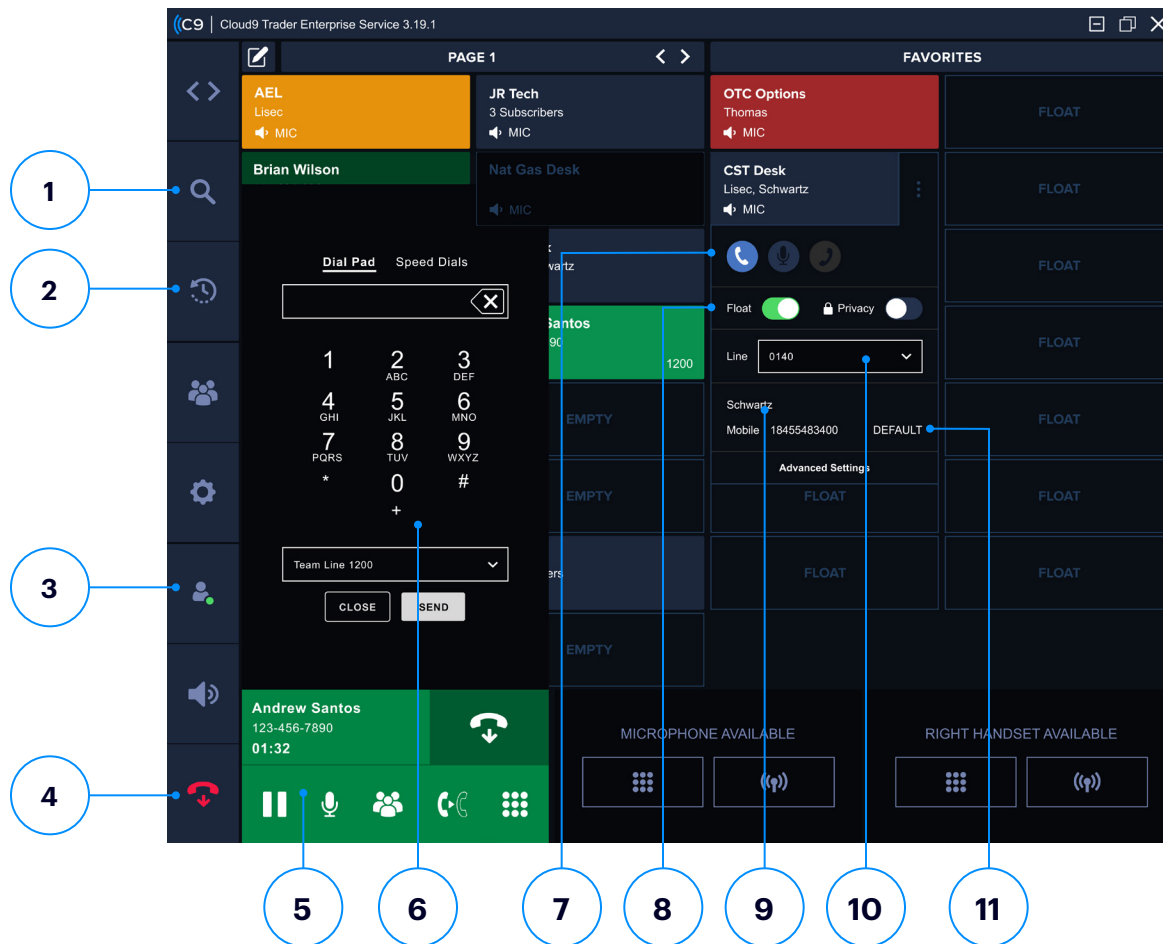# Dial Tone Reference Guide

(((CLOUD9

1   **Global Search:** Allows users to search all contacts, including extensions, speed dials and Outlook Outlook (if enabled).

2   **Call History:** Allows users to view missed calls, redial and save as a contact

3   **Do Not Disturb (DND):** Enable for incoming dial tone calls

4   **Call Release:** Will hang up all active calls

5   **Call Well**: Represents the configured audio devices and where active calls are available. Click on the dial pad for outbound dialing.

