

## *Elevate* Mobile App: Options During An Active Call

This article describes actions you can perform in the Elevate mobile application while on an active call.

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# Actions during an active call

## Receiving a New Call During an Active Call

During a call, when a second call is received, the callee can choose to:

Answer:

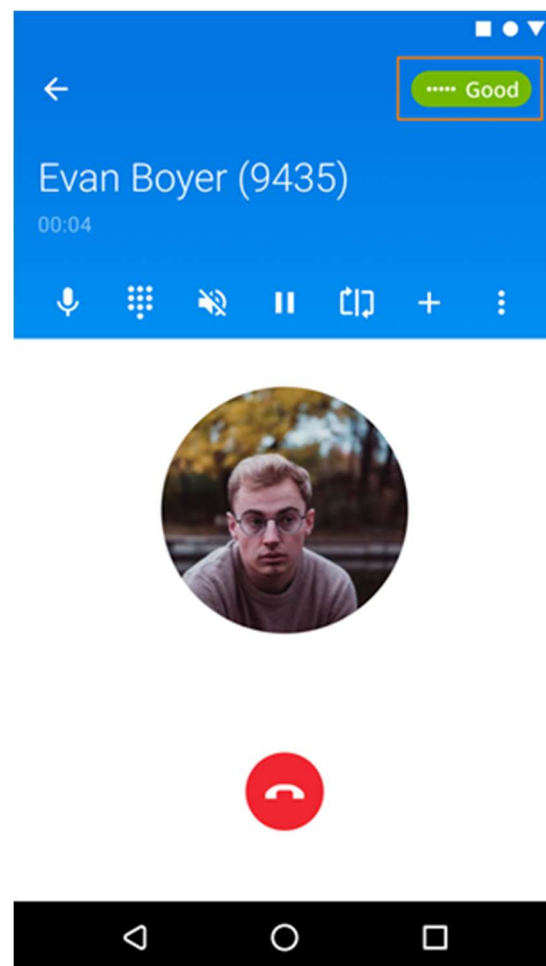
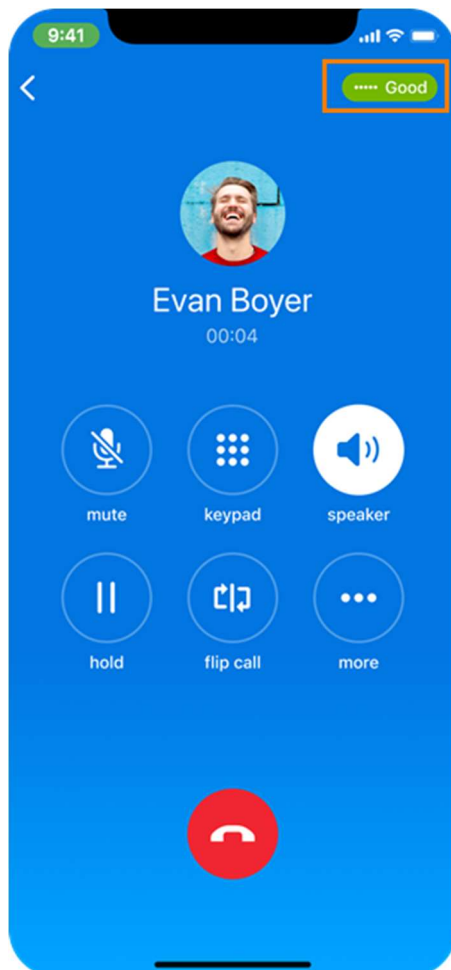
- The first call is automatically placed on hold.
- The callee can start a conversation with the second caller.







Reject:




- The caller still hears a ringback tone.
- After a timeout, the call is forwarded to voicemail.



Additionally, when the callee disconnects the second call and selects the restart button, they can restart the first call.

