

CONFERENCE SERVER USAGE – BASIC



DATA. INTERNET. VOICE. VIDEO.

HOW A CUSTOMER USES CONFERENCING

Can use as simple service

- Call into Conferencing server with Moderator code to set up conference
- Participants call in to same server with different code to enter conference.
Can then talk to Moderator and each other

Moderator can use several options to control conference

- Participants have fewer options

This section covers options available via the TUI

Notes:

- All codes can be preceded with an * (star key) for SW release 3.2 patch 7 & above
- Global setting

MODERATOR TUI ADMIN INTERFACE

Key Press:

- *1 – Moderator Exit for Out-dial**
Moderator can exit and call outside conference.
Press 1 again to bring the new party into conference
Press * to abandon / drop and return to conference
- *2 – Mute / Un-mute the Moderator**
- *3 – Lock / Unlock conference so no one else can join**
- *4 – Roll call of participant names as recorded when they dialled in**
- *5 – Count of participants**
- *6 – Turn the “joining the conference” announcements – on / off**
- *7 – Name of last participant who joined the conference**
- *8 – Start / stop recording of the conference**
- *9 – Mute / Un-mute All Participants**
- *01 – Record Secondary Announcement heard** after users successfully dial their participant code
1 – Listen 2 – Record 3 – Accept the recording
- ** – Soft exit.** Can hang up and conference will stay up. Useful in areas of bad cell phone reception when Moderator might be dropped. Can call back in as Participant or Moderator.
If calls back in again as Moderator, soft exit will be cancelled.

PARTICIPANT TUI INTERFACE

Very simple

- *2 to mute/un-mute
- *9 to flag with moderator

The flag will be raised on the web interface

- We'll cover this later

Notes:

- All codes can be preceded with an * (star key) for SW release 3.2 patch 7 & above
- Global setting



CONFERENCE MODERATOR GUI

MODERATOR FEATURES AVAILABLE VIA THE GUI

Moderators can use a web interface to

- Set their conference options
- Access their recordings
- View a live conference

Accessing the customer-interface

- Log into <http://your-Conferencing-serverhere/conference>
- Use Participant and Moderator codes to login as the moderator

Conference Log-On

Participant Code:

Moderator Code:

WELCOME SCREEN BUTTONS

Welcome Buttons

(individual screens shown on next slides):

- Current Call – Displays the participants of the current call
- Directory – Allows mapping of Directory Numbers to names for conferees calling into this conference
- History – Shows previous conferences
- Recordings – Shows a list of recordings
- Options – Sets individual conference options
- Log Off – Exit the GUI



'CURRENT CALL' VIEW DURING A CONFERENCE

Moderator Icon is always top-left person

Caller's Name & Number is taken from Caller ID Name can be manually edited by the Moderator to make it more specific or taken from the built in Directory feature

Moderator Controls

Current date and time: 2/28/07 06:19:31 PM
Number of participants: 4
Conference time (HH:MM): 00:02

Record Lock

v3.02

| | |
|---|-----------|
| Number: 2032030007 Name: Franco | Mute Drop |
| Number: 2032030006 Name: Jim P - Boca Office | Mute Drop |
| Number: 2032030005 Name: Delia | Mute Drop |
| Number: 2032030008 Name: Garrett | Mute Drop |

Icon changes if caller is on mute or presses 9 to flag for moderator's attention, Flashes Green if audio is presented, Yellow if Muted, covered by an exclamation if Flagged

Click here to adjust participant's volume
Use the Mute & Drop buttons as needed

DIRECTORY MAPPING

The screenshot shows a web interface with a sidebar on the left and two main content areas on the right. The sidebar contains a header 'Welcome Marketing' and five buttons: 'Current Call', 'Directory', 'History', 'Recordings', and 'Options', followed by a 'Log Off' button at the bottom. The top right area is titled 'Directory Entry' and contains two input fields: 'Phone Number:' and 'Name:', with a 'Save Entry' button below them. The bottom right area is titled 'Conference Directory' and contains a table with three columns: 'Del', 'Phone Number', and 'Name'. The table lists five entries, each with a checkbox in the 'Del' column, a phone number in the 'Phone Number' column, and a name in the 'Name' column. A 'Delete Selected' button is located below the table.

| Del | Phone Number | Name |
|--------------------------|------------------------------|---------|
| <input type="checkbox"/> | 561-300-3209 | Chuck |
| <input type="checkbox"/> | 561-300-4021 | Robert |
| <input type="checkbox"/> | 561-300-4041 | Crystal |
| <input type="checkbox"/> | 561-300-5101 | Amy |
| <input type="checkbox"/> | 561-300-5110 | Jim |

Maps Directory Numbers to a Display name for the GUI

- Overrides any Caller ID Name presented by the network with the one on this listing

