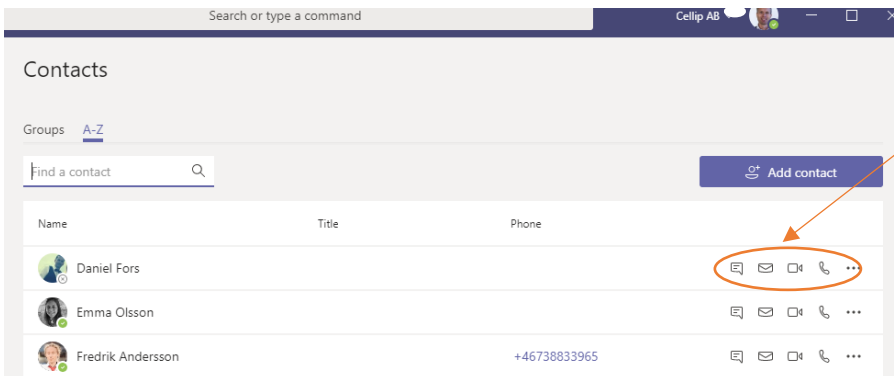
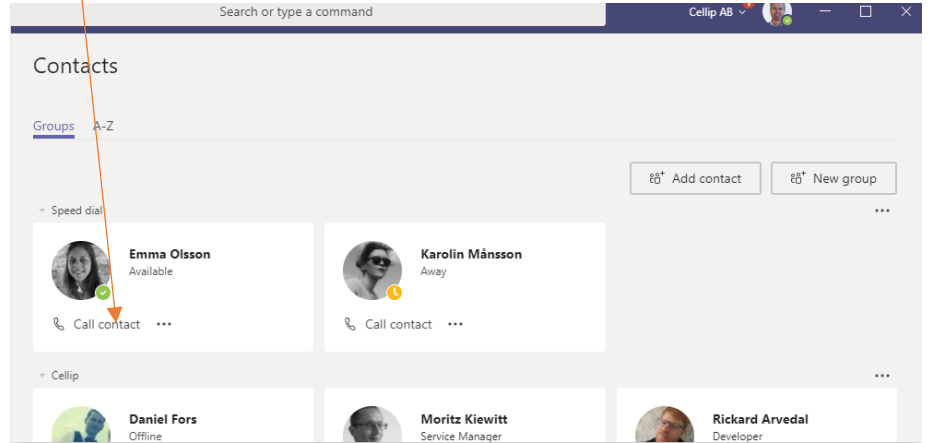
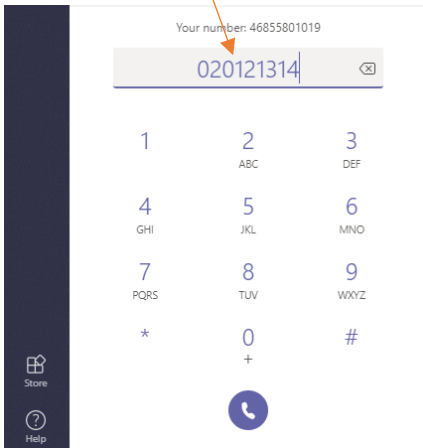


### HOW TO YOU CALL

The headset is plugged in and you are ready to make a call. Click the call icon, choose between typing a number in the number field or click **Call contact** on the right side where all contacts are listed.



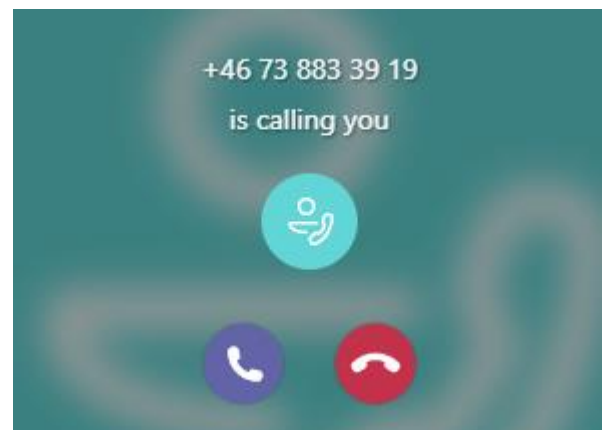
If you want to search contacts, you can click on A-Z and get a list of contacts and can easily chat, call or start a video call

### HELP, SOMEONE IS CALLING!

Click the call popup that appears at the bottom right corner or press the headset answer button, to answer the call. Clicking on the video icon will start your video and start a video call.

**TIP!** You do not need to tick the little blue icon but can click anywhere in the box to answer the call.

**TIP!** If the call comes through a response group or if someone has diverted the call to you, you'll see information about it directly in the box.



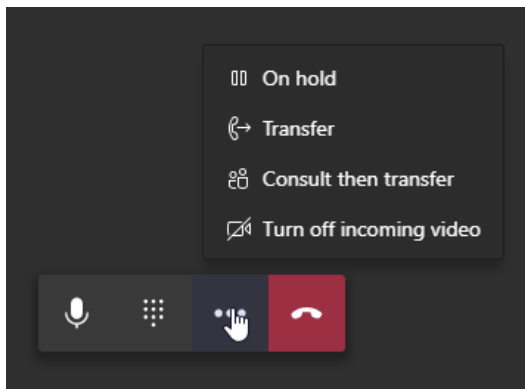
### HANDLE THE CALL

The screenshot shows a Microsoft Teams call window titled "Call with Karolin Månsson 01:03". The interface includes a sidebar on the left with icons for Activity, Chat, Teams, Meetings, Calls, and Files. The main area displays a video feed of Karolin Månsson. At the bottom, there is a call control bar with icons for video, microphone, screen sharing, a three-dot menu, and a red hang-up button. Several call handling options are visible in the bottom right corner, including "On hold", "Transfer", "Consult then transfer", and "Turn off incoming video".

- Start to chat (only teams to teams calls)
- Manage headset and microphone (only teams to teams calls)
- Invite someone more to the call to start a three-party call (only teams to teams calls)
- Turn off and turn on video (only teams to teams calls)
- Turn off / turn on your microphone
- Select if you want to start screen sharing (only teams to teams calls)
- Hang up the call
- Get more choices like On hold, Transfer, Consult then transfer. See below for more details about this.

### NUMPAD?

If you make or receive a PSTN call, another icon will appear. You can use it to, for example to enter a digit in an auto attendant or mute the microphone.



### TRANSFER A CALL

To transfer a call, click on the three dots and then choose your preferred transfer option. You will then get a window where you can search and choose who you want to transfer the call to.

### DO YOU WANT TO BE ON THE SURE SIDE AND MAKE A CONSULTATIVE TRANSFER? DO LIKE THIS:

Click on the three dots and then on **Consult then transfer**. Search the person you want to transfer to and click the **Consult** button.

When you click on the **Consult** button and have chosen a colleague who has Microsoft Teams, you can choose to ask the person through the chat or click the call icon to ask by a voice call. When done, click **Transfer** to transfer the call.

