Conferencing Quick Reference Guide

Access to Conferencing

This quick reference guide contains reference and procedural information for conference bridge administrators. You have access to conferencing features if you have been authorized to administer a conference bridge. To access conferencing:

1) Log in to BroadWorks.
2) On the Options list, click **Conferencing**. The *User – Conferencing* menu page appears.

User – Conferencing Menu

List Conferences

1) On the *User – Conferencing* menu page, click **Conferences**. The *User – Conferences* page displays the *Current* tab. All current conferences appear. Current conferences appear on this list five minutes before the start of the conference.
2) Click *Future* to display upcoming conferences.
3) Click *Expired* to display previous conferences.

NOTE: Check *Delete* and click **OK** to delete a conference from the *Future* tab on the *User- Conferences* page.

Start a Conference with Two Participants

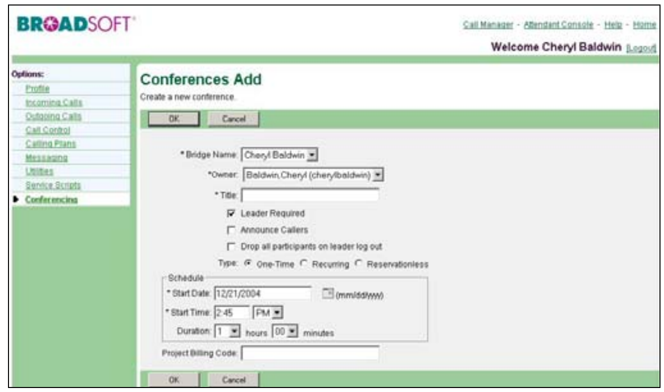
To add a conference to start immediately, use the *User – Conferences Quick Add* page as follows:

1) On the *User – Conferencing* menu page, click **Conferences**. The *User – Conferences* page displays the *Current* tab.
2) Click **Quick Add**. The *User – Conferences Quick Add* page appears.
3) Select a conference bridge from the *Bridge Name* drop-down list.
4) Type the leader's phone number. The owner's number is populated by default. You can type a different phone number or SIP address over these numbers.
5) Type the participant's phone number or SIP address.
6) Type the participant's name (Optional).
7) Type the project billing code. This code can be up to 50 characters (Optional).
8) To save your changes and start the conference, click **OK**. The conference bridge calls the leader's phone number and the participant's phone number to initiate the conference.

Add a Conference

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

1) On the *User – Conferencing* menu page click **Conferences**. The *User – Conferences* page displays the *Current* tab.
2) Click **Add**. The *User – Conferences Add* page appears.



User - Conferences Add (One-Time Type)

1) Select the *Bridge Name* from the drop-down list.
2) Select the *Owner* from the drop-down list.
3) Type a descriptive title for the conference.
4) Check the *Leader Required* check box to specify that a leader is required to begin the conference.
5) Check *Announce Callers* to announce participants' names when they join the conference.
6) Check *Drop all participants on leader log out* to end the conference once the leader has left.
7) Click the conference type:
   - To add a one-time conference, click *One-Time*. Type the *Start Date* in month/day/year format. Type the time of day the conference is scheduled to run in Hour:Minute format and select "AM" or "PM" from the drop-down list. Select the number of hours from the drop-down list and then select the number of minutes from the drop-down list to define the duration.
   - To add a recurring conference, click *Recurring*. Type the *Start Date* in month/day/year format. Type the time of day in Hour:Minute format and select "AM" or "PM" from the drop-down list. Select the number of hours from the drop-down list and select the number of minutes from the drop-down list to define the duration. Click *Daily* and type the frequency of the days to schedule a daily conference. Click *Weekly* and type the frequency of the weeks to schedule, and check the day of the week to schedule a weekly conference. Click *Monthly* and specify the frequency to schedule a monthly conference.
   - To add a reservationless conference, click *Reservationless*. Type the *Start Date* in month/day/year format and the *End Date* (up to 26 weeks in advance) in month/day/year format.
8) Type the *Project Billing Code* (Optional).
9) Click **OK**.

