



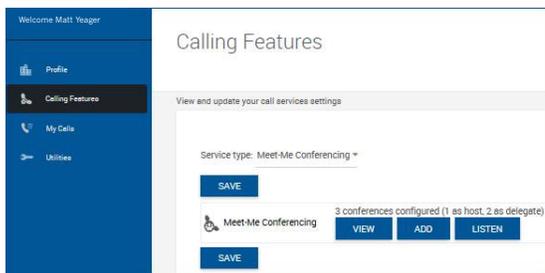
Hosted VoIP Telesystem Conferencing

Telesystem Conferencing provides a full range of conferencing capabilities, from simple reservation-less conferencing to enterprise-class scheduled conferencing that hosts multiple users.

This guide provides quick reference information for Adding a Conference, Modifying a Conference, Assigning Delegates and Using the Moderator Client. For a full version of the Telesystem Conferencing Guide please visit our resources page at www.telesystem.us/resources

Accessing Telesystem Audio Conferencing

You have access to conferencing features if you have been assigned to a Telesystem Conference Bridge.



1. Log in to the Hosted VoIP Phone System Web Portal at <https://admin.euserportal.com>

2. From the **Service Type** drop-down box, click **Meet-Me Conferencing**. The *User – Meet-Me Conferencing* menu page appears.

Add Conference

To add a one-time, recurring, or reservationless conference, use the *User – Meet-Me Conference Add* page as follows.

1. On the *User – Meet-Me Conferencing* menu page, click the **Add** button. The Meet-Me Conference Add page appears.

2. Select a bridge from the **Bridge** drop-down list. This will dictate the access phone number assigned to the conference.

3. Type a descriptive title for the conference.

4. Optionally, enter an **Account Code**.

5. Enter the Estimated number of participants.

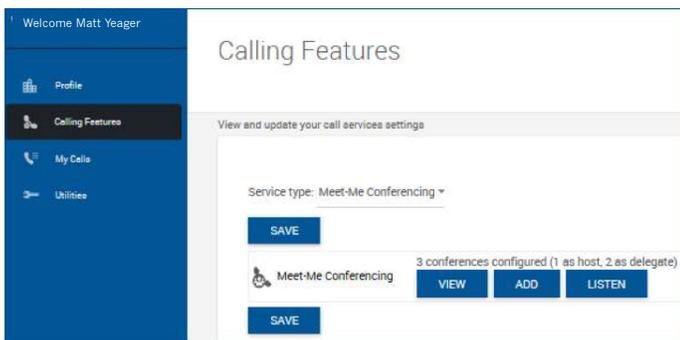
NOTE: If the estimated number of participants field is left empty, the maximum number of participants is determined by the Telesystem Conferencing Package purchased.

6. To mute attendees on entry, check **Mute all attendees** on entry. Only the conference moderator will be heard on the conference.

7. To end the conference when the moderator leaves the conference, check **End conference** when moderator departs. All parties will immediately be disconnected from the conference bridge when the moderator disconnects the call.
8. To specify that the conference cannot start without a moderator, check **Moderator required to start conference**. Attendees will not be able to communicate prior to the moderator joining the conference.
9. Specify how to announce that participant has joined or left the conference by selecting **Play Tone**, **Play recorded name**, or **No Notification**.
10. Select the type of conference: **One Time**, **Recurring**, or **Reservationless**.
11. 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. The conference will always be available as long as there are available ports on the bridge, this is good for impromptu conferences.
 - 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.
12. 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.
13. Specify the end of a recurring conference or select **Never**, specify the number of occurrences, or specify the date.
14. Click **Save**.

Retrieving a Conference Recording

A conference recording is available immediately after a conference has ended and is available for 5 days through the user portal.



1. Once you're logged in, click the **Service Type drop-down** box and select **Meet-Me Conferencing**.
2. Select **Listen**.

To Download an Audio File

Meet-Me Conference Recording List						
Conference Title	Bridge Name	Start Time	File Size	Listen	Delete	
Test2	Marketing Meet-Me2	11/21/2016 09:56 AM	1.55 MB			

1. Locate the conference you'd like to download and click the **Download** icon found under the column name.
2. Select **Listen**.

You may open the file to listen to the conference and save it to your computer.

You may also delete the conference by selecting the Delete box next to the conference you want to delete, then click Save.

Modify Conference

To modify conference information, use the User – Meet-Me Conference Modify page as follows.

1. On the *User – Meet-Me Conference Modify* page, click the **Edit** button. The *User – Meet-Me Conference Modify* page appears.

2. Modify conference information as required.

3. Click **Save**.

Assign Delegates

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

The screenshot shows the 'Meet-Me Conferencing' interface. At the top, there is a table with columns: TITLE, STATUS, PHONE NUMBER, ID, START TIME, CALL ME NOW, and EDIT. The table contains one row: Thanksgiving Menu, Active, 4199442079 (x2079), 62691660, 11/07/2016 12:00 AM, and an EDIT button. Below the table is a 'Delegates' section with input fields for 'Last Name' and 'First Name', and a 'SEARCH' button. Underneath are two columns: 'Available Users' and 'Conference Delegates'. Between these columns are four buttons: 'ADD >', '< REMOVE', 'ADD ALL >>', and '<< REMOVE ALL'. At the bottom right of the delegates section are 'CANCEL' and 'SAVE' buttons.

1. On the *User – Meet-Me Conference Modify* page, click the **Edit** button. The *User – Meet-Me Conference Modify* page appears.

2. Scroll down to the bottom of the *Meet-Me Conference Modify* window to the **Delegates** section.

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 the **Save** button to keep your changes.

Conference Moderator Client

The Conference Moderator client allows moderators to manage conference. 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** – Allow you to perform actions on the conference. They are 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 , or On Hold .
- **Action Buttons** – Allow you to perform actions on a selected moderator or participant. The buttons are Mute/Unmute, Hold/Unhold, and Drop. In addition, on moderator 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.

The screenshot shows a participant list entry for 'Participant (1)'. It includes a speaker icon, the name 'Michael Reed (+14197331205)', and three buttons: 'Mute', 'Hold', and 'End'.

Launch Conference Moderator and Join Conference

You can launch the Conferencing Moderator client either from the web portal or from the Outlook meeting if you included the conference to moderate in an Outlook meeting.

1. Either on the web portal or in Outlook, access the conference/meeting to moderate.
2. Click **Start Moderator Client** on the web portal page or select it from the *Telesystem Conference 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** or **PINs**.

NOTE: In the follow procedures, 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 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 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

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.