Call Connections

How to setup a Conference Call or Meeting Call or Multiple Staff Support Call on Phone System

Sometimes where required, staff and/or contractors may need to setup a Conference Call or Meeting Call or Multiple Staff Support Call on Phone System.

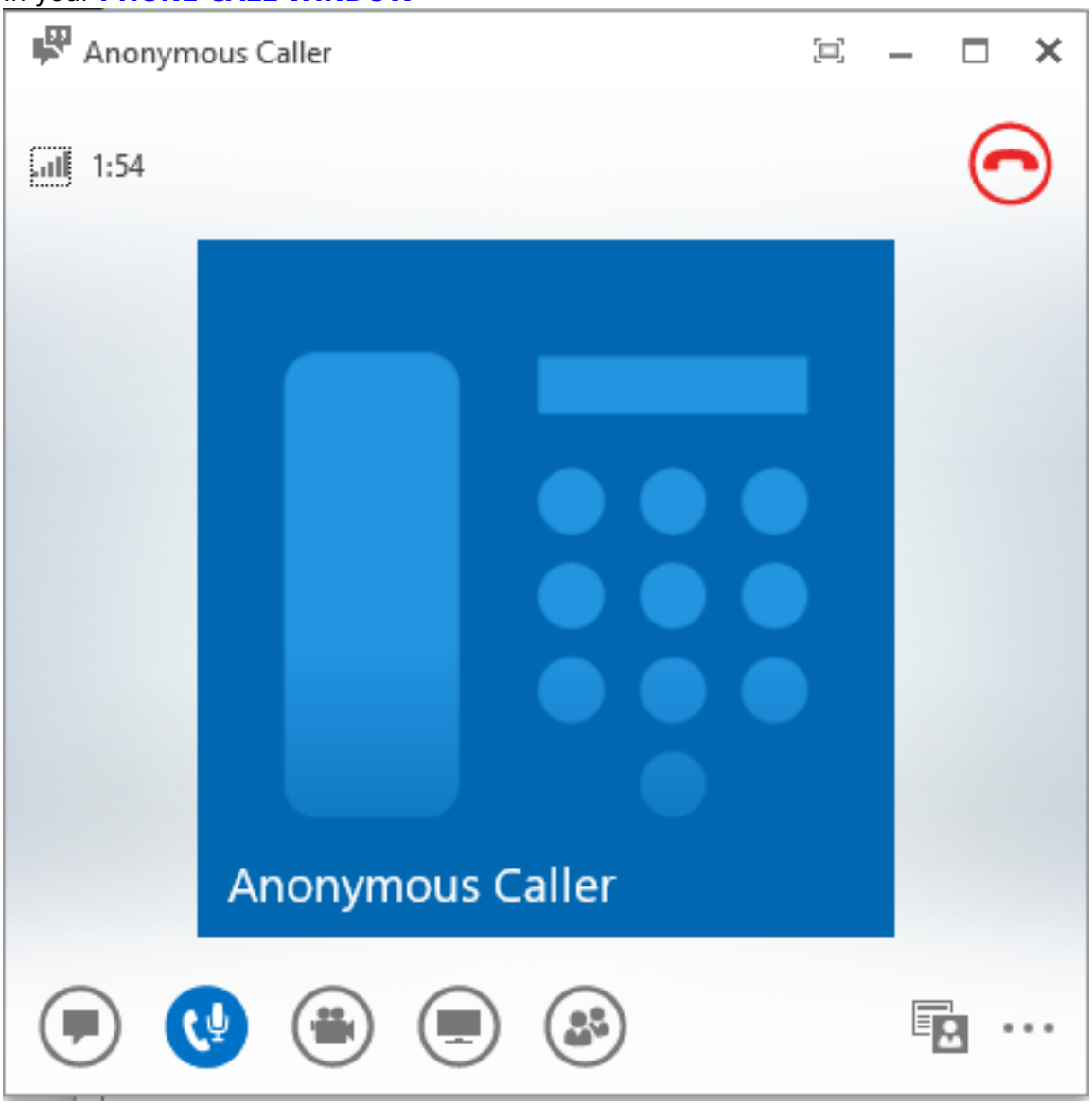
This may be required, if

1. you need a supervisor to listen in on a call.
2. you need training or help on a feature or product
3. you need support from a staff member while being on the line with the customer

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To setup a Conference Call or Meeting Call or Multiple Staff Support Call on Phone System, follow these steps.

