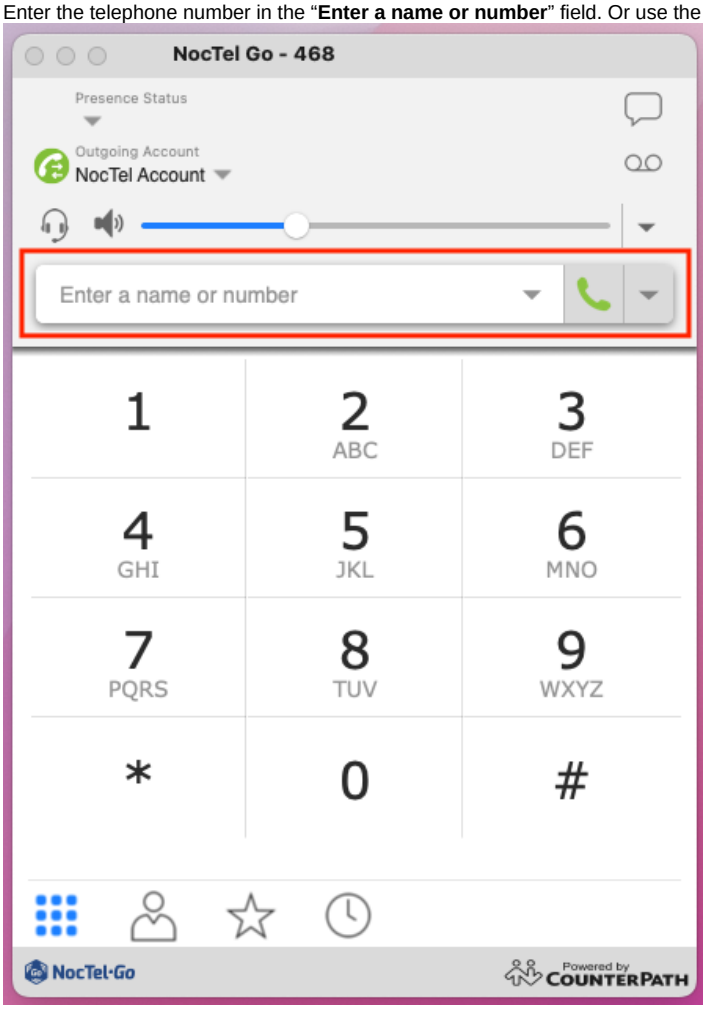
Go2 Common Functions Guide

A list of common functions for the Go2 Desktop App.

Placing a Call:

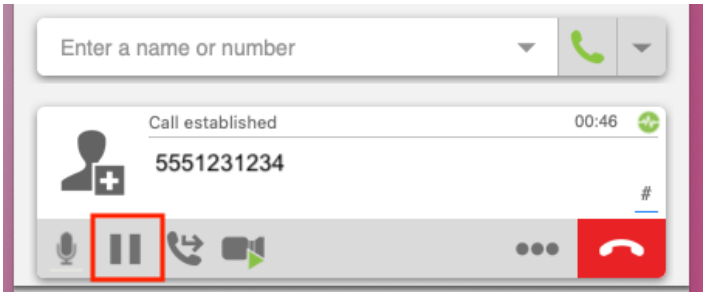
1. Enter the telephone number in the "**Enter a name or number**" field. Or use the dial pad.



2. Click the green phone icon button next to the field.

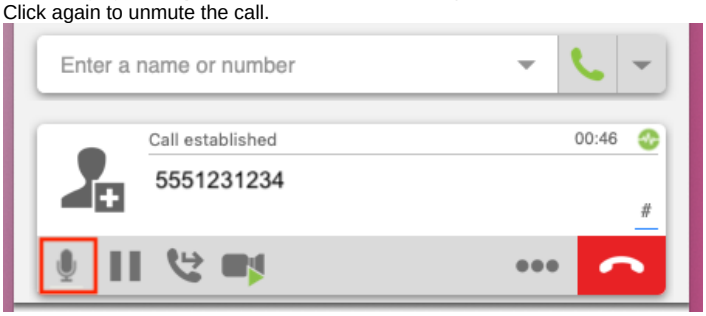
Placing a Call on Hold:

- Click the gray **pause** button in the call options bar.
- Click again to return to the call.



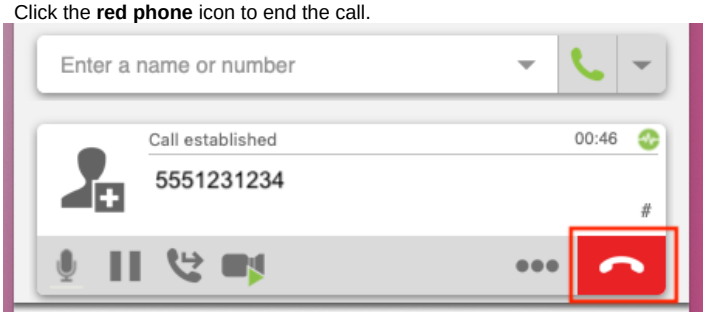
Muting the Call:

- Click the gray **microphone** icon button in the call options bar.
- Click again to unmute the call.



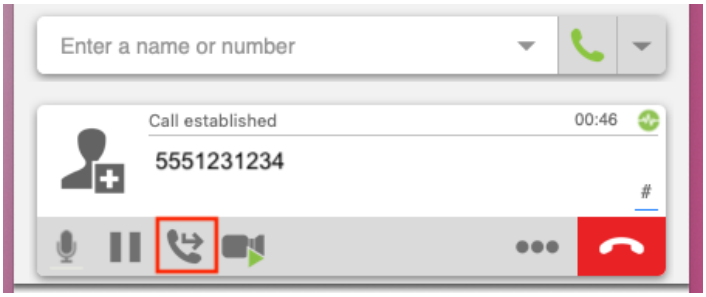
Ending a Call:

- Click the **red phone** icon to end the call.

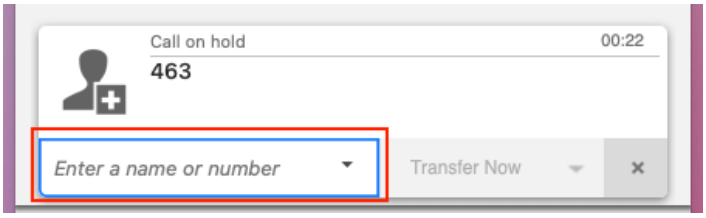


Transferring a call:

1. Click the gray **transfer** icon button in the call options bar. The caller will be placed on hold.



2. Enter an account extension number in the new “enter a name or number” text field.



3. Click the **Transfer Now** button to send the call to the selected extensions.
   - OR -
   click the down arrow next to the **Transfer Now** button and select **Call First.** This will allow you to do an attended transfer and talk to the party before transferring the call. Click **Transfer Now** to complete the attended transfer.

Call History

- Clicking the call history button (Clock) will show your recent call. The history is searchable and can be filtered (all calls, incoming calls, missed calls, etc) using the drop-down box next to the search field.

Related articles

- Migrating a Legacy Go Extensions to Go2
- Adding a NocTel Go2 Extension
- Go2 LDAP Integration
- Go 2 Download Links
- How to Get Started With Go