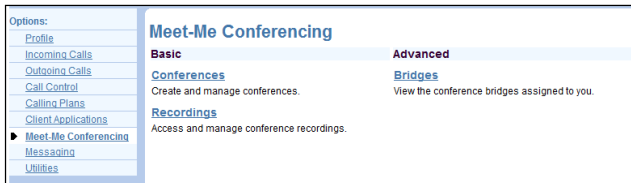


Create and Manage Conferences

You have access to Conferencing features if you have been authorized to administer a Meet-Me Conferencing bridge.

1. Log in to the Web Portal at voice.dscicorp.com.
2. On the Options list, click **Meet-Me Conferencing**.
3. The *Meet-Me Conferencing* menu page appears.



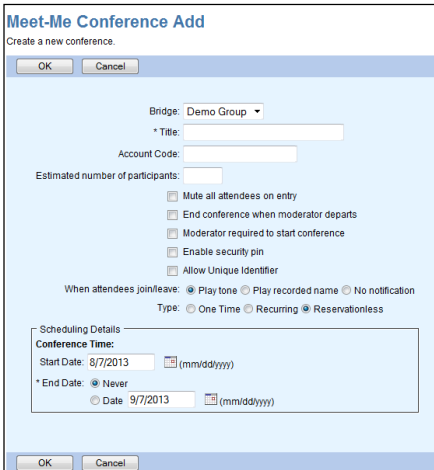
List and Delete Conferences

1. On the *Meet-Me Conferencing* menu page, click **Conferences**. The *Meet-Me Conferences* page appears, displaying all your conferences. The type (*Active*, *Completed*, or *Inactive*) is indicated in the *Status* column.
2. To delete a conference, check *Delete* and click **Apply** or **OK**. Alternatively, click **Edit** on the row of the conference, and on the *Meet-Me Conferencing Modify* page that appears, click **Delete**. *Note: You can only delete a conference that you created.*

Add Conference

To add a one-time, recurring, or reservationless conference, use the *Meet-Me Conferencing Add* page as follows:

1. On the *Meet-Me Conferencing* menu page, click **Conferences**.
2. On the *Meet-Me Conferences* page that appears, click **Add**. The *Meet-Me Conferencing Add* page appears.



3. Select a bridge from the *Bridge* drop-down list.
4. Type a descriptive *Title* for the conference.
5. Optionally, enter an *Account Code*.
6. Enter the *Estimated number of participants*. If you enter a number higher than the maximum number of ports available on the bridge, a message appears informing you of the allowed maximum.

7. To mute attendees upon entry to the conference, check *Mute all attendees on entry*.
8. To end the conference when the moderator leaves, check *End conference when moderator departs*.
9. To specify that the conference cannot start without a moderator, check *Moderator required to start conference*.
10. To specify that a security PIN is required to join the conference, check *Enable security pin*.
11. To require that participants enter a self-identification code to access the conference, check *Allow Unique Identifier*.
12. Specify how to announce that a participant has joined or left the conference by selecting *Play Tone*, *Play recorded name*, or *No notification*.
13. Specify the type of conference by selecting *One Time*, *Recurring*, or *Reservationless*.
14. Specify the conference schedule:
 - For a one-time or recurring conference, type the *Start Date* in MM/DD/YYYY format, or click the calendar icon to select a date. 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.
 - For a reservationless conference, type the *Start Date* and the *End Date* (up to 12 months in advance) in MM/DD/YYYY format, or click the calendar icons to select these dates. Alternatively, you can select *Never* instead of the *End Date*.
15. Specify the frequency for 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(s) 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.
16. Specify the end of a recurring conference. Select *Never*, specify the number of occurrences, or specify the date.
17. Click **OK** to save your changes.

Modify Conference

To modify a conference, use the *Meet-Me Conferencing Modify* page as follows:

1. On the *Meet-Me Conferencing* menu page, click **Conferences**. The *Meet-Me Conferences* page appears.
2. Click **Edit** or any item in the row of the conference to modify. The *Meet-Me Conferencing Modify* page appears. The *Profile* tab is displayed by default.
3. Modify conference information and 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 *Meet-Me Conferencing* page, click **Edit** or any item in the row of the conference. The *Meet-Me Conferencing Modify* page appears.
2. Click the *Delegates* tab.
3. To find all available users, click **Search**. 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**.

