

	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Hold / Resume	

One of the most challenging transitions in going from the old to the new phone system has been learning how to work with the call **Hold/Resume** feature.

As with some of the other new phone features, it is easier to make sense out of how **Hold/Resume** works if you understand some of the basic phone design.

To begin...

- Any time you pick up the handset the system will automatically either
 - o Connect the handset to a **ringing call**, or
 - o Create a new call session (you get a dial tone).
 - o Since most lines appear on multiple phones it will not assume to connect to a held call.
- When you put the handset back in the cradle, the system
 - o Disconnects the handset from the current call.

Hold Example #1 – What typically happens.

1. An incoming call is answered and after some conversation you place the call on **Hold**.
2. You place the handset **in the cradle**.
3. In this case the caller is hearing hold music, however the handset has been hung up and is no longer connected to the held call. Any person with the called line on their phone can pick up the call.
4. You remove the handset from the cradle, which automatically starts a new call (you hear a dial tone), and now you cannot find the held call. Confusion reigns, frustration grows, curses are muttered in the direction of IT ☺

However, there is a quick way to get back to the call !!!

5. Although dazed and confused at the dial tone, hit the **End Call soft key**. The handset is disconnected from the new call and the home soft key menu is displayed.
6. Hit the **line button next to the held call** or the **Resume soft key**. You are reconnected to the held call.
7. If there are multiple calls on hold a held call list will be displayed. Use the **Navigation Arrows** to select the desired call.

Hold Example #2 – A shortcut when you expect to pick up the held call yourself.

1. An incoming call is answered and after some conversation you place the call on **Hold**.
2. Place the handset **on the desk** (NOT in the phone cradle).
3. In this case the session is still active, the handset is still connected to the held call. The caller is hearing hold music and the handset microphone is muted.
4. Hitting the **line button next to the held call** or the **RESUME soft key** will immediately resume the held call.

Hold Example #3 – Another way to pick up the call yourself after you have placed the handset in the cradle (Similar to #1 above).

1. An incoming call is answered and after some conversation you place the call on **Hold**.
2. You place the handset **in the cradle**.
3. Same as #1 above, the caller is hearing hold music, however the handset has been hung up and is no longer connected to the held call. Any person with the called line on their phone can pick up the call.
4. **Do not pick up the handset.**
5. Instead, hit the line button next to the held call. This will directly connect the held call to the speakerphone.
6. Pick up the handset to switch from speakerphone to handset.

Note: Although this briefly connects the caller to the speakerphone if you pick up the handset directly after hitting the line button the speakerphone access is only momentary.