3-Party and Conference Calling

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Read on to learn about 3-party conference calling in the MultiLine mobile app.

Overview

You can add a third participant to calls in the MultiLine application.

Before you start

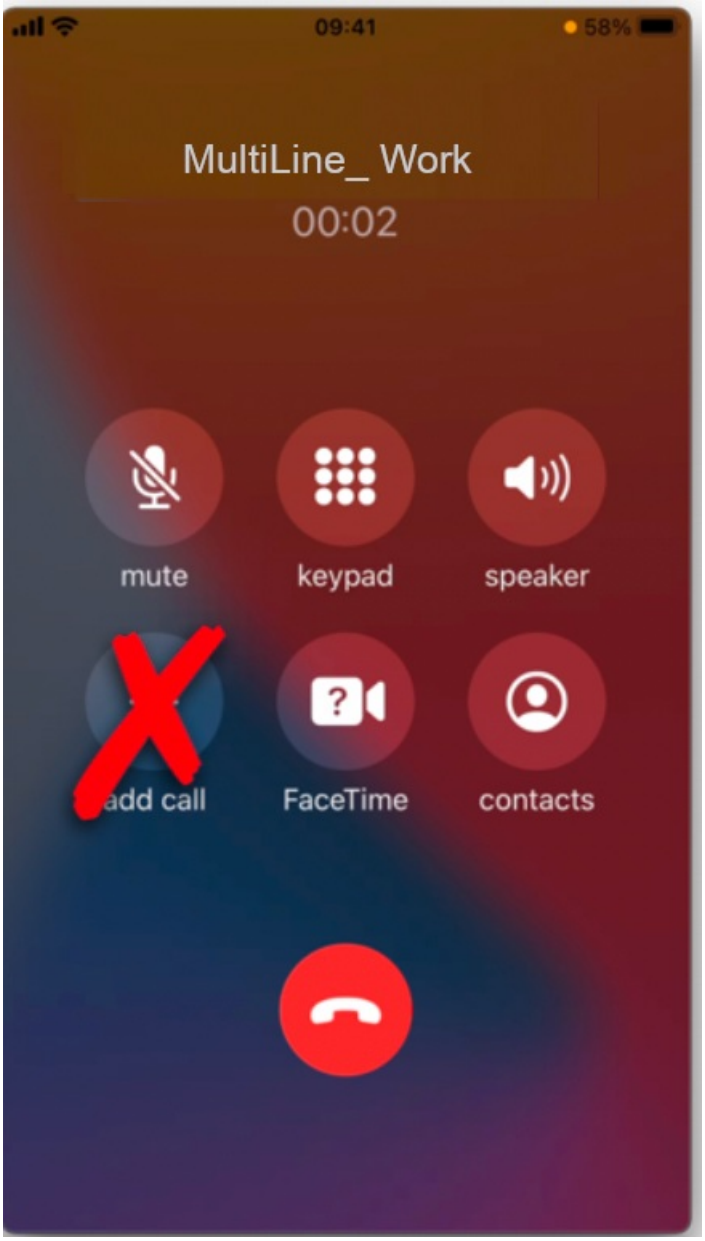
- Your organization can choose to enable or disable these features. If you have questions, contact your MultiLine administrator.
- The steps are different when you are doing 3-way calling using Minutes or Data. See Call Settings: Set Data or Minutes calling modes (https://help.moviuscorp.com/help/understanding-your-call-settings).
- If using Minutes calling, your phone needs to support three-way calling. Consult the manufacturer's instructions for your phone for more information.

How to add a participant to a call (Minutes)

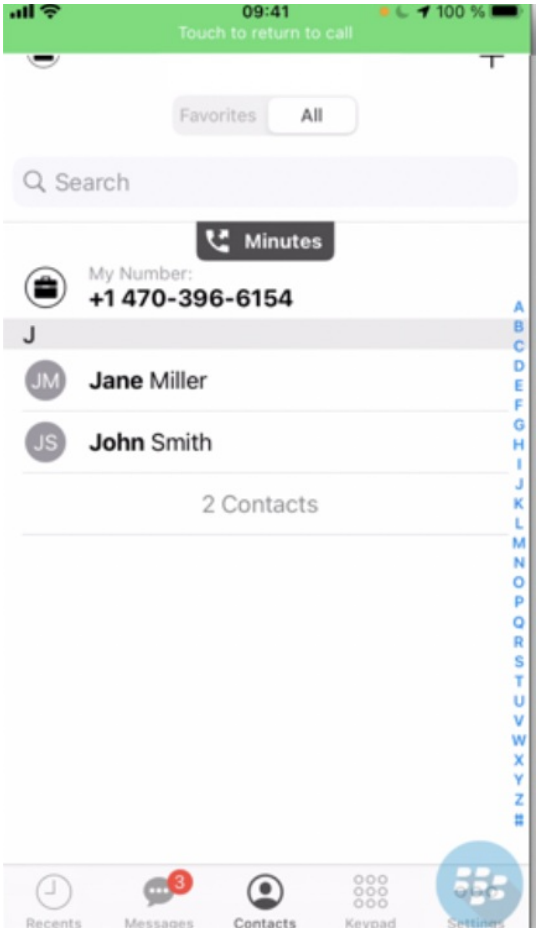
When making a Minutes call using MultiLine, please follow the below process to ensure that the third participant sees your MultiLine number instead of your personal number.

