



Hosting Conference Calls

You can create conference calls by merging conversations.

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Creating Conference Calls

You create conference calls by merging multiple conversations: Call two people and merge the conversations, then call (or answer a call from) another person and merge that person into the call, then repeat for each additional person until all participants are in a single conference call.

About Merging Calls

You can merge conversations to bring multiple callers into a single conversation.

You can merge the following:

- Two conversations
- A conversation and a conference
- Multiple conversations sequentially into a single conference.

**Note**

- The Merge button is active only when more than one conversation is in progress, and only in the conversation window of the active conversation.
- Video conversations become audio-only after merging.
- When you merge a conversation that includes web conferencing, make sure the conversation with web conferencing is NOT the active conversation when you merge the conversations.
- If you merge two conversations and subsequently hang up, the other participants can continue the conference call.

Merging Calls

Procedure

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- Step 1** Choose the conversation that you want to keep, and put it on hold. For example, if one conversation includes web conferencing or multiple participants, put that conversation on hold.
- Step 2** Make the other conversation active.
- Step 3** Merge the conversations using one of the following methods:
- In the active conversation window, click the **Merge** button.
 - Choose **Conversation > Merge**.
- Step 4** Choose the person with whose conversation you want to merge.
- The conversation that was on hold becomes the active conversation; all participants are in it.
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Working With Conference Calls In Progress

Information about conversations applies also to conference calls. See the [“Working With Conversations In Progress”](#) section on page 2-9.

