

# AUDIO CONFERENCING GUIDE

## CREATE CONFERENCES

### ACCESS

You have access to Conferencing features if you have been assigned to an Audio conference bridge.

1. Log in to the IBC Portal.
2. On the options list, click **Audio Conferencing**. The **User - Audio Conferencing** menu page appears.



### LIST AND DELETE CONFERENCES

You can only delete conferences that you created. To list the conferences for which you are a host or to delegate or to delete the conferences you created, use the **User - Audio Conferences** page as follows:

1. On the Audio Conferencing menu page, click **Conferences**. The **User - Audio Conferences** page appears displaying all your conferences. The type (**Active**, **Completed**, or **Inactive**) is in the **Status** column.
2. To delete a conference, check **Delete** and click **Apply** or **OK**. Alternatively, click **Edit** in the row of the conference to delete, and on the **User - Audio Conference Modify** page that appears, click **Delete**.

### ADD CONFERENCE

To add a one-time, recurring, or reservationless conference, use the **User - Audio Conference Add** page as follows:

1. On the **User - Audio Conferencing** page, click **Add**. The **User - Audio Conferencing Add** page appears.

2. Select a bridge from the **Bridge** drop-down list.
3. Type a descriptive title for the conference.
4. Optionally, enter an **Account Code** (if your company subscribes to Account Code Reporting service).
5. Enter the **Estimated number of participants (maximum 294)**, but no higher than the number of ports on the bridge. If a value higher than the number of ports available is entered, an error message will indicate the number of ports available. If you require more ports, ask your company Administrator.
6. To mute attendees on entry, check **Mute all attendees on entry**.
7. To end the conference when the moderator leaves the conference, check **End conference when moderator departs**.
8. To specify that the conference cannot start without a moderator, check **Moderator required to start conference**.
9. To specify that a security PIN be required to join the conference, check **Enable security pin**.
10. To require that participants enter a self-identification code to access the conference, check **Allow Unique Identifier**.
11. Specify how to announce that a participant has joined or left the conference by selecting **Play Tone**, **Play recorded name**, or **No notification**.
12. Specify the conference schedule:
  - For a reservationless conference, type the **Start Date** and the **End Date** in **MM/DD/YYYY** format. If allowed, you can also select **Never** instead of the **End Date**.
  - For a one-time or recurring conference, type the **Start Date** in **MM/DD/YYYY** format. Type the **Start Time** of the conference in **HH:MM** format and select "AM" or "PM" from the list. Select the duration time in hours and minutes.
13. Specify the frequency of a recurring conference:
  - For daily, select **Daily** and enter the frequency in days.
  - For weekly, select **Weekly**, enter the frequency in weeks, and check the day or days of the week to schedule the conference.
  - For monthly, select **Monthly**, specify the frequency in months, and enter the day of the month to schedule the conference.
  - For yearly, select **Yearly**, specify the frequency in years, and select the day of the year to schedule the conference.
14. Specify the end of a recurring conference. Select **Never**, specify the number of occurrences, or specify the date.
15. Click **OK**.

### MODIFY CONFERENCE

To modify conference information, use the **User - Audio Conference Modify** page as follows:

1. On the **User - Audio Conferences** click **Edit** or any item in the row of the conference to modify. The **User - Audio Conference Modify** page appears. The **Profile** tab is displayed by default.
2. Modify conference information as required.
3. Click **Apply** or **OK**.

## ASSIGN DELEGATES

You can assign delegates to conferences that you created. A conference delegate can modify and moderate the conference, but cannot delete or delegate the conference.

1. On the User – Audio Conferences page, click **Edit** or any item in the row of the conference. The User – Audio Conference Modify page appears.
2. Click the **Delegates** tab.
3. To find all available users, click **Search**. Alternatively, to find specific users, enter your search criteria and click **Search**.
4. In the **Available Users** column, select users to assign as conference delegates and click **Add**. The selected users are moved to the Conference Delegates column.
5. Click **Apply** or **OK**.

## DEFINE CONFERENCE GREETING

You can define a custom greeting to be played to participants when they join the conference.

1. On the User – Audio Conferences page, click **Edit** or any item in the row of the conference. The User – Audio Conference Modify page appears.
2. Click the **Greetings** tab.
3. To play no greeting, check **No Greeting**.
4. To play a custom greeting, check **Custom Greeting** and click **Browse** to download a greeting file from your computer.
5. Click **Apply** or **OK**.

## DOWNLOAD OR DELETE RECORDINGS





1. On the User – Audio Conferencing menu page, click **Recordings**. The User – Audio Conference Recordings page appears.
2. To download a recording, click **Download** in the row of the target recording, and follow the instructions of your browser.
3. To delete one or more recordings, check the **Delete** box in the row of the recordings to delete, and click **Apply** or **OK**.

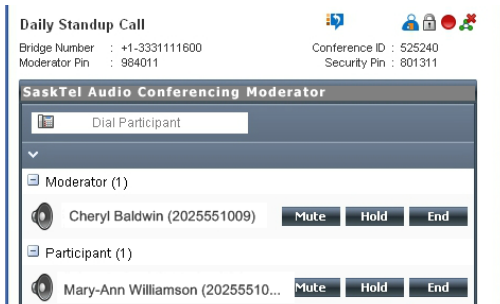
# CONFERENCING MODERATOR CLIENT

The Conferencing Moderator client allows moderators to manage conferences. You can only moderate one conference at a time; however, a conference can be managed by several moderators.

