



Grid4 Communications
HOSTED IP COMPLETE

Conferencing User Guide





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1. Getting Started

1. Getting Started

This manual explains how to configure and manage Grid4 online on demand audio Conferencing.

1.1 About This Manual

Chapter 2, Overview, introduces Conferencing and provides introductory information about how to use it.

Chapter 3, Telephone Admin Interface, describes how to use the telephone admin interface to start and manage conferences.

Chapter 4, Moderator Web Interface, describes how to use the moderator web interface to manage conferences.

Chapter 5, Information for Participants, describes how a conference participant accesses and uses Conferencing.

1.2 Conventions

The out documents use the following conventions.

USAGE	CONVENTION
Reference to another document	Operations Manual
Reference to a section within a document	Overview
Filename	.login
Commands that you type at an operating system prompt	cd/ vi .login
Placeholder in a command, which you need to replace a specific value	vi filename
Computer Output	Command completed successfully.



Danger

This symbol identifies areas where failure to follow the correct procedure may cause injury to yourself or to other people.



Warning

This symbol identifies areas where failure to follow the correct procedure may prevent the equipment from operating correctly.



Information

This symbol identifies additional information that may help you to use the equipment or to perform a task.



2. Overview

This section provides an overview of Grid4 online on demand audio Conferencing and describes the configuration that you may want to change before you start to host conferences.

2.1 Conferencing Operation

A user who can start and manage conferences is known as a **moderator**. You should have been provided with the following information.

- The access telephone number for the Conferencing service
- Your moderator code for Conferencing
- A participant code associated with your moderator code



The moderator code is your identifier as a user of the Conferencing service. You should not disclose it to anyone else, to prevent unauthorized use of your service.

You will need to provide the access telephone number and participant code to other people who will be taking part in your conferences.

You can start a conference at any time, by dialing the conferencing telephone number and identifying yourself by dialing your moderator code. Other users, known as participants, can then join your conference by dialing the conferencing telephone number and then dialing your participant code.

When the conference is started, you can do the following.

- Check details of who is currently in the conference.
- Control whether announcements are played when participants join or leave the call.
- Mute your phone so that you are not heard in the conference, mute participants' phones so that you are the only speaker, and unmute phones as required.
- Change the volume level at which each participant's phone is played into the conference, to balance the sound levels between different speakers.
- Lock the conference so that no further participants can join.
- Start or stop recording of the conference.
- Call conference participants to invite them into the conference; this is known as **outdial**. You do not need to do this if a participant has the participant code and will dial in.
- Remove a participant from the conference.
- Exit the conference but leave it running so the participants can continue talking to each other (for example if you need to change to a different telephone line). This is known as **soft exit**.
- End the conference.

Actions that affect individual participants in the conference, for example mute or volume control, are available only in the moderator web interface. Other actions are available using either the telephone admin interface or the moderator web interface.



The outdial and soft exit features are available only with certain conferencing packages. Check with your account representative if necessary.

In order to use these two features, you must use a telephone that includes the * key. If you do not have this key, you can still use all of the other features.

Conference participants can do the following.

- Mute their phones so that they are not heard in the conference.
- Signal to the moderator that they want to contribute. This is typically used in a presenter-only conference, where the moderator has muted participants' phones but a participant wants to ask a question or make a comment.
- Exit the conference.

2.2 Planning for Conferencing

The Conferencing application provides on-hold music to be played to participants while they wait for a conference to start (if they join the conference before you). If you want to provide your own on-hold music, you will need to prepare this in .mp3 or .wav file format. The maximum size of music files that you can use is determined by your Class of Service for Conferencing; check with your sales representative if you need more information.



Playing music to callers on hold constitutes “public performance” of the music and therefore risks infringing the copyright of composers or artists. You must obtain appropriate licenses to play the material that you plan to use as on-hold music. You can obtain these licenses at a reasonable cost from licensors such as Broadcast Music Inc (www.bmi.com) or the American Society of Composers, Authors and Publishers (www.ascap.com).

Grid4 Communications does not accept any legal liability arising from copyright infringements associated with the use of on-hold music in conferences.



A .wav file that you upload to the Conferencing server can be in any WAV format, because the server will do any format conversion required.



3. Telephone Admin Interface

3. Telephone Admin Interface

To start a conference, you dial the conferencing access telephone number and identify yourself by dialing your moderator code. When you are in the conference, you can use the Conferencing Telephone Admin Interface to manage conferences using your telephone.

To access the Conferencing server, you will need the following information, which your service provider should give to you.

- The access telephone number for the Conferencing service
- Your moderator code for Conferencing
- Optionally, an account code providing more information about each conference; check with your service provider whether this code is required and how to use it.



Some of the features of the Telephone Admin Interface are also available in the moderator web interface, described in Chapter 4.

3.1 Starting a Conference

To start a conference, dial the access telephone number for the Conferencing service.

- You are prompted for the moderator code. Enter this on your telephone keypad, then press the # (pound) key.
- You are then prompted to record your name. This will be used in announcements within the conference (to indicate that you have joined or left, or in a roll-call listing who is in the conference). Say your name clearly, then press the # key.

The Conferencing server may be set up so that you need to enter an account code when starting a conference call. You may need this feature if you want to set up conference calls with different customers. This account code will be recorded in the billing record for the conference, and your service provider may be able to provide it along with your bill. Talk to your service provider if you are interested in using this service. If the server requires an account code, you will be prompted for it after recording your name. Enter the code on your telephone keypad, then press the # key.



