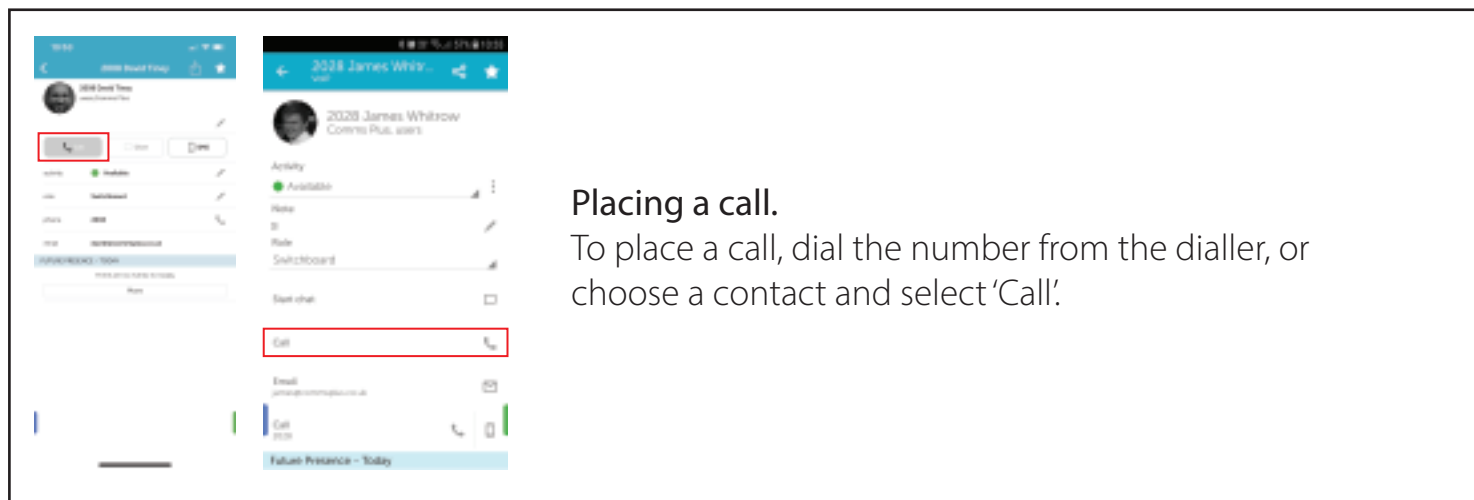# Using the Hosted VoIP app

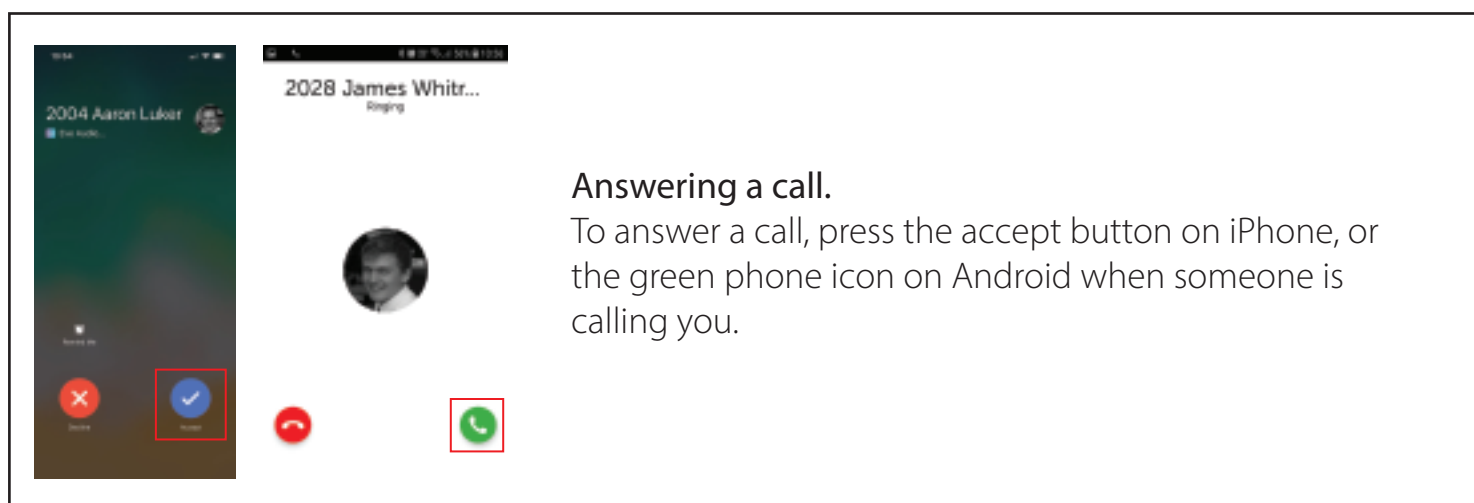## On your iOS or Android device.

