

## gloCOM Desktop Client v6 - Call Handling User Guide

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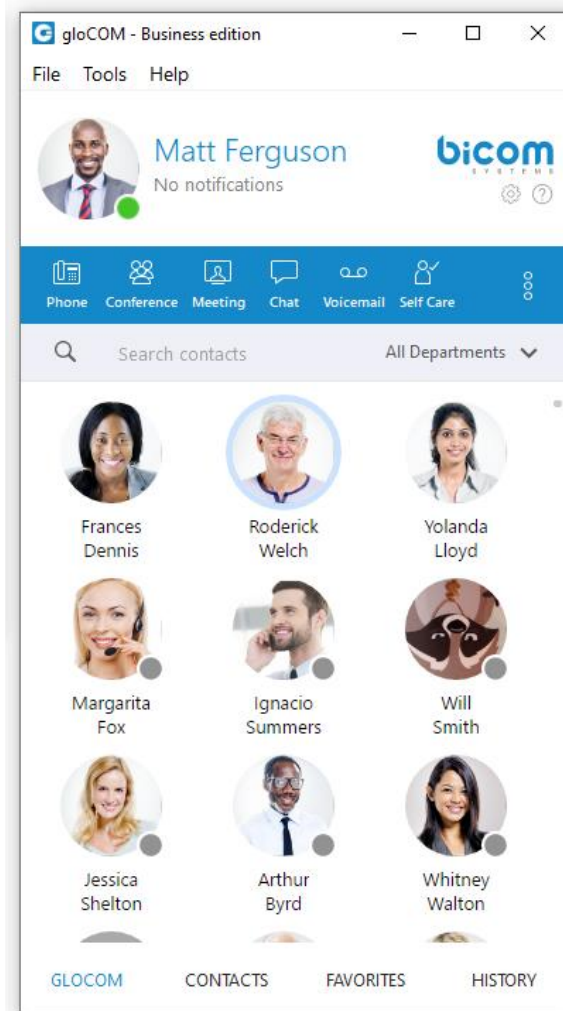
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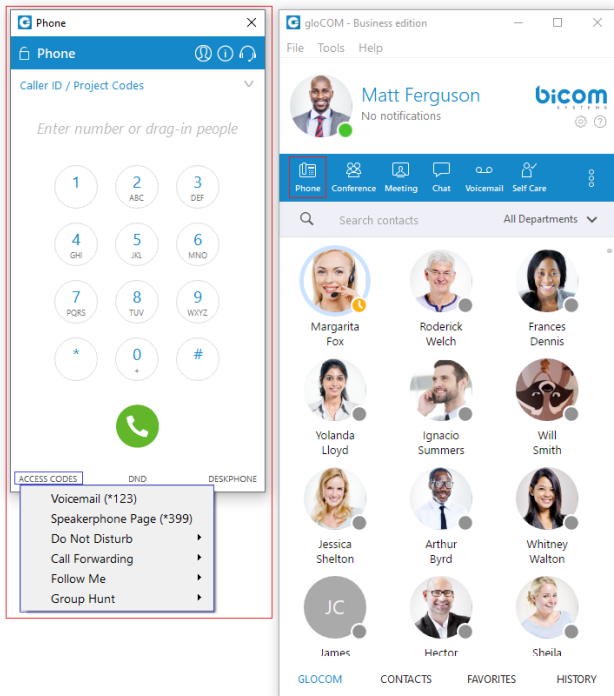
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## Placing a Call

### 1. Open Phone module

Click on the **Phone module** icon to show the Phone module.