If your telephone does not have a # key, you can still use the interface. After entering the code or recording your name, simply wait for a few seconds until the interface responds with the next prompt. The interface allows you 30 seconds to enter the moderator code, and 10 seconds to record your name.

3. Telephone Admin Interface



If you do not dial the moderator code correctly within 30 seconds, you hear an error message and are prompted to redial it. You have a total of three attempts to dial it; if you do not provide a valid code on the third attempt, your call is dropped and you will need to dial the access telephone number again.

If there is already an active conference that was started using your moderator code, the error message informs you that the conference is already started. This may indicate that an unauthorized user is using your moderator code; this can occur if you have provided the moderator code instead of the participant code by mistake. To check this, use the Web interface, or join the conference using the participant code.

If you hear an announcement saying “conference code is not scheduled”, this indicates one of the following.

- You have access to Conferencing only at specific times (for example to hold a weekly conference at a specific time) and this is not a valid time for you to start a conference.
 - Your access to Conferencing has been suspended. You will not be able to start any conferences. Please talk to your service provider to resolve this.
-

At this point you are in the conference, and can start to manage it using the functions described in the remainder of this chapter.

If no participants have already dialed into the conference, you hear on-hold music if you have configured the Conferencing application to use it, as described in section 4.6, **Options** (either the music that you have uploaded for use in your conferences, or the default on-hold music for the server). If you have not configured this function, you hear silence.

When the first participant dials in, the on-hold music stops and you hear a series of tones announcing the new participant (followed by an announcement of the participant’s name, if joining announcements are enabled).

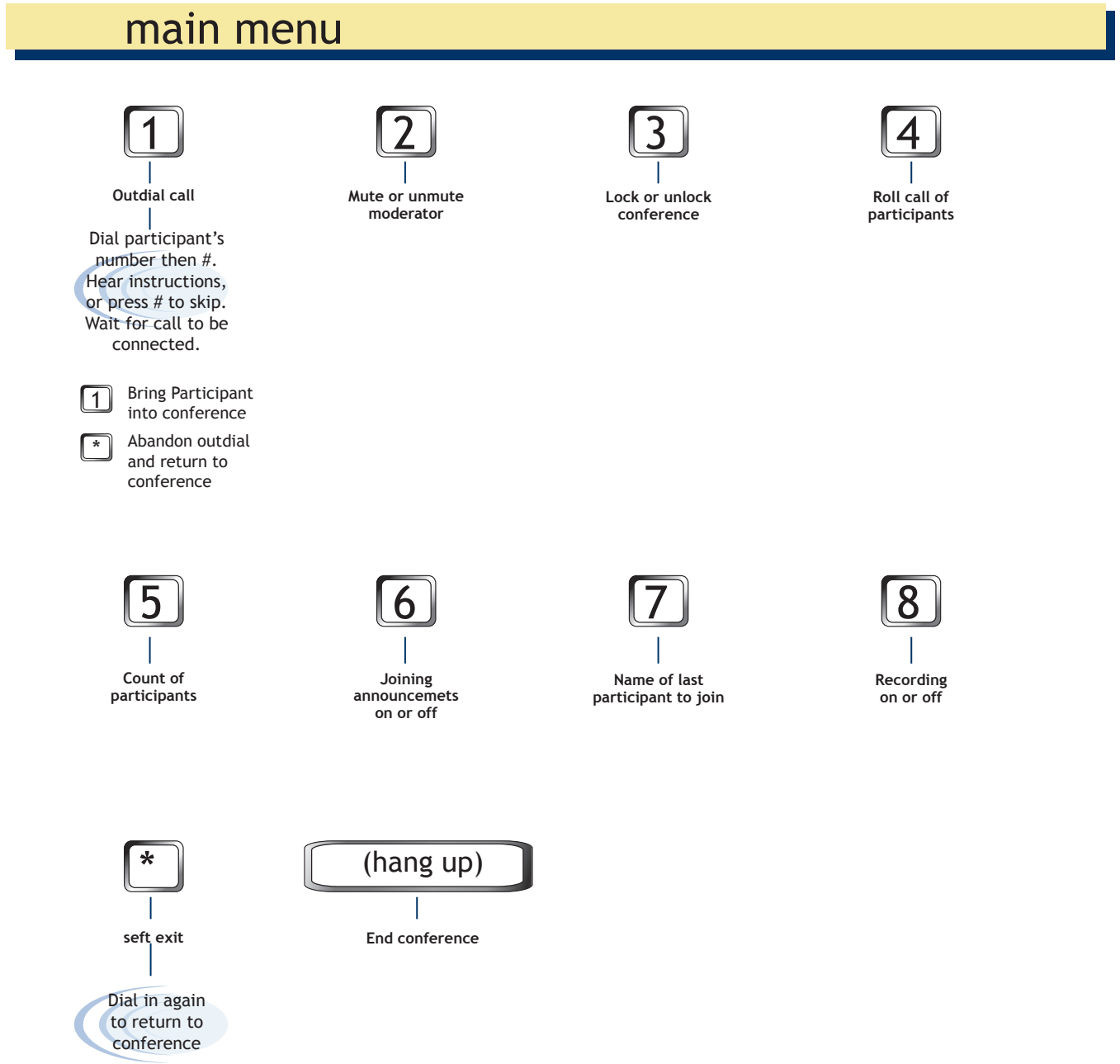
If one or more participants have already dialed into the conference before you, you do not hear on-hold music. Instead, you immediately hear the joining tones (and your own recorded name if joining announcements are enabled).

3. Telephone Admin Interface

3.2 Quick Key Reference

Figure 1 provides an overview of the telephone admin interface.