> Note: Make sure to add the participant to your Contacts list.

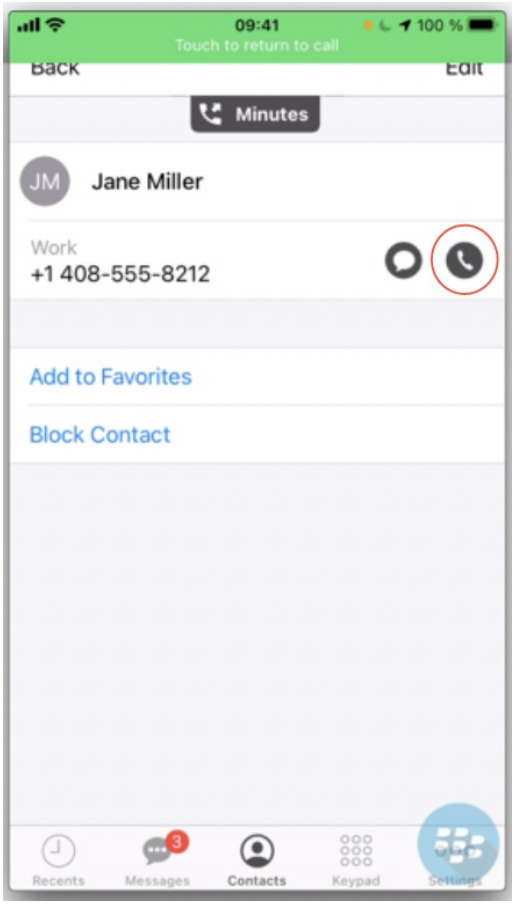
1. Do not click the **Add Call** button. Instead, open the MultiLine app.



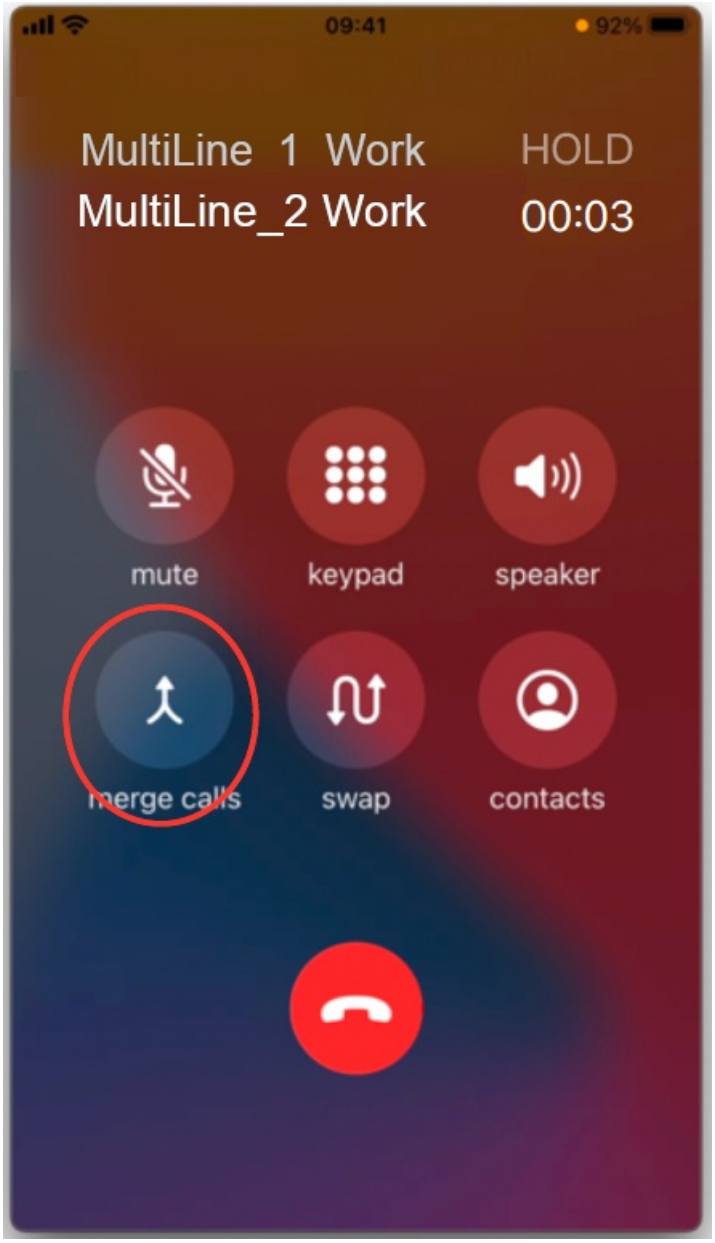
2. Go to your contacts and tap the desired contact.



