

Hosted Voice



Conferencing Reference Guide

Conferencing

The conferencing system allows you to host calls with up to 10 participants.

Moderator instructions

Provide the conference participants with the following information:

- 1 The date and time of the call.
- 2 The conference call dial in number.
- 3 The 6 digit participant code.

For a moderator to start a conference:

- 1 Dial the conference dial in number.
- 2 Enter your 6 digit moderator code followed by #.
- 3 If asked, say your name and press # - the conference call will begin.

Note: Your account can be configured so that when the moderator leaves the call, the conference will either continue or end. (5 minute max)

Participant instructions

For a Participant to join a conference:

- 1 Dial the conference dial in number.
- 2 Enter the 6 digit participant code followed by #.
- 3 If asked, say your name and press #.

Call 877-544-4872 or visit lightpathfiber.com

The participant will then be placed into the conference if the moderator is present. Otherwise the participant will be put on hold until the conference starts. (They may hear on-hold music while they are waiting.)

If configured, the conference may start as soon as there are 2 participants, whether or not the moderator is one of them.

Moderator commands

The following commands can be dialed by a moderator phone during a call:

- *1 Allows you to dial another participant to be brought into the conference. After dialing *1, dial the participant's phone number followed by #. Once the participant has answered:
 - Press 1 to bring them into the conference
 - Press * to drop the call and return to the conference
- *2 Mute or un-mute the moderator.
- *3 Lock or unlock the conference. When locked no one else can join the conference.
- *4 Provide a roll-call of participants.
- *5 Provide account of participants.
- *6 Selects whether announcements are made when callers join/leave.
- *7 Announces the name of the last person to join the conference.

- *8 Turns conference recording on/off.
- *9 Mute or un-mute all participants.
- *01 Records a greeting to be played to participants when they join the call.
 - You will hear an announcement giving instructions for recording the secondary greeting
 - Press 2 to start recording. Record the greeting and then press #
 - Press 1 to hear the recording you
 - Press 3 to save it
- * Announces the name of the last person to join the conference.
- * Allows the moderator to leave the conference without the call ending. Press 1 to confirm. You may log onto the conference again by following the instructions to start a conference call.

Moderator web access

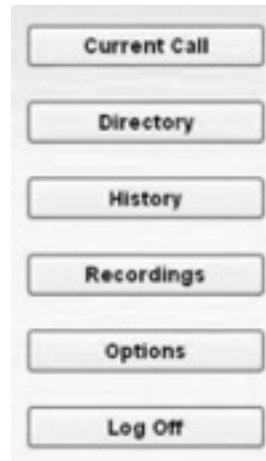
When moderating a conference you can use the web interface to view and control the conference.

To access the Conference Portal:

- 1 Access the Conference Portal at <https://conf.optimumlightpathvoice.com>
 - 2 Enter your Moderator and Participant code.
 - 3 Select Log On.
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 - 3 Select Log On.

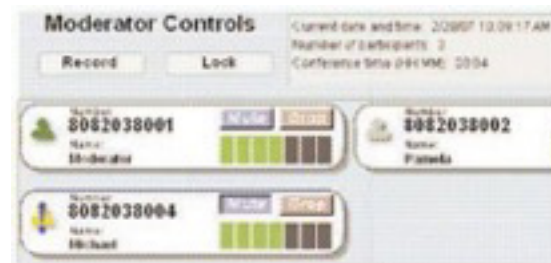


When you have logged on successfully, a list of options for managing conferences appears on the left-hand side of the screen:



The Current Call window allows you to manage a conference. If this window is not already shown on the screen, click on the Current Call button to display it. If you have not yet started a conference, the screen shows the message “There is no conference at this time”. If you need to start a conference, use the Telephone Admin Interface to do this, as described in the previous section.

When more participants join the conference, the window appears as follows:



The panel at the top right provides information about the current conference.

To the left of this are two buttons to control recording and locking the conference.

Each participant in the conference is represented by a panel with a telephone number at the top. The panel for each participant shows the following details.