Figure 1. Administrative telephone navigation map



3. Telephone Admin Interface

3.3 Checking who is in the call

Each time a participant joins or leaves the conference, a series of tones is played to indicate this. Depending on how your Conferencing user account is set up, an announcement may be played into the conference after the tones, giving the name that the participant recorded when dialing in to join the conference.

If you want to change the operation of these announcements, either to stop them being played or to start them if they are not currently being played, press **6**.

In addition to these announcements, you have a number of other options for checking who is in the call at any time. The announcements generated by these options are played only to you as the moderator, and the other conference participants do not hear them.

- To request a “roll call” of participants currently in the conference, press **4**. You hear an announcement giving the names that the moderator and participants recorded when joining the conference.
- To request a count of participants currently in the conference, press **5**. You hear an announcement informing you how many participants (including you as the moderator) are in the conference.
- To request the name of the last participant who joined the conference, press **7**. You hear an announcement giving the name that this participant recorded when joining the conference.



If a participant did not record a name, but just pressed the **#** key when prompted to record a name:

- No announcement is played when this participant joins or leaves the conference; only the tones are played.
 - The participant’s name is not included in roll call announcements. This means that the number of names in the roll call may not match the number indicated by the participant count announcement.
-

3.4 Locking the conference

To lock the conference so that no further participants can join it, press **3**. You may want to do this when all of the expected participants have joined and you want to make sure that no unauthorized participants can join, or if you want to restrict the number of participants on a first come, first served basis.

To unlock the conference so that further participants can join it, press **3** again.

3. Telephone Admin Interface

3.5 Recording the conference

To start a recording of the conference, press **8**.

Depending on your account setup, an announcement may be played into the conference each time you start or stop recording, to inform the participants that the conference is being recorded.



National or local regulations may mean that there is a legal requirement to notify conference participants when a conference is being recorded, or other restrictions on how recordings can be used. It is your responsibility to ensure that you are not in breach of such regulations, especially if recording notifications are not in use.



You will not be able to start recording if you have reached the maximum number of recordings permitted by your Class of Service, or if you have less than one minute remaining of the maximum recording time permitted by your Class of Service. Also, if you are recording a conference and you reach the maximum recording time permitted by your Class of Service, the current recording will stop.

In these cases, you will need to delete one or more older recordings using the moderator web interface, in order to make room for new ones. See section 4.5, **Recordings**, for more details.

If you are the only participant in the conference and so on-hold music is playing, the music stops when you press **8** to start recording. This allows you to record introductory information about the conference (for example the date of the meeting, its purpose, and the expected participants) before the other participants have joined.

To stop recording, press **8** again. The recording is saved on the Conferencing server. You can download it later using the moderator web interface, either to listen to it or to save it to your local computer; see section 4.5, **Recordings**, for more details.



If you start and stop recording more than once in the same conference, the recordings are saved as separate files, and count separately towards your maximum permitted number of recordings.

3.6 Muting your phone

To mute your phone so that no sound is played into the conference, press **2**. You may want to do this while you talk privately to someone in the room.

To unmute your phone so that you can resume talking in the conference, press **2** again.

3. Telephone Admin Interface

3.7 Dialing out to invite a participant into the conference

In general, you invite conference participants into a conference by providing them with the access telephone number for the Conferencing service and your participant code. They then dial the telephone number and enter the code when prompted. For more information about how a participant uses Conferencing, see Chapter 5 of this manual.

However, you can also invite a participant into the conference by dialing out to their telephone number (outdial). For example, you may want to do this if the participant does not normally attend your conferences and so does not have the participant code.

To invite the participant into the conference, press 1 and then dial the participant's telephone number followed by #.

- You will hear an announcement giving instructions for linking the participant into the conference; you can skip this announcement by pressing #.
- You will then hear the usual ringing or busy tone while the participant is being called.
- When the participant answers, press 1 again to return to the conference. You then hear a prompt to record the participant's name before joining the conference, in the same way as a participant dialing in. Record the name and then press #.
- If the participant is not available or does not want to join the conference, press * to cancel and return to the conference.



Note the following limitations for outdial calls, and for participants that you add using outdial.

- When making an outdial call, you cannot dial the access code (normally *67) to control presentation of your calling number on the outgoing call. If you attempt to do this, the outdial attempt fails and you return to the conference.
 - You cannot make an outdial call to the conference telephone number to link this conference into another conference.
 - Participants added to the conference using outdial are not included in the count of attendees in the Call History page in the web interface (as described in section 4.4).
 - Participants added to the conference using outdial do not hear announcements when the call ends or when they are removed from it.
 - This feature may require an upgrade to your service
-

3. Telephone Admin Interface

3.8 Ending the conference / soft exit

To end the conference, simply hang up the phone. All participants who joined by dialing in are notified with an announcement that the conference has ended. (Participants that you invited in using outdial do not hear this announcement.) If you were recording the conference, recording stops and the recording is saved on the server for later reference.

In some circumstances, you may want to leave the conference without ending it (known as soft exit), so that the remaining participants can continue talking. To do this, press the * key. You are prompted to confirm the soft exit by pressing 1; after this, you can hang up the phone.



Depending on how your service provider has configured Conferencing, the soft exit function may not be available. Check with your service provider if necessary.

Typical uses of soft exit are as follows.

- You need to switch to a different phone while the conference is in progress. Soft exit from the conference, then dial in again from the new phone with the moderator code to continue managing the conference.
- You are in an area of poor telephone reception, and do not want the conference to end if you lose your call. Soft exit from the conference, then dial in again with the participant code instead of the moderator code. This means that you will not be able to continue managing the conference using the telephone admin interface, but you can use the administrator web interface instead.
- You have finished your input into the conference but want to allow the other participants to continue talking. Soft exit from the conference, then hang up. If necessary you can end the conference later by using the administrator web interface to remove the remaining participants, or by logging in again using the moderator code to access the telephone admin interface.



