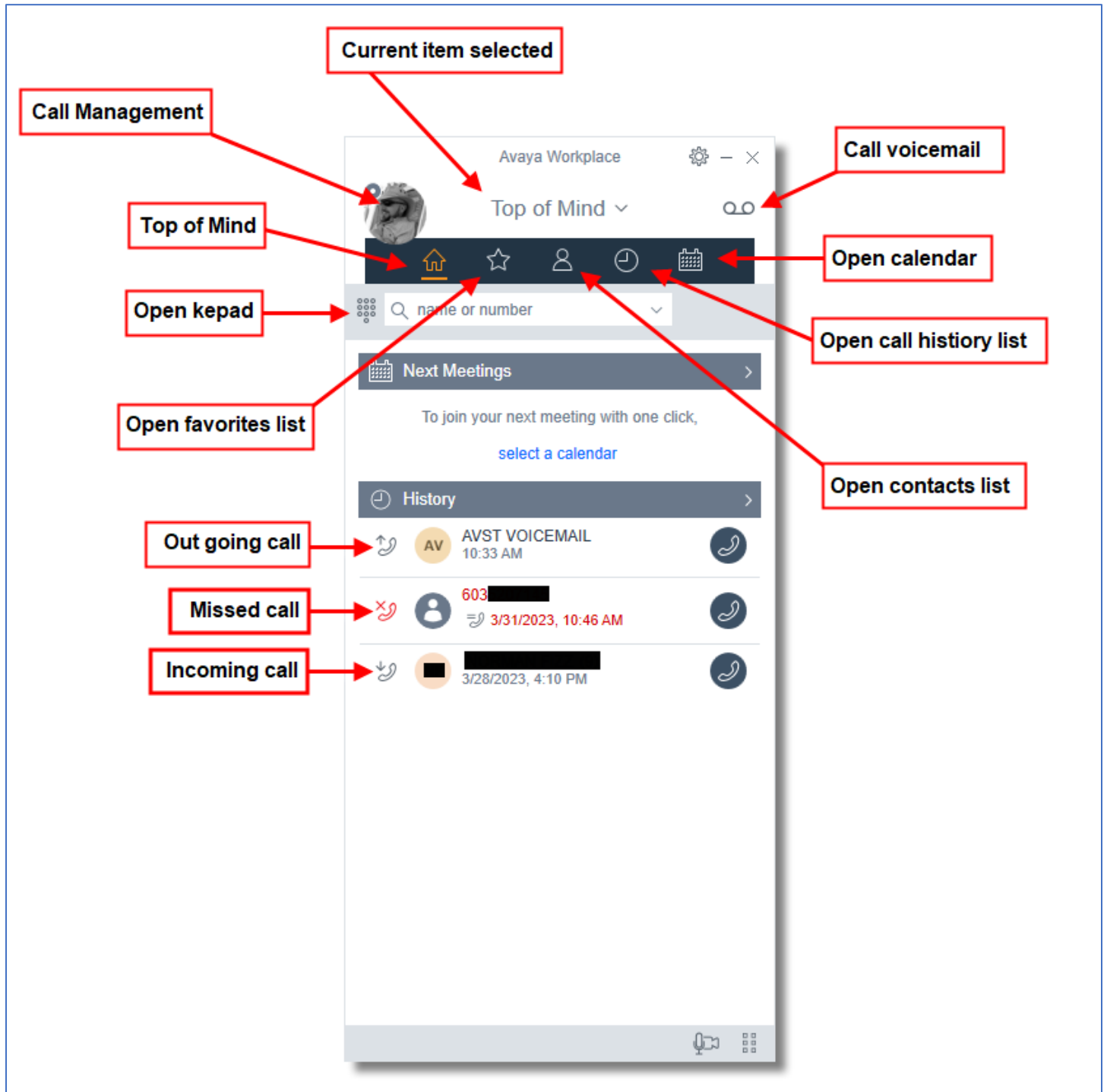


# Avaya Workplace Guide

Overview.....	2
How to answer a call.....	3
How to make a call.....	4
To end the call (hang up) .....	4
To put a call on hold.....	5
To end a call on hold .....	5
To transfer a call .....	6
To exit Avaya Workplace.....	8

