TELEPHONE CONFERENCING OPTIONS
Effective June 1, 2009

1) <u>Initiate a conference call from your telephone</u>

(For calls up to 6 participants total) Only the initiator can add callers.

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

1. Press **More** softkey (Caller is put on HOLD)
2. Press **Confrn** softkey
3. Dial the number (+9 if off campus) of next party
4. Once the called party has answered…
5. Press **Confrn** key to join all parties

Repeat from 1 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 conference, no one may be added to the call once the initiator hangs up)

To remove any person called on conference:
- Press **More** softkey
- Press **Confrn Lst** softkey
- Use arrow keys to locate desired party on list
- Press **Remove** softkey

2) <u>Request the use of Audio Conferencing Services through TNS</u>

(For calls with OVER 6 participants) *Charges will be billed back to requesting department at the rate of $1.00 scheduling fee plus $.05 per minute, per participant.*

This service is accessed via a toll free number by call participants. Conference code and ID are provided in an email when the reservation is confirmed with requester.

This service must be scheduled through the Telecommunications Department. Submit your request through the <u>TNS Work Order Request</u> page. Choose "voice" for the type of request. The information you will need to provide is:

- Name of originator (who will "lead" the call) and department (must be CSUSB)
- Date
- Start and end time
- Number of individuals that will participate (from 6 to 25)

Once you initiate the request with our office your conference will be set up and you will be sent detailed instructions for use via email. It is very simple to use and convenient when you will be communicating with individuals from various areas. This is a popular service and should be reserved as far in advance as possible. We do require **NO LESS than 48 hours notice** for use of the service.