1. In your **PHONE CALL WINDOW**

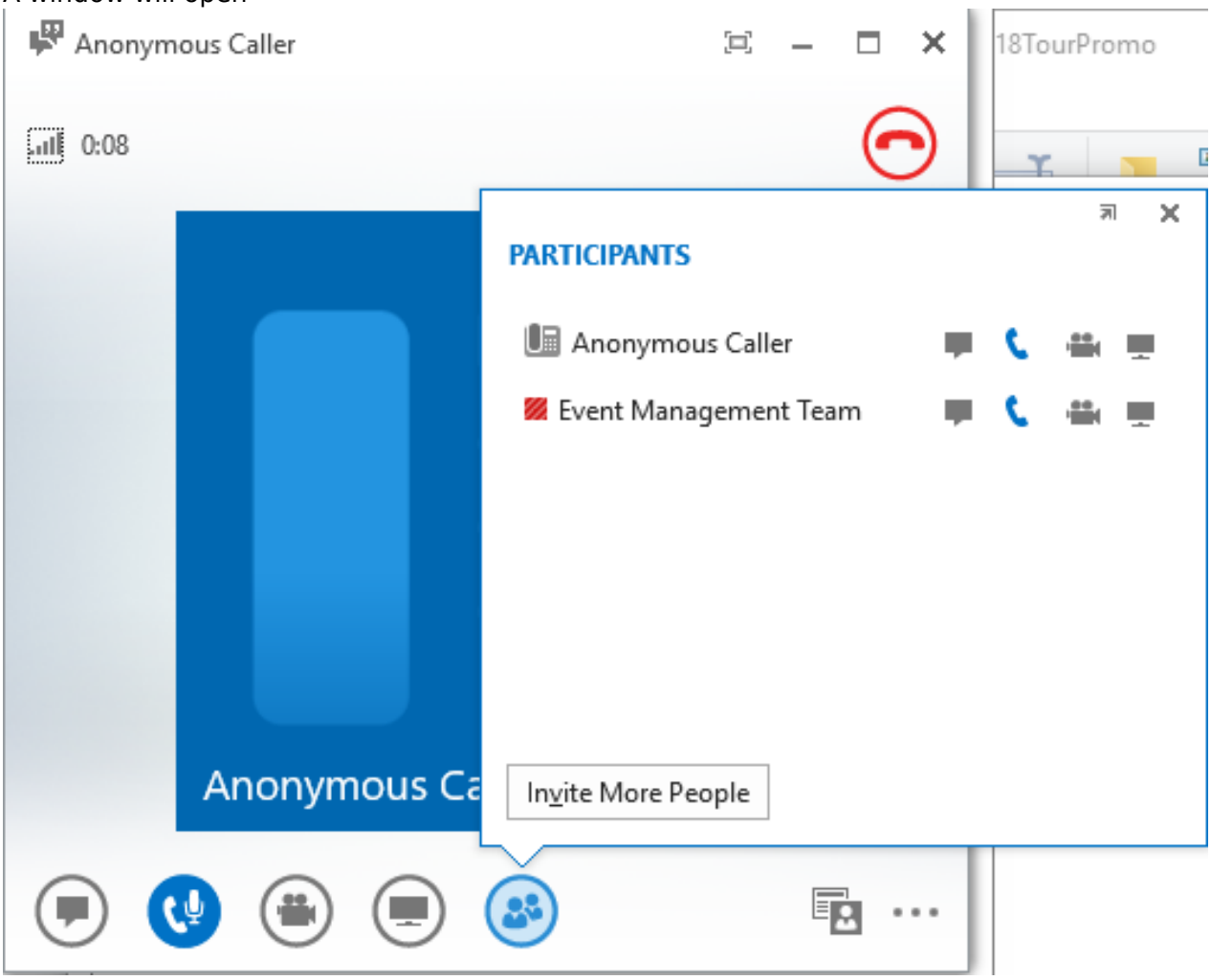


press the **BLUE** person button

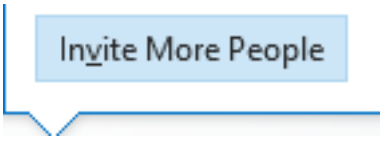


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2. A window will open

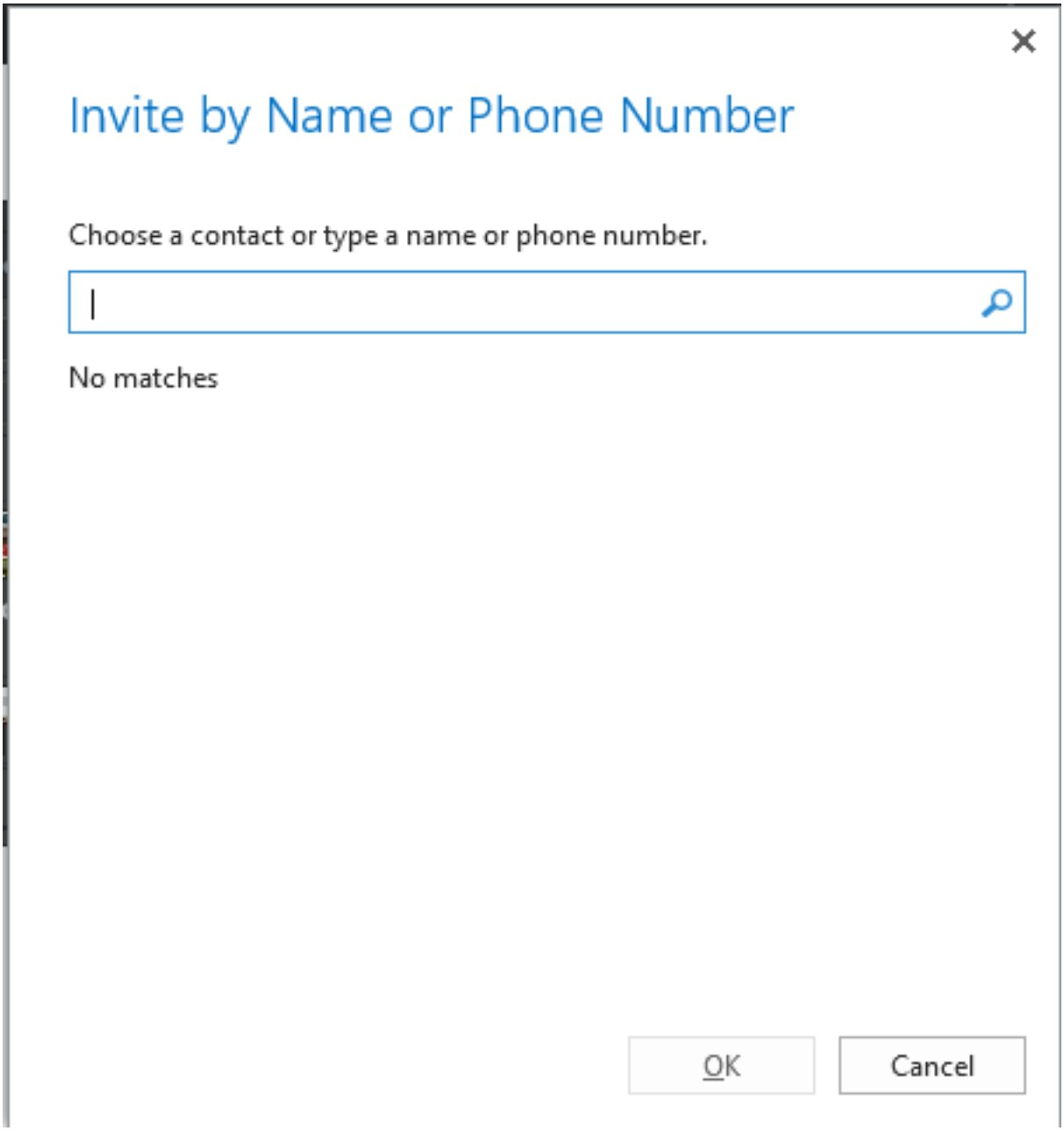


