

Similar to three-way calling, **N-Way Calling** allows a user to add up to 9 additional parties to a call. Useful for ad hoc conferences, no conference bridges or access codes are required.


## What you need for N-Way Calling

iPBX Premium bundle

## Configuring your iPBX service for N-Way Calling

No voice portal configuration is required.


## How to make an N-Way Call

1. Dial the first party. When the first party answers, you can start to add more participants.
2. Press the **Conference**  key on your phone or the **Conference** soft key\*. This puts the active call on hold and provides you with a dial tone.
3. Call the next party.
4. When the second party answers, press **Conference** again. This action also initiates the N-Way Calling. (Your phone's display will now read "To: nway@bms.dsci-net.com nway".)
5. Press **Conference** again. You receive a dial tone. The other two parties remain connected. Call the third party. Press **Conference** again to add yourself and this party to the call.
6. To obtain a dial tone to add another party, press **Conference** once more. Continue to add parties until all have been contacted (up to 9) by pressing **Conference** to gain dial tone and **Conference** again to add the dialed party to the group. All parties remain connected and can speak with one another while you are calling others.
7. When all have been contacted, press **Conference** again to connect yourself and the last called party to the others. You can now begin your conference.

\* The Polycom SoundPoint IP 330 and 450 do not have a **Conference** button on the phone. For both these models, use the phone's soft keys. If the desired soft key is not displayed, press **More** first, then **Conference**.

## Controlling an N-Way Call

### Hold during an N-Way Call

If during a conference you press **Hold** , your connection to the conference is put on hold. The other parties remain connected and can continue

to speak with one another. You can answer an incoming call or make an outgoing call at this time. To resume the conference without taking any other action, press the **Resume** soft key.

## Adding an active call to an N-Way Call

If during an N-Way call you receive an incoming call you would like to add to the conference, press **Hold**. This puts your connection to the conference on hold. All others remain connected. Answer the incoming call and press the **More** soft key and then the **Join** soft key. This party is now part of your N-Way Call. (*This is true only if you have not already reached the called party limits of 9.*)

If during an N-Way call you want to add another party, press **Conference** to put your connection to the conference on hold and get a dial tone. Dial the new party and once connected, press **Conference** again to join yourself and the new party to the conference.

## Ending an N-Way Call

Because you are the person who set up the N-Way Call, when you hang up, all parties are disconnected and the call ends. Individual parties can hang up at any time without impacting other parties on the N-Way Call.

## Cancel actions while setting up an N-Way Call

You can press the **Cancel** soft key to cancel any action while setting up an N-Way Call (i.e., misdial, etc.). If you are making a call to invite a party to join the conference and you reach voice mail or the party declines, you can press the **End Call** soft key to end the call. Pressing **Conference** again joins you to the other parties already connected. (Or you can press **Conference** a second time to get a dial tone to continue to add participants.)

## Additional Notes

- N-Way Calling is useful for ad hoc conferences. However, for many conference situations, the chairperson will require control which is not available with N-Way Calling. In those instances, a traditional conference bridge is recommended.
- To use the soft keys on your Polycom phone, you may need to press the "More" key to display the required soft key.