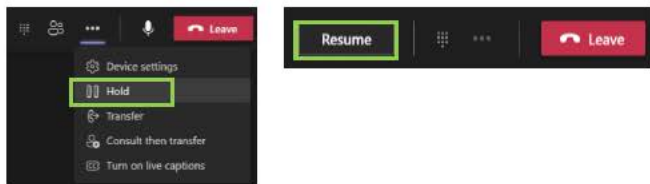


## Place a Call on Hold

From the three-dot more options menu, select **Hold**.

- A resume button will appear in the control bar when you have placed a call on hold. Tap **Resume** to retrieve a call from hold.

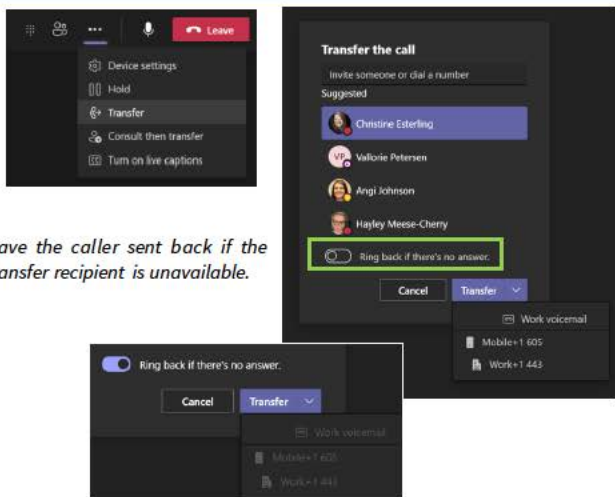


## Transfer

From the three-dot more options menu, select **Transfer**.

1. Search for the recipient by name (if they are internal) or dial a number to transfer the call to an external recipient.
  - a) Tap **Transfer** to send the call to an internal recipient via Teams.
  - b) Transfer to a recipient's voicemail or alternative phone number by clicking on the dropdown next to transfer.
    - **Note:** This feature will be grayed out (not available) when the option to **Ring back if there's no answer** is enabled.

*Have the caller sent back if the transfer recipient is unavailable.*



## Consult then Transfer

From the three-dot more options menu, select **Consult then transfer**.

1. Search for the recipient by name (if they are internal) or dial a number to consult with an external recipient.
2. If the recipient is internal, select **Chat** to start a chat with them.
  - If an audio call is preferred, click the drop-down next to chat to initiate a call instead.
3. If the recipient is external, click **Consult**
4. A separate (chat or call) window will appear. Select the appropriate transfer option from the upper right corner when your consultation is complete to transfer the call to the recipient via Teams.
  - Access more phone numbers for an internal recipient by clicking on the dropdown next to transfer.

