Overview

- For SENTRY Gatekeeper to work, you need to be logged into a USNH Institution VPN.
How to answer a call
Select the green circled “phone”-icon.
How to make a call

1. In the name "name or number" box, enter the phone number.

2. Select the “phone” - icon.

To end the call (hang up)
Select the red “phone”- icon.
To put a call on hold
- Press the “pause” - icon.

To end a call on hold
- Press the blue circled “pause” - icon.
To transfer a call

1. Select the “three circles” – icon.
2. In the popout window, select “Transfer Call…”

![Image of popout window with Transfer Call option highlighted]

3. In the new window.
   a. Enter the phone number.
   b. Press the “Transfer Call” button.
To exit Avaya Workplace

1. Select the “Call Management” circle.

2. In the popout window, select “SIGN OUT”.