The hosted VoIP app is a great tool for keeping your business connected when out and about. It's available as a free download from the App Store and the Play Store.
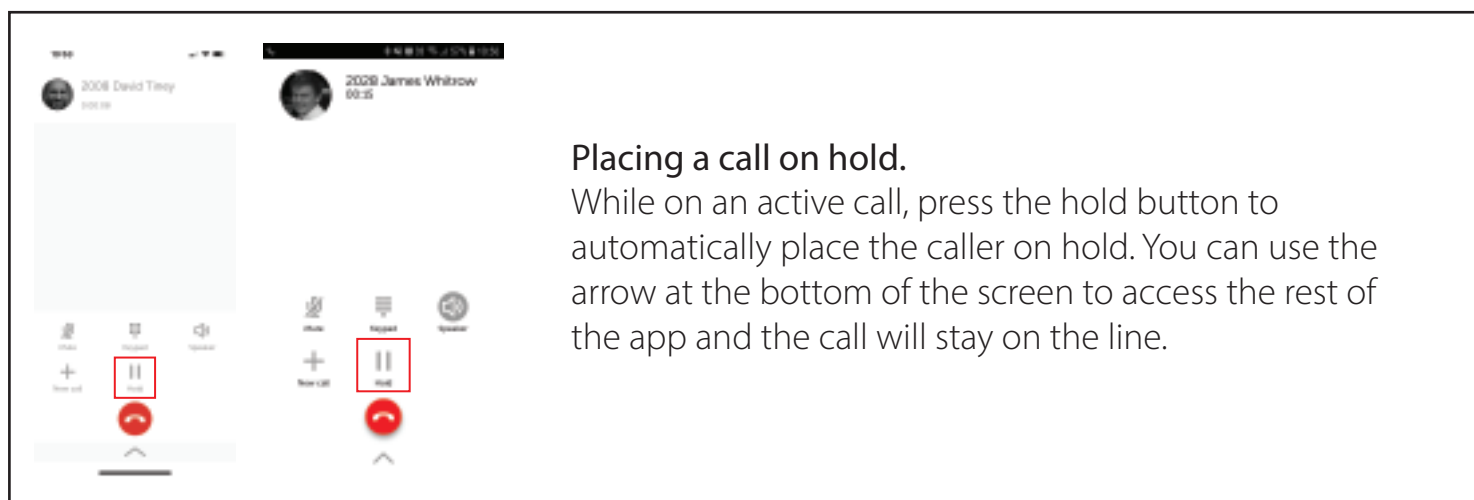

Placing a call.

To place a call, dial the number from the dialler, or choose a contact and select 'Call'.

Answering a call.

To answer a call, press the accept button on iPhone, or the green phone icon on Android when someone is calling you.

Placing a call on hold.

While on an active call, press the hold button to automatically place the caller on hold. You can use the arrow at the bottom of the screen to access the rest of the app and the call will stay on the line.
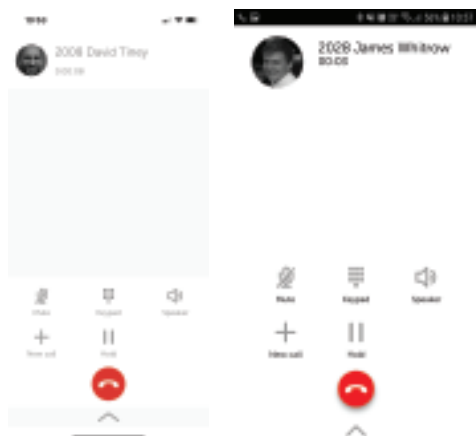
Using the Hosted VoIP app
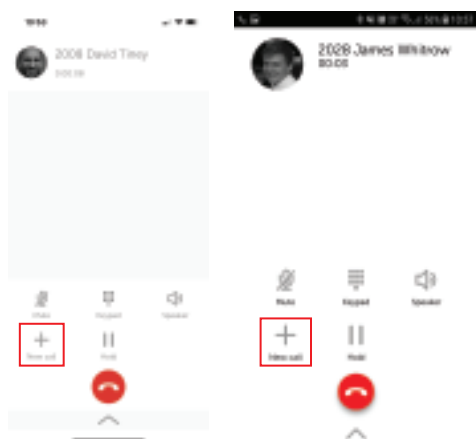
On your iOS or Android device.

Step 1: Active calls.

Step 2: Dial second party.

Step 3: Transfer call.

Transferring a call.
To transfer a call, follow the below steps:

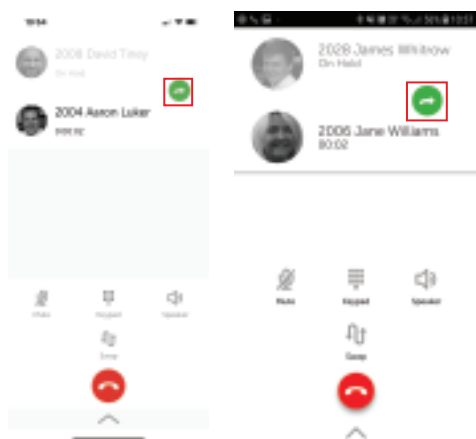**1.** First, ensure you are on an active call with the party you wish to transfer.

2. Dial the number of the person you wish to transfer the call to. You can do this using the 'New call' button. Refer to the 'placing a call' instruction for further details.

3. When the call is answered, you can transfer your original call across using the green transfer icon as shown. Your call will be transferred automatically.

The hosted VoIP app is available from Commsplus. For further information on how to use your hosted VoIP telephone system, **give our support team a call on 01934 882222.**