

OVERVIEW

To place a call on hold, press **Hold**. The LCD display shows the line on hold and the line LED flashes green; line appearance on all other stations will flash red.

- To retrieve the call, press the green-flashing Line button
- If you do not return to the held call within a specified time, it will ring back to your telephone and remain camped-on to your station
- If the held party hangs up, the call is released
- See Call Pickup for details on how to pick up a call on hold from another extension

Hold

There are several variations of Hold:

Automatic Hold This option enables a user to place a call on Hold by pressing another DN button. The user may then alternate between the new and the old call by pressing the desired Line or DN.

Note: If this feature is not activated, users must press Hold before accessing another line and switching between calls.

Call Hold This is the most commonly used feature. Call Hold temporarily suspends a call, allowing the station user to perform additional tasks, including using the phone. Callers on hold may receive music or announcements as described in the Music-on-hold feature.

Consultation Hold This is used when invoking other call features, such as Call Transfer or Conference.

Exclusive Hold A call may be placed on Exclusive Hold to ensure the privacy of the connection and that the call may only be retrieved by you, even if the held call appears on buttons on other telephones.

Hold A call placed on hold may be retrieved by anyone, if the held call appears on buttons on their telephones.

Hold Recall After placing a call on hold, it will recall the holding telephone after a predetermined time to remind the user of the call on hold. Hold recall time is set independently for each telephone (from 0~255 secs.). Hold recall time may also be disabled.

Hold

Hold	<p>To place a call on hold, press Hold. Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red.</p> <ul style="list-style-type: none"> • To return to the held call, press the flashing held Line button. • If you do not return to the held call within a specified time, it rings back to your telephone. The call remains camped-on to your station. • If the held party hangs up, the call is released. • See the Call Pickup section to pick up a call on hold from another extension.
Exclusive Hold	<p>This feature enables you to place a call on hold so that only you may retrieve it.</p> <p>While on a call, press Hold twice. That line's LED flashes green while appearances of the line at other stations are steady red (in use).</p> <p>If the user performs other operations such as going off hook or depressing the function button after depressing [Hold] button, the second activation of [Hold] button will not be regarded as Exclusive Hold operation. If this occurs, the call will remain on Hold, and the user must retrieve the call on Hold and press [Hold] twice.</p> <p>Exception: After placing a call on Hold by pressing [Hold], if a user goes on hook, a user may press [Hold] again to make it an Exclusive Hold.</p> <p>When the line button is placed on Exclusive Hold, the call is indicated as On-Hold, but all other appearances are indicated as In-Use.</p>
Answer Call on Exclusive Hold	<p>To answer the line placed on Exclusive Hold, press the Line button on hold.</p> <p>If [Hold] is pressed a third time (after Exclusive Hold is set), the line on hold will revert to Line Hold and may be answered from other terminals. If Exclusive Hold state has been invoked and another operation is initiated, such as going off hook or pressing function button, pressing [Hold] again will not return the call to Line Hold. To return to Line Hold state the user must retrieve the call by pressing Line and [Hold].</p> <p>If a call is on Exclusive Hold for a specified time, the line will be recalled. In this time, the recall is indicated by LED Exclusive Hold (Flashing Green), and the recall incoming tone rings. The recall timer is reset each time Exclusive Hold is invoked. The timer value is the same as the Line Hold timer value.</p>
Disable Exclusive Hold	<p>To disable Exclusive Hold for a station (DN): in the Preference tab of Station Assignment, set the Exclusive Hold parameter to Disable.</p>

Automatic Hold This feature enables you to move from one Line button to another Line button without pressing Hold.

Check with your System Administrator to make sure this setting is turned on. If Automatic Hold is not enabled, calls will drop when moving from one line to another without pressing Hold.

While on a call, press another extension button to receive/originate a new call. The accessed line's LED flashes (in-use). The first call is put on hold and your extension's LED flashes.

- Consultation Hold**
1. While on a call, press **Cnf/Trn**. The call goes on hold.
 2. Dial another line.
 3. Transfer the call or return to the held call by pressing its Line button.

See the table below for details:

LED	INTERVAL RATES	
	Your Station (Green)	Other Station (Red)
Hold (outside line) If using Pooled Line Grp , the hold indication is only at the station that places the call on hold.	4 pulses/second for 1/8 second On/Off	1/2 second On/Off
Hold – Consultation (during consultation/transfer to another station)	10 pulses/second	steady
Hold – Exclusive (outside line)	10 pulses/second	steady
Hold – Recall ¹ (when a call on hold recalls your idle station)	1 second at 2 pulses/second 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	1 second at 2 pulses/second 1 second at 10 pulses/second	steady

1. Calls on hold on an IP4100 telephone do not have Hold-Recall operation.

Note: You may switch a call from your IP telephone to the SoftIPT by placing the call on Hold and using the Call Pickup feature.