If you use the soft exit function and do not return to the conference, it continues until all participants have hung up. Typically this means that you will continue to be billed for the conference. You may want to return to the conference after a time in order to end it.

4. Moderator Web Interface

This section explains how to use the moderator web interface to set up and manage conferences.



Some of the features of the moderator web interface are also available in the Telephone Admin Interface, described in Chapter 3.

4.1 Accessing the web interface

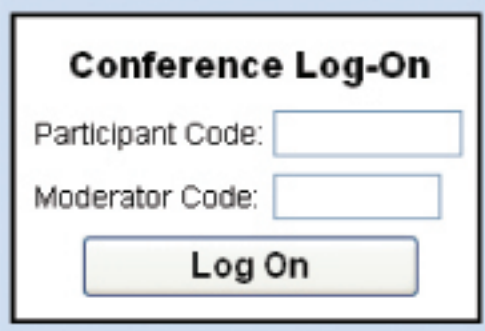
To access the web interface, you will need the following information.

- The website address (URL) of the moderator web interface.
- Your participant code and moderator code for conferences. You will need both of these codes to log in.

Start your web browser and enter the web address in the address bar. You may see one or more security dialogs; choose OK or Yes to accept these.

You should then see the web interface logon window, which asks you for the participant and moderator codes.

Figure 2. Moderator web interface logon window



Type the two codes in the appropriate edit boxes, then click the **Log On** button.



The moderator code is treated as a password, so that the characters you type are replaced on the screen by dots. This is because it gives you privileged access to moderator-only functions and should not be disclosed to any conference participants.



4. Moderator Web Interface

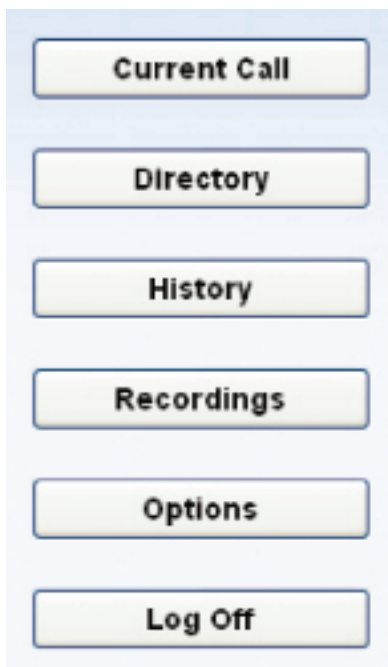


If you see a message saying “Account Disabled” after entering your participant code and moderator code, this indicates one of the following.

- You have access to Conferencing only at specific times (for example to hold a weekly conference at a specific time) and this is not a valid time for you to start a conference.
- Your access to Conferencing has been suspended. You will not be able to start any conferences. Please call Grid4 to resolve this.

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

Figure 3. Moderator web interface options



When you first come into the interface, the Current Call option is selected. This option allows you to manage a conference, as described in the following section.



For security reasons, you should always log off the web interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the web interface running for 30 minutes without using any of the controls or clicking on any button, the Conferencing server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

4. Moderator Web Interface

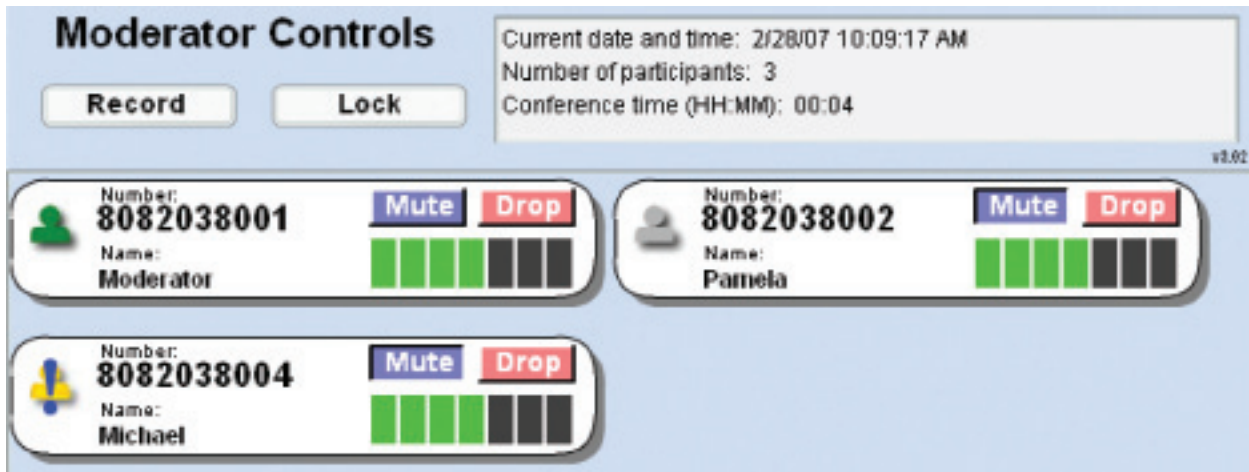
4.2 Current Call

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 section 3.1.

When more participants join the conference, the window appears as shown in Figure 4.

Figure 4. An active conference in the Current Call window



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, which are described later in this section.

Each participant in the conference is represented by a panel with a telephone number at the top, as shown in Figure 4.



