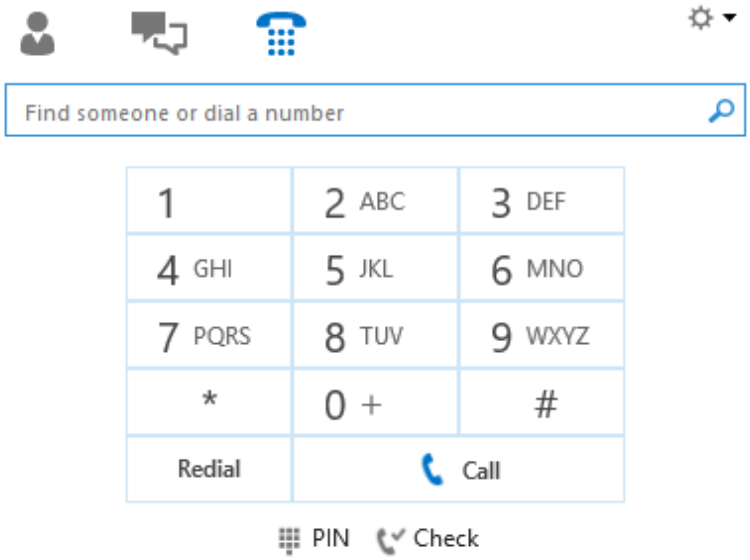
Call Connections

1) How to make a phone call on Lync VOIP Phone system

To make a phone call from the Lync VOIP Phone System do the following.

1. Ensure your VOIP Phone system is on and working.

2. Make sure you have an approved headset on when using the VOIP Phone system connected to your computer.

3. Press the phone  button to see the dial features.
When you have press the **phone button** you will see the dial-pad.


4. To dial a phone number you can use your Computer Keyboard, Computer Keypad or you can manually press the numbers using your mouse and clicking on the numbers on the dial-pad itself.
Important: When entering your number you must enter the Area Code or the International Code to ensure the call is dialled out correctly.
Example 1: 

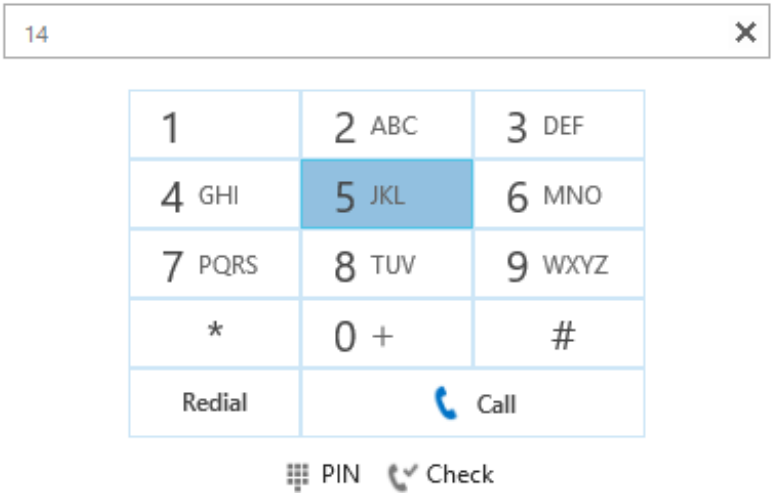
is not correct as it does not have an area code or international code.
Example 2: 

is **CORRECT** as the area code entered of 08
Example 3: 

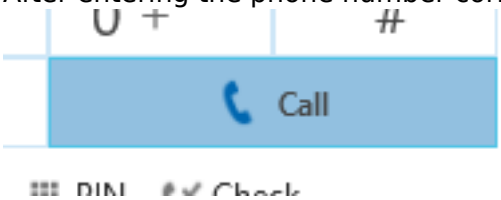
is also **CORRECT** as the it has the **+61 8**Â entered.Â The +61 is the international code and the **8** is the area code.

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URL: https://staff.iconic.productions/KB/content/0cat=53/326/en/1-how-to-make-a-phone-call-on-lync-voip-phone-system.html

