

How to Make a 3-Way Conference Call in 3CX

A **3-way conference call** lets you talk with **two other people at the same time** (three people total). In 3CX, you can do this quickly while you're already on a call.

Good to know: You can add more than 2 people if needed, but this article focuses on a simple 3-way call.

Option 1: 3CX Mobile App or Desktop App (Quick Conference)

Steps

1. **Call the first person** and confirm they can hear you.
2. Tap the **Conference** icon (it may look like a group of people or two arrows merging).
3. **Dial the second person** (or select them from your contacts).
4. Tap the call button to place the second call.
The first person will be placed on hold while you call the second person.
5. When the second person answers, tap **Merge** or **Conference** again to join everyone together.

If you don't see the Conference button

- Make sure you're using the **3CX app** (not the phone's built-in dialer).
- Try updating the app, then sign out and sign back in.

Video walkthrough

Option 2: Desk Phone (Yealink Example)

These steps may look slightly different depending on your phone model, but the flow is usually the same.

Steps

1. While you are on a call with the first person, press the **Conf** soft key.
2. **Dial the second person's number.**
3. Press **Send** (or press **Conf**, depending on your phone).
4. When the second person answers, press **Conf** again to **merge** the calls into a 3-way conference.

Tips for a Smooth 3-Way Call

- **Tell the first person** you're adding someone, so they're not surprised when they're briefly put on hold.
- If the second person does not answer, you can usually press **End Call** (for the new call) to return to the first person.
- If audio is choppy, try moving to a better signal area (mobile) or using a headset (desk phone/app).

Need Help?

If you can't find the Conference/Merge option or the call won't merge, contact the IT/helpdesk team and include:

- Whether you are using the **mobile app**, **desktop app**, or a **desk phone**
- The **time of the call**
- Any error message you saw (if applicable)

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