3. Press the **INVITE MORE PEOPLE** button

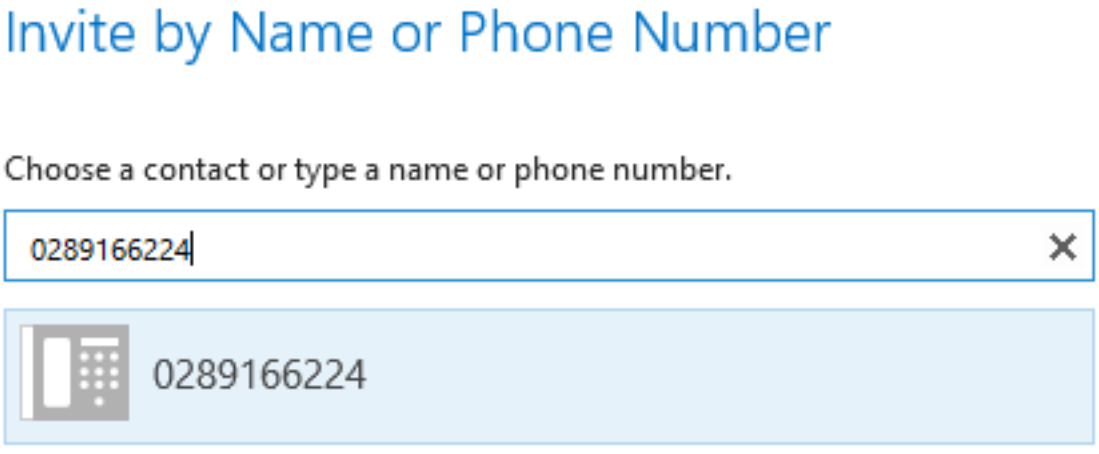


4. Another window will open up as show below ...

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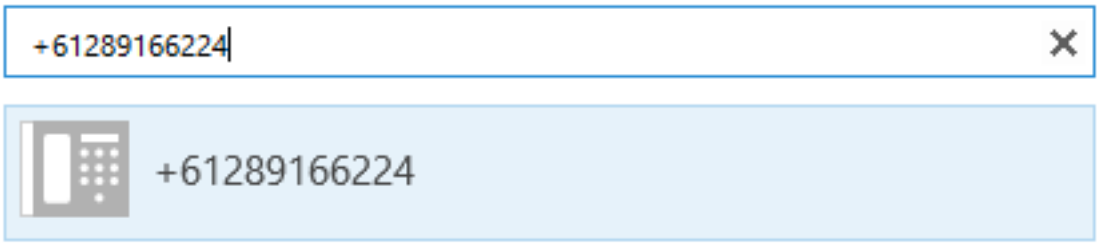
