



CHAPTER 6

Hosting Conference Calls Using Cisco Unified Personal Communicator

You can create conference calls by merging conversations.

- [About Merging Calls, page 6-1](#)
- [Merging Calls, page 6-2](#)

About Merging Calls

You can merge calls to bring multiple conversations into a single conference call.

You can merge the following:

- Two conversations, when each conversation has one other person besides yourself.
- A conversation with one other person and a conference call.
- Multiple conversations sequentially into a single conference call.



Note

- The Merge button is available only when more than one call is in progress, and only in the [conversation window](#) of the active conversation (the conversation that is not on hold).
- When you merge a call that includes web conferencing, make sure the conversation with web conferencing is NOT the active conversation when you merge the calls.


- If you merge two calls and subsequently hang up, the other participants can continue the conference call.
 - Only the person who first merges calls into a conference call can merge additional participants into the call. Therefore, if you exit a conference call, you cannot re-enter the conference call. (This caveat may not apply at your company.)
 - You can merge calls that include video.
-

Merging Calls

Before You Begin

You must have at least one active call and one call on hold.

Procedure

- 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 active the conversation that you want to merge into the held call.
- Step 3** Click  in the active [conversation window](#).
- Step 4** Choose the call to merge with,.
- Step 5** Invite the new participant to join the web conference, if the conference call includes an associated a web conference and the new participant does not see it.
- Step 6** Repeat this procedure as needed to add additional participants.
-

Related Topics

- [Putting Conversations on Hold and Retrieving Them, page 3-7](#)
- [Adding Web Conferencing and Web Participants to Conversations, page 5-2](#)
- [I Cannot Merge Calls, page 10-11](#)