3. Tap **Call** on the **Contact Information** screen. The original call will briefly go on hold while the call connects.



4. Tap **Merge** to create the 3-party call.

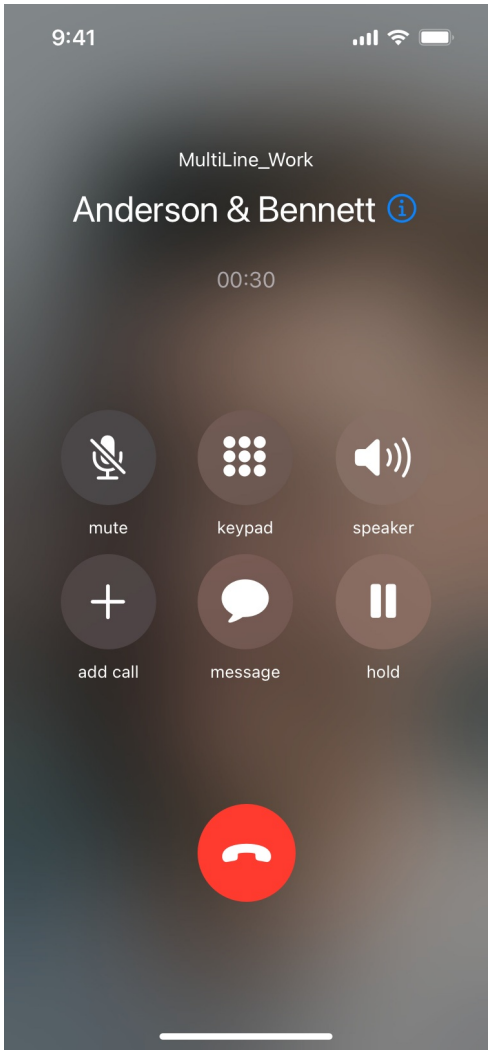


How to add a participant to a call (Data / WiFi)

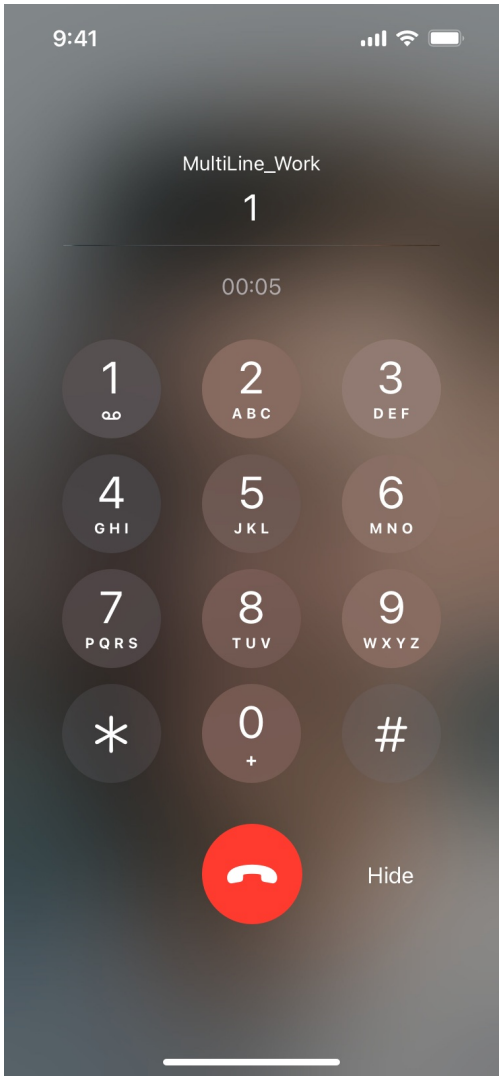
When making a Data or Wi-Fi call using MultiLine there are multiple options available on the call screen, including the option to add a call.

