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**

攀登

- 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).

攀登

- 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.