


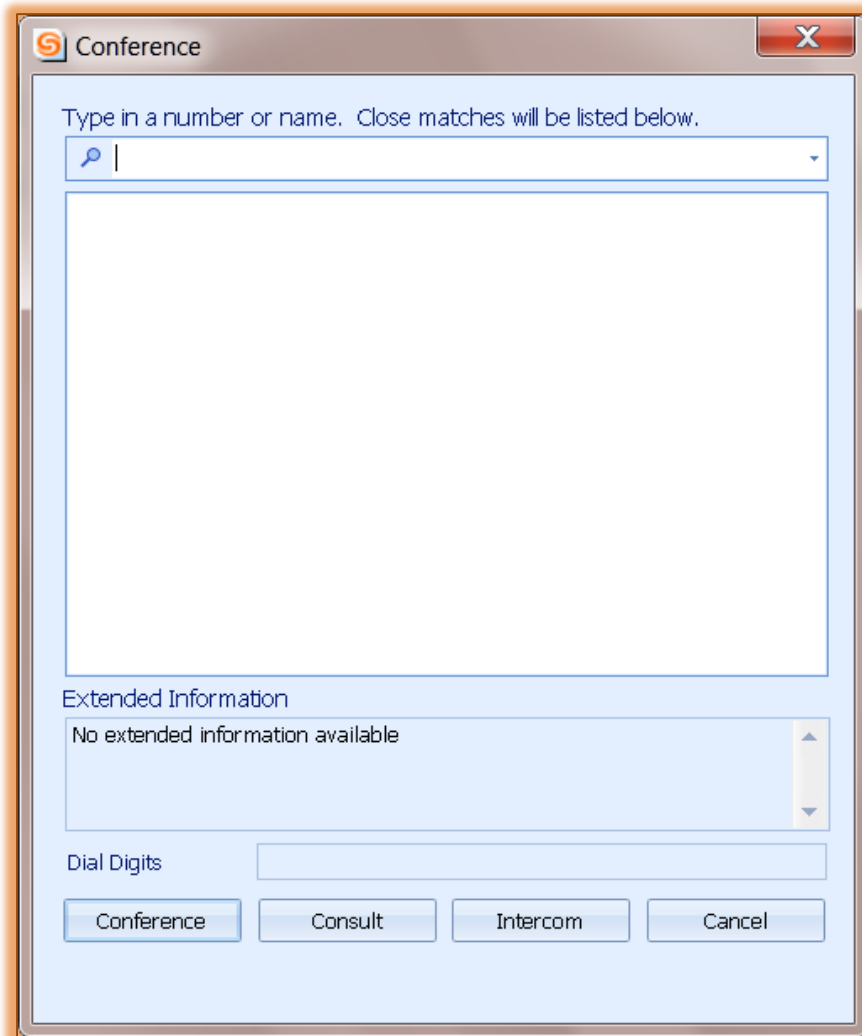


Call Manager - Conference Calls





These types of calls are voice calls that involve more than two parties. Siena limits conference calls to a maximum of three participants. This can be changed to a maximum of six participants for individual users. Conference call participants may be ShoreWare users or external parties.

ADDING CALLS TO A CONFERENCE

-  Place a call to the first **Conference Participant**.
-  Do one of the following to open the **Conference Panel**.
 - ★ Click the **Conference** button on the **Call Toolbar** (see illustration at right).
 - ★ Click the **Conference Button** on the call cell (see illustration at right).
 - ★ Right-click the call cell and select **Conference**.
 - ★ Click **Call** on the **Main Menu** and then select **Conference**.
 - ★ Click the **Application Button**, select **Call**, and then select **Conference**.
 - ★ Press **Ctrl + J**.
-  The **Conference** window will display (see illustration below).





-  Begin entering the **Contact Name** or **Contact Number** in the **Data Entry Field**.

-  The table under the **Data Entry Field** will display a list of directory entries that match the data that was input.
-  Select the desired contact in the table.
-  Press the **Conference Button** at the bottom of the window to add the **Contact** to the **Conference**.
-  Complete the same steps to add the final participant to the **Conference**.

REMOVING CALLS FROM A CONFERENCE




It is possible to remove an individual call from a conference or to terminate the entire conference with a single command.

Terminate One Call from the Conference

-  Do one of the following:
 - ★ Press the **Hang Up** button (see illustration top right) on the call cell of the participant who is to be removed from the **Conference**.
 - ★ Click the **Hang Up** button on the **Call Toolbar** (see illustration middle right).
 - ★ Right-click the call cell of the participant who is to be removed from the **Conference** and select the **Drop** option.
 - ★ Click **Call** on the **Main Menu** and select the **Drop** option for the participant who is to be dropped from the **Conference**.
 - ★ Click the **Application Button** (see illustration bottom right), click **Call**, and then select the **Drop** option that corresponds to the participant who is to be dropped from the **Conference**.
-  After the **Conference Call** has been disconnected, place the receiver back on hook, if necessary.



Terminate the Entire Conference

-  Click the **Conference Call** link in the **Active Calls** area.
-  Do one of the following:
 - ★ Click the **Hang Up** button (see illustration top right) on the call cell.
 - ★ Click the **Hang Up** button (see illustration middle right) on the **Call Toolbar**.
 - ★ Right-click the call cell and select **Hang Up**.
 - ★ Click **Call** on the **Main Menu** and select **Hang Up**.
 - ★ Click the **Application Button** (see illustration bottom right), click **Call**, and then select **Hang Up**.
 - ★ Press **Ctrl + U** on the keyboard.
-  After the **Conference Call** has been disconnected, place the receiver back on hook, if necessary.

