

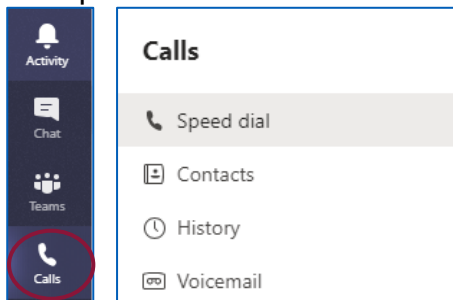
Make Calls and Manage Contacts

Use the Calls icon to make audio and video calls, create groups and add speed dial contacts. View call histories and search for contacts from the address book.

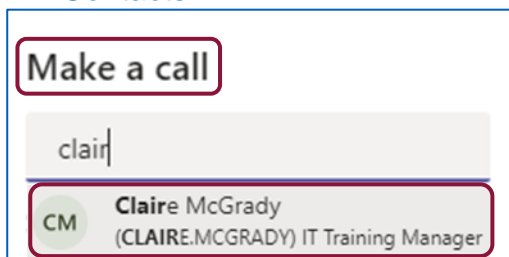
Quick Reference Guide

Make an Audio Call

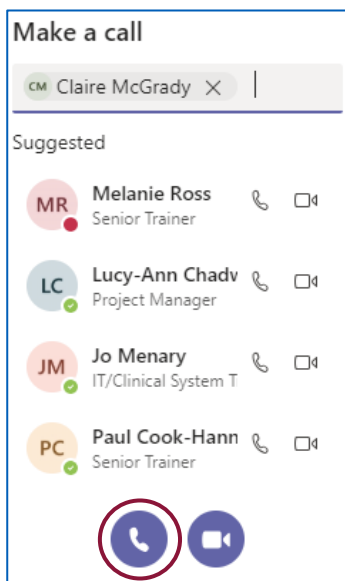
- Select **Calls** icon on the left menu bar to open the **Calls** window.



- In **Make a Call** section → type the **Contact** name → select the **Contact** from the list → repeat to add more **Contacts**.



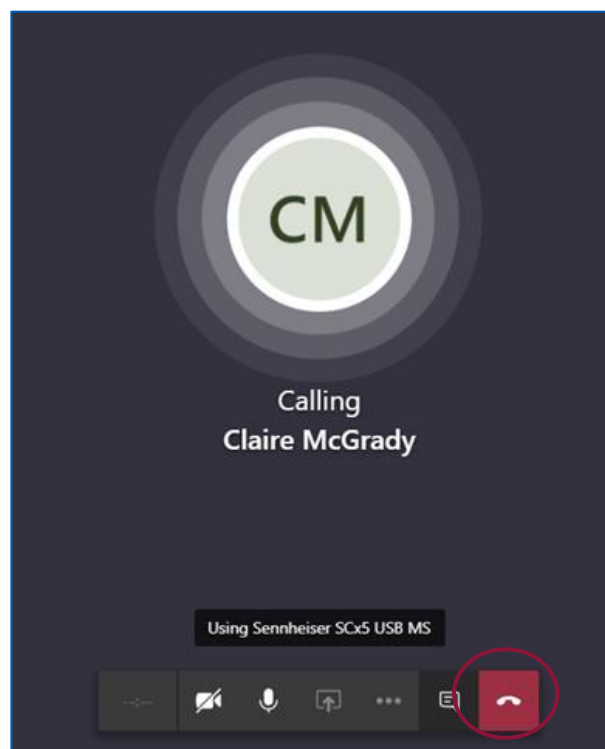
- Click the **Phone** icon to start an **Audio** call.



Use the toolbar at the bottom of the call screen to manage call features.

- **Switch Video On/Off**
- **Microphone Mute/Unmute**
- **Share Screen**
- **3 dots (more options)**
- **Start Chat**

- Click the **Red Phone** to hang up once the call is complete.



Make a Video Call

Follow the steps for **Audio Call** but select the **Video** icon to start a **Video Call**.



- Click the **Red Phone** to hang up when finished.

Add a Contact to Speed Dial

- Click on **Speed dial** → click **Add speed dial**.



- Enter the **name or number** → **Add**.

Add speed dial

Cancel Add

Add a New Group

- Click on **Speed dial** → click **New Group**.



- Type a **Group name** → **Create**

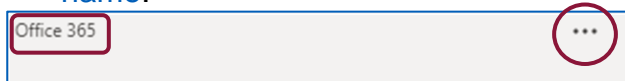
Create a new contact group

Organize your contacts into groups to find them more easily.

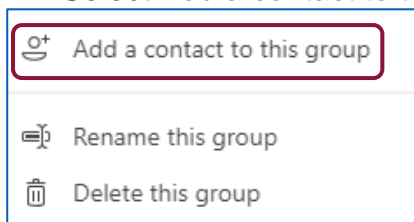
Contact group name

Cancel Create

- Click the **3 dots** to the right of the **Group name**.



- Select **Add a contact to this group**.



- Type a **name** → **Add** → repeat to add more contacts.

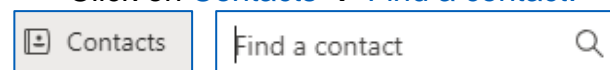
Add to contacts

Cancel Add

Search for a Contact

Any contact added to **Speed Dial** or a **Group** will appear in the **Contacts** window.

- Click on **Contacts** → **Find a contact**.



- Type the **name** → select the **Contact** from the filtered list.

Name

PC Paul Cook-...

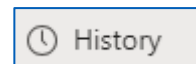
The options available to the right of the name are Chat, Email, Video Call or Audio Call.



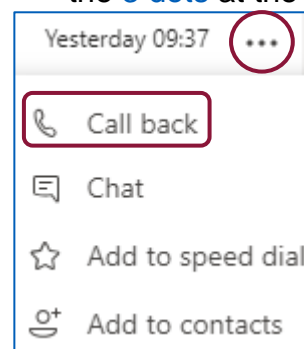
View Call History

All calls are listed in the History pane and calls can be made from here too.

- Click on **History** to open the pane.



- Select a **Contact** from the list → click the **3 dots** at the end → click **Call back**.



Chat can also be started from here and if the person is not already a **Contact** or on **Speed dial**, they can also be added from here.

To book training or speak to a trainer, please get in touch via:
e training@imerseyside.nhs.uk