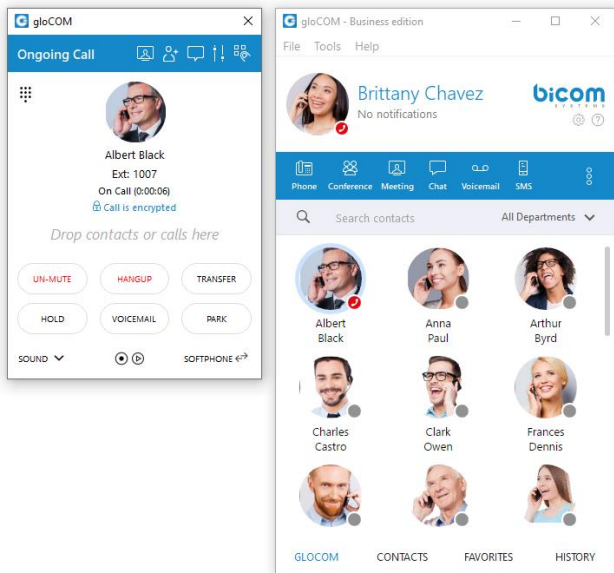
### 2. Dial the phone number

Use the Phone module dial keypad or keys on your keyboard to enter the phone number you want to dial. Click on the **Dial button** to place a call.

*Optionally*

### 3. Dial with Drag and Drop

With your mouse, click and hold any contact from the contact list, then drag the selected contact from the gloCOM list to the phone module area, and Release (Drop) the contact. Click the **Dial button** to place a call. [Return to Menu](#)



## Using Call Hold - With the Ongoing Call module showing a call in progress

### 1. Place Call on Hold

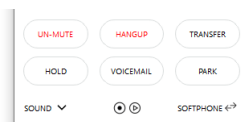
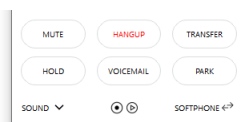
Click the **HOLD** button in the active Ongoing Call module. The call is placed on Hold. The caller starts hearing the Music on Hold content. The call Button now shows **RESUME**.

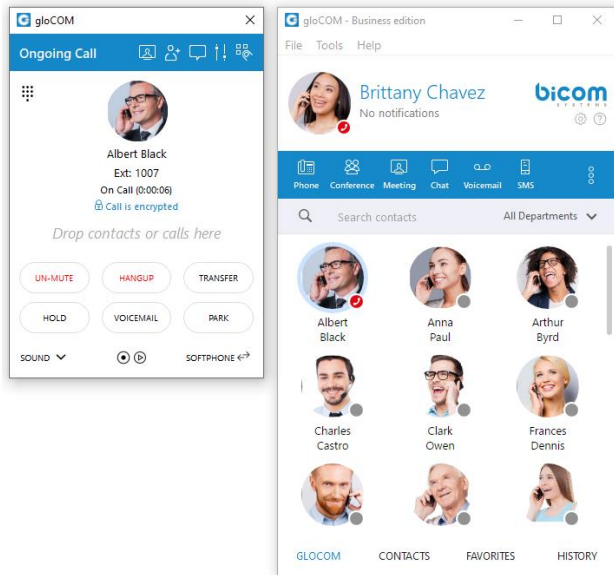
### 2. Return to Call on Hold

Click the **RESUME** button in the Ongoing Call active Call module. The caller on Hold is now reconnected. [Return to Menu](#)

## Using Mute - With the Ongoing Call module showing a call in progress

1. Click the **MUTE** button to mute the user's microphone to the caller
2. Click the **UN-MUTE** button to allow the microphone to be used with the caller [Return to Menu](#)

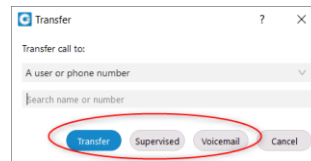




## Using Call Transfer

With the Ongoing Call module showing a call in progress –

1. Click the **TRANSFER** button to open the Transfer module



Transfer options:

**Blind Transfer** - Use the **Transfer** button to perform a *Blind* transfer to a phone number. (No pretransfer call announcement used)

1. Type in the number for the transfer destination.
2. Click the **Transfer** button to complete the transfer. Call is

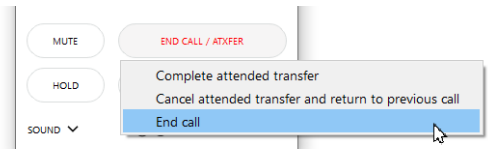
transferred and Ongoing Call module closes.

