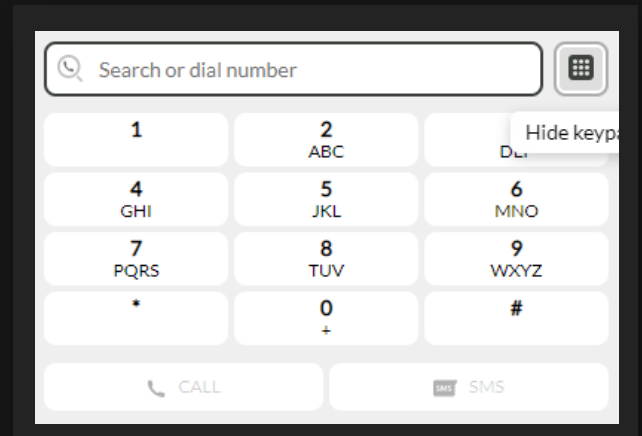


CT CLOUD COMMUNICATOR



MAKE A CALL

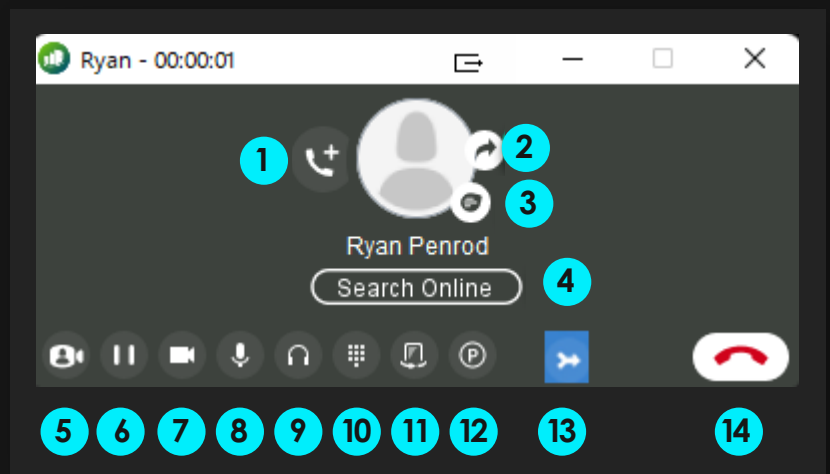
On the **Calls tab**, select a contact and click the Call icon to call the contact. If your contact has more than one number, choose the number to call from the drop-down list. You can also click on the **Dialer** and enter a number to call on the keypad. If the person you are calling has Caller ID, they see your company's phone number.



DURING A CALL

While a call is in progress, you can use the call window to:

1. Add a participant.
2. Transfer the call to another contact, number, or device with CT Cloud Communicator Client installed, without having to hang up!
3. Send a chat message to the other person.
4. Look up the contact in your Customer Relationship Management (CRM) system.
5. Uplift the call to Meeting.
6. Put the call on hold.
7. Turn your video on or off.
8. Mute your microphone.
9. Adjust the volume.
10. Access the keypad.
11. Switch to another call.
12. Call Park.
13. Merge Calls.
14. End Call.

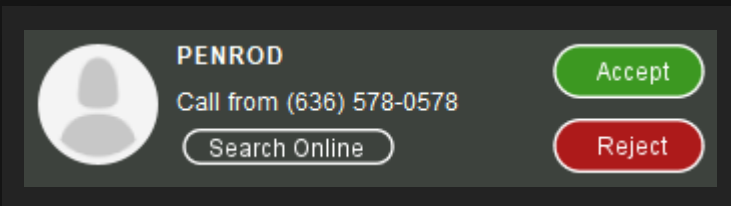


During a call, you can make a second call using the main client rather than the active call window. This automatically puts the first call on hold. When the second call is active, you can click on the Transfer call icon to show the held call as a transfer option.

RECEIVE A CALL

When someone calls your Company number, you can see a pop-up window on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If the person's details are in your contacts list, the pop-up displays the caller's name.

If the caller is in your **Contacts list**, you can reject a call and send the caller an instant message explaining why you can't take the call. Select the drop-down list next to **Reject** and select one of the system messages, or select **Custom Message** to type your own message.



Depending on the other services you have from Company, you may see the incoming call on your desk phone, mobile phone, or tablet device. You can answer the call on whichever device is most convenient for you.

You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one or select the Merge calls icon to merge other callers into a single call.