- The participant's calling telephone number
- The participant's name, if the Conferencing server can determine it. This is taken from a directory entry matching the calling number, if there is one, or from the caller name that the server received when this participant dialed in
- A Mute button, allowing you to mute this participant's phone so that no sound from it is played into the conference
- A Drop button, allowing you to remove this participant from the conference
- A gain control, allowing you to balance this participant's sound level so that all participants can be heard clearly

On the left of each panel is a "person" icon representing the participant, which appears in different colors to represent the participant's status in the call:

- Gray: the participant is in the call but is not currently speaking
- Green: the participant is speaking, or other sounds are being played into the conference from the participant's phone
- Yellow: the moderator has muted this participant's phone

If a participant's phone is muted, he or she can indicate a request to speak using the telephone interface. This request is indicated by an exclamation point over the "person" icon for this participant.

Changing and storing participants' names

The panel corresponding to each participant shows the participant's name, if the Conferencing server can determine it. This is taken from a directory entry matching the calling number, if there is one, Otherwise it is taken from the caller name that the server received when this participant dialed in.

If there is no name displayed or it is not correct, you can change it. Click on the name, or in the blank space below the word

"Name" if no name is displayed, and type in the correct details.

When you move away from the participant panel and click on another part of the Current Call window, the new name that you have entered is saved in a directory entry. The updated information is available for future conferences: anyone who dials in to a later conference using this calling number will be identified by this name, in both the Current Call window and the Conference History lists.

Muting participants

- To mute a participant's phone, click on the Mute button in the panel corresponding to that participant. The "person" icon on the left of this panel changes to yellow, and the participant hears an announcement that the phone has been muted
- To remove the mute, click on the Mute button again. The "person" icon on the left of this panel changes back to gray, and the participant hears an announcement that the phone has been unmuted

If a participant whose phone is muted wants to speak, he or she can indicate a request to speak using the telephone interface. You then see an exclamation point over the "person" icon for this participant.

- To clear the alert, click on the “person” icon for this participant

Controlling volume levels

You can control the volume level for each conference participant individually, so that the different speakers are balanced in the conference.

In the panel for each participant, the gain control appears as a set of seven vertical bars, with a number of these colored green to indicate the gain being applied to the incoming sound level.

To change the volume level for a participant, click on the bar representing the level that you want.

Recording the conference

To start a recording of the conference, click on the Record button in the moderator controls. An announcement is played into the conference each time you start or stop recording, to inform the participants that the conference is being recorded.

If you are the only participant in the conference and no on-hold music is playing, the music stops when you click on the Record button to start recording. This allows you to record introductory information about the conference (i.e. the date of the meeting, its purpose, and the expected participants) before the other participants have joined.

To stop recording, click on the Record button again. The recording is saved on the server. You can download it later, either to listen to it or to save it to your local computer. Locking the conference

To lock the conference so that no further participants can join it, click on the Lock button in the moderator controls at the top of the window. You may want to do this if you want to restrict the number of participants on a first come, first served basis.

If you lock the conference and then perform a soft exit, you will still be able to join it by dialing in as the moderator.

However, nobody will be able to join it as a participant.

To unlock the conference so that further participants can join it, click on the **Lock** button again.

Removing participants from the conference

To remove a participant, click on the **Drop** button in the panel corresponding to that participant.

Directory

The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for a past conference.

These names are stored for future use, so that anyone who dials in to a later conference using the same calling number will be identified by this name, in both the Current Call window and the Conference History lists.

Click on the **Directory** button to display this window:

The image shows two screenshots of a web interface. The top screenshot is titled "Directory Entry" and contains two input fields: "Phone Number:" and "Name:". Below these fields is a "Save Entry" button. The bottom screenshot is titled "Conference Directory" and displays a table with three columns: "Del", "Phone Number", and "Name". The table lists three entries: Edison (03652000119), Annie (361-203-0121), and Jose (361-203-0144). Each entry has a checkbox in the "Del" column. Below the table is a "Delete Selected" button.

