

CONFERENCE/TRANSFER CALL

MiCollab Desktop Client Features

INTRODUCTION

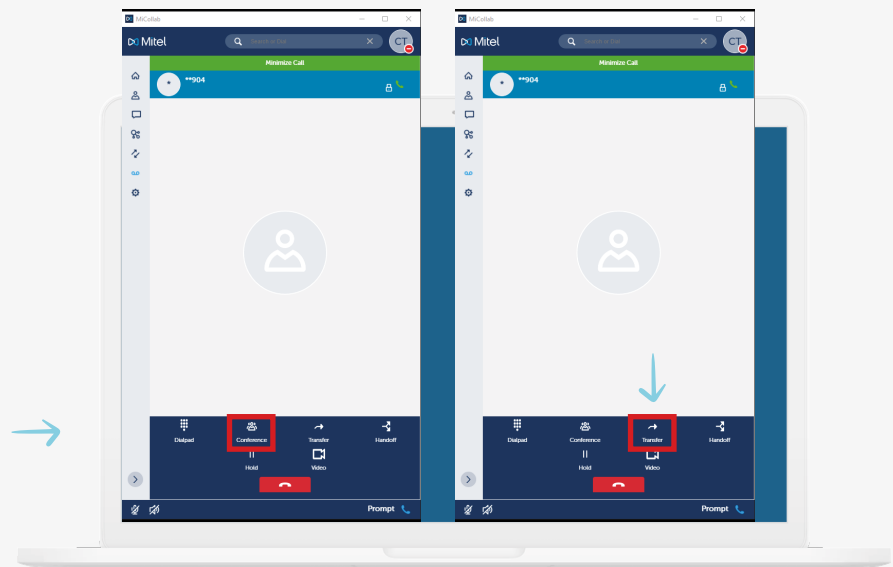
This quick reference guide provides instructions on how to use the Frontier AnyWare MiCollab Desktop Client to add another contact to an active call to create a conference or to transfer a call to another contact.

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.