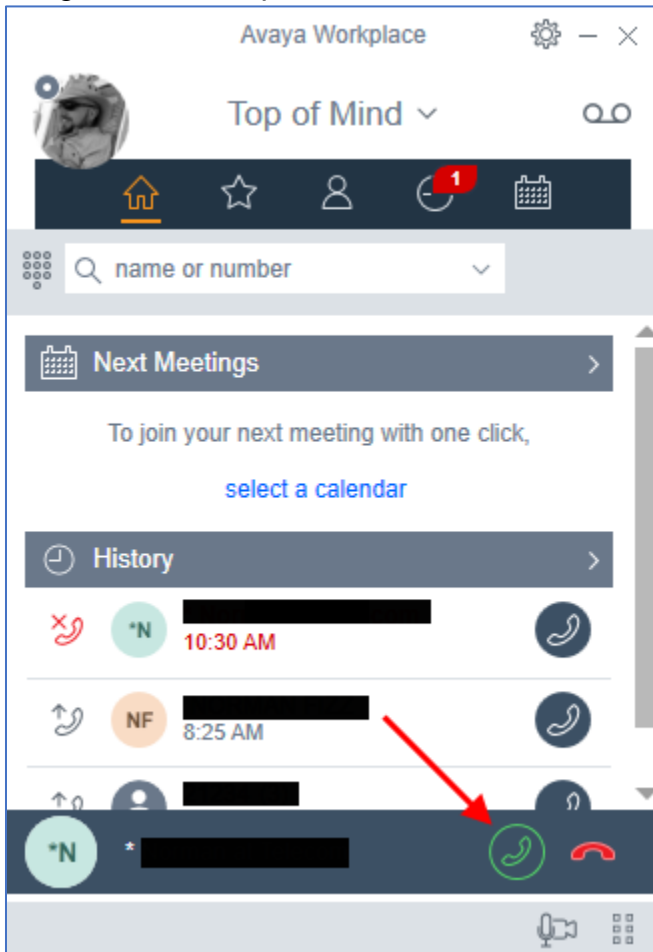
## Overview

- For SENTRY Gatekeeper to work, you need to be logged into a USNH Institution VPN.



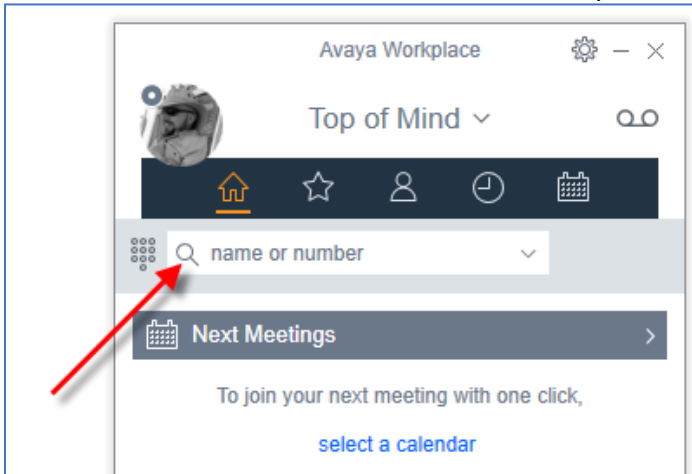
## How to answer a call

Select the green circled “phone”-icon.

