

# Conference operations



## Start a conference

*Shortcut: Ctrl + Shift + C*

If a call is currently connected, you have the option to start a conference. Enter the number of the contact you want to invite and then click the Conference button to initiate a conference. The first call will go on hold and a new call will be placed towards the invitee.

Alternatively, you can drag and drop any contact from the *Outlook*, *Users*, *Call History* or *Favorites* tabs on the connected call to start a conference.

You can also start a conference by right-clicking the call and choose Conference from the context menu.



## Complete a conference

*Shortcut: Enter key*

Once you started a conference and selected all participants, you can initiate the conference call by clicking the Complete button.

You can also immediately complete a conference by holding down the control key while dragging a contact.

Once the conference call started successfully, all conference participants and their information details like number, nameThe name is available for internal contacts, or may be provided by CUCM., and duration in the call will be displayed inside the *Operator* pane.

The conference owner is indicated by a crown icon.

During a conference call, additional participants can be added, and the conference can be recorded. These options are available by right-clicking on the conference inside the *Operator* pane. The End Conference option is only available if you are the owner of the conference. This will remove all parties from the call.

You can remove any specific conference participant by right-clicking the participant and choosing Remove Participant from the context menu.