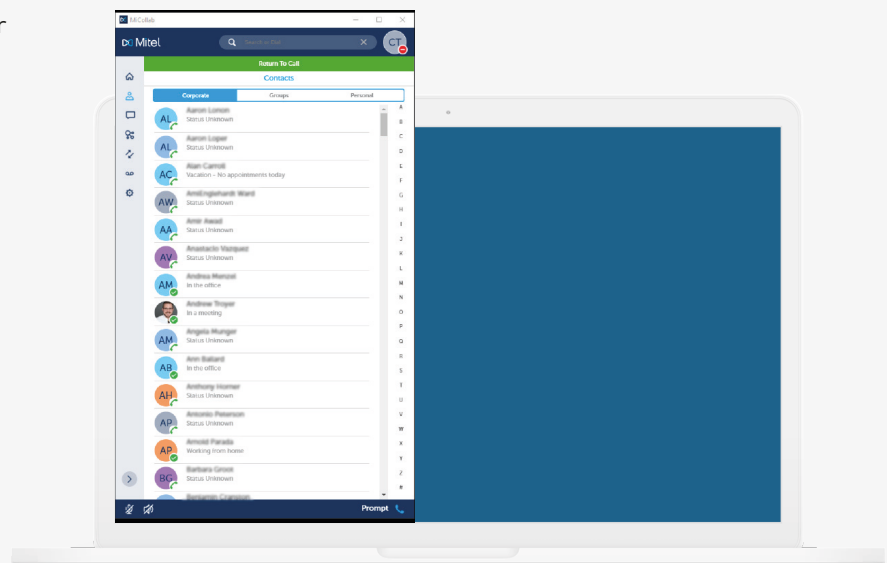
1

Click **CONFERENCE** or **TRANSFER**



2

Select the contact you wish to add or transfer to



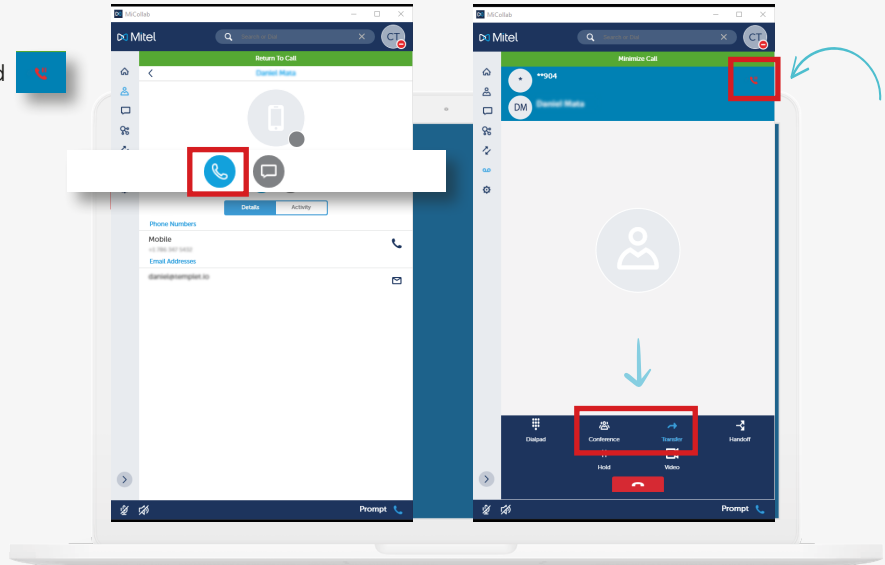
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3

Click **CALL**

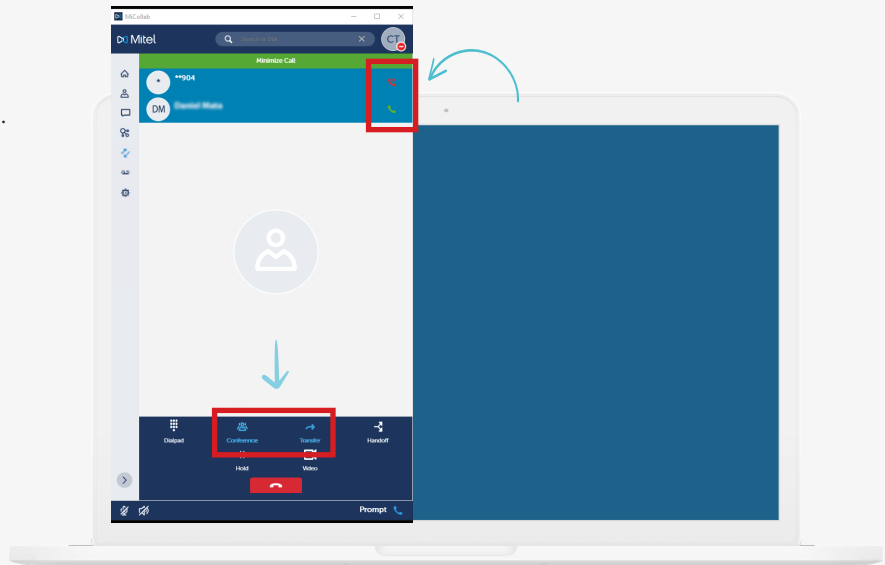
RESULT: The first party is put on hold and the third-party name appears until they answer.



4

Once the third party answers their call icon becomes green

Note: The first party remains on hold.



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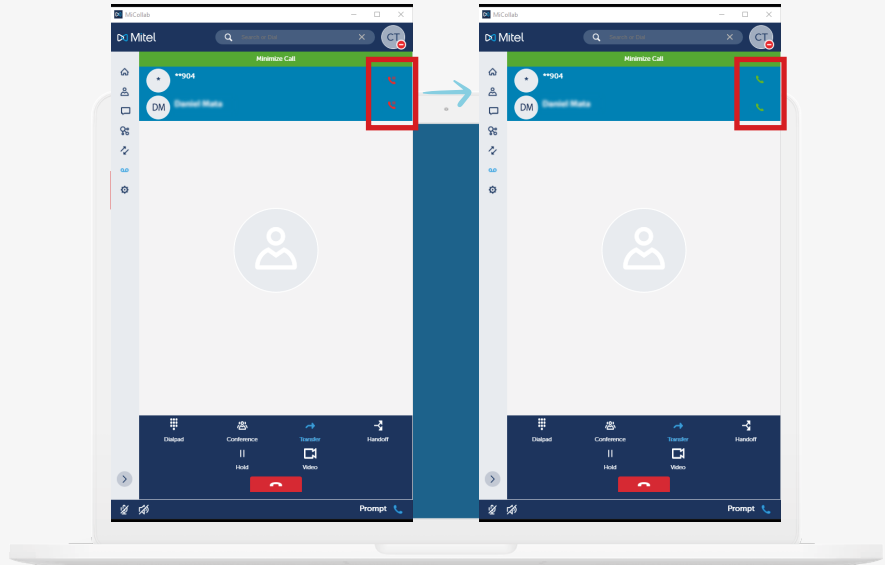
3

If ...

The **Conference** button is pressed

Then ...

The first party and third-party lines are put on hold momentarily  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.