**Supervised Transfer** - Use the **Supervised** button to perform a supervised call transfer. (Allows the transferring party to talk to the transfer destination party for pretransfer call screening.)

1. Type in the number for the transfer destination.
2. Click the **Supervised** button to place the caller on hold and call the party at the transfer destination. *The TRANSFER button in the Ongoing Call module changes to END CALL / ATXFER.* After the pretransfer conversation, click the **END CALL / ATXFER** button.

The transferring party is shown three options to complete the transfer.

Depending on the pretransfer screening conversation, the transfer can be completed, canceled with call returned or end the call.



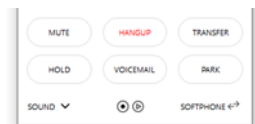
**Transfer to Voicemail** - With the Ongoing Call module showing a call in progress

1. Click the **Voicemail** button and the caller is transferred to the user's voicemail box. The Ongoing Call module closes. The caller hears to user's personal greeting and message options. [Return to Menu](#)

**Parking a Call** - With the Ongoing Call module showing a call in progress

(Parking a call instead of using hold allows the call to be retrieved by any allowed user.)

1. Click the **PARK** button. Caller hears music on hold content. The User hears the *park zone code* spoken by the system. User can share the *park zone code* with any other user to retrieve the parked call.
2. From any idle system extension, the user can dial the *park zone code* and the call is connected to the user.



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## Voice Conference

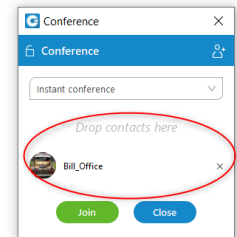
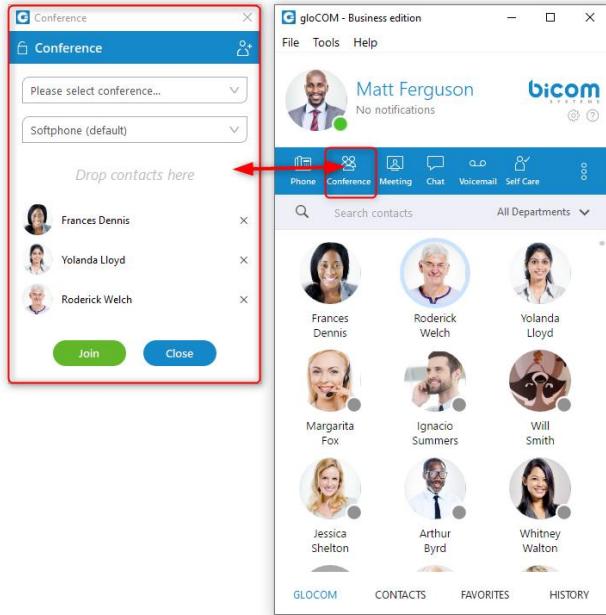
From the Conference dropdown list in the Conference module, **Instant** and **Predefined** conferences can be selected.

**Instant conferences** - User can create a conference by adding one or more people to an ongoing call. With this option, you can add extensions or any number available from your contact list.

