



When using the TCS xT911™ software to place an outgoing call, maneuver through a telephone tree, or to enter the digits needed for a language line code, you must first open the graphical **Dial Pad**, as opposed to simply entering the number using the 10-digit numerical keys located on a QWERTY keyboard.

To Access the Dial Pad

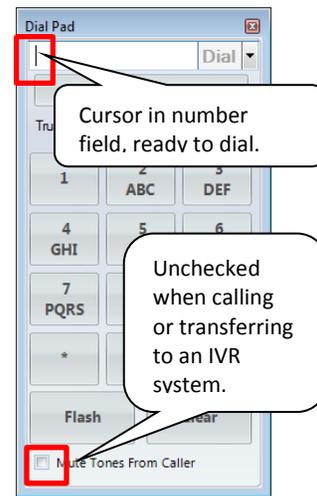
- On the **Home Tab**, in the **Call Control** group, click the **Dial** icon.



The **Dial Pad** displays, and the system is now ready to make outgoing calls.

To Dial, Transfer or Conference a Call

1. After opening the **Dial Pad**, verify that the focus of your mouse is in the number field. If you move the focus to someplace else on the screen, dialing the numbers via your keyboard will not translate to the dial pad.
2. Type in the number using the keypad on your keyboard, or, using your mouse to select the numbers on the **Dial Pad**.
3. Select **Dial** on the **Dial Pad**, or press enter on your Keyboard to Conference in that 3rd party contact. Use your mouse and select **Transfer** or **Transfer to that 3rd party caller**.
4. Use the Dial Pad if prompted to enter a number to maneuver through an IVR but **DO NOT** press Dial or enter.



Note When **Conferencing** calls, you remain on the line. When **Transferring** calls, you do not remain on the line (blind transfer).

IMPORTANT If the **Mute Tones From Caller** option is *checked*, the tones being dialed by the call taker will be muted from the caller. Be sure to *uncheck* the option when calling or transferring calls to an IVR (Interactive Voice Response) system. For example, when calling into a language line, make sure that **Mute Tones From Caller** option is *unchecked* so that the other end is able to hear the DTMF tones.