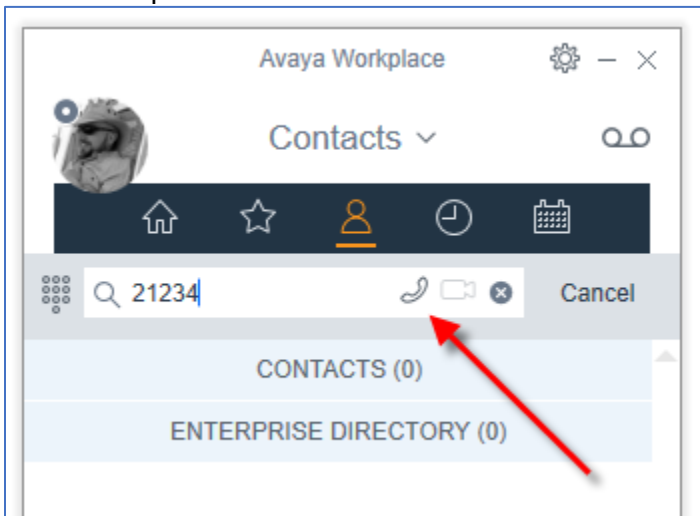


## How to make a call

1. In the name “name or number” box, enter the phone number.

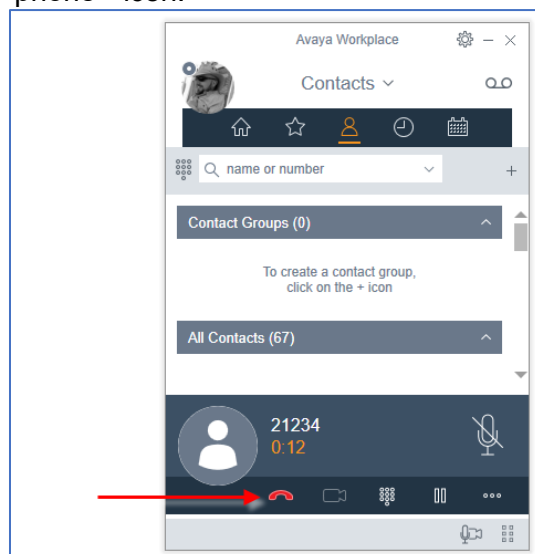


2. Select the “phone” - icon.



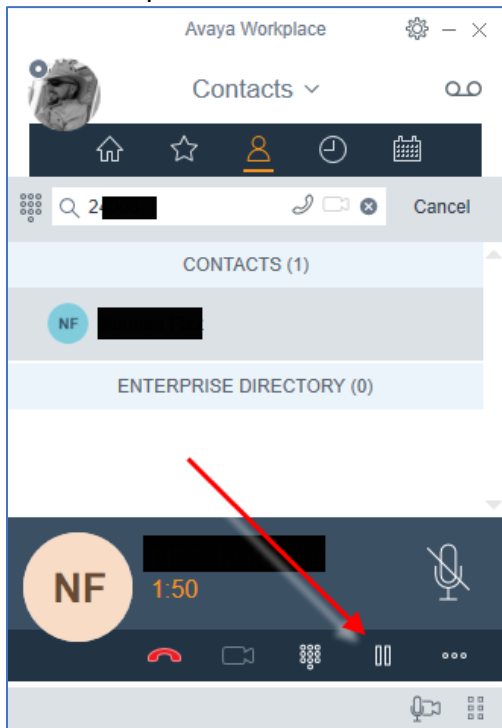
## To end the call (hang up)

- Select the red “phone”- icon.



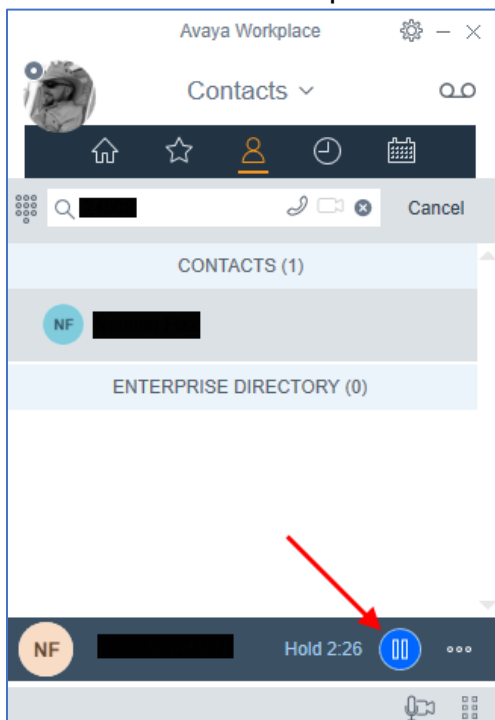
## To put a call on hold

- Press the “pause” - icon.



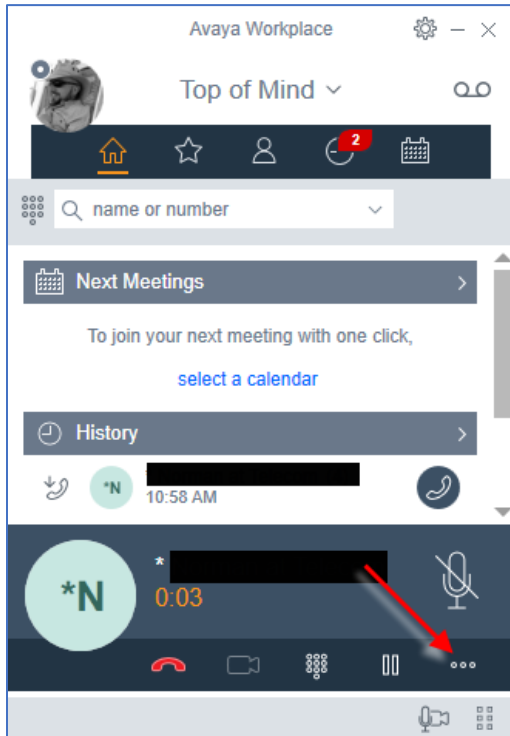
## To end a call on hold

- Press the blue circled “pause” - icon.