Del	Phone Number	Name
<input type="checkbox"/>	03652000119	Edison
<input type="checkbox"/>	361-203-0121	Annie
<input type="checkbox"/>	361-203-0144	Jose

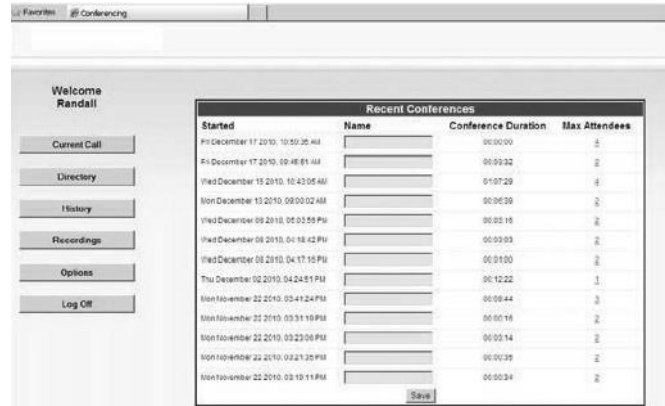
When you edit the name of a conference participant in the Current Call window, the name that you specify is associated with the participant's telephone number and stored in a directory entry.

The Directory window allows you to manage these entries while you are not in the conference. For example, you may want to fill in full names if you did not have time to do so during the conference, or to add names of expected participants in advance of the next conference. The list of existing directory entries is shown at the bottom of the window.

- To update the name or phone number of an existing directory entry, click on the phone number in this list. The Phone Number and Name edit boxes at the top of the screen change to show the current contents of this entry. Edit the contents as required, and then click on **Save Entry**
- To add a new directory entry, click on **New Entry** to clear the edit boxes at the top of the screen if any data is shown in them. (You do not need to do this if you have just moved to the Directory window and the boxes are empty.) Type the phone number and name, and then click on **Save Entry**
- To delete one or more existing directory entries, click on the Del checkbox next to each entry that you want to delete, and then click **Delete Selected**

History

The History window allows you to view a list of past conferences that you have managed. Click on the History button to display this window:



For each conference, the following information is displayed.

- An optional name for this conference
- The time at which the conference started
- The total duration of the conference. If the conference is still in progress, no duration is shown, but you can check the conference time shown in the Current Call window
- The maximum number of participants, including yourself as the moderator, that were in the conference at any time
- The number of participants, if any, who were rejected because the conference had already reached the limit on the number of participants in a conference

To see more information about who took part in the conference, or about rejected participants, click on the number of participants in the Max Attendees or Rejected Attendees column. The screen shows the following information for each participant:

- The telephone number from which the participant dialed in, or the dialed number if you dialed out to invite this participant into the conference

- The name of this participant stored in the Directory, if there is one. This name appears only if the participant’s calling telephone number, or the number you used when dialing out to invite this participant into the conference, exactly matches the number stored in the Directory
- For rejected attendees only: The date and time at which this person attempted to join the conference

If one or more participants withheld the telephone number when dialing in, there will be a single entry “ID withheld” in the list of participants. If two or more participants dialed in using the same telephone number (for example if they dialed in from the same company), there will be only one entry for this number.

Recordings

The Recordings window allows you to view/ manage conference recordings. Click on the Recordings button:

Recordings			
Started	Duration	Download	Delete
2009-10-26 11:03:04	00:06:24	Download	Delete
2009-10-26 09:42:56	00:03:39	Download	Delete
2009-10-21 10:30:59	00:00:03	Download	Delete
2009-10-16 13:59:10	00:00:06	Download	Delete
2009-10-02 11:06:08	00:04:32	Download	Delete
2009-09-25 09:58:04	00:00:08	Download	Delete
2009-09-21 15:12:29	00:00:07	Download	Delete

The screen shows the start time and duration of each recording. It may also display a message to inform you that one or more of your conference recordings will be automatically deleted after a specified time. You can download these recordings to your computer if you need to store them for future reference.

- To listen to a recording or save it to your PC, click on the **Download** button next to the recording
- To delete a recording, click on the **Delete** button next to the recording

The screen also shows the following information relating to recording limits:

- The number of recordings you currently have stored on the server, compared with the maximum permitted number
- The total time of recordings you currently have stored on the server, compared with the maximum permitted time