6   **Dial Pad / Speed Dials:** For initiating outgoing calls

RIGHT-CLICK ON EXTENSIONS OR SPEED DIALS FOR ADVANCED OPTIONS

7   Toggle or select audio devices. Once selected it will automatically start or swap the call. Default device is highlighted in blue

8   Enabling float allows you to see/answer incoming calls in your favorites Panel if the ringing line is not on a visible page.

9   Will display the name of the contact and all the numbers associated with the contact

10   For speed dials this allows the user to select what line they want to dial out from

11   If a contact has more than one number, you can choose the default number to call from
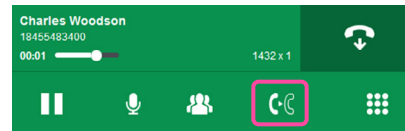
FLASHING	Incoming call
SOLID	Call on-hold
SOLID	Remote active call
SOLID	Counterparty is available

FLASHING	Outgoing call
SOLID	Active call
☎	Dial tone line appearance
⠿	Speed dial

(((CLOUD9

CALL WELL FUNCTION KEYS

Andrew Santos
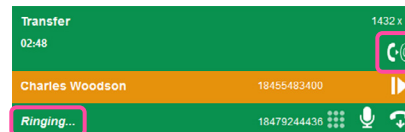123-456-7890
01:32

1   2   3   4   5   6
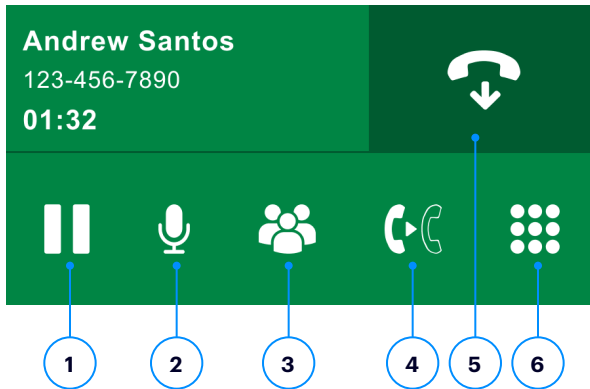
1   **Hold:** Allows the user to place the call on hold by clicking the hold button. Active call will change color from green to yellow. To retrieve the call, select the line that is yellow.

2   **Mute:** A user can mute themselves by clicking the mute icon. The microphone icon will turn red and have a slash across when engaged.

3   **Conference button:** Allows you to create a multiparty conference

4   **Transfer button:** Allows you to transfer a caller to another user either attended or unattended.

5   **Release Call:** Disconnects the call.

**6**   **Dial Pad:** A user can bring up the dial pad to enter additional touch-tone digits while on a connected call.
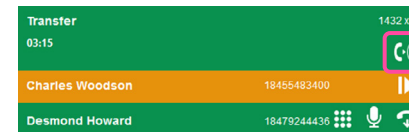
TRANSFER WORKFLOW

| Charles Woodson |
| 18455483400 |
| 00:01   1432 x 1 |

1   Initiate a call. Once connected, press the **transfer** icon

Dial Pad   Speed Dials

18479244436

| | 2 | 3 |
| 1 | ABC | DEF |

Dial Pad   Speed Dials

Q des   Cloud9

Desmond Howard
Mobile: 18479244436

2   Using the **Dial Pad** or **Speed Dials**, initiate another call

Transfer	1432 x 1
02:48	
Charles Woodson	18455483400
Ringing...	18479244436

3   For an **unattended transfer**, press the transfer key. Then dial the number you wish to transfer to then wait for a ring and then press the transfer key to complete.
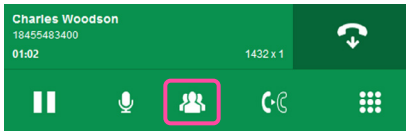
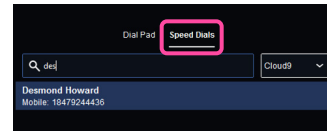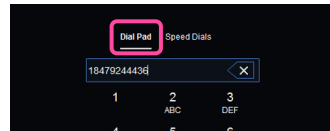| Transfer | 1432 x 1 |
03:15	
Charles Woodson	18455483400
Desmond Howard	18479244436
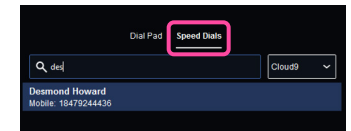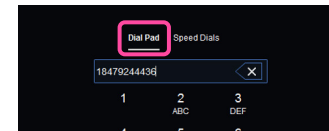
4   For an **attended transfer**, wait for the called party to pick up. Announce the caller and press the transfer key to complete.
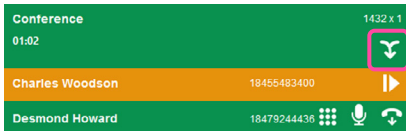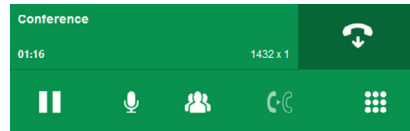
CONFERENCE WORKFLOW

