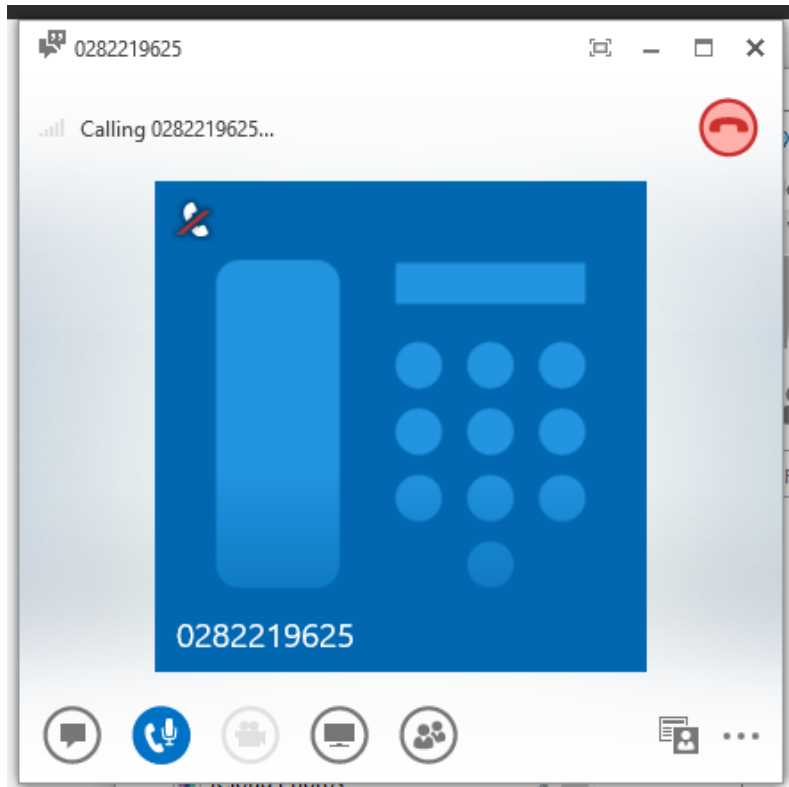


Call Connections

2) How to put a customer on hold on the Lync VOIP Phone System

Putting a customer on hold using the VOIP Phone System is very easy.

1. While on a call and on the Phone Call Status Window ...



1. Press the



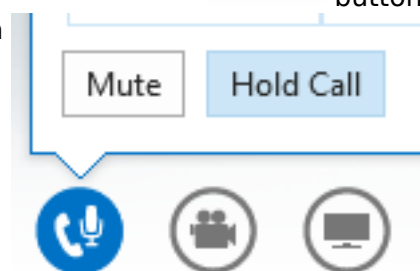
button if you wish to put a customer on **hold**.

1. Simply move your mouse over the



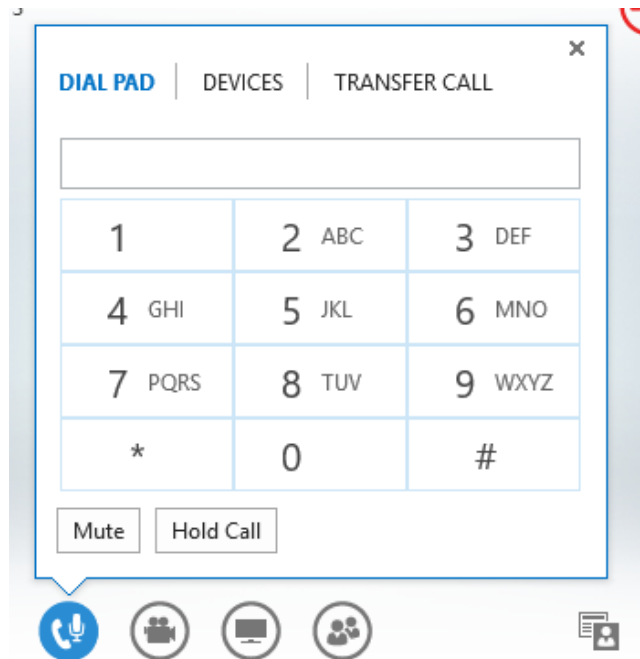
button until you

see the Hold Button



show up

Call Connections



IMPORTANT: If your phone hold button looks like this



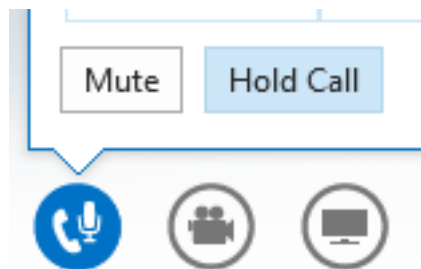
with a **red line** over the microphone, it means you have pressed the button and muted the conversation with the customer. To unmute press the



again until it looks like



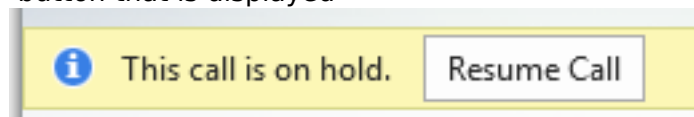
2. Press the Hold Button



will put the customer on hold.

and this

3. To return to the customer and take them off hold, press the button that is displayed



To End the call (hang up) on the customer when finished press the



hang button.

Call Connections

Attached files:

Unique solution ID: #1326

Author: n/a

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