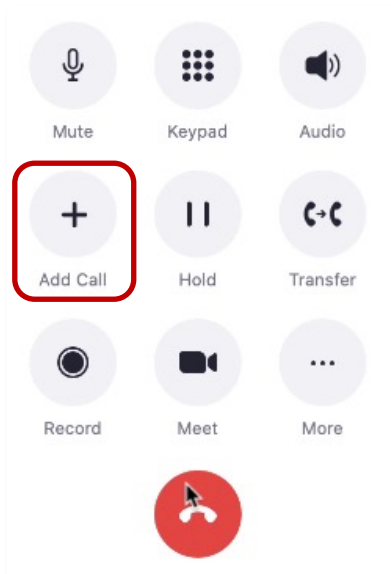


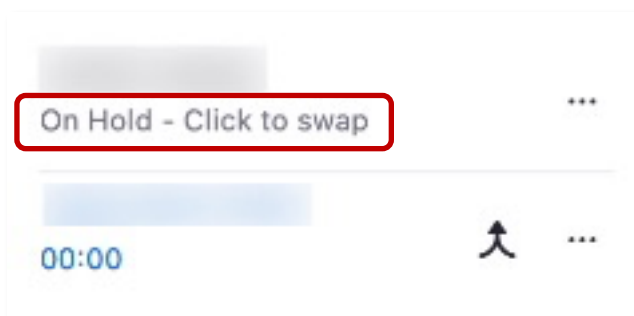
## Step-By-Step Instructions

Zoom Phone supports three-way ad hoc conference calls, allowing you to add or merge a third party to any existing phone call.

1. While on a call, click the **Add Call** button.

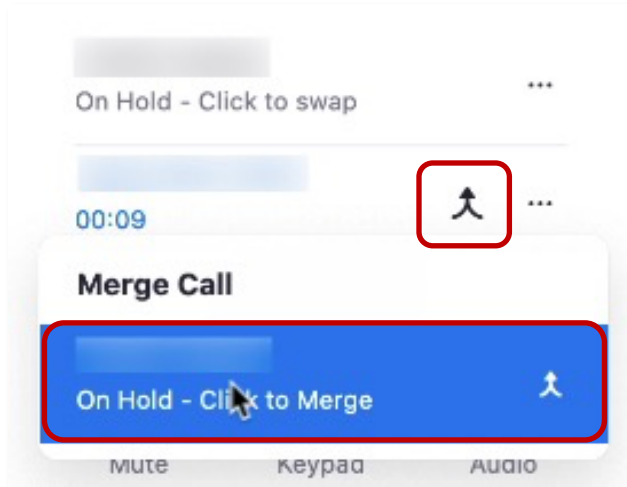


2. Enter the number or name of the person you are adding and initiate the second call. While the second call is placed, the first call is put on hold.
3. You can swap which call is on hold if you need it by clicking on the **Click to swap** link.

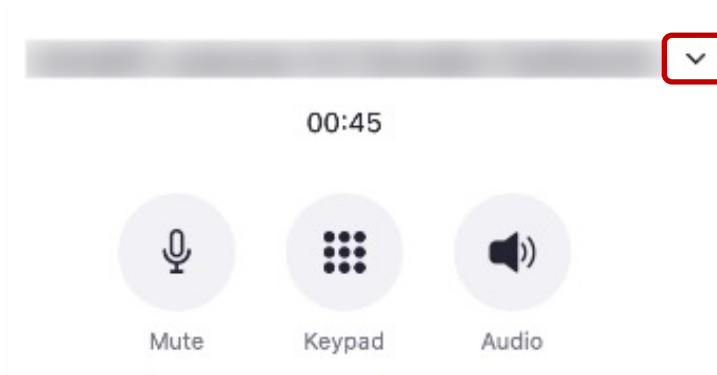


4. To join all three parties together, click the Merge icon and select the second party from the pop-up menu that appears.

The name or number of the merged calls will appear at the top of the screen. If desired, the other two participants can remain on the call after you hang up.



5. If you need to drop one of the calls, click on the down arrow to the right of the names, and select them from the list of participants.



Conference calls cannot include more than three participants.

6. If you need to include more than three people, click the Meet button, and make it a Zoom meeting. You can invite additional participants as you normally do in a Zoom meeting.

Contact [UITS-Telco@arizona.edu](mailto:UITS-Telco@arizona.edu) to establish, change, or remove telephone services or features. Contact the 24/7 Support Center (<http://247.arizona.edu>) for Zoom app issues or service outage. Start an on-line chat at <https://support.arizona.edu> or call 520-626-TECH (8324) or toll-free at 887-522-7929.