

Call handling

- 1 When you open the app, you will be presented with the **keypad** where you can initiate a call by manually inputting a telephone number and then pressing the green **Call** button to place a call to that number.
- 2 You can navigate to different areas of the mobile app using the icons at the bottom of the screen. The options available are **History**, **Contacts**, **Keypad**, **Chat** and **More**.
- 3 **History** will take you to your Call History which will provide a list of call events which will include calls made, calls received, and calls that have been missed. You can press any of the numbers on the list to call them.
- 4 Parked calls can be retrieved by pressing the **Parked** tab in the **History** area and selecting the Orange phone icon next to the parked call.
- 5 Pressing **Contacts** will present you with the internal user list for your organisation. You can call or message a user by pressing on their contact record to open up their details. The **Filter** option will allow you to filter contact categories; Internal Contacts, Phonebook Contacts and Device Contacts.

