

Parked or held voice calls can be merged with active voice calls done using the **Merge** button that displays next to parked and held calls in the **Active Calls** window.

To merge calls in xT911

1. Place your call on hold or park.
2. Take another incoming call or dial out a call.
3. In **Active Calls**, the **Merge** button will display next to the held or parked call as soon as there is another active call (incoming or outgoing).
4. Click the **Merge** button while connected to a call.



Active Calls

Answer Call Ringback Call Join Active Call Monitor Active Call Shadow Monitor Call

Call State	Media	Duration	Participants	Direction	Received	Call Back
connected		00:01:20	2	outgoing	06/18/2015 11:43:10	(562) 597
holding		00:03:37	1	incoming	06/18/2015 11:40:53	(401) 330

NOTE: The **Call State** column in the **Call Manager** window will display as “merging” for one or two seconds and then change to “connected.” All parties will then be participants on the call.

There is now one row representing the merged call in the **Active Calls** window with three (3) Participants.

Active Calls

Answer Call Ringback Call Join Active Call Monitor Active Call Shadow Monitor Call

Call State	Media	Duration	Participants	Direction	Received	Call Back #	ALI Key
connected		00:05:54	3	incoming	06/18/2015 11:40:53	(401) 330-9990	(401) 330-9990

The **Call Manager** window also displays three Call Participants.

Call Manager

Mute Hold Consult Park Release

Lines	Call Participants
<p>(401) 330-9990 connected 00:05:54</p>	<p>(401) 330-9990 Connected JOHN BAKER PROVIDENCE 00:05:54</p> <p>TRAINING-A Connected Default Administrator xt911Station 10.2.6.201 00:00:50</p> <p>Virtual Trunk 114311.241 Connected 9110010001 00:00:47</p>

Additional callers can be added to an already merged call session by selecting a parked or held call in **Active Calls** and clicking the Merge button to add a caller to the merged call session.