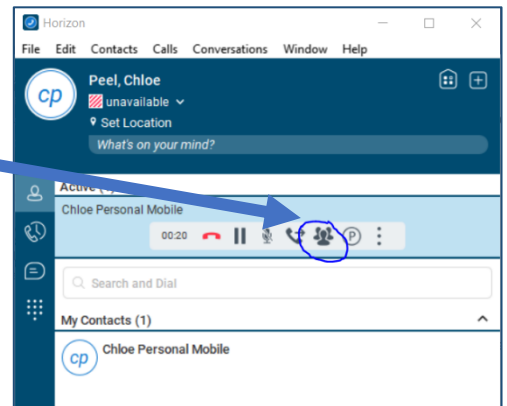


THREE-WAY CALLING / CONFERENCE

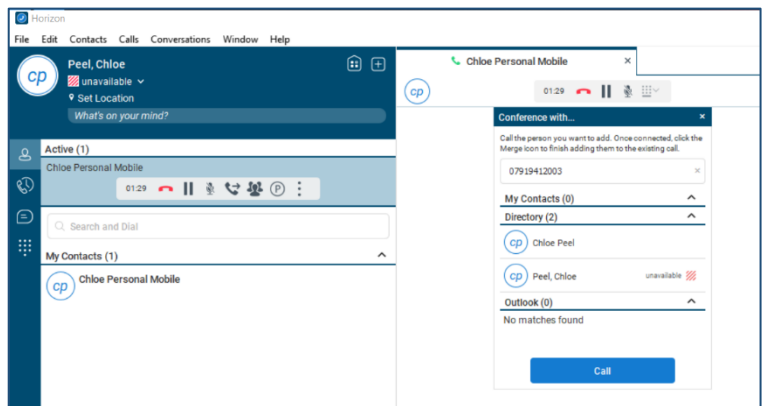
When on a call using your Horizon SoftClient, you can add other people into the conversation: -

Note: If you are on the phone to a patient and want to bring someone in for additional support and advice, please ensure you make them aware that you are taking this action before proceeding with the creation of a group call.

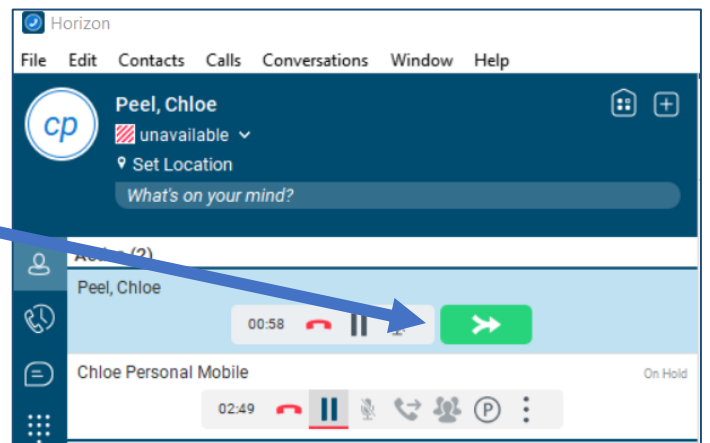
1. During the call, press the 'Add People' button as shown to the right: -



2. An additional window will appear on the right. Enter the number you want to dial and click call: -



3. The other person currently on the phone will then be put on hold and will be presented with hold music.
4. Once you've got the additional participant on the other line you can merge the two calls together by pressing the green 'Merge Call' button



5. **All** of the call participants will then be notified that the conference call is starting and will include how many people are in the call.