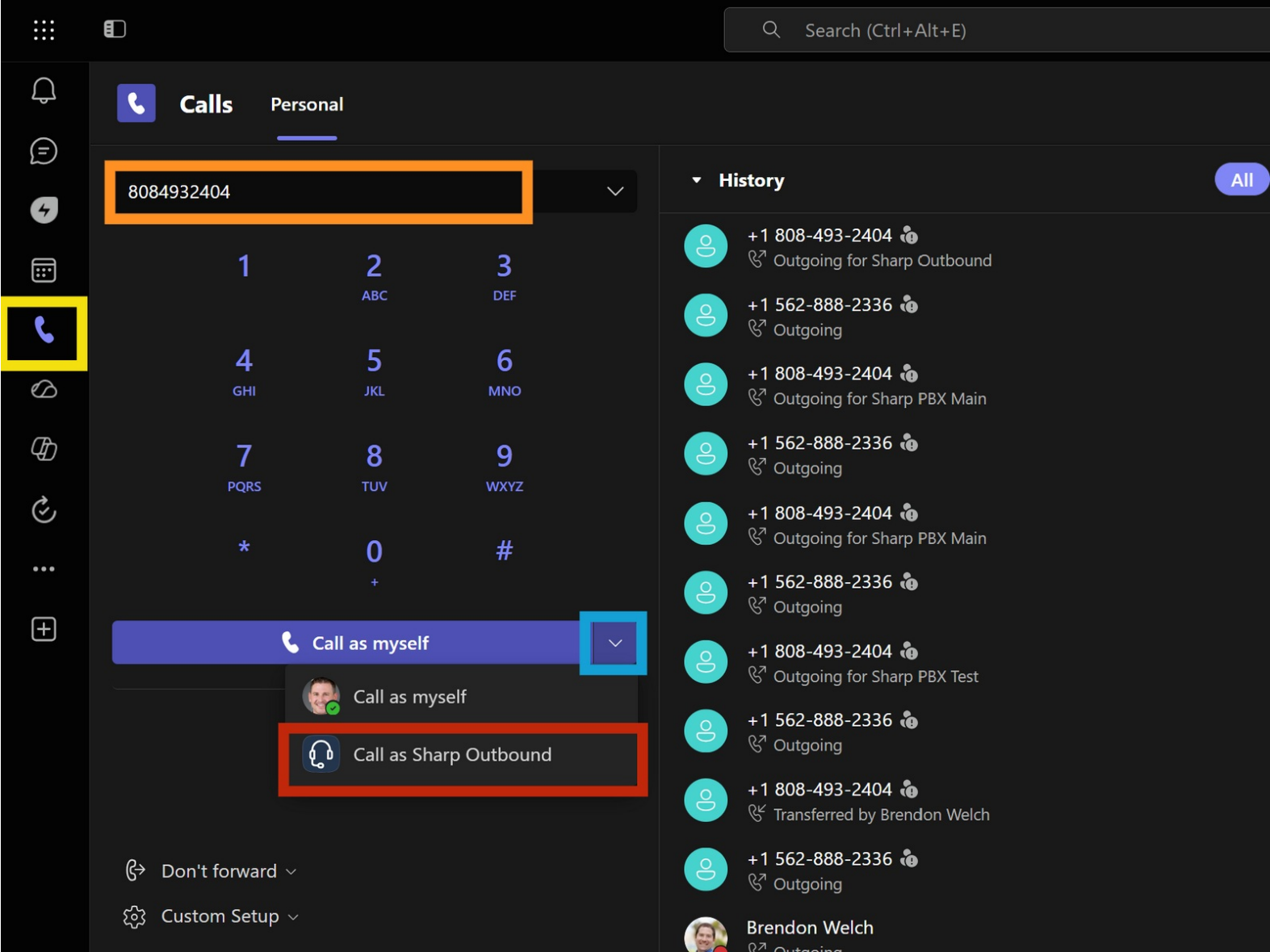


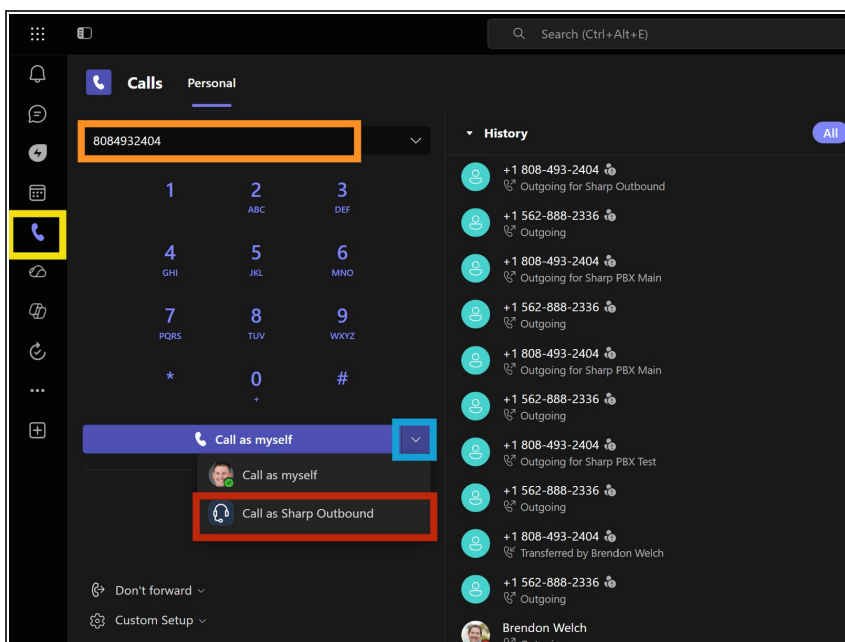


Making an Outbound Call

Written By: Brendon Welch

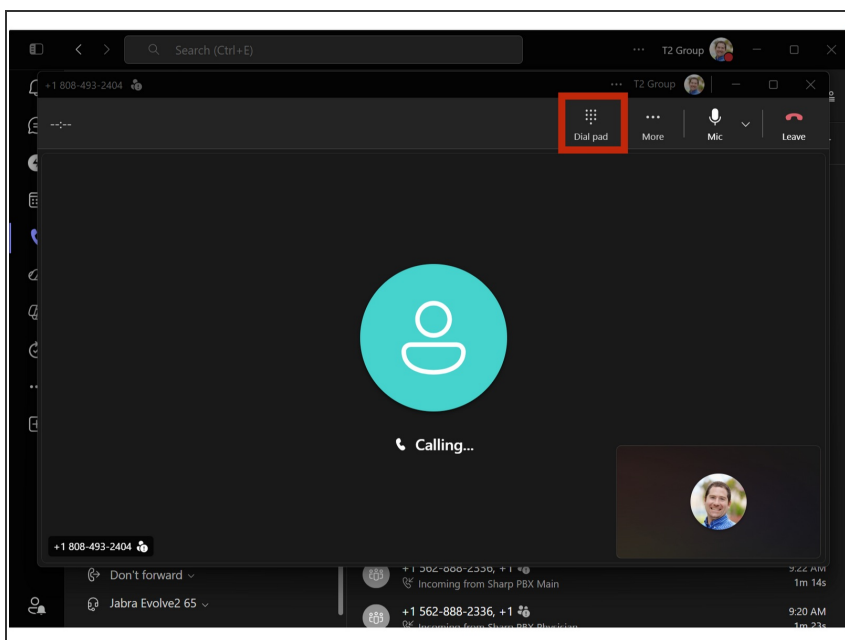


Step 1 — Making an Outbound Call



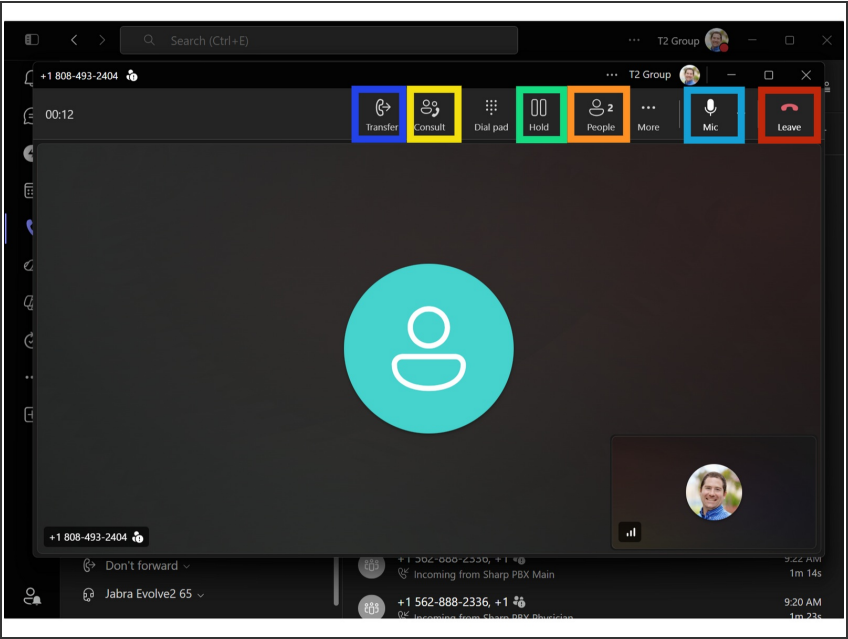
- Go to the **Calls** tab
- Type the **10 digit phone number**
- Click the **Call As** drop down
- Click **Call as Sharp Outbound**

Step 2



- ✦ If you encounter an IVR or are required to enter an extension:
- Use the **Dial Pad**

Step 3



 Call Control Legend:

-  **Cold Transfer**
-  **Warm Transfer**
-  **Hold / Resume**
-  **Add / Remove People**
-  **Mute / Unmute**
-  **Leave**