HISTORY

Welcome Marketing

Current Call

Directory

History

Recordings

Options

Log Off

| Recent Conferences | | | |
|-----------------------------------|---------------------|---------------|--------------------|
| Started | Conference Duration | Max Attendees | Rejected Attendees |
| Fri July 24 2009, 02:44:20 PM | 00:00:16 | 1 | 0 |
| Fri April 17 2009, 07:37:51 AM | 00:02:54 | 2 | 0 |
| Wed March 18 2009, 01:23:51 PM | 00:05:18 | 10 | 0 |
| Thu February 05 2009, 11:36:55 AM | 00:23:07 | 11 | N/A |
| Mon December 15 2008, 10:38:38 AM | 00:21:41 | 2 | N/A |
| Mon December 15 2008, 09:02:24 AM | 01:19:00 | 1 | N/A |

Shows Recent Conferences

- Rejected Attendees shows the count of people that tried to enter the conference after the maximum was reached
 - Click on the number if > 0 to display the Caller ID of the rejected parties

RECORDINGS

| Welcome Marketing | | Recordings | |
|-------------------|---------------------|------------|---|
| Current Call | Started | Duration | |
| | 2007-02-28 16:38:19 | 00:08:31 | <input type="button" value="Download"/> <input type="button" value="Delete"/> |
| | 2007-02-28 16:14:10 | 00:00:06 | <input type="button" value="Download"/> <input type="button" value="Delete"/> |
| | 2007-02-28 16:10:31 | 00:00:56 | <input type="button" value="Download"/> <input type="button" value="Delete"/> |
| | 2007-02-28 15:37:38 | 00:00:08 | <input type="button" value="Download"/> <input type="button" value="Delete"/> |
| | 2007-02-28 14:48:50 | 00:00:03 | <input type="button" value="Download"/> <input type="button" value="Delete"/> |

User can get list of recordings via web

Use Download button to download as wav file

Can keep adding recordings as long as

- They haven't reached limit on number of recordings
- They have at least 1 min of recording time left

Administrator can see list of 200 biggest & oldest existing recordings and delete if necessary from the server Admin GUI

OPTIONS SCREEN

Welcome Marketing

Current Call

Directory

History

Recordings

Options

Log Off

Conference Options

Joining Announcements: On Off

End conference when moderator leaves: Yes No

Notify when Full: On Off

Rejection Tones: On Off

Use On-Hold Music: On Off

Music on hold resource:

Secondary greeting:

[Download](#) [Remove](#)

Conference Access Details

| | | |
|------------------------------|------------------------------|--|
| Conference Telephone Numbers | 561-300-4015 561-300-4099 | |
| Moderator Code | 187733 | <input type="button" value="Generate New Moderator Code"/> |
| Participant Code | 614730 | <input type="button" value="Generate New Participant Code"/> |

Details of fields on the next two slides

OPTIONS (I) – CONFERENCE OPTIONS

Joining Announcements – Announce joiners (rather than just a bleep)

End conference when moderator exits

- Allows the conference to either end immediately when the moderator leaves or stay up for the allotted time as defined in the Conference COS

"Notify when Full" determines whether the moderator is played an announcement when the Conference becomes full

"Rejection Tones" determines whether the moderator is played a tone when a participant is rejected due to maximum being hit

Use on Hold Music –

Play music when waiting for conference to begin

Music on hold resource

- Select the desired system resource as allowed by your COS or select Custom to upload your own

OPTIONS (II)–CONFERENCE ACCESS DETAILS

Secondary Greeting

- Greeting heard after the system prompt to login
- This can be Recorded via the Moderator TUI or uploaded here
- Reference the Moderator TUI for the recording codes
- If an announcement is recorded the Download & Remove links will be present to listen to, or delete the recording Conferenc Telephone Numbers
- Lists the and the Company Dial in Number (if programmed) as well as the Global number

