

	TOWN OF OLD SAYBROOK Information Technology	<h1>Phone Tips</h1>
	<h2>Joining Calls to a Conference</h2>	

If you are expecting multiple incoming calls which you would like to join to a conference the procedure is fairly simple. You can either

To join incoming calls together in a conference...

1. Scenario: You have already answered the first call and are talking with the first caller.
2. When the second call comes in
 - a. Place the current call on hold by hitting the **Hold soft key**.
 - b. By placing the current call on **Hold** the second call is automatically answered.
3. While talking to the second caller hit the **More soft key** until the **"Join"** soft key appears.
4. Hitting the **Join soft key** connects the multiple calls together in a conference call.
5. Additional incoming calls may be joined to the conference.

To call out to a number and add to a conference...

1. Scenario: You have already answered or dialed the first call and are talking with the first caller.
2. To add a new outgoing call to conference
 - a. Place the current call (or conference) on hold on by hitting the **Hold soft key**.
 - b. Dial a call
 - c. When the call is answered, join the calls as described below...
3. While talking to the second caller hit the **More soft key** until the **"Join"** soft key appears.
4. Hitting the **Join soft key** connects the multiple calls together in a conference call.
5. Additional incoming or outgoing calls may be joined to the conference.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

