

Call operations

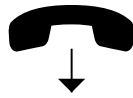
The following operations call all be accessed from the Call Options section in the ribbon bar.



Place a call

Shortcut: Ctrl + Shift + D

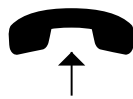
To place a call, enter the destination number in the number box/search field in the Operator section and click the Dial button or press the return key. You can also select this option by right-clicking any line and choosing Dial from the context menu.



Hang up a call

Shortcut: Ctrl + Shift + E

Once call is active (either while dialing or being connected), you have the possibility to hang up the call by clicking the End button. You can also select this option by right-clicking the line and choosing End Call from the context menu.



Answer a call

Shortcut: Enter key

If there is an incoming call, you can answer it by clicking the Answer button. You can also select this option by right-clicking the call and choosing Answer Call from the context menu.



Hold a call

Shortcut: Ctrl + Shift + H

To put a call on hold, simply select it from the list in the Operator section and then click the Hold button. You can also select this option by right-clicking the call and choosing Hold Call from the context menu.



Resume a call

Shortcut: Ctrl + Shift + R

Select a call which is currently on hold and click the Resume button. You can also select this option by right-clicking the call and choosing Resume Call from the context menu.