


Making a call

BRIEFING

Here are a few tidbits you need to know before using Zang Office to make phone calls.

LAUNCH

Devices

- Using the Avaya telephone - Pick up the receiver and dial the number.
- Using the softphone - Once you are logged in, click the telephone icon  and use the number pad to dial the number. When ready, click Call. You can also click the number beside one of your contacts to start the call.

Dialing Rules

- **Outside line** - There isn't one. It is not necessary to dial a number (i.e. 9) to reach an outside line. Just dial the number.
- **Local calls** - Dial the contact's 10-digit number (area code and 7 digits) as you would normally.
- **Long distance calls** - Dial the contact's 10-digit number. You don't need to add 1 for long distance.
- **Overseas calls** - Place the call as you would when using any other telephone system. Remember to include any routing (011), country, city and area codes details before the number.

All calls made to numbers within North America are treated equally by the system, both for charges and call routing. It is not necessary to include any extra codes for long distance vs. local calls.

Billing for all calls within North America is charged per minute as per your agreement.

Overseas calling is unchanged from your previous system. Additional charges may apply.

NEXT MISSION

- Find out more about the software-based desktop app.
- Learn about all the things you can do with voicemail. Record a greeting and a name for the company directory.