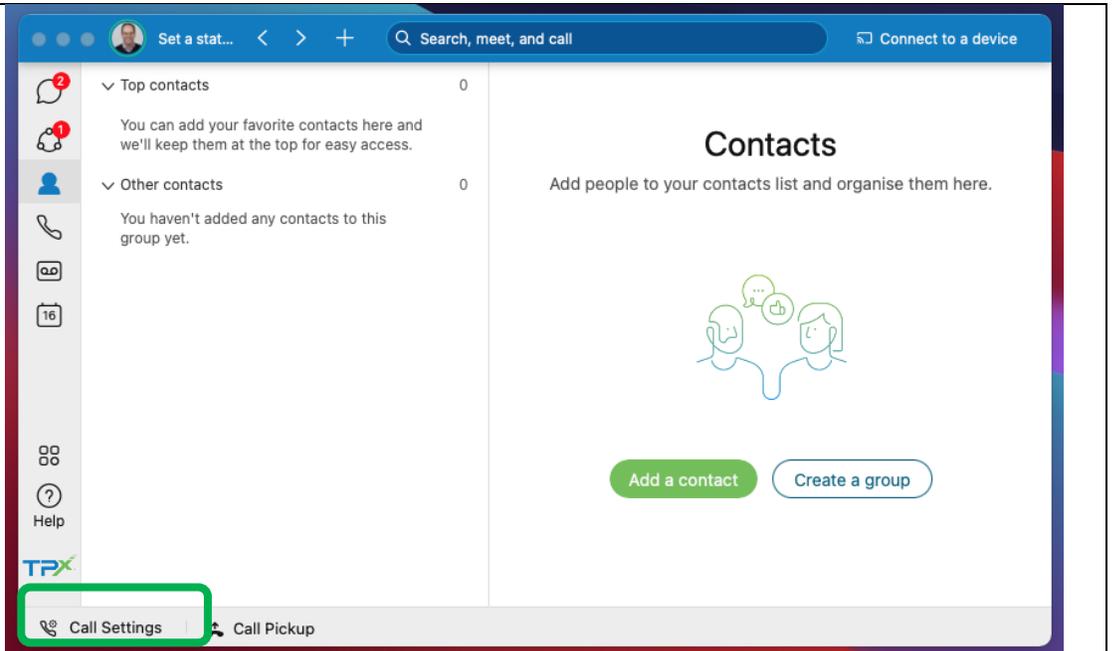
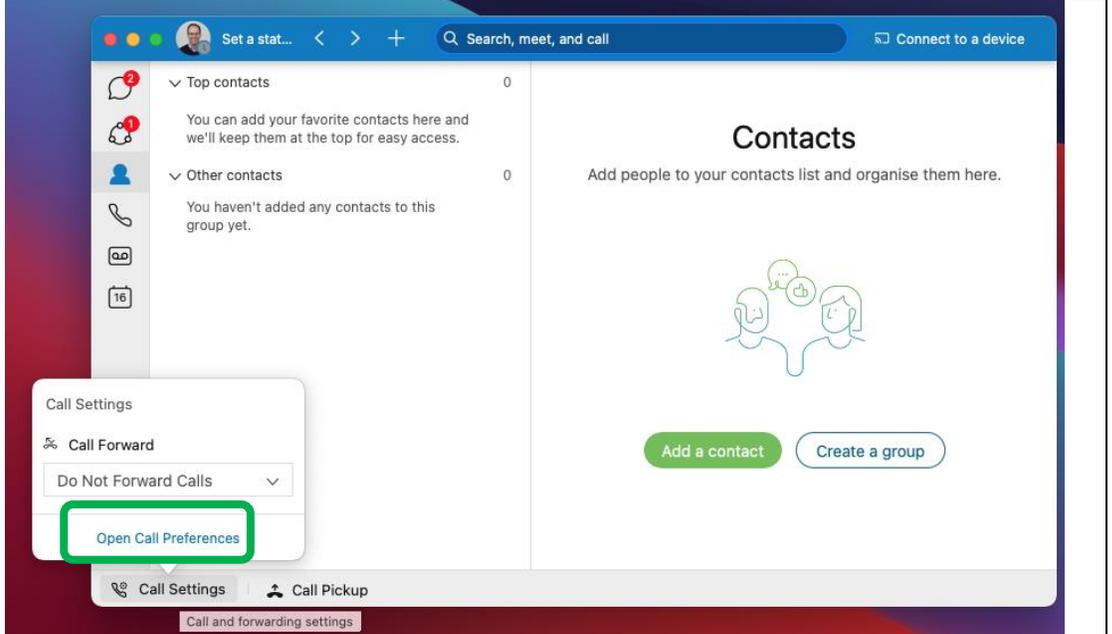


