Calls menu
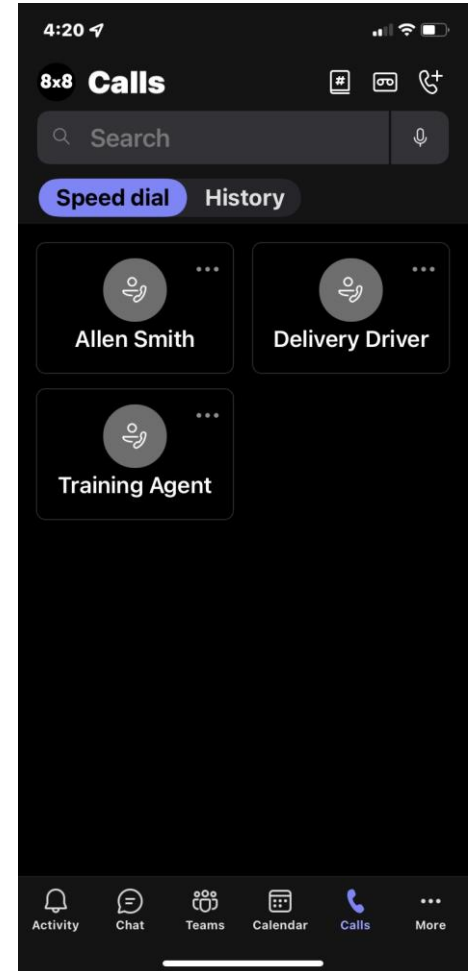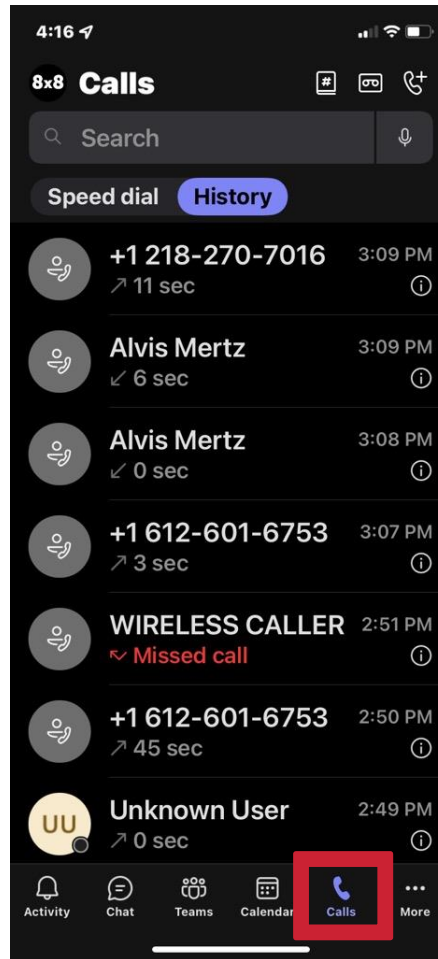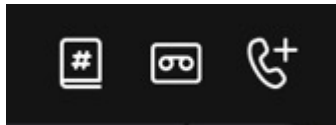
Navigate call history and speed dial contacts
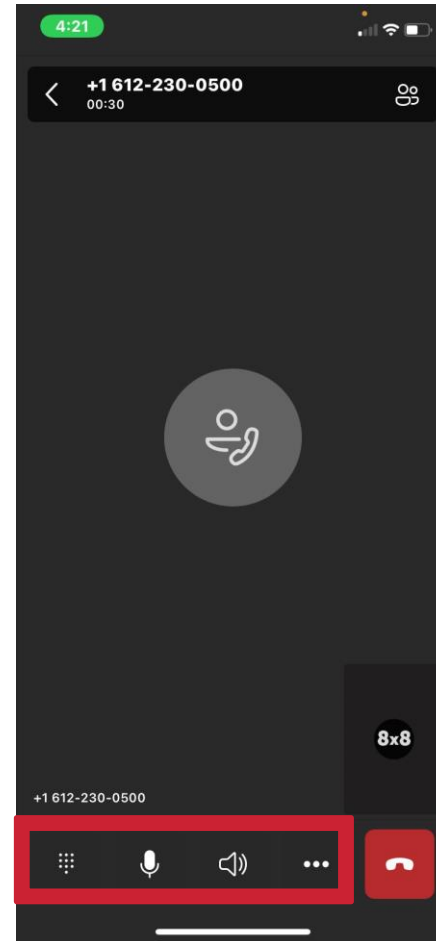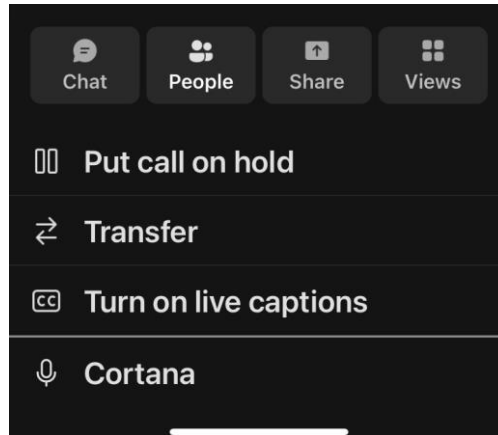
Options in the top right corner allow you to import your devices contacts, check MS Teams voicemails, and make calls via the dial pad.

