

# 3-Way Conference Calling (with Jive)

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Staff has the ability to conduct 3-way conference calls on their desk phones anytime that feature is needed. You are always one of the 3 people on the call, which means you can conference with two other people. Below are the basic directions on how to accomplish this. Something that may be helpful to know is that beneath the LCD screen on your phone there are a number of buttons. These buttons are called 'Context Buttons' and they can change function as needed depending on what you are doing with the phone at the time. The conference feature will appear on one of these context buttons and is abbreviated as *Confrn*.

## Scenario #1

Let's say that you are already on the phone with Joe and you decide it might be helpful to bring Bill onto the call. Be sure to let Joe know that you are going to attempt to conference Bill in, because he will be put on hold automatically when you start the process. Press the *Confrnc* button (which places Joe on hold) then dial Bill. You will be able to speak with Bill privately until you are ready, then press the *Confrn* button again. Now everyone is together on the call.

## Scenario #2

Let's say that you are on the phone with Joe and another call is coming in so you put Joe on hold to answer it. When you answer the other line you discover it is Bill and he is asking questions that Joe is better suited to answer. Let Bill know that Joe is on the other line already and that you are going to conference him in. Press the *Confrn* button then press *More* button so that you can see and press *Join*. Now everyone should be on a call together.