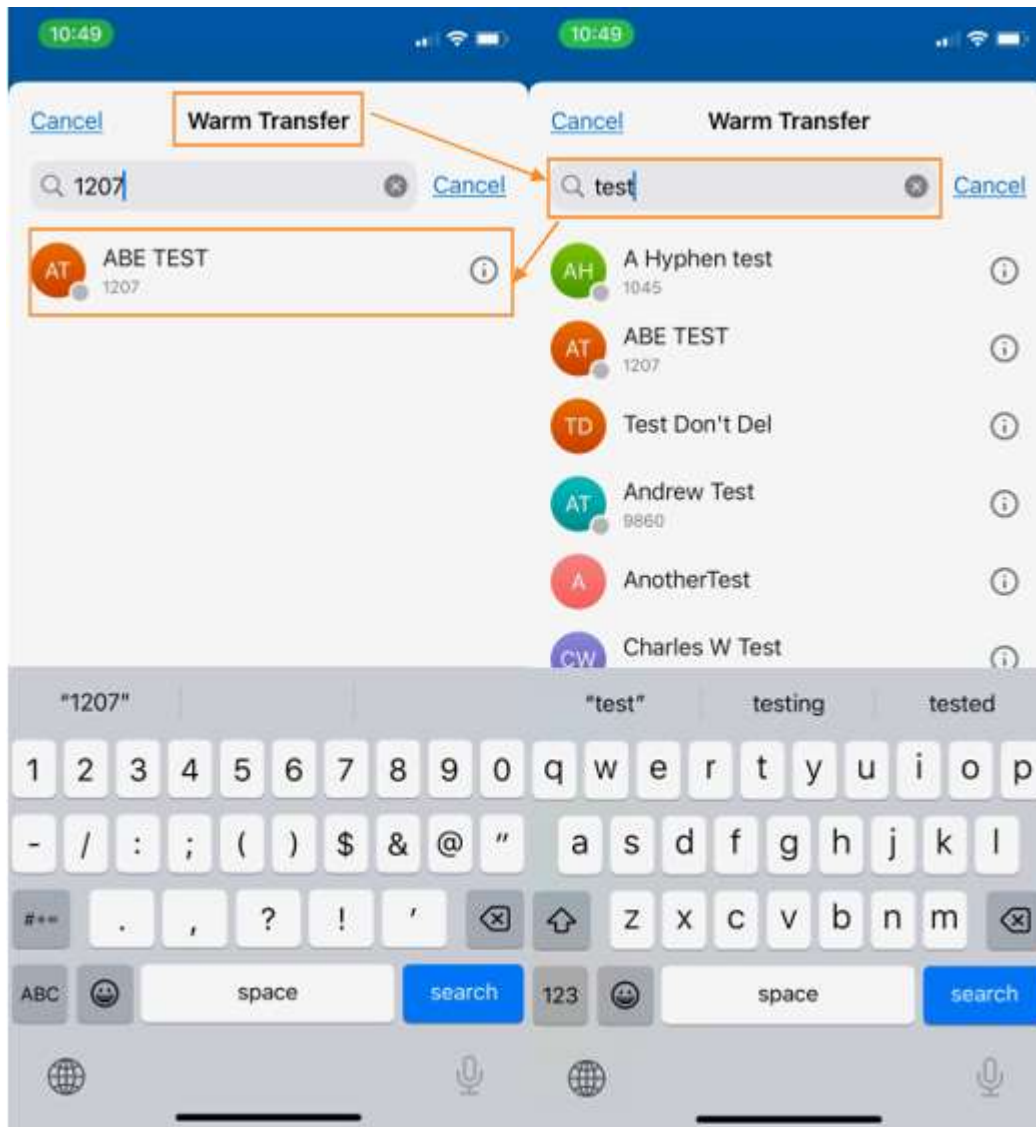
After you dial a number and a Wi-Fi or mobile (cellular) data call is established in Elevate, you can perform the following actions:



-  A microphone
-  [The Call Flip](#)
- Use a 
- Put the call on 
-  the call
- **Android:** tap the red handset icon
- **iOS:**
  - Tap the red handset icon;
  - Press the side button (only on iOS 16.1 and later).
  
- Put the call on **speaker**
- **Use the More button for the following options:**
  - Warm/Blind transfer the call
    - Blind transfer allows you to automatically transfer the call to another party without having a conversation with this party. For blind transfer: while on active call press **More** button > Choose **Blind ** button> Use keypad to enter the phone number or choose from the Contacts list.
    - Warm transfer allows you to consult with the party to which you are transferring a call before completing the transfer. To proceed with warm transfer:
 

**Android:** while on active call press the **+** button > Use the  to enter the number manually or choose from the list of contacts > Press the  button > Your first call will be placed on hold > Your second call with Caller 2 will be established > Press **More** button > tap **Complete  button.**

**iOS:** while on active call press Press **More** button > Choose **Warm ** button> Use the keypad to enter the number manually or choose from the list of contacts > Press the Call button > Your first call will be placed on hold > Your second call with Caller 2 will be established > tap **Complete  button.**