Moderator Code

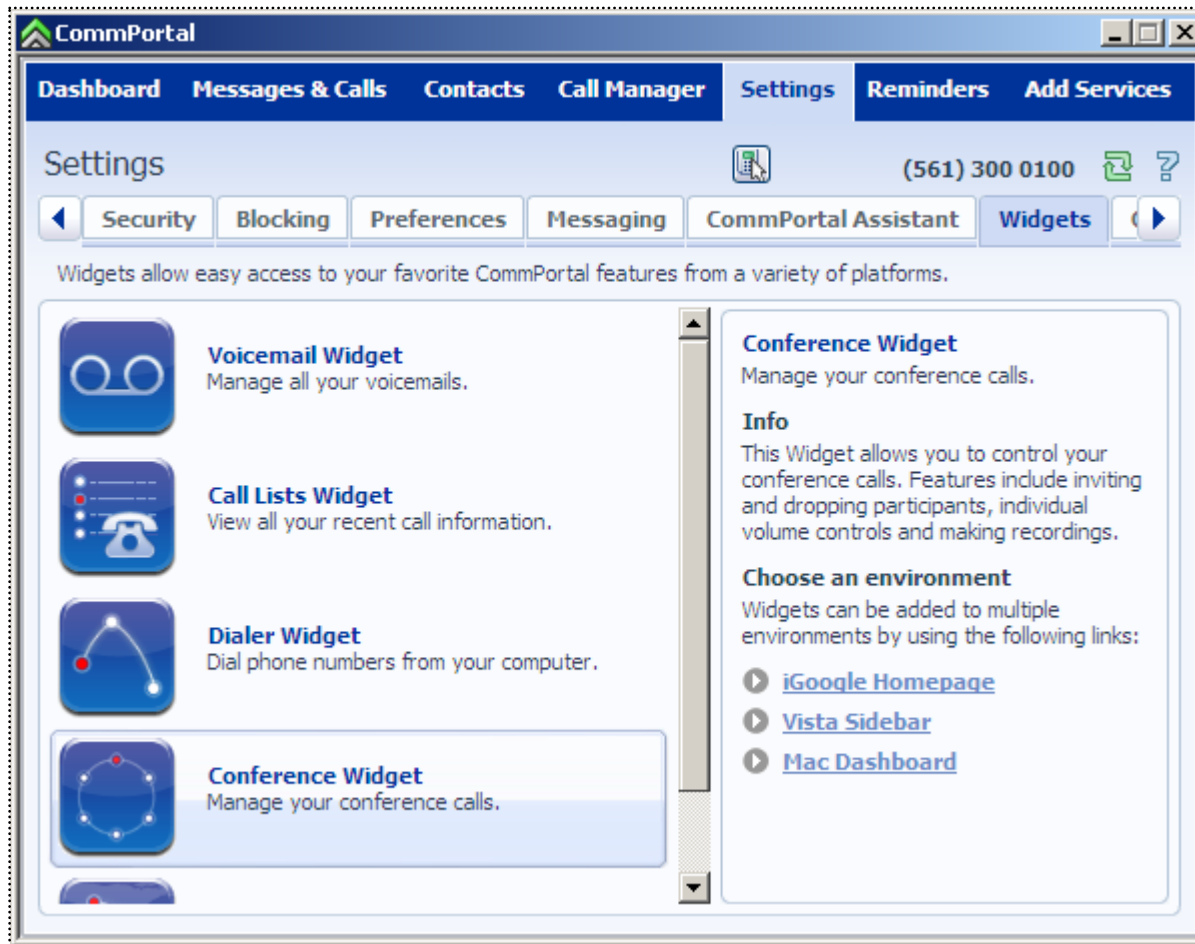
- Generated at time of creation
- Can be hidden from view (system option)
- Use the “Generate New Moderator Code” button to generate a new one

Participant Code

- Generated at time of creation
- Use the “Generate New Participant Code” button to generate a new one

CONFERENCE WIDGET

Requires privileged EAS account



WIDGETS ON THE IGOOGLE PAGE

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Chat

Sign-in to chat on iGoogle .

Dialer ▼ □

Place a telephone call

Enter telephone number ▼



Call Lists ▼ □

| From | Time |
|----------------|------|
| Steve Welham | 4/1 |
| Marie Mayer | 3/30 |
| (510) 217 5144 | 3/25 |
| (510) 217 5174 | 3/12 |
| 442083661177 | 3/11 |
| 442083661177 | 3/10 |

Voicemail ▼ □

| From | Time |
|------------------|------|
| ▶ 442083661177 | 2008 |
| ▶ (701) 260 2825 | 2008 |
| ▶ Anonymous | 2008 |

Conference ▼ □


Conferencing Sign In

Participant Code:

Moderator Code:

Remember details

Date & Time ▼ □



Tue


APR

13

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | |

Weather ▼ □

Boca Raton, FL





73°F

Current: Partly Cloudy

Wind: E at 20 mph

Humidity: 75%

Famous Optical Illusions ☺ ▼ □

[More Optical Illusions](#)

CONFERENCE WIDGET CONTROLS

This Widget allows you to control your conference calls

The image shows a central 'Conference' widget with several callout boxes pointing to specific features:

- Add a conferee**: Points to the green plus icon in the top left of the conference window.
- Volume adjust**: Points to the speaker icon and volume indicator for the participant 'Jim Pellegrini'.
- Click to mute**: Points to the speaker icon for the participant '(571) 216 9183'.
- Click conferee for "drop" option**: Points to the 'Drop participant' button that appears over the participant '(571) 216 9183'.
- Launch Conf GUI**: Points to the gear icon (Settings) and the information icon (i) in the top right of the conference window.

Two additional windows are shown:

- Settings**: A window with a 'Link with CommPortal Contacts' section containing a 'Login' button and a 'Close' button at the bottom.
- Information**: A window displaying conference details:

| Information | |
|----------------------|----------------|
| Conf Number: | (510) 748 1218 |
| Toll-free: | (866) 514 3039 |
| Participant Code: | 650659 |
| Moderator Code: | 597306 |
| Active Participants: | 3 |
| Duration: | 0:02:38 |

A 'Close' button is located at the bottom of this window.