The conference moderator is always represented by the panel in the top left corner. All other panels represent conference participants.

If there is a blank space in the top left corner but there are other panels visible, this means that one or more conference participants have already dialed in. Because you have not yet joined the conference as the moderator, the conference has not yet started. These participants will hear on-hold music if you have configured it, but will not be able to talk to each other until you join them.



4. Moderator Web Interface

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. You can change the displayed name as described in section 4.2.1, **Changing and storing participants' names**.
- A Mute button, allowing you to mute this participant's phone so that no sound from it is played into the conference. For more details, see section 4.2.2, **Muting participants**.
- A Drop button, allowing you to remove this participant from the conference. For more details, see section 4.2.6, **Removing participants from the conference**.
- A gain control, allowing you to balance this participant's sound level so that all participants can be heard clearly. For more details, see section 4.2.3, **Controlling volume levels**.

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, as described in Chapter 5. This request is indicated by an exclamation point over the "person" icon for this participant.

4.2.1 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, as described in section 4.3, **Directory**. 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.



The participant name that you provide is solely for your own use as the conference moderator. Conference participants do not have access to the web interface, and will not be able to see the names displayed.

4. Moderator Web Interface

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, as described in section 4.3, Directory. This means that the updated information is available for future conferences that include this participant.



You will not be able to add new directory entries if you have reached the maximum number of entries permitted by your Class of Service. You can still change user names in the Current Call window, but your changes will not be saved in the directory and will not be available for future conference calls.

In this case, you can delete some directory entries that you no longer need, as described in section 4.3, Directory, in order to make room for new ones. Alternatively, you may need to contact your service provider about upgrading to a different Class of Service that allows you more entries.

4.2.2 Muting participants

Depending on the purpose of the conference, you may want to set up the conference so that participants can talk in the conference at any time (for example in a discussion meeting), or you may be the only speaker in all or part of the conference (for example in a lecture or presentation). If you are the only speaker and do not need to allow participants to speak in the conference, you may want to mute the participants' phones so that background noise picked up by their phones is not played into the conference. You may also need to mute a participant's phone if there is a high level of background noise that is causing problems in the conference.

- 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 so that the participant can speak into the conference (for example when you have finished presenting and are taking questions from the audience), 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, as described in Chapter 5. You then see an exclamation point over the "person" icon for this participant.

- To allow the participant to speak, click on the Mute button.
- To clear the alert, click on the "person" icon for this participant.



4. Moderator Web Interface

4.2.3 Controlling volume levels

You can control the volume level for each conference participant individually, so that the different speakers are balanced in the conference. You may need to do this if one or more participants are calling in over poor-quality lines and other participants are having difficulty hearing them.

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. For example, one green bar (with the remaining six colored black) means that this participant's sound is turned down low, and five green bars (with the remaining two colored black) means that the sound is turned up just above a medium setting.

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

4.2.4 Recording the conference

To start a recording of the conference, click on the Record button in the moderator controls.

Depending on your account configuration, an announcement may be played into the conference each time you start or stop recording, to inform the participants that the conference is being recorded. Check with your service provider if necessary.



National or local regulations may mean that there is a legal requirement to notify conference participants when a conference is being recorded, or other restrictions on how recordings can be used. It is your responsibility to ensure that you are not in breach of such regulations, especially if recording notifications are not in use.



You will not be able to start recording if you have reached the maximum number of recordings permitted by your Class of Service, or if you have less than one minute remaining of the maximum recording time permitted by your Class of Service. Also, if you are recording a conference and you reach the maximum recording time permitted by your Class of Service, the current recording will stop.

In these cases, you will need to delete one or more older recordings, in order to make room for new ones. See section 4.5, **Recordings**, for more details.

If you are the only participant in the conference and so 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 (for example 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; see section 4.5, **Recordings**, for more details.



If you start and stop recording more than once in the same conference, the recordings are saved as separate files, and count separately towards your maximum permitted number of recordings.

4. Moderator Web Interface

4.2.5 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.

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

4.2.6 Removing participants from the conference

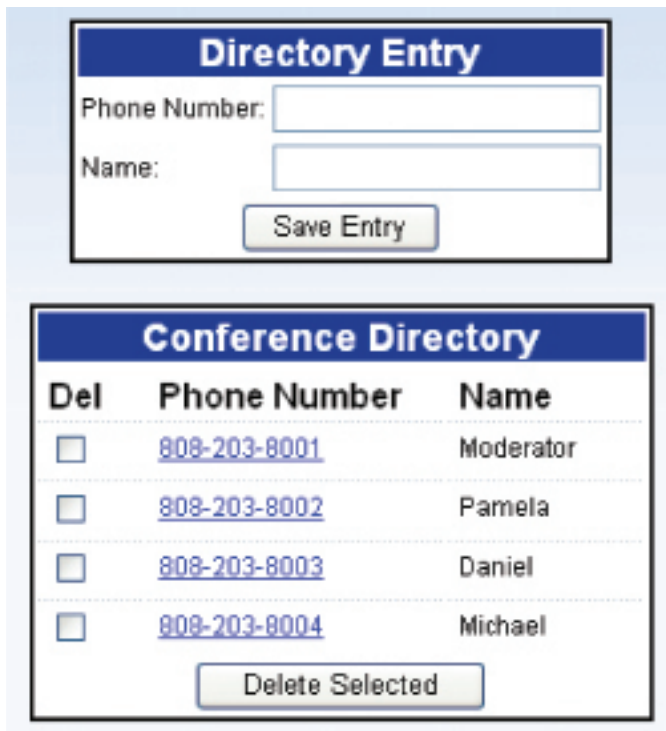
You may need to remove a participant from the conference, for example if he or she has obtained the participant code without your permission and is not authorized to be in the conference. To do this, click on the Drop button in the panel corresponding to that participant.

