


Placing Calls On Hold


You can place calls on either Individual Hold or System Hold.

- **Individual Hold:** Places an internal or external call on hold at your endpoint.
- **System Hold:** Places an external call on hold in the system. You can then pick up the call from any endpoint that indicates a flashing Call button for the call, including the endpoint that placed it on hold.



To place a call on Individual Hold:

1. Press  (Hold). ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press  (Special), and then dial **335**. ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.


To return to a call that is on hold:

Press  (Hold), and then lift the handset or press  (Speaker). <Caller> WAS HOLDING appears.

Entering a Hookflash

Some telephone companies require you to enter a hookflash (a quick hang up and release) for feature access.

To enter a hookflash:


While off-hook, press  (Special), and then dial **330** or press the **FLASH** menu button (Model 5340 only).

Transferring Calls

You can transfer calls to other extensions or external numbers. You can also transfer conference calls. See “Transferring a Conference” on [page 31](#) for more information.

Transferring Calls to Other Extensions

To transfer a call to another extension:

1. While on the call, press  (Transfer), and then enter the extension number.
2. Do one of the following:
 - Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing **IC** or **Call Key** button to return to the caller.
 - Hang up to transfer the call and disconnect the call from your endpoint.

NOTE

If your system administrator has enabled Transfer-on-Connect for your endpoint, you are automatically connected to calls transferred to your extension after the transferring party hangs up. If this option is turned off, you must press a **Call Key** button to answer calls transferred to your extension.