iOS

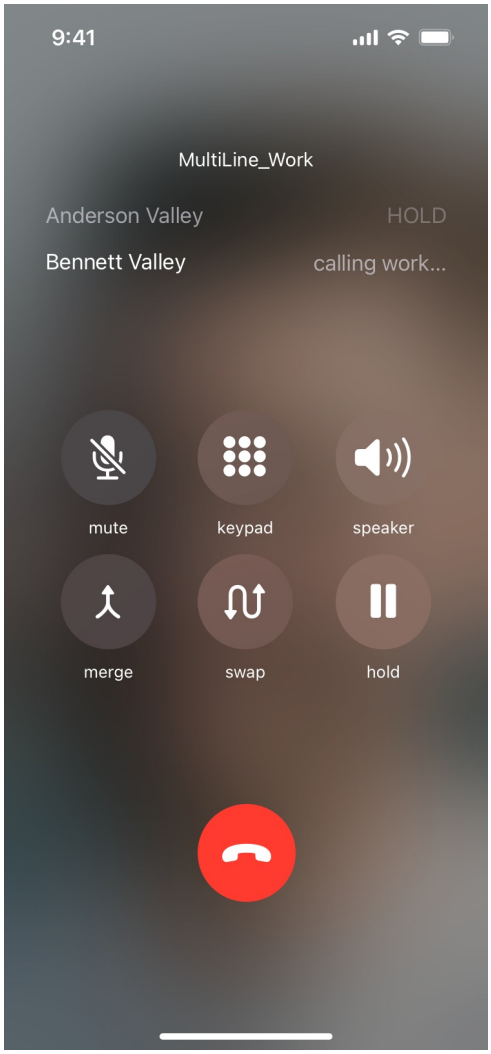
1. **Tap the Add Call button**



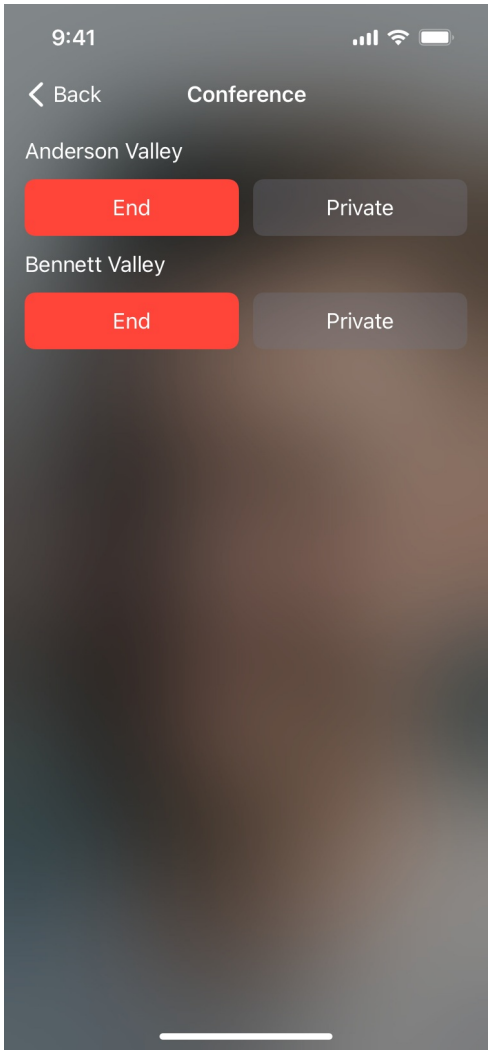
2. Dial the number



3. Tap **Merge** to create the conference call

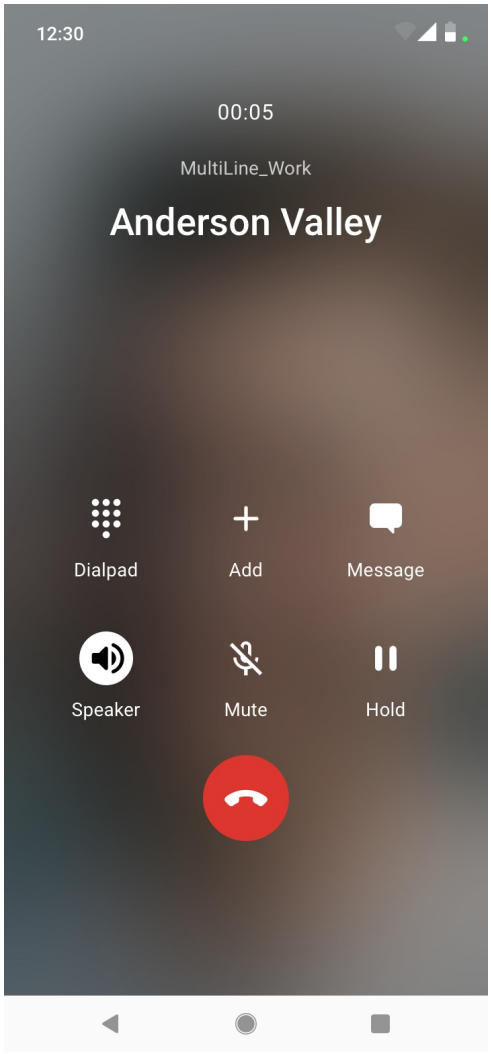


4. Tap **End** to conclude the call with that party.

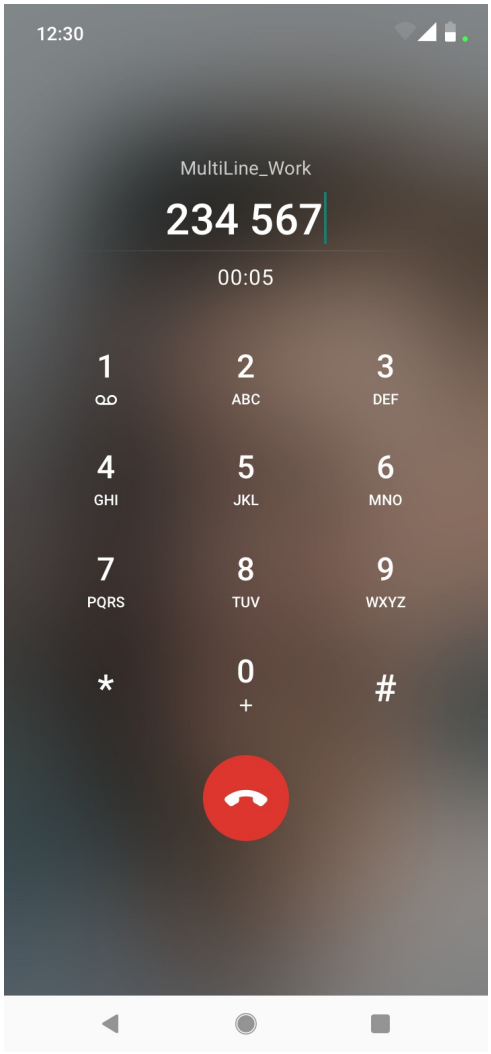