5. And in the **Choose a contact or type a name or phone number field**



Make sure you enter the area code or
International code + correctly

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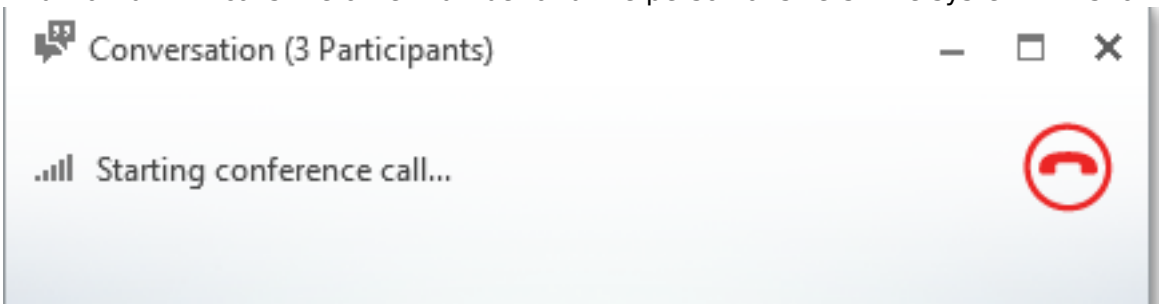
Call Connections