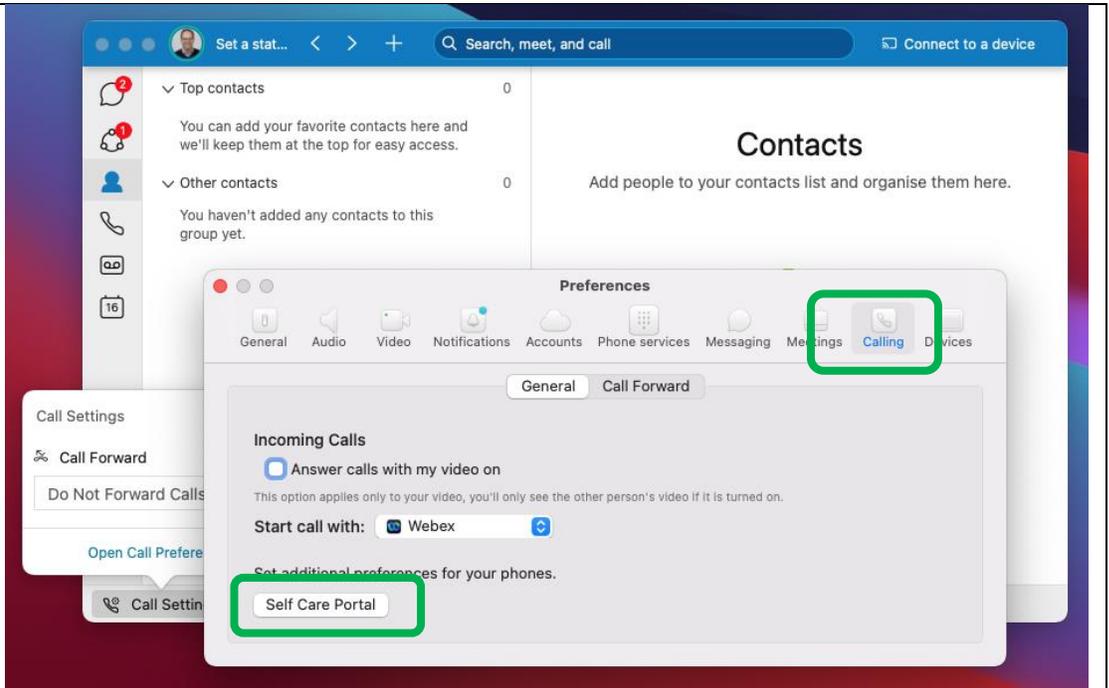
1. Select Call Settings



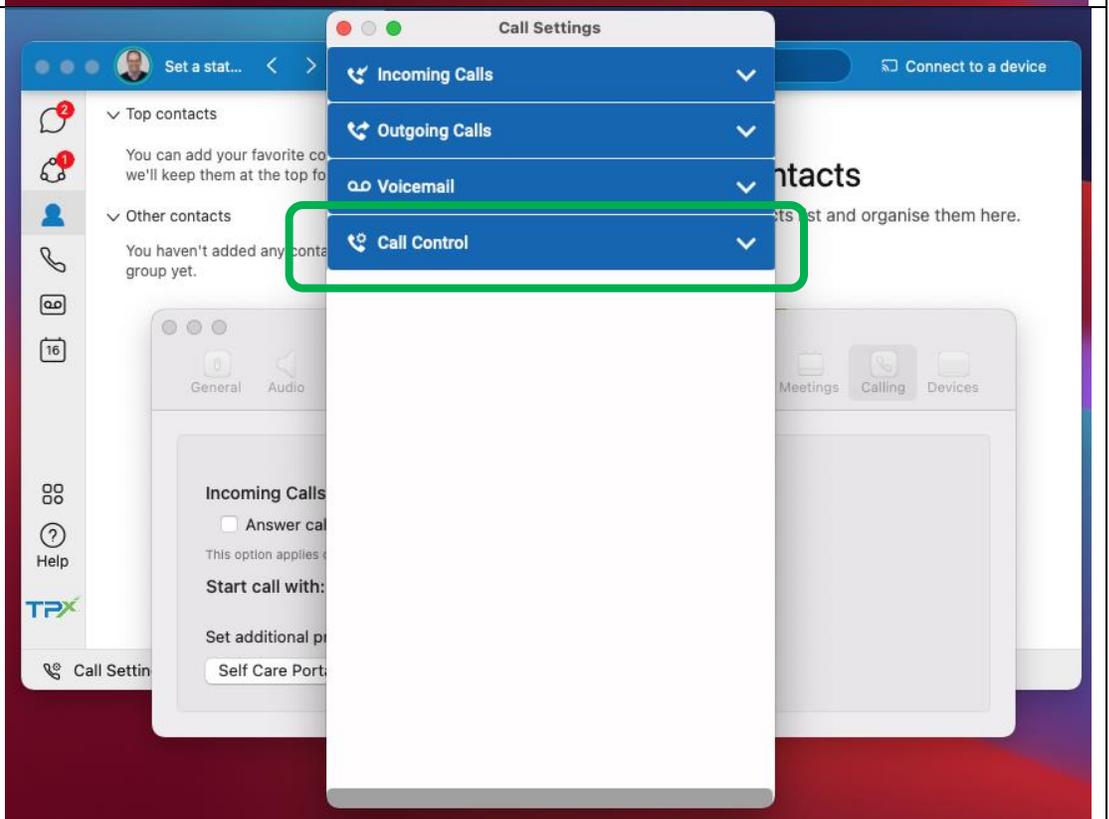