Android

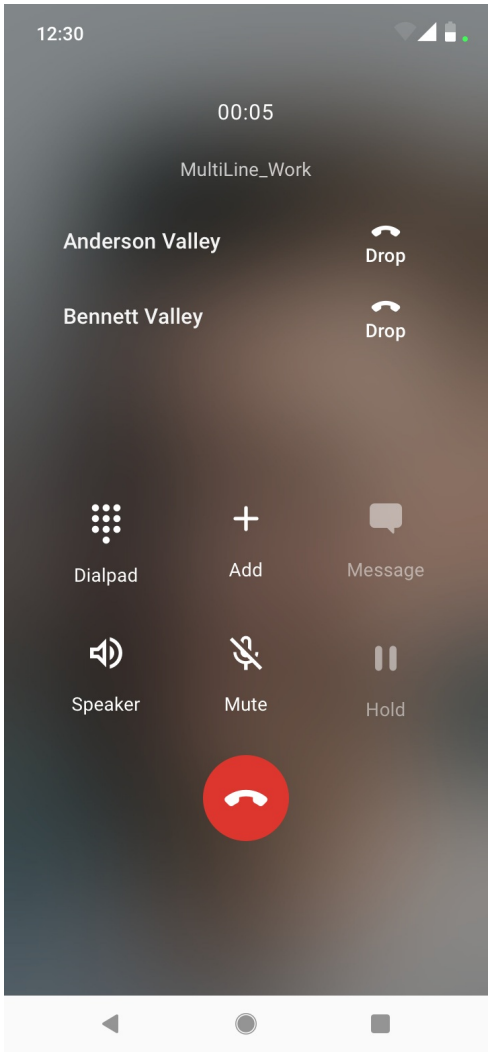
1. **Tap the Add button**



2. Dial the number and tap enter



3. The conference call will connect. Tap the **Drop** call icon to conclude the call with that party.


12:30
00:05
MultiLine_Work
Anderson Valley
Drop
Bennett Valley
Drop
Dialpad
Add
Message
Speaker
Mute
Hold