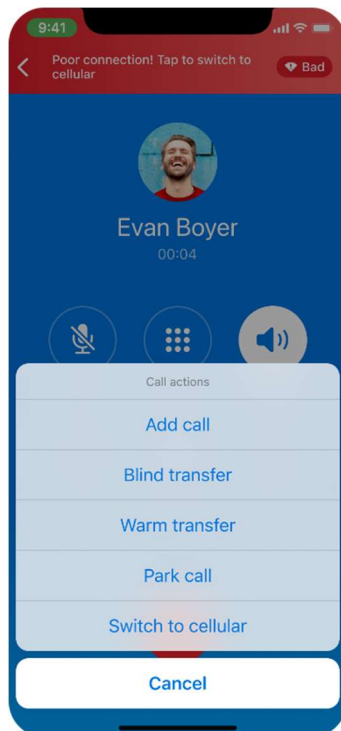


## Actions during a second call

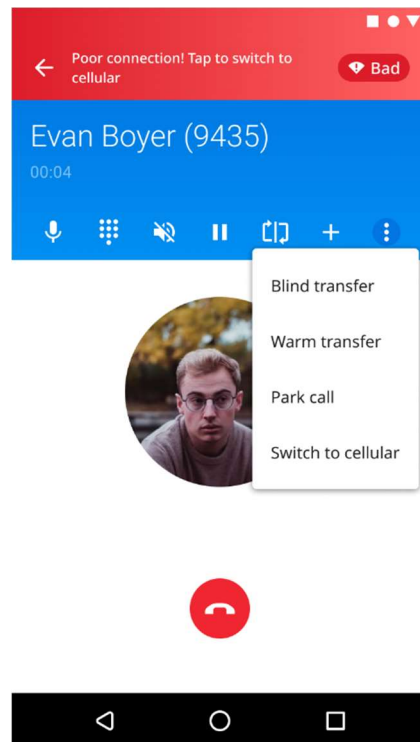
- **Park** a call:
  - Android/iPhone: while on an active call, tap **⋮ icon** > Select **Park call**. The call will be transferred to a virtual extension and will be parked there until someone from your account dials this extension and picks up the call. The extension will show up in a pop-up on your screen.
- **Add** a call

- **Android:** while on an active call, tap **+ icon** > select a contact/dial a number via the keypad.
- **iPhone:** while on an active call, tap **More** > select **Add call** > select a contact/dial a number via the keypad.
- **Switch to cellular** option allows you to transfer any active Elevate call to your mobile phone number if the network conditions are not good enough or for other reasons.
  - **To use it on the active call:**
    - Click the **three-dot (More)** button and select **Switch to cellular**, then enter your mobile phone number if not yet added.
      - If overall call quality is scored as “Bad”, tap the Red call quality bar to proceed with Switch to cellular, or select **Switch to cellular** from the call quality statistics pop-up by tapping the call quality score indicator.
  - **To predefine the phone number for this feature:** Go to *Elevate > Call Settings > Calling network > Add mobile number*. Use the **More** button for the following options:



iOS

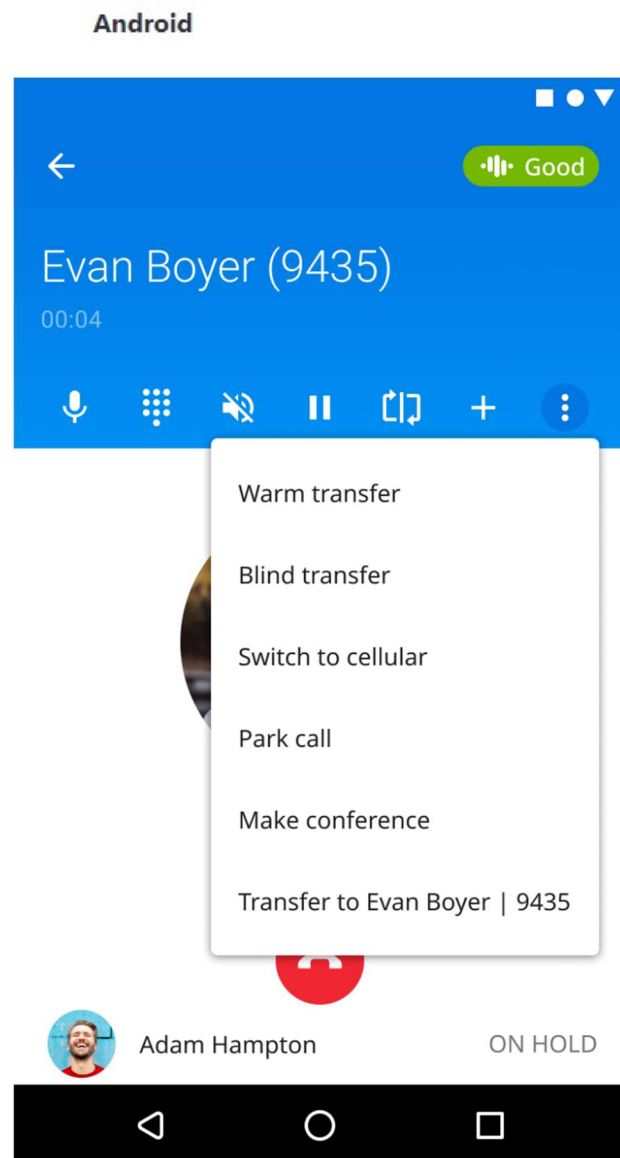
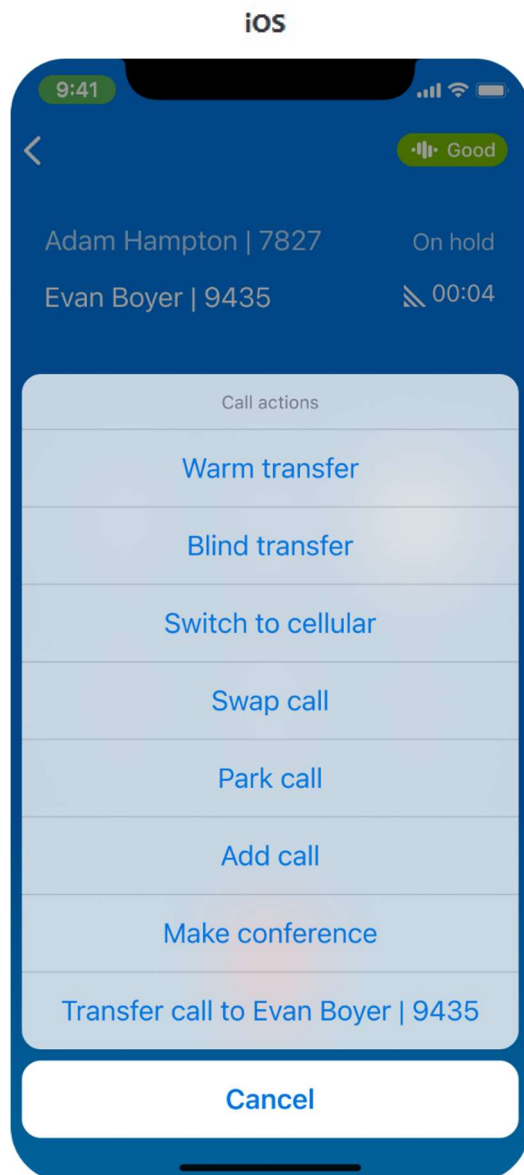


Android



Once you added the second call into your conversation, as additional you can do the following options:

- **Swap** two calls  
When you are on two calls click **Swap calls** to put on hold active call and return to the second call that was on hold.
- Establish a **Conference**
  - Press **More** > Make Conference. After the Conference is established you can separate the two calls back.  
**Note:** The maximum number of callers to participate in a conference is 3. In case if you have more than 2 active calls the option Make Conference **won't appear** under **More**.
- **Transfer** the call to the first number you established the call with.  
**Note:** You can simply cancel an active transfer by clicking on , followed by  to resume the previous call.



## View Real-Time Call Quality

- During an active call, the Elevate mobile application users see real-time call quality. Overall call quality can be scored as "Good", "Medium", or "Bad". Tapping on the call quality score indicator will show key call quality parameters affecting the overall quality score, such as: packet loss, jitter, round-trip time, and the audio codec being used. A poor value of one of the parameters may not affect the overall quality of the call.

When overall call quality gets a score of "Bad", the user will hear a beep and feel haptic feedback along with a visual message recommending the user to switch to cellular.

- **Known Issues:**
  - If a caller loses connection from a call (due to network interruptions) and then connects back, the Elevate user may see the current call quality score as bad.
  - On a conference call, the user will see call quality statistics:
    - Android: for either of the two calls.

Android		
Good	Medium	Bad
iOS		
Good	Medium	Bad