

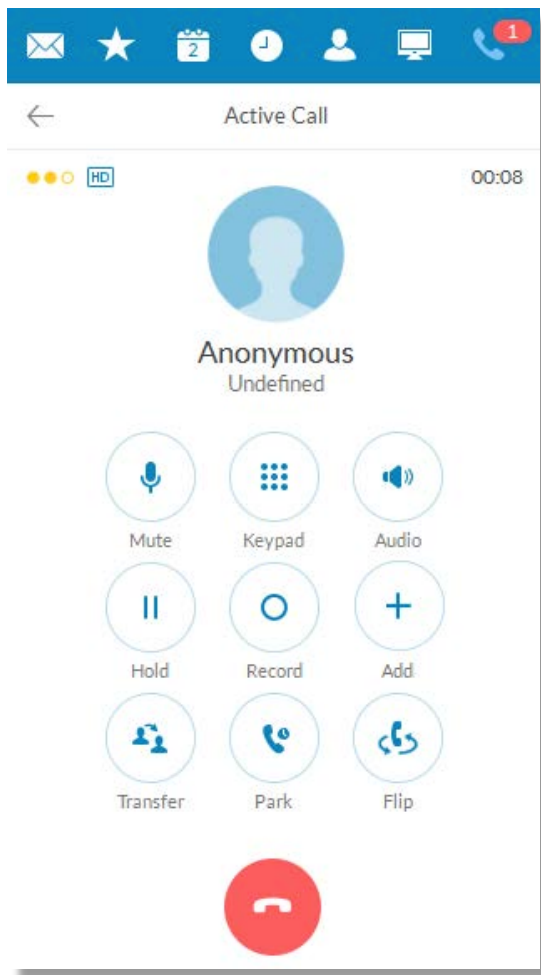


Active Call Controls for the Desktop App

Article #8183

What are active call controls on the Office@Hand for desktop app?










Active Call Controls are soft keys that would allow you to use various features on your Office@Hand desktop app. Active call controls include Hold, Record, Add a person to the call, Park, Flip, Transfer, Mute, Keypad and End Call.

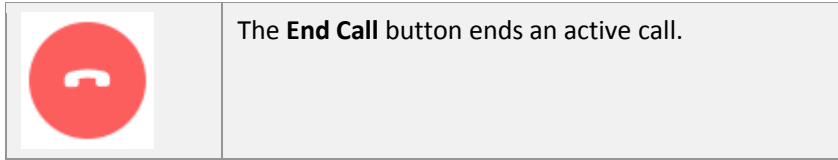


Active Call Controls

Icon	Description
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 Mute	The Mute button allows you to mute or unmute your mic's volume.
 Keypad	The Keypad button opens the keypad for you to key in numbers when needed.
 Audio	The Audio button allows you to customize your sound settings while on a call. For more information, go to Customizing your Sound settings on the Office@Hand Desktop App
 Hold	The Hold button puts the other party on hold.
 Record	The Record button activates the On demand Call Recording feature on your extension. For more information, go to Office@Hand: [ADMIN] Enabling the Call Recording feature on your account
 Add	The Add button lets you add up to 6 multi-way conference call participants to your active call. Note: Once the multi-way Conference reached the maximum number of participants, you will no longer see the option to add more.
 Transfer	The Transfer button allows you to transfer a call to another number or extension.
 Park	The Park Location button allows you to park the call on a set park location where any User in your account can pick up.
 Flip	The Call Flip feature allows you to transfer your call to another forwarding number in your extension.



Sending a Call to a Park Location

You may send a call to a Park Location so any User can pick it up by dialing the extension where the call is parked. You have 2 Park Location options:

Public Park Location

When you choose to send a call to a Public Park Location, the extension where the call is announced is shown in the pop-up window, and is announced through your Office@Hand desktop app. The Call Park location will be shown and announced repeatedly until you click **Ok**.

Private Park Location

A Private Call Park Location is an extension on your account where assigned Users can send and retrieve parked calls. Only the Users assigned to a Park Location Group will be able to send and receive calls from it. Administrators can assign and remove a User from a Park Location Group.

Note: In order for you to have the option to select the Park Location extension when using the Call Park feature, you must first add the Park Location's extension to the HUD list. If there is no Park Location extension in your HUD list, clicking on Call Park will always send your call to the Public Park Location. For more information, go to [Office@Hand: Park Locations for the Desktop App](#)

Keywords: 8183, call control, Hold, Record, Add a person to the call, Park, Flip, Transfer, Mute, Keypad, End Call, warm transfer, cold transfer, transfer to voicemail