

QUICK REFERENCE GUIDE

MiCollab desktop client features – conference /transfer call

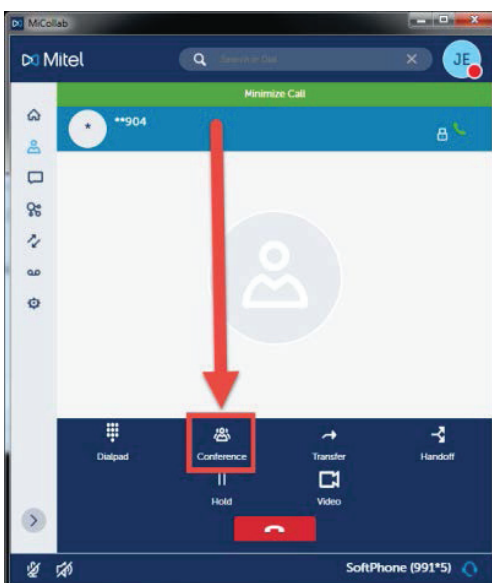
Introduction

This quick reference guide provides instructions on how to use the Frontier® AnyWare MiCollab desktop client to add another contact to an active call to create a conference or to transfer a call to another contact.

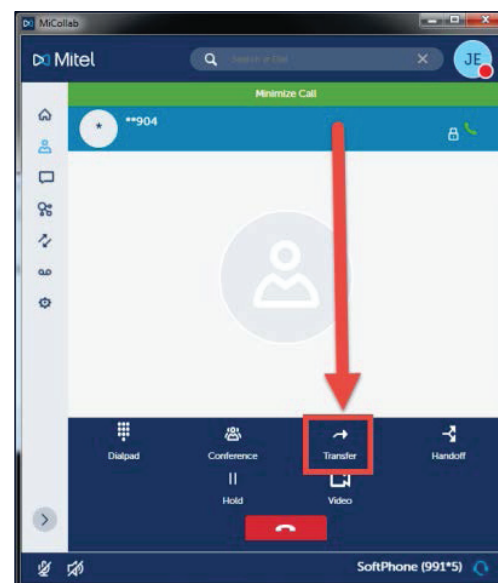
Conference or transfer call

To add a contact to your active call and create a conference or to transfer the call to another contact, perform the following procedure within the call window.

Step 1 Click conference



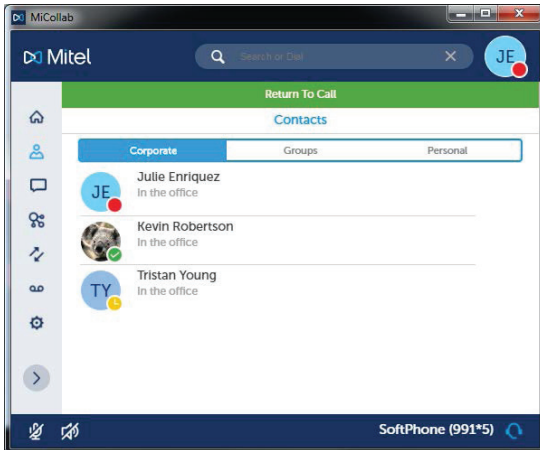
or transfer



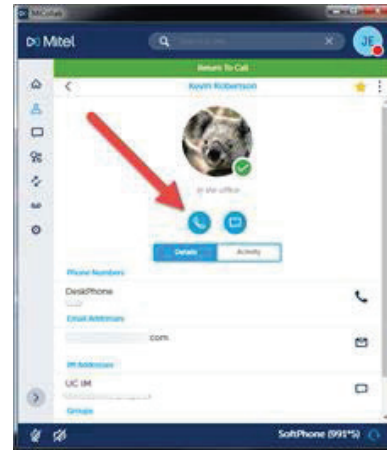
OR

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Step 2 Select the contact you wish to add or transfer to.



Step 3 Click call.



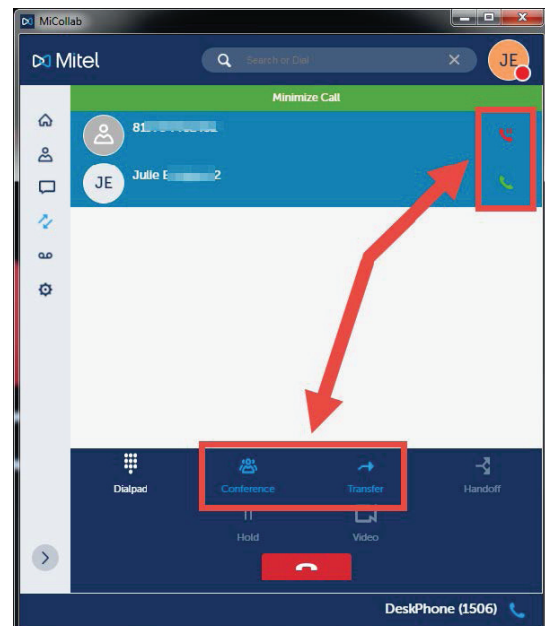
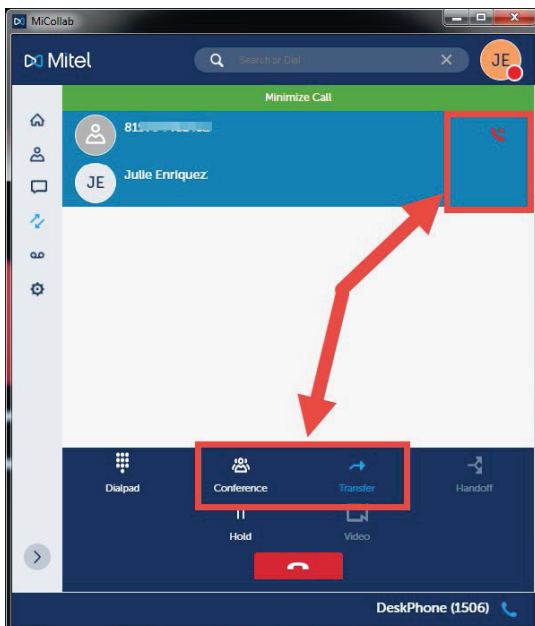
Result

