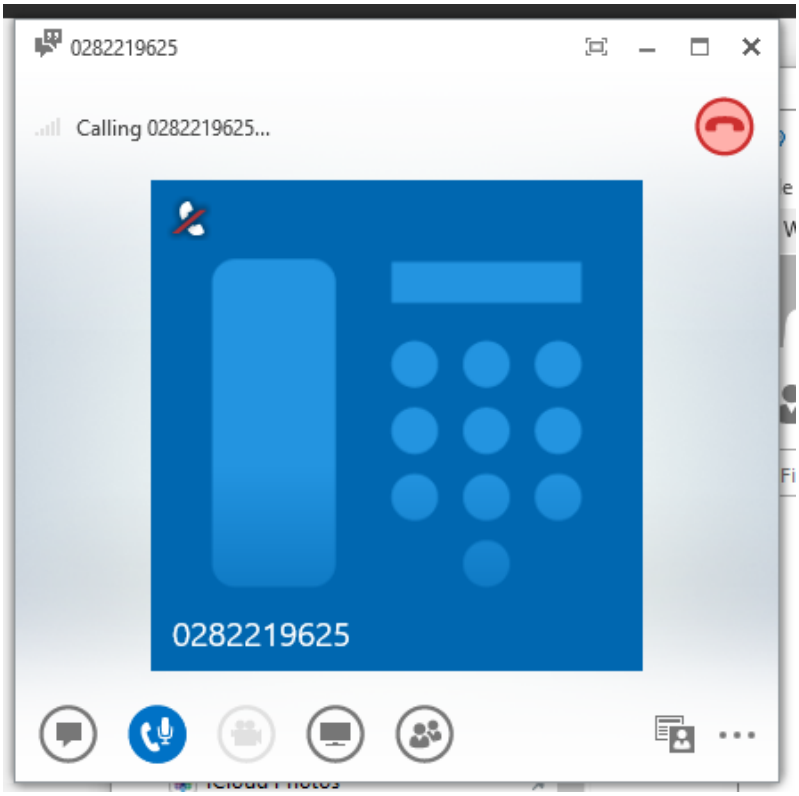
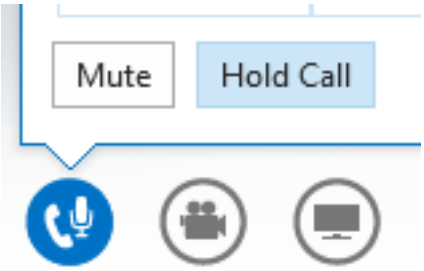
Lync Server Phone System

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.

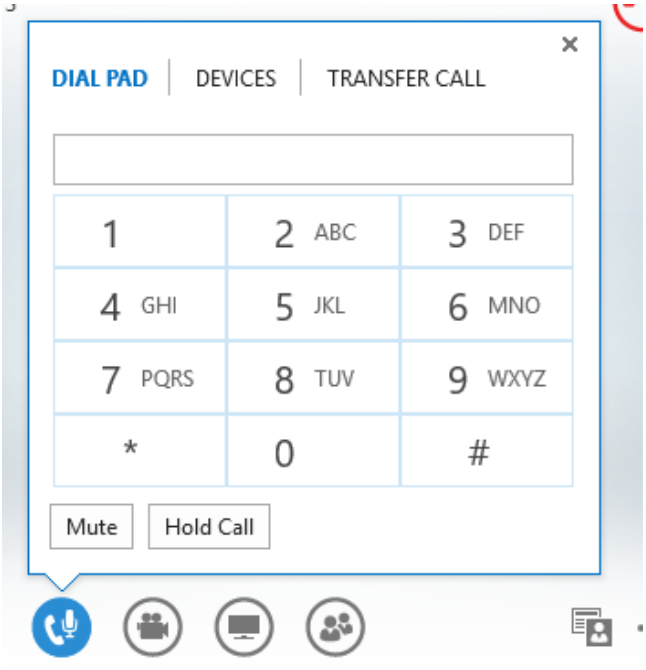
1. While on a call and on the Phone Call Status Window ...



1. Press the  button if you wish to put a customer on **hold**.
1. Simply move your mouse over the  button untill you see the Hold Button 

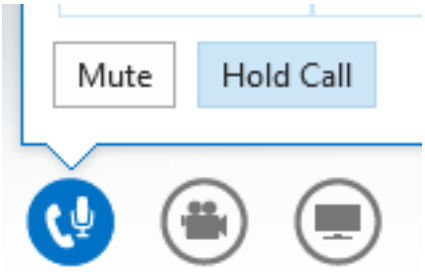
show up

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URL: https://staff.iconic.productions/KB/content/0cat=69/327/en/2-how-to-put-a-customer-on-hold-on-the-lync-voip-phone-system.html



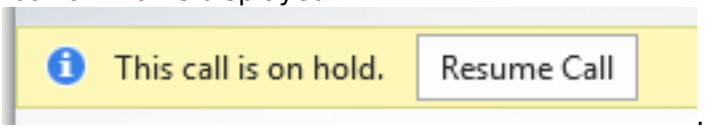
IMPORTANT: If your phone hold button looks like this 

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 

and this will put the customer on hold.

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.

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Attached files:

Unique solution ID: #1326
Author: n/a
Last update: 02-Oct-2017 12:39

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