Call controls

1. Open dial pad

2. Mute/unmute

3. Speaker on/off

4. More options if click the ellipses icon
-chat
-search contacts
-on/off hold
-transfer call

Call transferring

- While on an active call, click the ellipses icon on your bottom toolbar   **...**

1. Select "transfer"

2. Select "transfer now" for a blind/direct transfer or "consult first" for a warm/soft transfer. Your current call will automatically be put on hold.

3. Type in the number, extension, or contact you would like to transfer to. Once you select from the search options your transfer will complete.

8x8

16
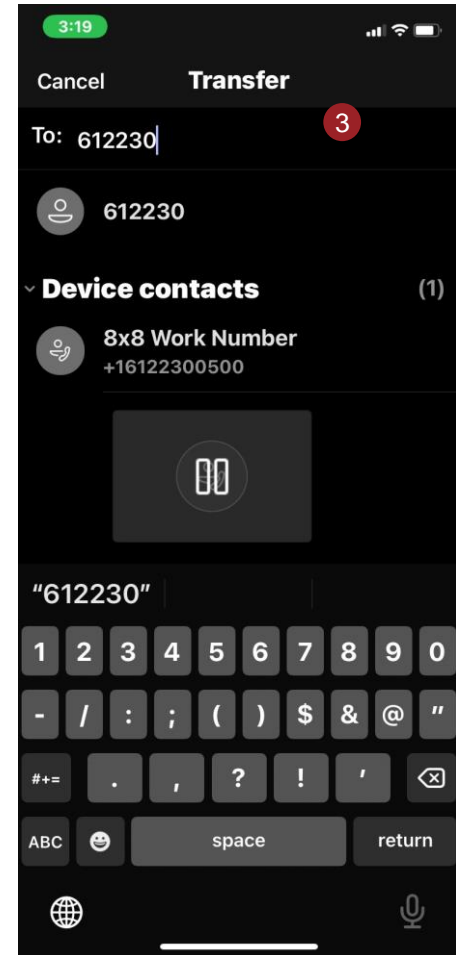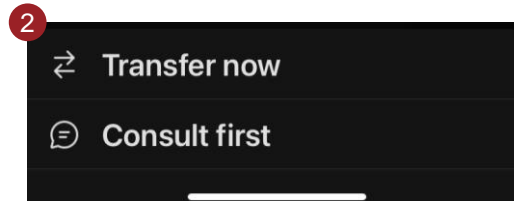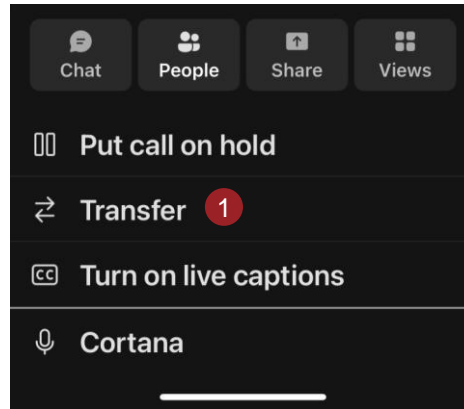
Conference call

1. While on a call, click the ellipses icon on the bottom toolbar, then select "People."

2. Select "add people" to search contacts or type in phone number/extension.

3. Select search result, to add to call.

8x8

17
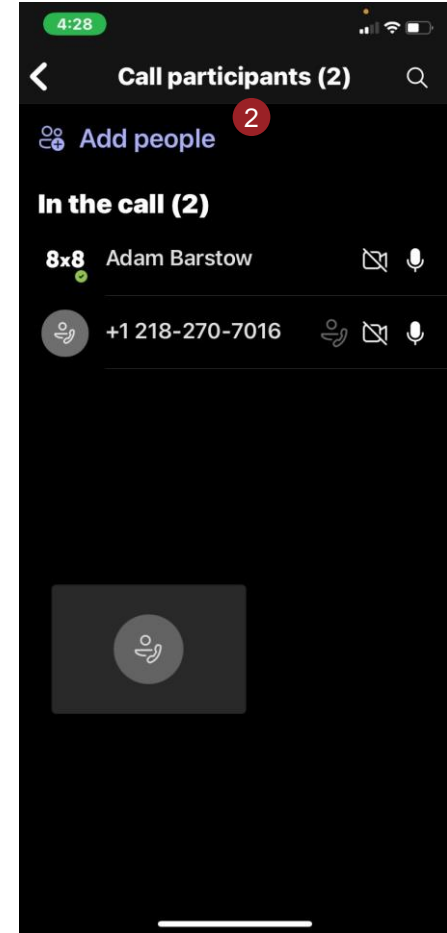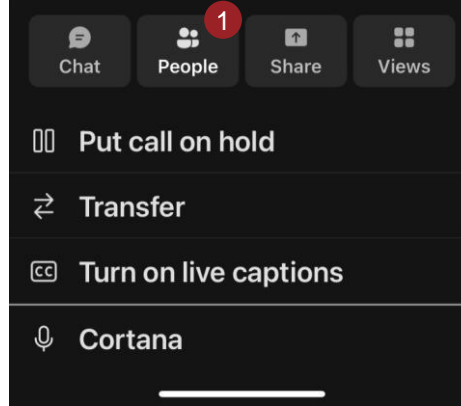
8x8 Enterprise Application

1. Select the ellipses "more" icon on the bottom navigation toolbar

2. Select "8x8" to open.
NOTE: This is only visible if the enterprise application was enabled via MS Teams desktop application.

3. Navigate 8x8 features
- 8x8 voicemail
- Send/receive external SMS
- Call recording storage
- 8x8 Account Settings
- Log in/out of 8x8 application