## USER INTERFACE

The following elements are available from the client's interface:

- **Conference header bar** – Displays the moderator information, conference information (such as name, ID, number, and security PINs) and contains general controls. It also contains **Help** and **Sign Out** links.
- **Global message area** – Displays for 10 seconds any information, warning, or error message that needs to be communicated to the user.
- **General controls** – Allows you to perform actions on the conference. They are **Lecture Mode**, **Lock/Unlock Conference**, **Start/Pause/Resume/Stop Recording**, and **End Conference**.
- **Dialer** – Allows you to add participants to the conference.
- **Message history window** – Lists the last 15 messages that were displayed in the **Global Message Area** ordered from the most recent to the oldest.
- **Moderator and participant lists** – List conference moderators and participants, with their phone number and status, which can be **Active Talker** , **Muted** , **Unmuted**  or **On Hold** .
- **Action buttons** – Allow you to perform actions on a selected moderator or participant. The buttons are **Mute**, **Unmute**, **Hold/Unhold**, and **End**. These buttons appear when the row for a person is in focus and when the actions they represent can be performed.



## LAUNCH CONFERENCING MODERATOR AND JOIN CONFERENCE

You can launch the Conferencing Moderator client from the web portal.

1. On the web portal, access the conference/meeting to moderate.
2. Click **Launch Moderator Client** on the web portal page.
3. To join the conference, click **Call Me Now** from the web portal page and enter your number, or dial the conference number from your phone or soft client.
4. When prompted, enter the required PIN or PINs.

**NOTE:** Participant stands for a participant or moderator.

## ADD PARTICIPANT

This is available if individual outdial is enabled for the bridge.

- In the Dialer, enter the person's number and click the **Call** button that appears to the right.



## MUTE OR UNMUTE PARTICIPANT

- Move the mouse over the participant and click **Mute** or **Unmute**.

**NOTE:** In Automatic Lecture Mode, only up to 100 participants can be unmuted.

## PUT PARTICIPANT ON HOLD OR RESUME A HELD PARTICIPANT


- Move the mouse over the participant and click **Hold** or **Unhold**.


## DROP PARTICIPANT

- Move the mouse over the participant and click **End**.



## TURN LECTURE MODE ON OR OFF

When Lecture Mode is turned on, new participants are automatically muted upon joining the conference.

- To turn on Lecture Mode, click **Lecture Mode** . You become the lecturer and the remaining participants are muted.
- To turn off the Lecture Mode, click **Lecture Mode** again.





**NOTE:** When there are more than 147 participants in a conference, Automatic Lecture Mode starts and the Automatic Lecture Mode icon appears . Automatic Lecture Mode cannot be turned off.

## LOCK OR UNLOCK CONFERENCE


To lock or unlock the conference, click Lock Conference  or Unlock Conference  on the Conference header bar. When the conference is locked, no new participants can join the conference.

## START, STOP, PAUSE, RESUME RECORDING


You use the Start/Stop/Pause/Resume buttons on the Conference header bar, to manage conference recordings.

- To start recording, click **Start Recording** . A confirmation message appears in the Global Message area. The Start Recording button changes to the Pause Recording button and the Stop Recording button appears on the Conference header bar.
- To stop recording, click **Stop Recording** .
- To pause recording, click **Pause Recording** . The Pause Recording button changes to Start Recording button.
- To resume recording, click **Start Recording** . The Start Recording button changes to Pause Recording button.

## END CONFERENCE

- On the Conference header bar, click End Conference .

## VIEW MESSAGE HISTORY

To view recent messages that were displayed in the Global Message Area, click the **Message History** button . The Message History window appears.

Message History		
5 seconds ago	Lecture Mode	STARTED
5 minutes ago	Parag Talekar (3331111602)	JOINED
1 hr 1 minutes ago	Conference	STOPPED
1 hr 1 minutes ago	Parag Talekar (3331111602)	DROPPED
1 hr 2 minutes ago	Parag Talekar (3331111602)	UNMUTED
1 hr 5 minutes ago	Parag Talekar (3331111602)	MUTED
1 hr 7 minutes ago	Parag Talekar (3331111602)	JOINED
1 hr 8 minutes ago	Outdial (3331111602)	FAILED

## DTMF COMMANDS

The DTMF conference control commands are available to both moderators and participants.

### MODERATOR DTMF MENU

You can invoke the DTMF menu at any time during the conference by pressing “\*”. Only you hear the menu, while other participants continue talking in the conference. However, you do not hear the conference.

The following functions are available to moderators through the DTMF menu:

- \* Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute or unmute this line
- 2 – Participant count, followed by roll call
- 3 – Turn on or turn off Lecture Mode
- 4 – Lock or unlock conference
- 5 – Recording submenu
- 6 – Invite a new participant by calling the participant
- 8 – End conference
- # – To return to the conference

### PARTICIPANT DTMF MENU

Control functions are also available to participants (who are not moderators) and are accessible via a DTMF menu. You can invoke the DTMF menu at any time during the conference by pressing “\*”. Only you hear the menu, while other participants continue talking in the conference.

The following functions are available to participants through the DTMF menu:

- \* – Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute myself or unmute myself
- 2 – Participant count, followed by roll call
- 9 – Log in as moderator
- # – To return to the conference

### NOTES

If you do not want to listen to the menu, you can invoke an option by pressing “\*” followed by the digit for the option you want. For example, you can press “\*0” to be transferred to the operator. If you enter any other digit, you are returned back to the conference.

#### Log in as Moderator

When a participant invokes this option, they are asked for the moderator PIN. If the PIN is correct, they become a moderator and can execute moderator commands.

#### Mute/Unmute

A participant can only mute or unmute themselves. If a moderator has muted a participant’s line, the participant cannot unmute it.

#### Transfer to Operator

If your company Administrator has set up an Operator for the conference bridge, this function disconnects you from the conference and transfers you to a phone number defined against the conference bridge. A human operator, an Auto Attendant, or a VoiceXML script can answer the call to help you.