1. Press **Hold**.
2. On the SoftIPT, dial **#5#72** + the extension number of your telephone.

You may also add this dialing string to a flexible button on your SoftIPT phone as a One-touch Speed Dial button for ease of call switching.

PROGRAMMING

Enable or Disable Exclusive
Hold

Exclusive Hold is ENABLED by default. To change this:

1. Click on **Station > Station Assignment**.
2. Enter the station DN to be programmed and click **Search**.
3. Select the check box next to the DN.
4. Click on **Edit** icon.
5. Select the **Preference tab**.
6. Select **[+] Show advanced configuration**.
7. Set Exclusive Hold to Enable or Disable.
8. Click on **Save** icon.

CAPACITY

N/A

AVAILABILITY

Terminal/Line	Descriptions
IPT	Applied
Soft IPT	Applied
IP Attendant	Applied
SIP compliant terminal	N/A Before Phase 1.5 holding operation by SIP terminal is treated as Consultation Hold. In Phase 1.5 later, holding operation by SIP terminal is treated as Line Hold, but it may not invoke Exclusive Hold.
SLT (via FXS gateway)	In older systems, Hold operation by SLT is treated as Consultation Hold; Hold operation by SIP terminal is treated as a Line Hold, but may not invoke Exclusive Hold.
Paging Device (via FXS gateway)	N/A
Door Phone (via FXS gateway)	N/A
SIP trunk	N/A
IP-QSIG	N/A
Analog trunk (via FXO gateway)	N/A
ISDN trunk (via FXO gateway)	N/A
T1 trunk (via FXO gateway)	N/A
Voice Mail - SIP	N/A

RESTRICTION

N/A

HARDWARE

No additional hardware is necessary for this feature.

FEATURE INTERACTION

Back Light	<p>A call is on Hold or Exclusive Hold, the backlight off-timer will start and if the user does not operate or the system does not change the LCD, the back light will dim.</p> <p>During Hold Recall, back light will illuminate and will not dim, even if user does not operate.</p>
Basic Survivability	<p>If the holding party goes switchover, it may not retrieve the held call because it belongs to the new server. When switchover is done by network fault, the call is transferred if Consultation holding party goes switchover.</p> <p>By network fault, the held call is disconnected and the held party goes switchover when the held party detects link down and MOH is stopped.</p> <p>When the holding party is connected via IP-QSIG, the held call is disconnected and the held party goes switchover when the server held party belongs goes down and MOH is stopped</p> <p>The held party is disconnected immediately and goes switchover if media resource is exhausted and the held party does not hear MOH.</p> <p>The held party goes to idle state if the holding party goes switchover while the held party is hearing MOH.</p> <p>It is not supported to hold a call during Speech Path Survivability.</p>
Call Monitor	<p>Monitor calls may not accommodate Exclusive Hold.</p>
Call Pick Up	<p>A call on Exclusive Hold may not be picked up by Call Pick up feature. The Hold recall termination also may not be picked up.</p>
Call Waiting	<p>If Camp on incoming call is terminated on the line of the held party, Call Waiting notification will ring the terminal. The terminating call on SIP terminal is treated as a normal call.</p>
Caller Identification	<p>No caller information is displayed on LCD of line holding party while holding.</p>
Cancel Button	<p>Pressing [Cancel] button by Exclusive Hold invoker at Exclusive Hold activating terminal makes nothing. Pressing [Cancel] button is ignored. Also pressing [Cancel] button during recall termination of Exclusive Hold is ignored.</p>
Conference	<p>A Conference Master may hold a conference by pressing Hold during the conference. The conference participants placed on Hold continue</p>

conversation and will not hear Music On Hold (MOH). Pressing a line appearance on a telephone other than the Conference Master's is ignored. The Hold state of the conference may be released by pressing the line key on Hold.

Direct Station Selection	When DSS is pressed while talking, the remote station is automatically placed on Consultation Hold; (this feature is independent of Automatic Consultation Hold.)
Conference on Hold	Other terminals which have appearance may not retrieve the conference if the conference master puts the conference on Exclusive Hold.
Consultation Hold	Pressing [Cnf/ Trn] during Conference while on Exclusive Hold on a two-way call does not affect the call. Pressing Hold is ignored.
Enhanced 911 (E911 Interface)	The user may not put an emergency call on exclusive hold.
Emergency Call	Emergency Call feature is applied and the call may be terminated when the idle line on the terminal in Exclusive hold state is Emergency Call destination.
External ACD	The idle line exclusive holding at the terminal and the member of ACD group is treated as the idle member when the incoming call terminates on ACD pilot DN and the system tries to distribute the call.
Group Paging/Emergency Page	It is possible to page to the terminal which line puts the call on Exclusive Hold. It is not supported to put the paging call on hold. The operation is ignored.
Hands Free Answer Back	<p>If the other party calls Voice First call on the other line of Line Hold party while holding, the Voice First call is disconnected and the originator hears Busy Tone after Line Hold party retrieves the call and starts talking.</p> <p>A hands free call is treated as terminating call in the service so that holding features are not applied.</p>
Manual Voice Recording	<p>When call is held by Line Hold or Consultation Hold while conversation or conference is being recorded, Voice Recording is suspended. While Voice Recording is being suspended, the same terminal may not invoke Voice Recording for another call. When station terminal returns to the original state, Voice Recording is automatically resumed.</p> <p>The party except MVR invoker may not be put the call on hold. Because Voice Recording is using the conference, so the party except for the conference master may not put the call on hold.</p>

When conference is held and the conference member activates Voice Recording, Voice Recording is continued.

