

This document will guide you how to make calls like Internal Call i.e. Extension to Extension, External Calls i.e. from your extension to outside of office on land line or mobile numbers that may be Local, STD or ISD Calls.

➤ **Make an Internal Call (Extension to Extension):**

To make an internal call just pick your phone receiver and dial 4 Digit Extension number of person with whom you need to speak to.

➤ **Make an External Call (Extension to Mobiles and other Landlines):**

You can make external calls by using your IP Phone.

❖ **Follow below procedure to make an External call:**

- Pick up phone receiver or press speaker button without picking up phone receiver,
- First dial '0' as this is our ARS code which is used for making external call, and then dial your local, STD, International numbers. Those numbers may be mobile or landline.
- Please make a note you must dial STD or ISD code also after '0'.

Example:

0-080-XXXXXXX (STD Call)

0-001-XXXXXXX (International Call)

➤ **Transfer your active Call:**

You can transfer your call to Synchro Extension. To transfer your call you just need to dial extension number to which you want to transfer your call.

❖ **Using Avaya Phone:**

You can press button Transfer while you are on active call, and then you need to dial new extension number to which current active call needs to be transferred. Once you dial extension number to which call needs to be transferred, your call will get transferred to the dialled extension number.

❖ **Using Alcatel Phone:**

You can initiate extension to extension call transfer while you are on Active Call using Alcatel phone. To do this press either up or down key in top right corner, select option New Call and then press OK. Now again press up or down key from top right corner and select option conference and then press ok. Now you are on conference call.

➤ Conferencing Internal Calls:

❖ **Using Avaya Phone:**

You can press button conference on active call, and then you need to dial new extension number which needs to be added in conference. You will see new pop up on screen as **Join**. By pressing Join button you can have conference call.

❖ **Using Alcatel Phone:**

You can initiate extension to extension conference call while you are on Active Call using Alcatel phone. To do this press either up or down key in top right corner, select option New Call and then press OK. Now again press up or down key from top right corner and select option conference and then press ok. Now you are on conference call.