

Placing a caller on hold

loop

telecoms made simple

You may place a caller on hold and replace the handset without disconnecting the call.

When using the menu:

- Use the arrows to scroll to and select “Enquiry?”
- To retrieve a held call, scroll to and select “Return to held call”
- Using Hold does not allow you to place another call on the same line.
- Always ask permission before placing a caller on hold.

When using a programmed key:

- Press the “Hold” key. This will then hold the call on the incoming line.
- To retrieve a held call, press the flashing incoming line key, that you held the call on.

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Opening hours:
Monday - Thursday 09:00 - 17:30
Friday 09:00 - 16:30