2. Open Call Preferences



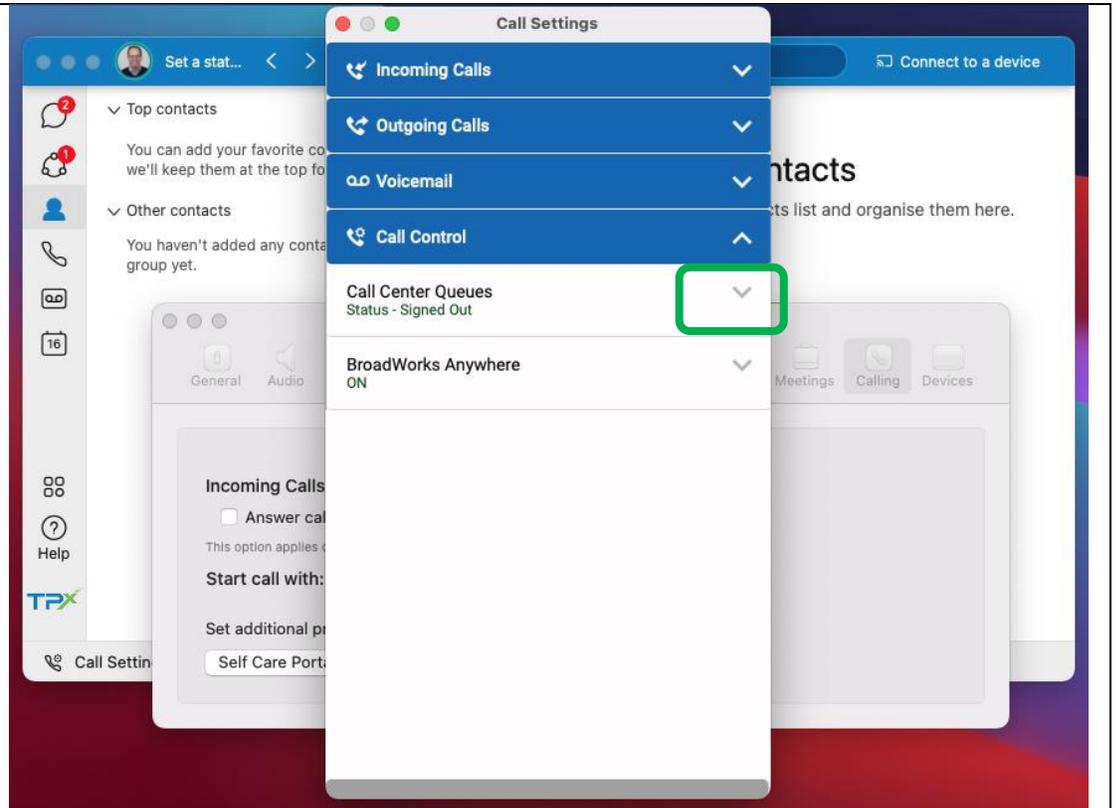
3. From
Calling Tab-
Open Self
Care Portal



