PLACE A CALL
From Quick Dialer Search Bar
Type the contact details in the Quick Dialer search bar and do one of the following:
- Double-click the contact.
- Select the contact and click.
From Recent
Click the Recent tab on the dashboard and do one of the following:
- Double-click the contact.
- Select the contact and click.

ANSWER A CALL
- Click in the notification area.
- Click to end an active call

Make a Video Call
1. Set the primary extension to your softphone
2. Type the contact’s details in the Quick Dialer Search bar, and then select a contact.
3. Click & to place a voice call
4. Click to broadcast the video.

ACCESS VOICEMAIL
1. On the dashboard, click the Voicemails tab.
2. Select the voicemail you want to listen to.
3. Use one of the following options to play your voicemail:
   - Click to play the voice mail on your phone.
   - Click to play the voicemail on your computer speakers.
4. Click to start the voice email playback.

UPDATE AVAILABILITY STATE
1. Click your current Availability State on the Dashboard.
2. Select the Availability State you want to use.
3. Choose Custom to Specify your own label and color for your Availability State.