**Horizon**

**Gamma**

# COLLABORATE QUICK REFERENCE GUIDE: VOICE CALLING

## Voice calling a contact

Select a user from your contact list, or search a new user and then you can double click on their name, or hover over their name and click the voice icon.
This will start the Voice conversation.

Andy Smith
■ available
Work: +441234567890
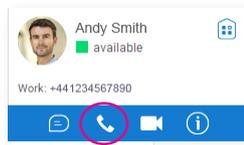
## In call control

Once the call is connected, you will have access to the following:

- Hang Up
- Mute
- Conference
- Call Park

- Hold
- Transfer
- Call Park
- Escalate the call to video

00:09

## Voice calling from a chat window

You can change a call type at any time from within a chat window. This is useful when you want to check someone is available to take a voice call.

1. Double click on a user to open the chat window
2. Click on the 📞 con to start a voice call
3. You will have access to the *in call* controls to manage the call

You can escalate the call to video by clicking on the 🎥 icon

The call can be easily tuned into a conference call by using the *in call* controls, or simply dragging and dropping a user into the open tab.
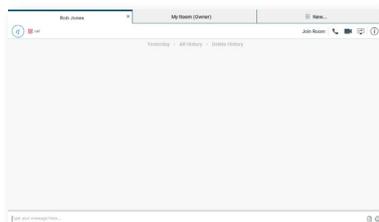
## Visual voicemail

Access your voicemails from Call history and click on the voicemail icon. Select the voicemail and then press *play*. You can manage your voicemails from the *more options* icon.

- Play
- Delete
- Save the file

Vincent Cooper
∞ +441234567890
Today, 14:39 • 0:02 / 0:05
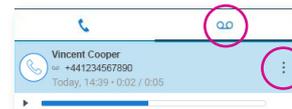
## Pull call

You can move a call from your mobile softclient to your desktop, or from your desktop to your mobile client, without interrupting the call. This feature is available on voice calls and voice conference calling. When a call is made or received on the mobile client, the following option will become available. Simply click on *Calls* and then *Pull Call* (or press Ctrl. P) and the call will now be on the desktop.

| Calls | Conversations | Window | Help |
| --- | --- | --- | --- |
| Mute | | | Ctrl+Space |
| Volume Up | | | Ctrl+> |
| Volume Down | | | Ctrl+< |
| Audio Device | | | ▶ |
| Do Not Disturb | | | Ctrl+D |
| ✓ Call Forwarding | | | ▶ |
| Remote Office | | | ▶ |
| Twinning | | | ▶ |
| Incoming Calls | | | |
| Outgoing Calls | | | |
| Dialing Service | | | ▶ |
| Pull Call | | | Ctrl+P |
| Retrieve Parked Call | | | Ctrl+Alt+Shift+P |
| Voicemail | | | ▶ |
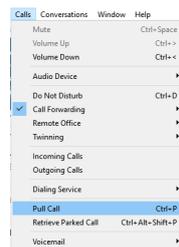
## Dialpad

The keypad is available to manually dial a number or for use in a call such as entering numbers in a legacy audioconference bridge.

A number can be cut and pasted into the dialpad.
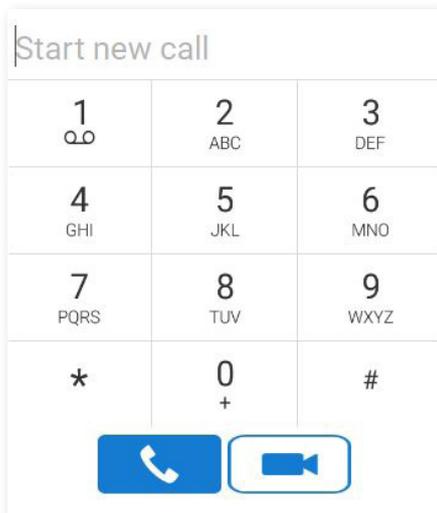


## Call history

Select the Call History [icon] icon and then select the calls.
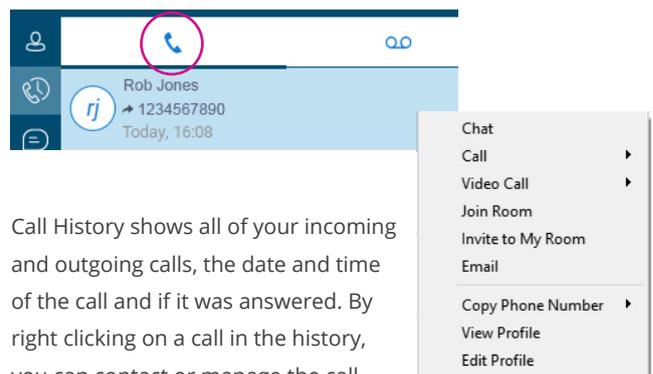


Call History shows all of your incoming and outgoing calls, the date and time of the call and if it was answered. By right clicking on a call in the history, you can contact or manage the call.

Options will depend on who the call was made to or from.