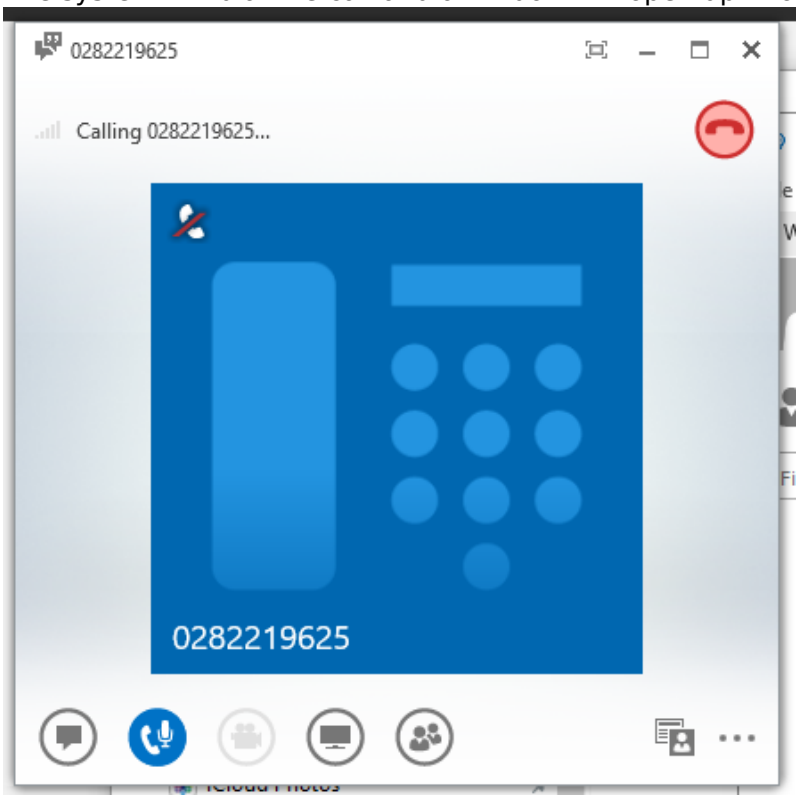
Call Connections



5. After entering the phone number correctly press the call button



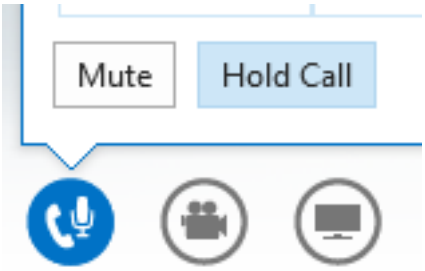
6. The system will dial the call and a window will open up informing you of the status of the call.

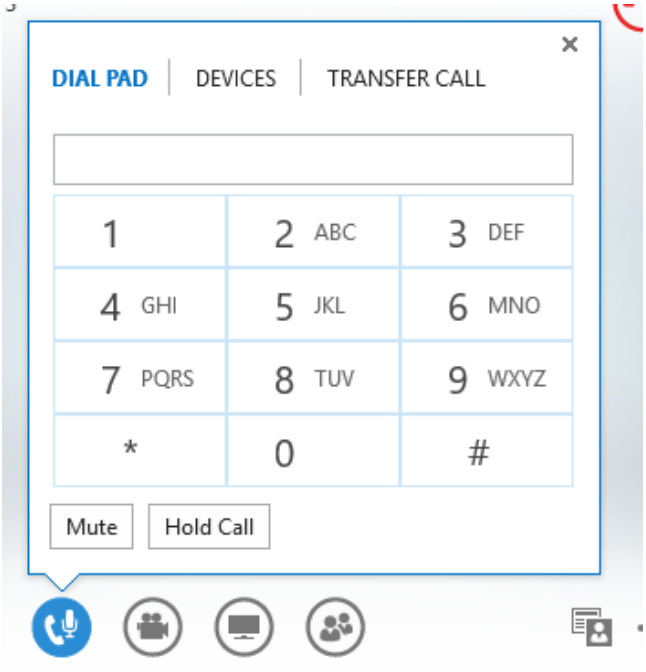


There are a few buttons on the Call Status Window.Â These buttons work as follows:

1. Press the  button if you wish to put a customer on **hold**.
1. Simply move your mouse over the  button untill you

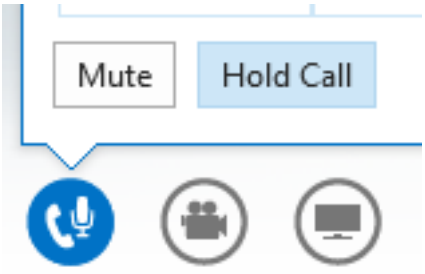
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see the Hold Button 

show up 

IMPORTANT: If your phone hold button looks like this 

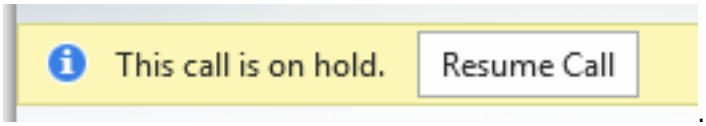
with a red line over the microphone, it means you have pressed the button and muted the conversation with the customer.Â To unmute press the 
again until it looks like 

2. Press the Hold Button 

and this will put the customer on hold.

3. To return to the customer and take them off hold, press the button that is displayed

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2. The  is how to make a conference call or support call.Â Refer to How to setup a Conference Call or Meeting Call or Multiple Staff Support Call on Phone System .

3. The  button is a video recording button and is **NOT REQUIRED** and **SHOULD NOT BE USED** for customer calling.Â It is only used for conference meetings for staff training or staff meetings.

4. The  is a notes button and **IS NOT LONGER IN USE**.Â **DO NOT PRESS THIS BUTTON OR USE IT.**

5. The  button give you details and information of the call you are on.

6. The  buttons are not useful and should not be used or pressed.

1. To End the call (hang up) on the customer when finished press the  hang button.

Attached files:

Unique solution ID: #1325
Author: n/a
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