

# HOW TO CONFERENCE A CALL

Abadata Connect Customer Training Guide

**A conference call lets you connect another person to a call already in progress.** The additional participant can be another Abadata Connect extension or an outside telephone number, such as a customer, vendor, or cell phone.

## 1. START THE CONFERENCE

|          |                                                                                                                                  |
|----------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | While you are on a call with the first person, press the <b>Conference</b> (or <b>Conf</b> ) button.                             |
| <b>2</b> | The first caller is placed on hold while you dial the person you want to add.                                                    |
| <b>3</b> | Dial the extension or outside telephone number. Press #, <b>Send</b> , or <b>Call</b> if you want to place the call immediately. |
| <b>4</b> | Wait for the second person to answer. You can speak privately with that person before joining everyone together.                 |
| <b>5</b> | Press <b>Conference / Conf</b> again. All parties are now connected and can speak with each other.                               |

### QUICK SEQUENCE

**Conference → Dial the Person → Wait for Answer → Conference**

Everyone is now connected.

## 2. EXAMPLE

|                     |                                                                                      |
|---------------------|--------------------------------------------------------------------------------------|
| <b>You:</b>         | "Mary, let me bring John into the call."                                             |
| <b>Action:</b>      | Press <b>Conference</b> , dial John's extension, and wait for him to answer.         |
| <b>You to John:</b> | "John, I have Mary Smith on the line. I would like to conference you into the call." |
| <b>Action:</b>      | Press <b>Conference</b> again.                                                       |
| <b>You:</b>         | "Mary, John is now with us."                                                         |

### IF THE SECOND PERSON DOES NOT ANSWER OR CANNOT JOIN

Do not complete the conference. Return to the original caller using the appropriate **line key** on your phone.

### REMEMBER

The person you add to the conference can be an **internal extension** or an **outside telephone number**, including a cell phone. Wait for the new participant to answer before pressing **Conference** the second time.