

## Desktop: Conferencing another party on the desktop shows CTI error

<b>Problem Summary</b>	Adding another party to an existing conference on the desktop results in a CTI error.
<b>Error Message</b>	Unable to perform operation. Error Code CTI-1.
<b>Possible Cause</b>	Only the person who initiated the existing conference is allowed to add parties to that conference. If any other participants of that conference attempt to add parties to the conference, they will receive the CTI error.
<b>Recommended Action</b>	Agents participating in a conference who are not the initiator of that conference cannot perform another conference and add the consulted party to the existing conference. The only actions permitted for those agents are Hold, Transfer, and End Call.
<b>Release</b>	Release 8.5(3).
<b>Associated CDETS #</b>	None.