The first party is put on hold and the third-party name appears until they answer.



Step 4

Once the third party answers, their call icon becomes green.



Note: The first party remains on hold.

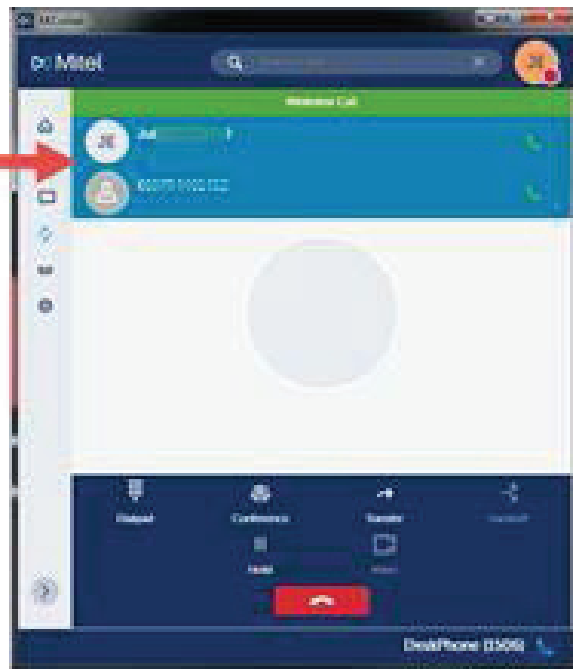
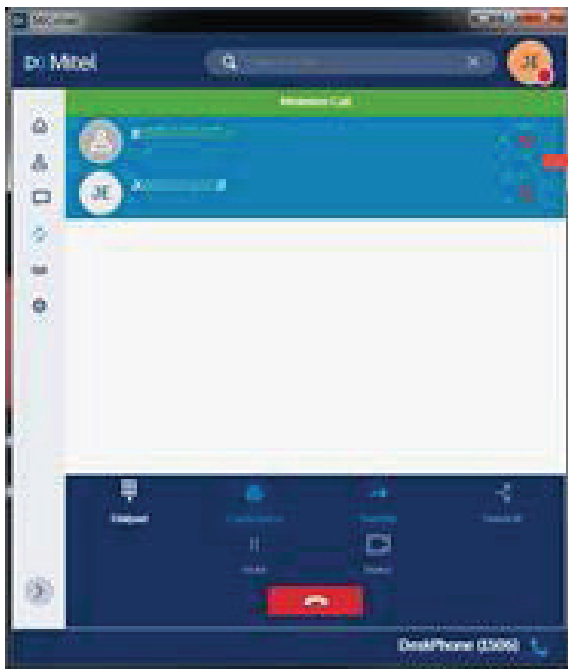
Step 5

If...

The **conference** button is pressed

Then...

The first party and third-party lines are put on hold momentarily until conference is completed and all lines have the green call icon.

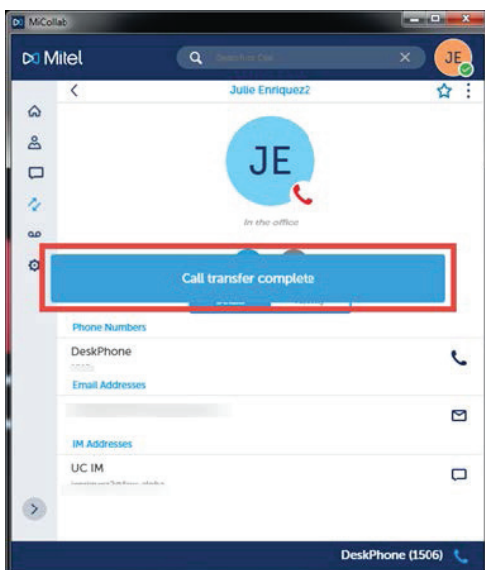


If...

The **transfer** button is pressed

Then...

Your line is dropped from the call and the **call transfer complete** message appears.



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