When the station which talk to remote station who operated voice recording makes line hold operation (Consultation Hold or Line Hold), the system does not allow neither halting nor resuming voice recording. But the station may start up new voice recording in its local node.

Message Waiting	Message Waiting may be registered in either hearing Busy Tone or Camped on when the caller originates to the line in exclusive hold.
Music On Hold	Exclusive held party hears MOH when Exclusive Hold feature is invoked. MOH is playing continuously when Exclusive Hold is invoked after Line Hold or at the opposite case.
Offhook Campon	Offhook Campon feature may be invoked to the line which is put on Exclusive Hold.
Outgoing Call	During release timer activating, even when outgoing two party call is placed on hold or consultation hold, timer is continued. When release timer expires, two party call is released. However, the calling and the called party may not hear Splash Tone which puts the call on hold or consultation hold.
Recall Treatment	Recall Treatment feature is invoked and the recall termination happens to Exclusive Hold invoker when Hold recall timer expires during Exclusive Hold.
Make Busy	When line holding party becomes make busy state while holding, the system disconnects the call when the system recognizes the make busy state if no other terminal has secondary line button to retrieve the call. When line held party becomes make busy state while holding, the call is disconnected. The make busy state by command affects nothing to the behavior of feature. The make busy state by command becomes effective after the talking call disconnects. Specified Caller IdentificationSpecified caller number is not displayed on exclusive hold screen. IP Phone User MobilityThe call is disconnected when IPT logs out putting the call on Exclusive Hold.
LCD Shift Key	While pressing [Hold] button twice, if the user presses Shift Key and changes the displaying side, this operation will not invoke Exclusive Hold,

and the call remains on Line Hold.

Line Hold	<p>After pressing [Hold] button to invoke Line Hold feature, Exclusive Hold feature is invoked by pressing [Hold] button again. (Line Hold feature is canceled.) However, Exclusive Hold feature is not invoked by pressing [Hold] button after Line Hold feature is invoked and other operation except hooking on (Other operations than Holding such as going hook off and pressing feature button), is done.</p> <p>After pressing [Hold] button to invoke Exclusive Hold feature, Line Hold feature is invoked by pressing [Hold] button again. (Exclusive Hold feature is canceled.) However, Line Hold feature is not invoked by pressing [Hold] button after Exclusive Hold feature is invoked and other operation except hooking on (Other operations than Holding such as going hook off and pressing feature button), is done. The operation of pressing Hold button is ignored.</p>
OFF-hook Call Announce (OCA)	<p>As line hold party is treated as idle, Offhook Call Announce (OCA) feature may not be invoked to line holding party.</p> <p>OCA call is disconnected if OCA receiving party holds the call or the conference while Line Busy OCA is calling.</p>
One Touch Button	<p>It is possible to invoke Exclusive Hold feature by pressing One touch button during the call, which button sets [Hold] button twice as the part of the operation.</p>
Multiple Appearance	<p>Appearance line buttons indicates as In-use when the call is put on Exclusive Hold. At this time, it is not possible to answer the Exclusive held call by pressing appearance line buttons. The operation is ignored.</p>
Manual Line Selection	<p>When the original line in-use is put on Exclusive Hold as a result of Manual Line Selection at Consultation Hold state, the specification of Exclusive Hold feature (operation, LED, timer, etc.) will be applied.</p>
PC Attendant	<p>N/A for Attendant mode.</p>
Privacy/Non-privacy	<p>The call may not be barged in upon by the Privacy Override feature for the Conference call on Hold, Line Hold or Exclusive Hold.</p> <p>Pressing [Privacy Release] button by holding party or held party is ignored for the call in Conference On Hold, Line Hold or Exclusive Hold.</p> <p>While Privacy is released, Privacy Release is finished when the call is put on Conference On Hold, Line Hold or Exclusive Hold.</p>

Private Networking Over IP	Places a conference call with Tie-Line calls and Tie-Lines on Exclusive Hold.
Release/ Answer Button	During Exclusive hold, pressing [Release/ Answer] button by Exclusive Hold invoker may answer the terminating call but the call on exclusive hold is not disconnected.
SIP Extension	Exclusive Hold may not be performed from a SIP station.