



Placing Calls On Hold

1. **During a Call:** While you're engaged in a call and want to put it on hold, ensure that the call is active and you're not already on hold with another call.
2. **Press the "Hold" Button:** Look for the "Hold" button on your Grandstream phone. It's typically labelled as "Hold" or indicated by an icon like two horizontal lines or a pause symbol. Press this button during the active call.
3. **Call Status:** Once you've pressed the "Hold" button, the call should be placed on hold. You may hear a confirmation tone, and the phone's display may indicate that the call is on hold.
4. **Retrieve the Call:** To retrieve the held call, simply press the "Hold" button again, or use the phone's interface to navigate to the held call and select it to resume the conversation.

Some additional points to note:

- **Multiple Calls:** If you have multiple calls on hold or active simultaneously, you can typically navigate through them using the phone's interface to select which call you want to handle or retrieve.
- **Soft Keys:** Depending on your Grandstream phone model, instead of a dedicated "Hold" button, you may have soft keys on the phone's display that change based on the context. Look for options labelled "Hold" or similar on the screen when you're in an active call.
- **Compatibility:** While the process described here is common across many Grandstream phone models, there may be slight variations depending on the specific model and software version.