

Call Connections

My phone button has a red line diagonal cross on it. What is this and what do I do?

If on your VOIP Phone system, whilst on a call you notice that your



button has a red line on

it like this



It means you have muted the conversation between yourself and the customer (or the person on the other end of the call).

This occurs because you pressed or clicked on the



button while talking to or trying to put

the customer on hold.

You should not press or click on the button to access its features. You only need to move your mouse OVER (hover) the



button to access the **HOLD** and **TRANSFER CALL** features.

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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



Attached files:

Unique solution ID: #1328

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Last update: 02-Oct-2017 01:03