6. Press the OKAY button

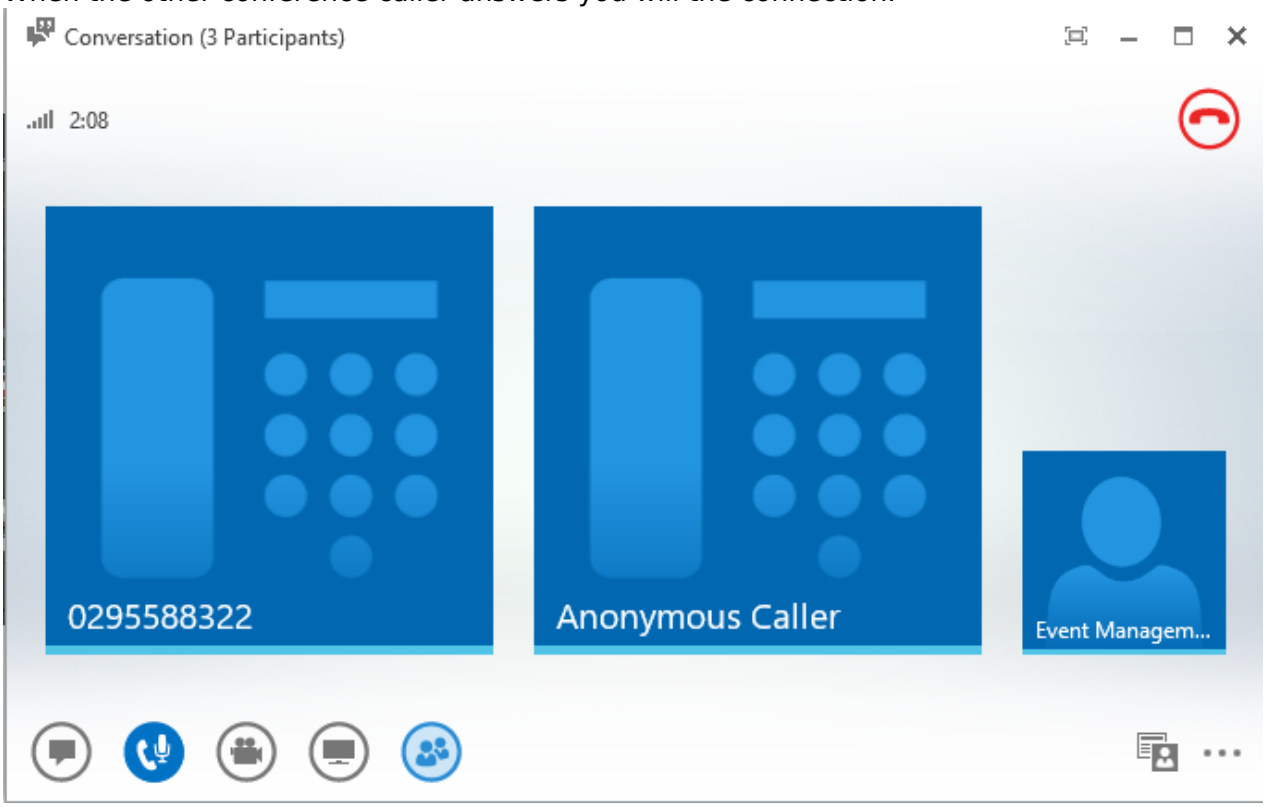


7. And wait until it calls the other number and the person answers. The system will show



Stating our Iconic Phone System is connecting the conference / support call.
Please wait while the system sets it up.

8. When the other conference caller answers you will the connection.



It will show the callers ID, the number of callers on the Conversation.

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9. From here start the conference or customer or support conversation.
10. **TASK COMPLETED.**

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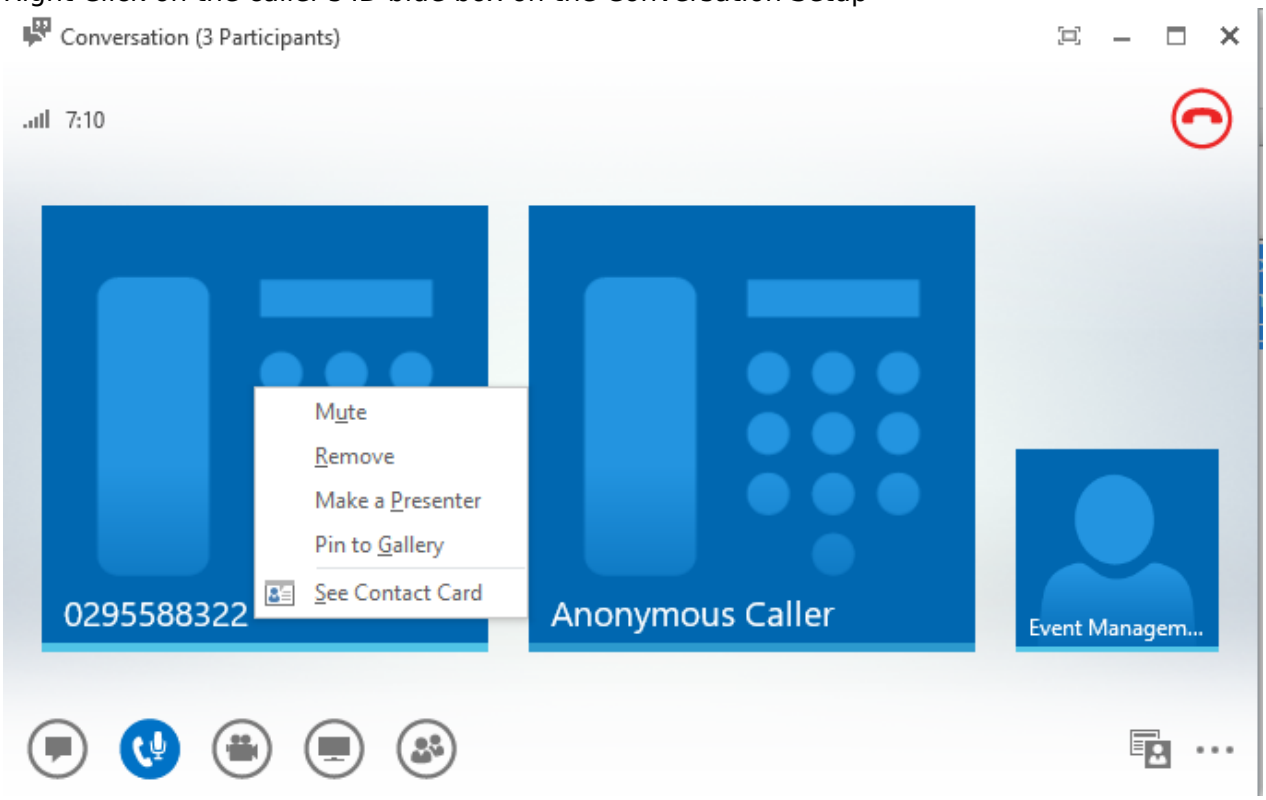
Â HOW TO ADD ANOTHER CALLER IN THE Conference Call or Meeting Call or Multiple Staff Support Call on Phone System: Â