You are prompted with a Yes / No pop-up to confirm or cancel removing the participant. If you choose Yes, the participant hears an announcement that the moderator has removed him or her from the conference, and the participant's telephone call into the conference ends. The panel representing this participant disappears from the Current Call window.

4.3 Directory

The Directory window allows you to manage the names that you have stored for conference participants. Click on the Directory button to display this window.

Figure 5. Directory window



When you edit the name of a conference participant in the Current Call window, as described in section 4.2.1, the name that you specify is associated with the participant's telephone number and stored in a directory entry.



4. Moderator Web Interface

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**.



The information in these directory entries is solely for your own use as the conference moderator. Conference participants do not have access to the web interface, and will not be able to see the names displayed.



You will not be able to add new directory entries if you have reached the maximum number of entries permitted by your Class of Service. You can still change user names in the Current Call window, but your changes will not be saved in the directory and will not be available for future conference calls.

In this case, you can delete some directory entries that you no longer need, in order to make room for new ones. Alternatively, you may need to contact Grid4 about upgrading to a different Class of Service that allows you more entries.



If you edit a participant's name in the Directory window while a conference is in progress, your changes do not appear in the Current Call window for the conference, but they will be used for future conferences. To ensure that your changes take effect immediately, edit the participant's name in the Current Call window instead of the Directory window.

4. Moderator Web Interface

4.4 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.

Figure 6. History window

Recent Conferences		
Started	Conference Duration	Max Attendees
Thu January 04 2007, 12:30:09 PM	00:08:26	3
Thu December 21 2006, 05:08:13 PM	00:38:09	3
Thu December 21 2006, 04:43:32 PM	00:24:32	2
Thu December 21 2006, 04:35:55 PM	00:00:23	2

For each conference, the following information is displayed.

- The time at which the conference started.
- The total duration of the conference. This starts when the moderator has successfully dialed in and provided the moderator code and a recorded name to start 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 (as described in section 4.2).

- The maximum number of participants, including yourself as the moderator, that were in the conference at any time. This may not match the total number of participants who took part, if they were not all in the conference at the same time. (Note that this does not include participants who were invited in using outdial.)

You may want to use this information to check the bills that you receive for your use of the Conferencing service, or to check for any unexpected entries that may indicate unauthorized use of your moderator and participant codes. If you suspect that an unauthorized user has obtained these codes, you can change the participant code as described in section 4.6, Options.



The conference duration shown may be slightly shorter than the duration shown in billing records for the call.

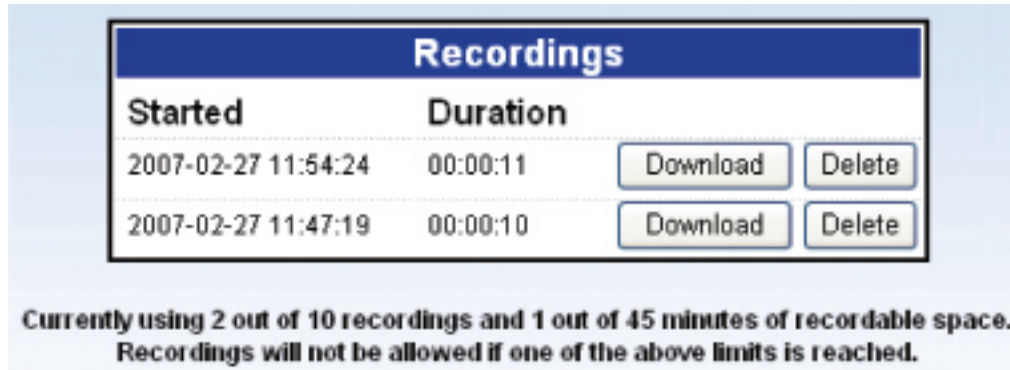
- The billing record for the moderator's call starts when the moderator first calls the conferencing telephone number, but the conference does not start until a few seconds later when the moderator has provided the required details.
- The billing record for a participant's call will be longer than the conference duration if the participant joined before the moderator had dialed in.

4. Moderator Web Interface

4.5 Recordings

The Recordings window allows you to view and manage any conference recordings that you have made. Click on the Recordings button to display this window.

Figure 7. Recordings window



The screen shows the start time and duration of each recording.

- To listen to a recording or save it to your local computer, click on the **Download** button next to the recording.
- To delete a recording when you no longer need it, click on the **Delete** button next to the recording

The screen also shows the following information, relating to the recording limits permitted by your Class of Service:

- 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.



You will not be able to start recording a conference if you have reached the maximum number of recordings permitted by your Class of Service, or if you have less than one minute remaining of the maximum recording time permitted by your Class of Service. Also, if you are recording a conference and you reach the maximum recording time permitted by your Class of Service, the current recording will stop.

In these cases, you will need to delete one or more recordings that you no longer need, in order to make room for new ones. Alternatively, you may need to contact Grid4 about upgrading to a different Class of Service that allows you more recordings.



