

# Hold Call (Edge IP 9800 Phone)

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While on an active call:

1. Press the Hold button to put the call on hold on the phone. The caller hears system hold music while on hold.
2. Press Hold again to retrieve the call and make it active. A call on hold on the phone can only be retrieved from the same phone, either by pressing Hold again, or using a Viewpoint client associated with that extension.

The Hold button remains lighted while a call is on hold. Certain functions, such as Transfer or Conference, will automatically place the active call on hold. The Hold button will begin flashing. Pressing the Hold button will retrieve the call.