

TELEPHONE CONFERENCING OPTIONS

Effective: July 1, 2013

1) Initiate a Conference Call From Your Telephone – Up to 6 Total People

Only the initiator can add callers.

To initiate a conference call: Start with an existing call on your phone

1. Press **More** softkey
 2. Press **Confrn** softkey (caller is put on HOLD)
 3. Dial the number (9+number if off campus) of next party
 4. Once the called party has answered, press **Confrn** key to join all parties
- Repeat steps 1-4 for each person you are adding to the conference.

If a party doesn't answer or doesn't want to join

Press **EndCall** softkey

Press **Resume** softkey

To add an INCOMING call to the conference

Press **Answer** softkey (when call is coming in)

Press the **More** softkey

Use arrow keys to locate conf call in progress, press the **Join** softkey

To remove yourself from the conference:

Hang up your handset (while the remaining participants can remain in the conference, no one may be added to the call once the initiator hangs up)

To remove any person called on the conference

Press **More** softkey

Press **Confrn Lst** softkey

Use arrow keys to locate desired party on list, press **remove** softkey

2) Request Audio Conferencing Services Through TNS – 6-25 Total People

Please note: This service is accessed via a toll free number by call participants and is billed back to requesting department at the rate of a \$1.00 scheduling fee plus .05 per minute, per participant.

Requesting department must schedule services through the Telecommunications department.

Submit request through TNS Work Order Request at: <https://tns.csusb.edu/wor>

Choose "voice" and provide the following information:

- Name of requestor and department - **Must be CSUSB faculty or staff**
- Date
- Start and end time
- Number of individuals who will participate (from 6 to 25)
- Does department need a loaner conference phone?

Once you initiate a request with our office, your conference will be set up. A conference code and ID will be provided along with detailed instructions for use. It is simple to use and convenient for those who must communicate with individuals from various areas. This is a popular service, so we do require **NO LESS than a 48 hour notice for requests. There is a \$5 RUSH fee for less than 24 hour notice.**