

QUICK REFERENCE GUIDE

Module: **Frontier AnyWare MiCollab Desktop Client**
 Issue Date: 7/31/2018

Section: **Conference/Transfer Call**
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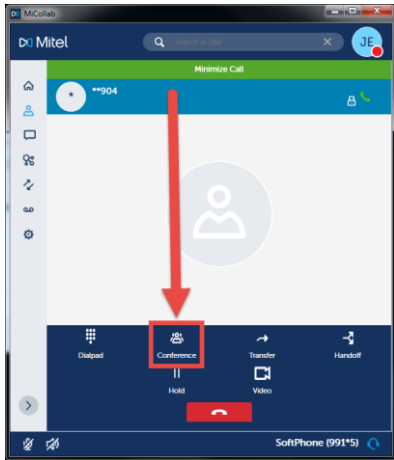
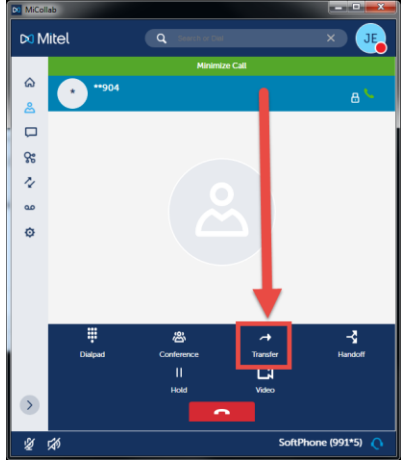
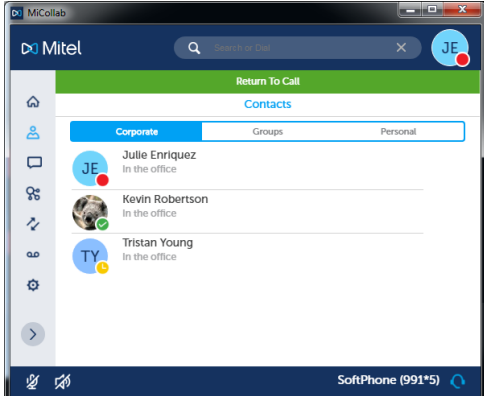
MiCollab Desktop Client Features – Conference/Transfer Call

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.

Step	Action
1	<p>Click CONFERENCE or TRANSFER</p> <div style="display: flex; justify-content: space-around; align-items: center;">  OR  </div>
2	<p>Select the contact you wish to add or transfer to</p> 

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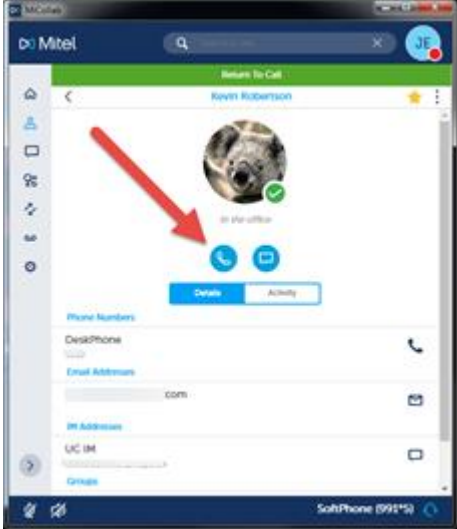

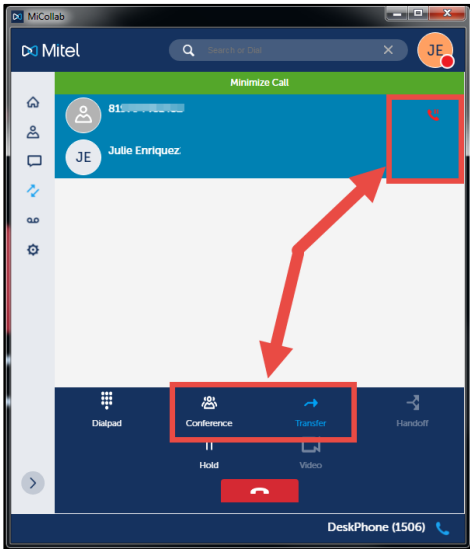
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Conference or Transfer Call, continued

Step	Action
3	<p>Click CALL</p>  <p>RESULT: The first party is put on hold  and the third-party name appears until they answer.</p> 

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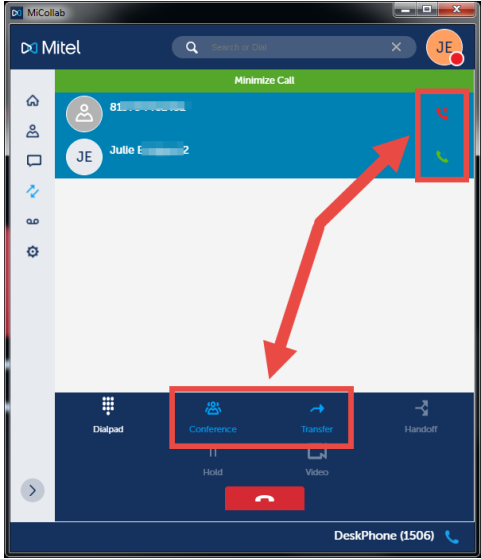

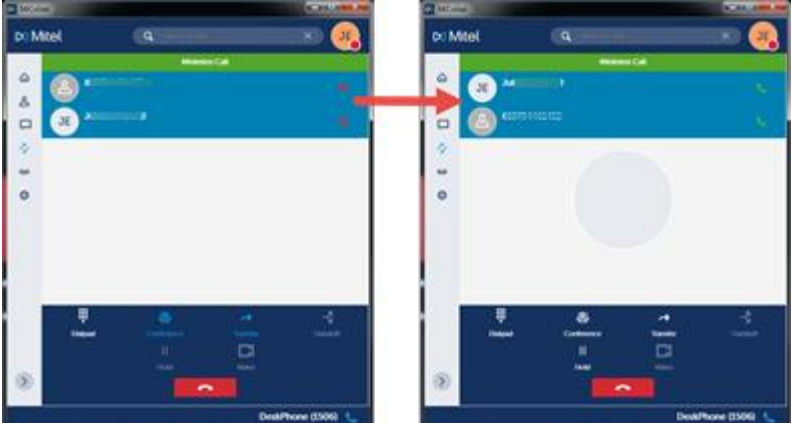
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MiCollab Desktop Client Features – Conference/Transfer Call, Continued

Conference or Transfer Call, continued

Step	Action	
4	<p>Once the third party answers their call icon becomes green .</p>  <p>Note: The first party remains on hold.</p>	
5	<p>If ...</p> <p>The Conference button is pressed</p>	<p>Then ...</p> <p>The first party and third-party lines are put on hold momentarily until conference is completed and all lines have the green call icon. </p> 

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MiCollab Desktop Client Features – Conference/Transfer Call, Continued

Conference or Transfer Call, continued

Step	Action	
5, Cont.	<p>If ...</p> <p>The Transfer button is pressed</p>	<p>Then ...</p> <p>Your line is dropped from the call and the Call transfer complete message appears.</p> 