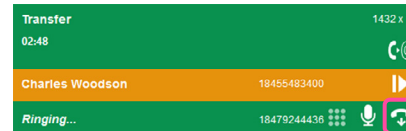**1**   Initiate a call. Once connected, press the **conference** icon

2   Using the **Dial Pad** or **Speed Dials**, initiate another call

3   Once connected, press the **merge** icon
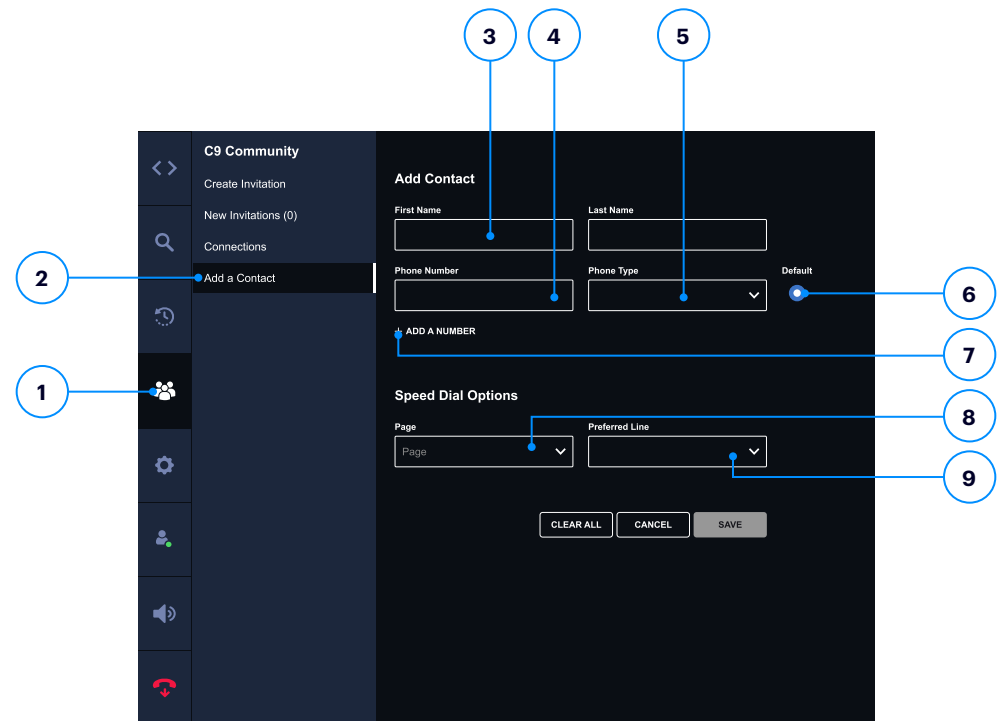
4   Conference complete

If far end party does not pick up, release the call and resume the first line, which will be on hold

ADDING CONTACTS FOR SPEED DIALS

Adding Contacts allows for a user to store "contacts" which are individuals with one or more associated phone numbers.

1 Select the C9 Community tab in the application

2 Select add a Contact

3 Insert at a minimum the first name of the contact you want to save

4 Input the phone number

5 Select the phone type

6 If there are multiple numbers for a contact, select which is the default

7 Select the + to add an additional number for the contact (supports up to 3 numbers)

8 Option to add the contact as a speed dial and select the page you would like to see the button on

9 Select the preferred line you would like to dial the speed dial from

Learn how your firm can take advantage of higher-quality voice tools, connect to a global community instantly, and make better decisions faster. Contact us today at sales@c9tec.com