

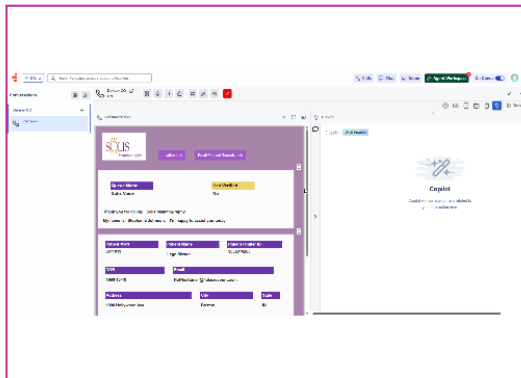
Place a Caller on Hold

Last Modified on 01/16/2026 5:16 pm EST

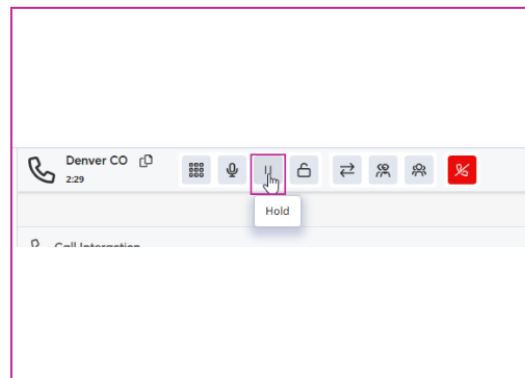


Place a Caller on Hold

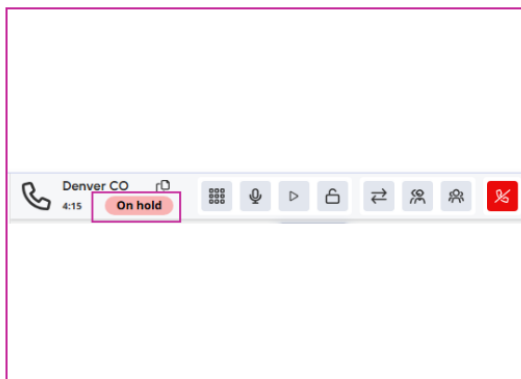
Pause the call using hold with background audio



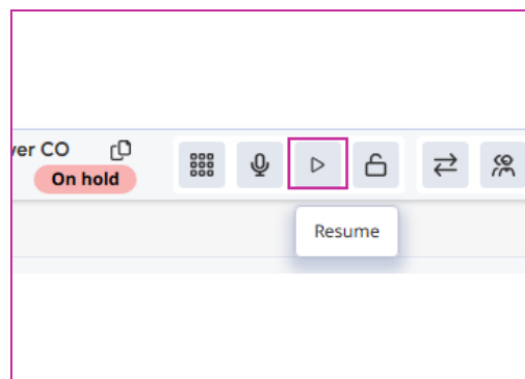
1 Confirm you are on an active call.



2 Select **Hold** from the call controls.



3 Confirm the call displays a hold indicator.



4 Select **Resume** to take the caller off hold and resume the conversation.