1. Simply follow the steps as stated above, when inviting the first exra caller.

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Â HOW TO REMOVE A CALLER FROM A Conference Call or Meeting Call or Multiple Staff Support Call on Phone System:Â

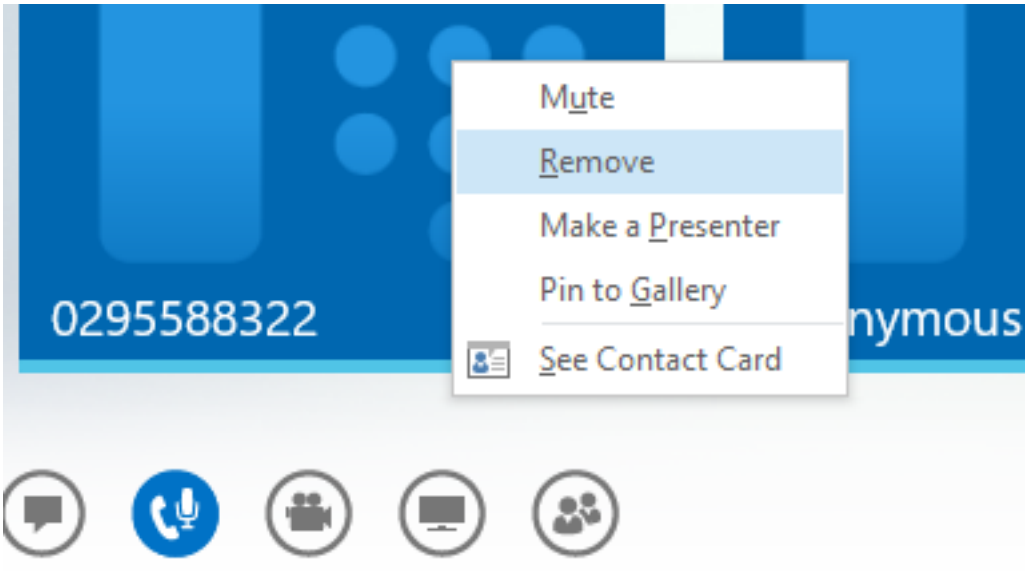
1. Right Click on the caller's ID blue box on the Conversation Setup



2. Press on the **REMOVE** option

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3. The system will remove and hang up on the Caller.
4. **TASK COMPLETED**

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Â HOW TO CLOSE / HANGUP ON or FROM a Conference Call or Meeting Call or Multiple Staff Support Call on Phone System:Â

1. Press the RED HANG BUTTON 

2. After hanging up the system will provide a history account of the **Conference Call or Meeting Call or Multiple Staff Support Call on Phone System.**

3. To close this window X button on the top right corner of the window.
4. **TASK COMPLETED**

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Attached files:

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