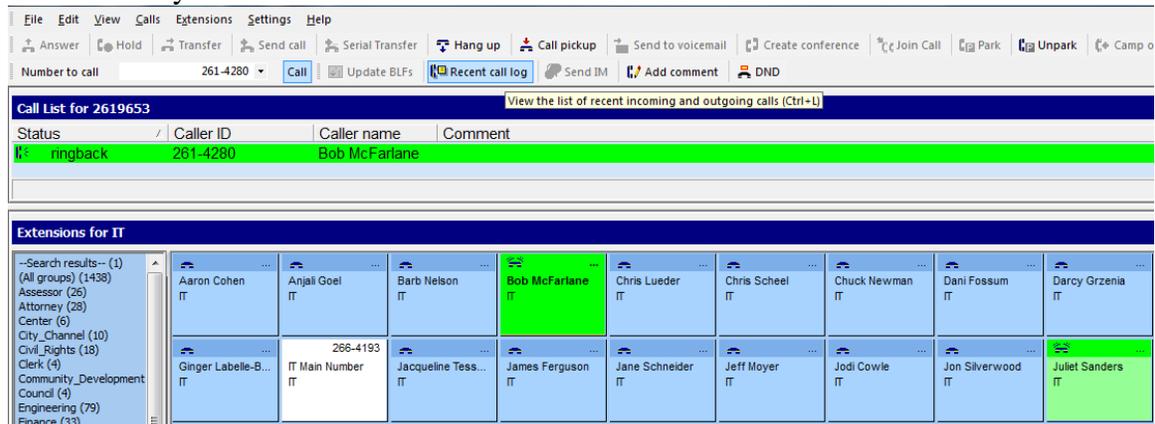
Incoming calls are highlighted in red:

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.

    o To transfer the call, hang up. You can do this by hanging up the handset or by selecting Hang up in the toolbar.

    o 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.