

Hold

If you wish to pause your conversation so that the caller cannot hear you, you can put the caller on hold. You can do this regardless of whether you made or received the call.

Placing a call on hold

To place a call on hold, press the **Hold** button. The button will light up red to indicate that the call is on hold.

Whilst you have a caller on hold, you may:

- **Hang up** the receiver and leave the call on hold
- Start a **new call** to another number
- **Transfer** one of your callers to another
- **Join** calls to make a **conference** in which you participate

To place a call on hold, press the **Hold** button



The **Hold** button will light up red to indicate that the call is on hold; the caller will hear music



You will see a **pause** symbol by the caller's name to show they are on hold

Starting a new call with a caller on hold

To start a new call while you have a caller on hold, hang up the receiver and then lift it. You should then hear a dial tone and will be able to dial a new number.



When you have more than one caller on the line (for instance, during a transfer), you can switch between calls by highlighting them on-screen with the **navigation bar** and pressing the select **softkey** or the **hold** button.

You can then choose whether to join calls into a conference or transfer one caller to another. For more information on these functions, see the **Conference** and **Transfer** [help guides](#) for this handset.

Resuming a call

To resume a call which is on hold, select the call you wish to resume using the navigation bar, then press the red **Hold** button.