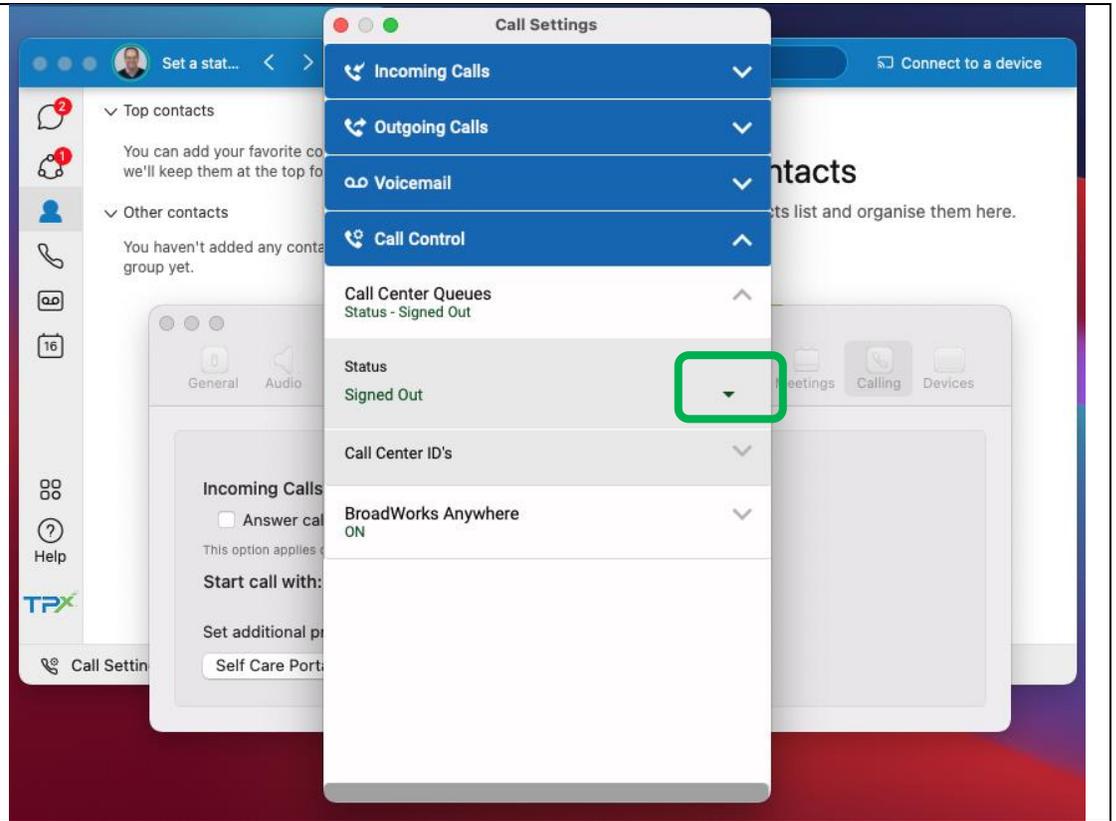
4. From Self
Care Portal
/Call
Settings-
Expand Call
Control



5. Expand Call Center Queues



6. Expand Status



7. Select Call Center Queues – “Available” to sign in and take calls

