Making, Receiving and Transferring a Call on Magnet Voice

1. to make an external call, press 9 and then dial the numbers as normal
2. to type in the number click on the number button on the softphone
3. once your number has been inputted click on the dial option to make the call
4. to end the call click on the end call option button
5. when receiving a call, to answer the call click on the answer option button
6. to transfer a call to another user, press the hold key to put the caller on hold and then enter the external or internal extension you wish the call to be forwarded to
7. you then click on transfer to send the call to the extension