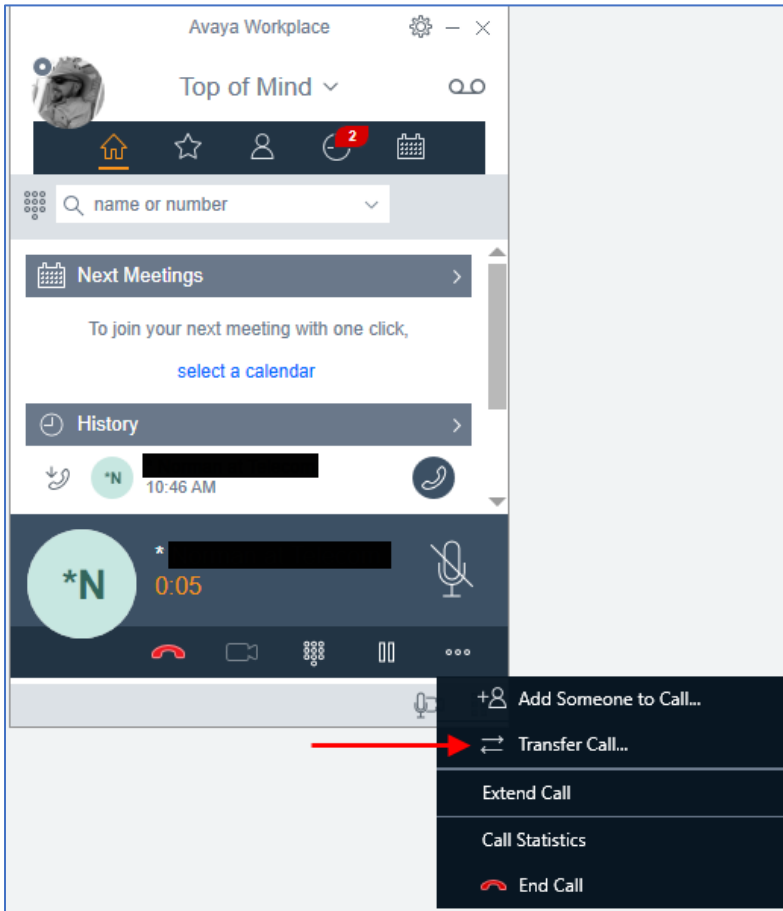


## To transfer a call

1. Select the “three circles” – icon.

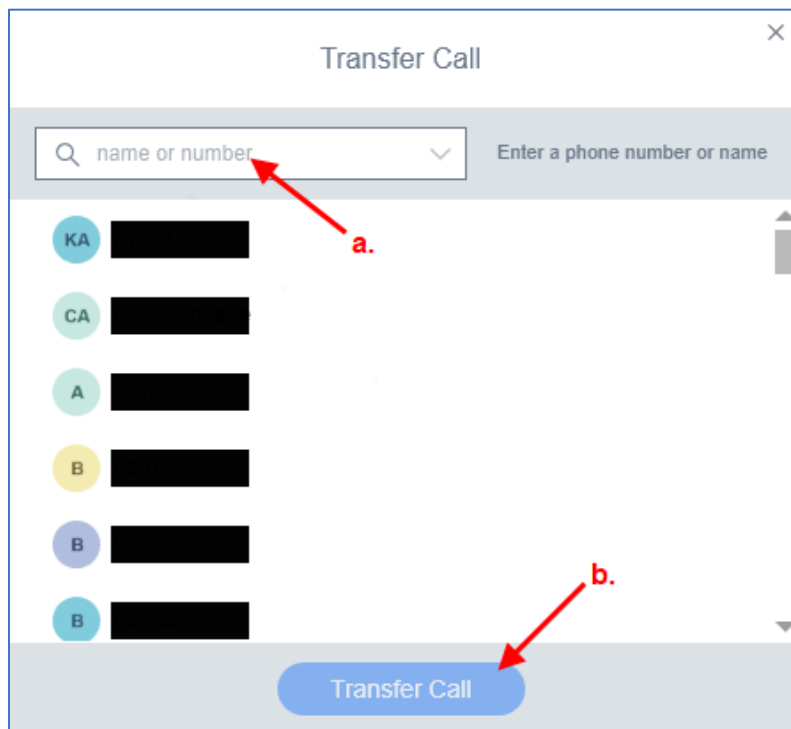


2. In the popout window, select “Transfer Call...”



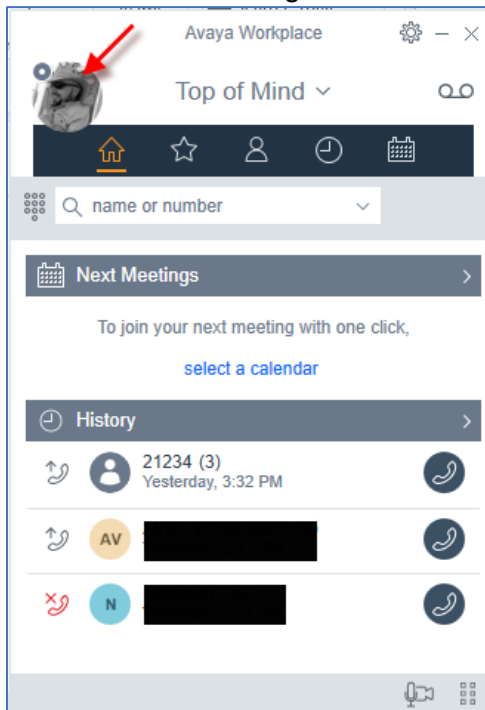
3. In the new window.

- 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".