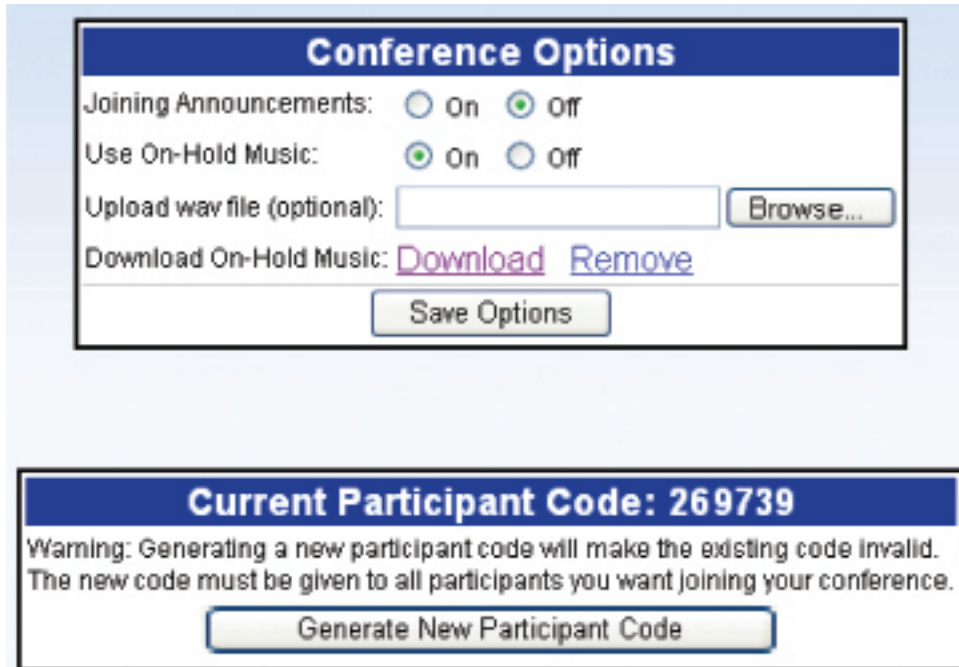
If you have not yet reached the limits defined by your Class of Service, but you are still unable to start recording, please contact your service provider; this may indicate a problem on the Conferencing server.

4. Moderator Web Interface

4.6 Options

The Options window allows you to view and manage options that control how your conferences operate. Click on the Options button to display this window.

Figure 8. Options window



The **Conference Options** section at the top of the screen allows you to control how your conferences operate.

Field	Description
Joining Announcements	Specify whether you want an announcement to be played when a participant joins or leaves the conference. <ul style="list-style-type: none"> If you select On, the name that the participant recorded when dialing in is played after the tones indicating that a participant has joined or left. If you select Off, the series of tones is still played, but without the announcement.



4. Moderator Web Interface

<p>Use On-Hold Music</p>	<p>Specify whether you want music to be played to participants if they attempt to join the conference before you and have to wait until you have dialed in. This music is also played if you are the first to dial in, while you are waiting for the first participant to join you.</p> <ul style="list-style-type: none"> • If you select On, music is played. This is the default music provided with the Conferencing service, unless you provide your own on-hold music using the following field. • If you select Off, participants hear silence until the conference starts.
<p>Upload wav file (optional)</p>	<p>If you want to provide your own on-hold music, click the Browse button to locate the music file that you want to use. This must be stored as a WAV (.wav) or MP3 (.mp3) file on your computer or on a network accessible drive. If you know the path to the folder where the file is stored, you may be able to locate the file more quickly by typing this path in the edit box before clicking Browse.</p> <p>Only one file can be in use at any time. If you upload a second file, it replaces the first one.</p>
<p>Download On-Hold Music</p>	<p>This field appears only if you have uploaded a music file to the server for use as on-hold music.</p> <ul style="list-style-type: none"> • To download the file so that you can listen to it or save it to your local computer, click Download. • To remove the file and stop using on-hold music, click Remove. This automatically turns Use On-Hold Music to Off; if you want to revert to the default on-hold music, turn it back to On.



A .wav file that you upload to the server can be in any WAV format, because the server will do any format conversion required. MP3 files are also supported.

After changing any of these options, click on Save Options to save your changes.



You will not be able to save a music file to the server if it is larger than the maximum on-hold music file size permitted by your Class of Service. In this case, you will need to use a smaller file, or modify the file to shorten the music or save in a more compressed format. Alternatively, you may need to contact Grid4 about upgrading to a different Class of Service that allows you a larger music file.

4. Moderator Web Interface

The **Current Participant Code** section at the bottom of the screen displays the participant code that is currently used for your conferences. If you need to change this, for example because the code has been disclosed to unauthorized users, click on **Generate New Participant Code** to generate a new code.



After changing the participant code, you will need to provide the new code to all authorized conference participants, because they will no longer be able to join your conferences using the existing code.

If there is a conference in progress when you change the code:

- Existing participants remain in the conference, but new participants will need to use the new code in order to join it.
 - If you are already logged into the moderator web interface, you can continue to use it. You will need to use the new participant code next time you log in.
-

4.7 Logging off

The Log Off button ends your use of the web interface. Click on this button when you have finished using the interface.

If there is a conference in progress, logging off does not end the conference. You can continue to manage the conference using the Telephone Admin Interface, or log on again to continue using the web interface.



For security reasons, you should always log off the web interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the web interface running for 30 minutes without using any of the controls or clicking on any button, the Conferencing server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.

5. Information for Participants

5. Information for Participants



This chapter describes how a participant accesses and uses Conferencing. It describes the telephone interface as it appears to the participant, so references to “you” in this chapter indicate a participant and not a moderator.

The Conferencing **Telephone Interface** allows you to access conferences using your telephone. You join a conference by dialing into this interface and identifying yourself by dialing a participant code.

To access the Telephone Interface, you will need the following information, which your conference moderator should give to you.

- The access telephone number of the Telephone Interface
- The participant code for Conferencing

5.1 Joining a Conference

To join a conference, dial the access telephone number for the Conferencing service.