Add a Custom Entrance Greeting

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

1. On the *Meet-Me Conferencing* page, click **Edit** or any item in the row of the conference. The *Meet-Me Conferencing Modify* page appears.
2. Click the *Custom Greetings* tab.
3. Select *No Greeting* if you do not want a custom greeting.
4. To play a custom greeting, select *Custom Greeting* and click **Browse** to select a file from your computer (WAV or WMA format, under 10 MB).
5. Click **Apply** or **OK**.

Note: You can also upload a custom greeting using the Voice Portal.

Download or Delete Recordings

1. On the *Meet-Me Conferencing* menu page, click **Recordings**. The *Recordings* page appears.
2. To download a recording, click **Download** on the row of the recording you want to download. Follow the instructions of your browser.
3. To delete a recording, check the *Delete* box on the row of the recording and click **Apply** or **OK**. *Note: This operation cannot be undone.*

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.

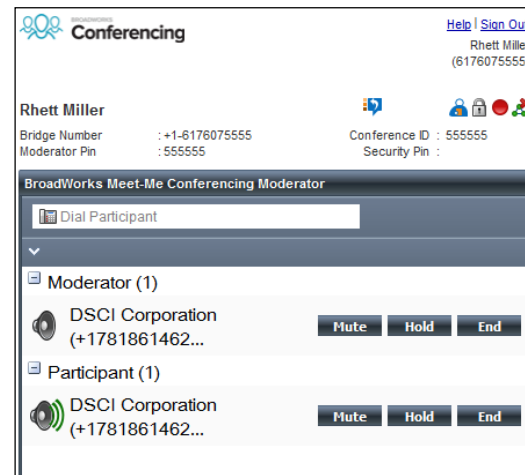
Launch Conferencing Moderator and Join Conference

You can launch the Conferencing Moderator client from the Web Portal or from an Outlook meeting (if you included the conference in an Outlook meeting request).

1. Either in the Web Portal or in Outlook, access the conference/meeting to moderate.

2. Click **Launch Moderator Client** on the conference page in the Web Portal, or select it from the *Meet-Me Conferencing* menu in Outlook.
3. To join the conference, click the **Call Me Now Link** and enter your number, OR dial the conference number from your phone.
4. When prompted, enter the required PIN(s).

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 any information, warning, or error message for 10 seconds.
- **General Controls** – Allow you to perform actions on the conference: *Lock/Unlock Conference*, *Start/Pause/Resume/Stop Recording*, *Lecture Mode*, *End Conference*, and *Call History*.
- **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
 - On Hold
- **Action Buttons** – Allow you to perform actions on a selected moderator or participant: *Mute/Unmute*, *Hold/Unhold*, and *End*. In addition, on moderators' rows only, there is *Lecture Mode On/Off*. These buttons appear when the row for a person is in focus and when the actions they represent can be performed.

Note that in the following procedures, *participant* stands for a participant or moderator.

Add Participant

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 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.



DTMF Commands

DTMF (touch-tone) conference control commands are available to both moderators and participants.

Log In as Moderator

Moderators can log in with the following options:

- Dial the conference number; enter the moderator PIN and press #
- Dial the conference number; enter the participant PIN and press #; press *9, enter the moderator PIN and press #

Moderator Menu

You can enter the Moderator menu at any time during the conference by pressing *. Only you hear the menu, while other participants continue talking in the conference. However, you will not hear the conference.

The following functions are available in the Moderator menu:

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

Participant Menu

Control functions are also available to participants who are not moderators. You can enter the 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 in the Participant 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
- # Return to the conference

Notes

Shortcuts: If you do not want to listen to the menu, you can select an option by pressing * followed by the digit for the option you want. For example, pressing *0 transfers you to the operator. If you enter any other digit, you are returned back to the conference.

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: This function disconnects you from the conference and transfers you to a phone number defined for the conference bridge. A human operator, an Auto Attendant, or a VoiceXML script will answer the call to help you.