Modify a Conference

To modify a conference, use the *User – Conferences Modify* page as follows:

1) On the *User – Conferencing* menu page, click **Conferences**. The *User – Conferences* page displays the *Current* tab.
2) If the conference is not on the *Current* tab, click the tab that contains the conference to modify (*Future* or *Expired*).
3) Click **Edit** or any item in the row of the conference to modify. The *User – Conferences Modify* page appears.
4) Modify existing conference information as required. The *Bridge Name*, *Owner*, *Type, Start Date,* and *Start Time* can not be modified. To change any of these fields, you must delete the conference and add a new conference.

To Add a Document for a Conference:

1) On the *User – Conferences Modify Document* page, type the name of the document or **Browse** to select it.
2) Type the password to decrypt this document (Optional – for Microsoft documents that are password-protected).
3) Click **Add**. If you do not click Add, the document is not added.
4) To allow participants to download this document, check *Allow document download during presentation*.
5) Click **Apply** or **OK**.

To Delete a Document from a Conference:

1) On the *User – Conferences Modify Documents* page, check *Delete* in the check box beside the document to delete.
2) Click **Delete**. The document is deleted and the User – Modify *Conferences* page appears.

To Make a Presentation as Leader of a Conference:

1) In the *Leader Access* section of the *User – Conferences Modify* page, click the **Presentation UR**L. Take note of the password if one appears.
2) Type the password (if required). Use the navigation buttons at the top of this page to control the display of the presentation.
3) Click **End Presentation** to finish the presentation.

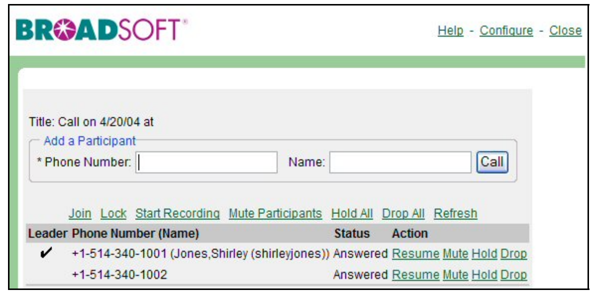
To Playback a Recording of a Conference:

You record conferences from the *User- Conference Call Control* page. To playback a recording of a conference:

1) On the *User – Conferences Modify* page, click **Recordings**. The *User – Conferences Modify Recordings* page appears.
2) Click **Save** to save the audio recording (in WAV, AIFF, or AU formats).
3) Type the phone number to direct the audio recording to. Click **Call** and type the access number to listen to the recording on the phone.
4) Click **Recording Playback URL** to listen to the audio recording from the web.
5) Click **E-mail Recording Details** to open an e-mail message with the URL to the audio recording included. Type the e-mail address of the person you are sending this recording to and send the e-mail message to someone else to play.
6) Click **OK**.

Control a Conference

On the *User - Conference Modify* page, click **Call Control**. The *Conference Call Control* page appears.



To Add a Participant Immediately:

1) On the *Conference Call Control* page, type the participant's phone number and name (Optional).
2) Click **Call**. The participant's phone number dials and the participant joins the conference call.

NOTE: A leader can add participants by pressing ##2 on the telephone. A leader can also determine the maximum number of participants allowed by pressing ##3 on the telephone, and if Caller Announcements has been enabled, a roll-call of participants' names.

To Join a Conference:

On the *Conference Call Control* page, click **Join**. The bridge administrator's number dials and you can join the conference.

To Lock a Conference:

On the *Conference Call Control* page, click **Lock**. Additional participants can not join the conference.

Click **Unlock** to unlock the conference. Additional participants can join the (unlocked) conference.

To Record a Conference:

You can record any portion of the conference call. As well, you can make any number of subsequent recordings during a conference call.

1) On the *Conference Call Control* page, click **Start Recording**. The conference is being recorded as an audio file (WAV, AIFF, or AU).
2) You may pause the recording by clicking **Pause Recording**. To resume, click **Resume Recording**.
3) Click **Stop Recording** to stop recording this portion of the conference.

To Mute Participants:

1) On the *Conference Call Control* page, click **Mute Participants**. The participants may not speak in the conference.
2) Click **Resume** to release the mute.

NOTE: Participants and leaders can mute themselves. Press ##1 to mute the call. Press ##1 to remove mute from the call.

To Put Participants on Hold:

1) On the *Conference Call Control* page, click **Hold All**.
2) Click **Resume** to release the hold.

Drop Participants from a Conference:

On the *Conference Call Control* page, click **Drop All**.