

# How to Make a Conference Call

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With today's mobile workforce, and telecommuting on the rise, conference calling—when three or more people in different locations talk on the phone at the same time—is becoming a common way of doing business. We'll show you how you do it.

Method  
1

## Use Your Smart Phone



**1** **Call one of the participants in the conference call.** You can find them in your contact list, or simply use the keypad to dial the number.

- When that call is established, tap Add Call. The first caller is placed on hold.

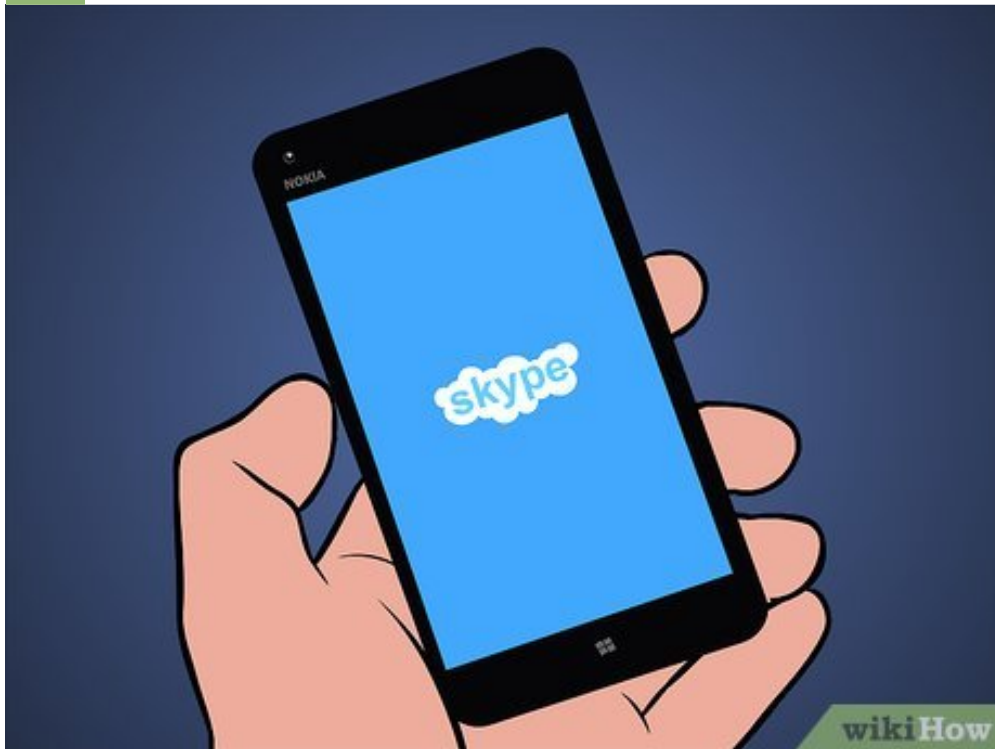


**2** **Call the next participant.** Again, you can use your contact list, or just dial the number.



**3** **Tap Merge Call.** This will add the second participant to the call.

- You can conference with up to five people, depending on your carrier.
- This method works with both Apple iPhones and the Android HTC Hero.



**1 Find the right service provider.** Companies such as GoToMeeting or Skype let you set up audio/video conferences for a number of people. There are various price points available, from free to hundreds of dollars a year, depending on your needs and level of service required.

- You can pay per conference call (and get charged according to how many people call in, how long the call lasts, etc.) or purchase a flat rate service, in which you have unlimited access to a conference bridge at a fixed monthly cost.
- Generally, only the host pays for the service.
- Some services will require you to buy hardware and/or add/switch long distance service, but there are prepaid services that will allow you to use your landline telephone, mobile phone, or computer.
- Consider if you want a toll-free number, or if you want participants to pay long distance charges when they call in.
- Conference calls can also be used in conjunction with web conferences, so participants can view documents or presentations simultaneously while on the call. Some providers offer this as a package, but you can do this separately (e.g. have all participants go to the same URL or open the same e-mail attachment while on the call).



- 2** **Get all the information that the participants will need to call in.** Usually this is a phone number and some kind of password.
- Test the bridge in advance if you are unfamiliar with the tool you'll be using.



- 3** **Schedule your conference call and invite other people to attend.** See more tips about organizing a conference call in [How to Chair a Conference Call](#).



- 4 Set the right environment.** Make sure you can make the call from a quiet location with minimal background noise.



- 5 Start the call.** Be on time, or log on to the conference call ten minutes early if possible. Some tools won't let you log on until the time scheduled and others won't let anyone communicate until a leader with a special password logs in.



**6** Wait for everyone to join and then start talking!



## Community Q&A

### Question

What should I do if I don't have an add option?



Community Answer

Get another colleague or coworker who does have the add button to add someone or make the conference call themselves.

Helpful 24 Not Helpful 5

### Question

How many calls can there be in a conference call?



Community Answer

It depends on the service you are using. Some support only a few callers, but others can support thousands.

Helpful 24 Not Helpful 6

### Question

How do I make a conference call?



Community Answer

Depending on your phone type, you just call one person and there should be an option to "add a line" or "add a caller".

Helpful 24 Not Helpful 7

Question

Can I monitor who is attending my conference call?



Community Answer

No, you must get each person's consent. If someone disagrees, then they cannot be included in the conference call.

Helpful 40 Not Helpful 22

Question

Are there any apps for making a conference call?



Community Answer

Try Skype.

Helpful 10 Not Helpful 3

Question

How many people can be on a call at a time?



Andreaslag  
Community Answer

It depends on your carrier and provider. Some support only two people, while others can have five, and businesses can have up to ten.

Helpful 1 Not Helpful 2

Question

Where do I find "Merge Call?"



Andreaslag  
Community Answer

It's a button that says "Merge" or "Merge Call". Its commonly a symbol of two arrows merging into one. (Don't confuse it with the "Swap" button.)

Helpful 3 Not Helpful 2

Question

How many people can be added to a conference call with an Android 6 (Moto G4)?



Andreaslag  
Community Answer

It depends on your service provider plan. It may support 2 people, 5, or even 10 if you are a business. Contact your service provider.

Helpful 1 Not Helpful 0

Question

After clicking the merge button, I see a message that says 'unable to conference call'. Do you have any idea what the problem might be?



Community Answer

Your service provider may not support conference calls at all. Call them and ask if they support this service. If not, you could try getting a different one and see if that helps.

Helpful 3 Not Helpful 2



## Tips

- Keep paper shuffling and typing to a minimum to prevent background noise.
- Use the mute button when you're not talking or if you need to sneeze.
- Avoid gum, chips or any other food while on a conference call.



## Warnings

- If you have clients or employees outside of the USA who plan to join the conference call, be sure that they are able to access/connect to the conference.
- Be sure to verify the rate for toll-free and toll access numbers, as they may be significantly different.
- When searching for a conference call provider, inquire about hidden fees and monthly requirements.

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