

## xT911

Remember if you see **RED** anywhere in the application it means pay attention.

- A **red slash** through the Microphone on the Home tab or the Mute button in the Call Manager means you are muted
- **Busy** button that is red means the station will not receive calls.
- **ACD Status: Logged Out** highlighted in red means you are not logged into the queue(s).

## Answer a Call

911 and Admin (non-emergency) calls can be answered through any of the following methods:

- Select **Answer** using the mouse in the incoming call pop up
- Click anywhere on the **9-1-1 Globe** using the mouse
- Press the **Space Bar** on the keyboard
- Press the **Enter Key** on the keyboard
- Press the **F1 Function** key on the keyboard

*Station to station* calls cannot be answered with short cut keys and instead must be answered by selecting either **Answer** or clicking anywhere on the ringing **Station to Station** dialog box.

## Hold and Park

Place a call on **Hold** by any of the following options:

- Press the **Hold** button on the Home tab
- Press the **Hold** button in the Call Manager
- Press the pre-programmed **Function** key on the keyboard

Place a call on **Park** by any of the following options:

- Press the **Park** button on the Home tab
- Press the **Park** button in the Call Manager
- Press the pre-programmed **Function** key on the keyboard

Answering a **Held** call: *Held calls can only be picked up at the station where the call was placed on hold*

- Highlighting the call you want to take action on
  - Click the **Pick Up Holding Call** icon in the Call Manager window
  - Or Click the **Hold** button on the Home Tab of xT911

Answering a **Parked** call: *Parked calls can be picked up at any station by any user*

- Highlighting the call you want to take action on
  - Click the **Answer Call** button in the Active Calls window
  - Or right click on the call in the Active Calls window and choose **Answer Call**

When on an active call, placing the caller on **Hold** or **Park** will allow the ringer popup to display and second call to be answered.

Choosing **Answer Ringing Call** in the Ring All Calls window places the first call on **Hold**.

## Dial a Call using the Dial Pad

Mute tones from caller will mute the DTMF tones. If you need to manipulate through an IVR or type an extension, this box must be unchecked.

To manually dial a call:

- On the Home tab, in the Call Control group, click the Dial button. xT911's Dial Pad will open.
- Enter the number you want to dial and then click Dial or if your cursor is still in the number field, press ENTER. You can click the buttons on the Dial Pad, or use a computer keyboard.