**Predefined conferences** - Users can join predefined conference rooms and add other participants.

### Starting an Instant Conference

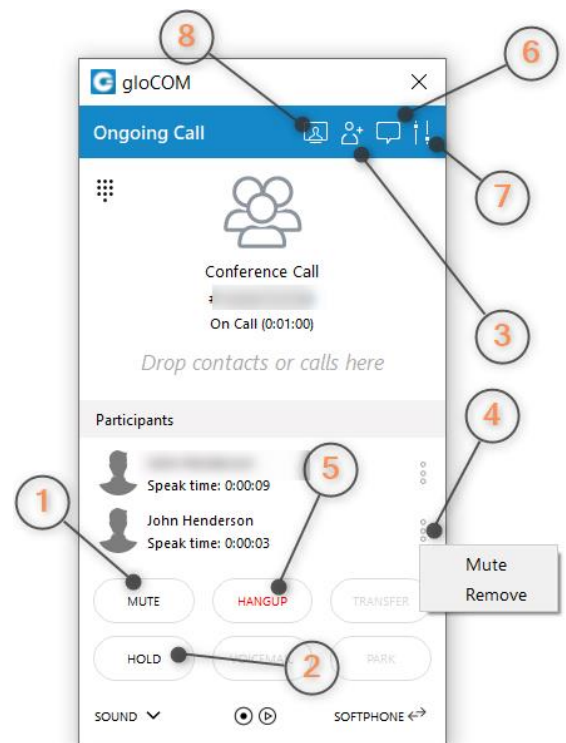
1. Open the **Conference** module
2. Add parties to conference by typing number or Drag and Drop from gloCOM Contacts.



3. Click **Join** – all parties are active in the conference. After clicking the **Join** button, the **Conference** module closes, and an **Ongoing Call** module opens.

The Conference is managed within the **Ongoing Call** module. See image for control callouts.

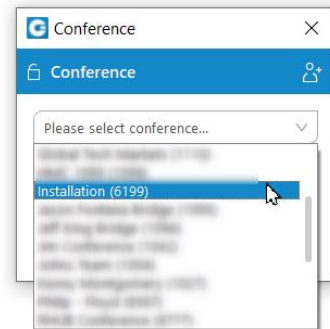
1. Mutes audio for all parties in conference.
2. Places all conference parties on Hold.
3. Allows the addition of more parties to the conference.
4. Allows individual conference parties to be Muted or Removed.
5. HANGUP button will end the Conference.
6. Starts Group Chat session for parties using gloCOM.
7. Allows user quick adjust for Mic and Speaker levels.
8. Start Video Meeting feature is not support within gloCOM



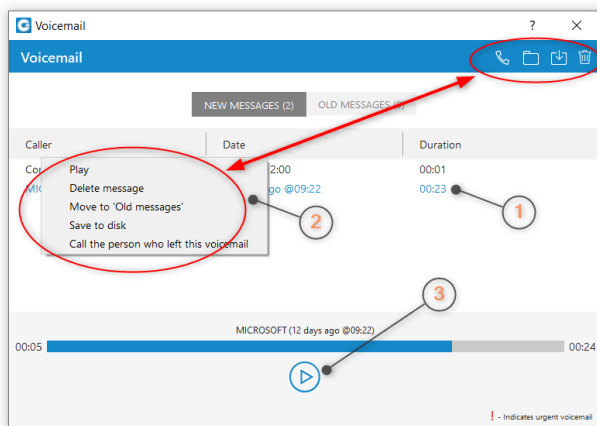
## Join a **Predefined** conference

1. Open the **Conference** module.
2. Select the desired **Predefined** conference from the drop-down list.
3. Click Join. After clicking the **Join** button, the **Conference** module closes, and an **Ongoing Call** module opens.
4. Follow the verbal system prompts to join the conference.

Allowed options as a party in a predefined conference are shown in the **Instant Conference** described above. [Return to Menu](#)



## Manage Voicemail



The **Voicemail** module provides management for voice messages. Each message is listed with **Caller name**, **Date** and **Duration** details.

Click the **Voicemail** module icon to open the module.

1. Touching a message record will highlight it.
2. Right-clicking the highlighted record will display a window showing management options. Options are -

- **Play**
- **Delete message**
- **Move to Old messages**
- **Save to disk**
- **Call the person who left this voicemail**

3. Audio playback control is shown at the lower portion of the module. [Return to Menu](#)