- You are prompted for the participant code. Enter this on your telephone keypad, then press the # (pound) key.
- You are then prompted to record your name. This will be played in announcements within the conference to indicate that you have joined or left. Say your name clearly, then press the # key.



If your telephone does not have a # (pound) key, you can still use the interface. After entering the code or recording your name, simply wait for a few seconds until the interface responds with the next prompt. The interface allows you 30 seconds to enter the participant code, and 10 seconds to record your name.



If you do not dial the participant code correctly within 30 seconds, you hear an error message and are prompted to redial it. You have a total of three attempts to dial it; if you do not provide a valid code on the third attempt, your call is dropped and you will need to dial the access telephone number again.

If you experience repeated failures to join the conference, this may indicate that you have not been provided with the correct participant code. Contact your conference moderator to check this.

If the conference moderator has not already dialed into the conference, you hear on-hold music if the moderator has configured the conference to use it, or silence otherwise. When the moderator dials in, the on-hold music stops and you hear a series of tones announcing the moderator; depending on the configuration, this may be followed by an announcement of the moderator’s name. You can then start to take part in the conference, and to use the functions described in the remainder of this chapter.

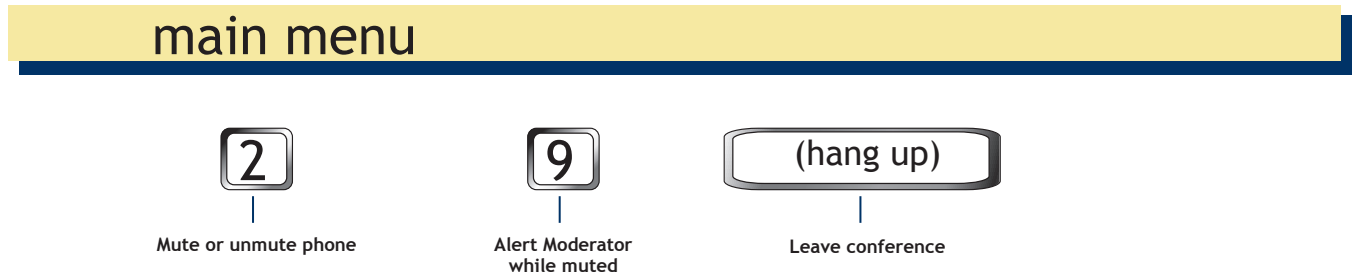
If the moderator has already dialed into the conference before you, you do not hear on-hold music. Instead, you immediately hear the joining tones (and a joining announcement including your recorded name, if joining announcements are enabled).

5. Information for Participants

5.2 Quick Key Reference

Figure 9 provides an overview of the telephone interface.

Figure 9. Participant telephone navigation map



5.3 Talking in the conference

Depending on the purpose of the conference, your conference moderator may set up the conference so that participants can talk in the conference at any time (for example in a discussion meeting), or may mute participants' phones so that normally only the moderator can talk in the conference (for example in a lecture or presentation). If the moderator mutes your phone, you hear an announcement to indicate this.

If the moderator has muted your phone and you want to talk, press 9 on your telephone keypad. This alerts the moderator, who can then unmute your phone to allow you to talk in the conference. Again, you hear an announcement to indicate this.

5.4 Muting your phone

In addition to the moderator's control of your phone as described in the previous section, you can also mute your own phone so that no sound is played into the conference. You may want to do this while you talk privately to someone in the room. To do this, press **2**.

To unmute your phone so that you can resume talking in the conference, press **2** again.



5. Information for Participants

5.5 Announcements in the conference

Depending on how the conference is set up, or on actions taken by the moderator, you may hear one or more of the following announcements when the conference starts or while it is in progress.

- An announcement that the conference is being recorded, or that recording is being stopped and the following section of the conference will not be recorded.
- A series of tones to indicate that a participant has joined or left the conference. This may be followed by an announcement using the name that this participant recorded when joining the conference: “Joe has joined” or “Joe has left”.
- An announcement that the moderator has removed you from the conference.

5.6 Leaving and returning to the conference

To leave the conference, simply hang up the phone. If the conference is set up to announce participants joining and leaving, an announcement will be played to the remaining participants, indicating that you have left.

If you want to return to the conference while it is still running, dial in again as you did when joining the conference for the first time. If you hear on-hold music or silence when you do this, it generally means that the conference has already ended and you can no longer join it.



access telephone number.....	7	exiting without ending a conference	7
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announcement		gain control	21
end of conference.....	15	History window.....	24
joining and leaving a conference	10, 12, 26,	information symbol.....	6
30		inviting a participant into a conference....	7
last participant to join.....	12	joining announcement.....	12
mute and unmute.....	20, 30	leaving a conference	
participant count.....	12	moderator, without ending.....	15
recording	13, 21	participant	30
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roll call	12	locking a conference	12, 22
to participants.....	29, 30	logging off, web interface	28
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inviting participants into a conference	14	moderator phone	13
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checking who last joined a conference	12	telephone admin interface	
count.....	12	overview of keystrokes	11
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information about.....	18	Telephone Admin Interface	9
inviting into a conference.....	14	Telephone Interface, for participants	9
joining a conference.....	29	overview	30
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leaving a conference	30	access to conferencing	7
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talking in a conference	29	web interface.....	16
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volume levels	24	password	16
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phone number			
access to conferencing	7		
participant	19		
phone, managing Conferencing using.....	9		
recording a conference.....	13, 21		
announcement	13, 21		
saved recordings.....	25		
Recordings window	25		



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