There are many options for making a call:

1. Select **Calling** on the left navigation pane to review your call history. You can select from this listing and click on appropriate button to begin the call.
2. You can **Dial by Name** by looking up individuals or number in the UofL Webex system or in your contacts. Search by name and auto-populate will provide a list. Or use the drop downs under **Contacts** in the left navigation.
3. You can use the **Keypad** to dial direct. For standard dialing, you can dial a seven digit number (852-7997) for local calls or area code + phone number for long distance (1+502+852-7997). After entering number, press either **Enter** on your keyboard or press the **Audio** button on-screen.
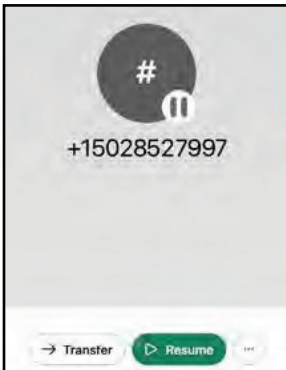
In-Call features

Once a call is connected, a new window will appear with additional options:
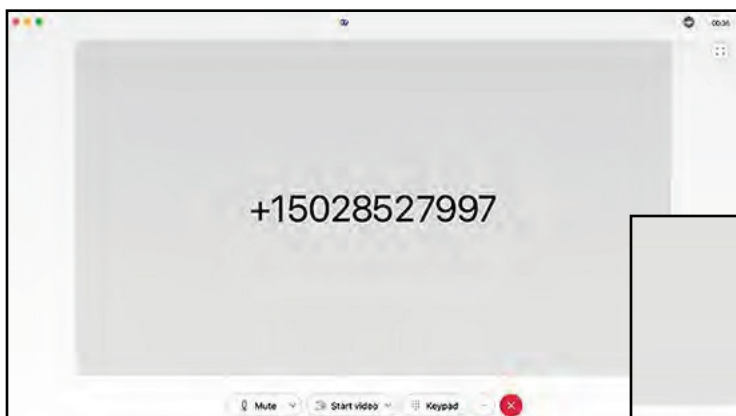
1. Select the **More** button (3 dots) to **Hold** a call, **Transfer** a call or change to a **Conference** call.
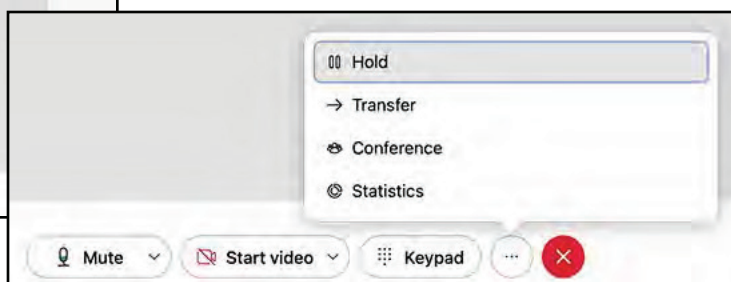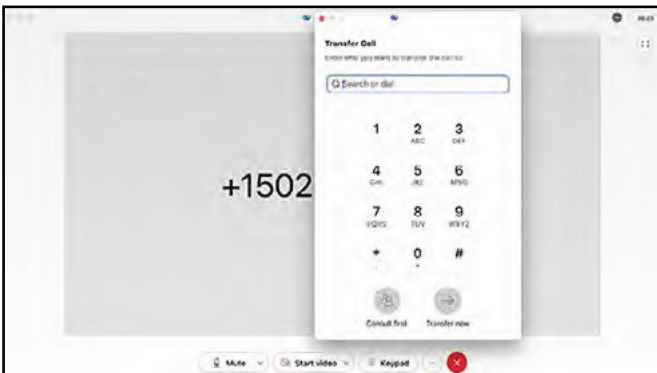
Selecting **Hold** will place the call on hold with music playing. To continue the call, select the **Resume** button.

2.   Clicking **Transfer** within the Hold panel or within the main panel More ... options will open the **Transfer Call** window.

Enter the number or search for name or contact. When done, press either **Consult First** or **Transfer Now**.
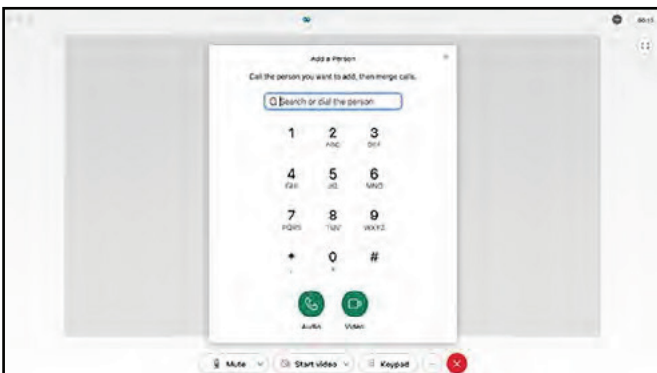

Consult first

Consult First will allow you to let the new person answer to inform them that a transferred call is incoming. You will then select the **Complete Transfer** button to finish.


Transfer now

Transfer Now sends the call on hold directly to the forwarding number.

3.   Clicking **Conference** within the main panel will open the **Add a Person** window.

Enter the number or search for name or contact. When done, press **Audio** button to connect. You will then select the **Merge Calls** button to join the calls.

You may conference with up to 6 users by repeating these steps to add callers.
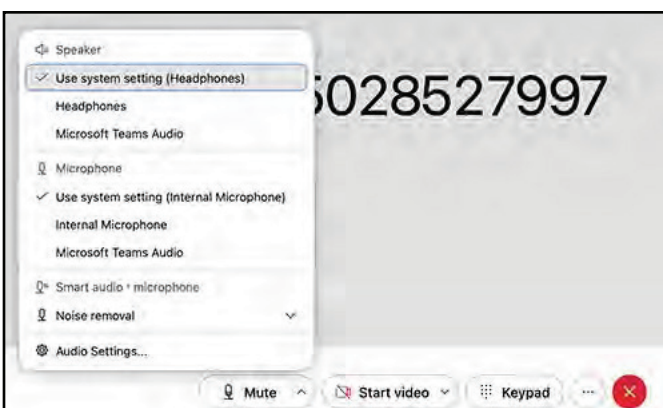
4.   **Audio Settings** can be controlled on the first button on the main panel.

You can use the default system settings (indicated by the ✔) or determine the necessary selections for using headphones or mics. This will vary depending on computer or external device.

The **Noise Removal** settings can be customized to isolate your own voice or to minimize background noise.