In-call options and Call Transfer

1 When on a call, you can 🎤 **Mute** your microphone, bring up the ⋮⋮⋮ **Keypad** for DTMF/short code input, switch the audio output to 🔊 **Speaker** and initiate a second call by pressing ➕ **Add call**. You can also place a call on ⏸ **Hold** or transfer the call to another user.

2 To transfer an active call, press ↪ **Transfer** to bring up a list of contacts, then select the user you wish to transfer the call to or dial an external number using the ⋮⋮⋮ **Keypad**.

3 When connected to the destination user/number, you can press **Transfer** to complete the transfer or **Cancel** to return to the previous caller.

Note: **Transfers** are 'unattended' by default, meaning that transfers go directly to your chosen user. To change this to 'attended' for a supervised transfer, go to **Settings**, and edit within **Calls** section.