



IP Office

Conferencing Center 3.0 User Guide

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Conferencing Center

Overview

IP Office Conferencing Center is comprised of two web-based graphic user interfaces (GUI), the Scheduler and the Web Client. The Conferencing Center Scheduler allows users to schedule and manage conferences; the Web Client allows participants to join web conferences that act as supplements to scheduled audio conferences. A conference can be booked as a stand-alone audio conference or booked in conjunction with a web conference where real-time voting, presentation display and mute all can be initiated by the conference host.

Related Topics:

- [Key Features](#)
- [Various access levels](#)
- [Joining a conference](#)
- [SoftConsole's interaction with Conferencing Center](#)
- [Phone Manager and Conferencing Center](#)

Key Features

Conferencing Center Scheduler has the following key features:

- Up to 64 concurrent conferences available, depending on the IP Office Control Unit.
- A web-based GUI for both the Conferencing Center administrator and user.
- Saving booking details as templates for convenient booking of recurring conferences.
- Local address book for adding participant details.
- Multiple ways to join a booked conference.
- Email notification to all conference participants.
- Web-based reporting on conference usage and voting results.

Conferencing Center Web Client has the following key features:

- Real-time voting and presentation capabilities.
- Conference host can change participants' speak/listen capabilities during the conference.
- The conference host can initiate a private whisper session with other participants during an active conference.
- Host initiated mute/un-mute all capability.

Access Levels

There are varying levels of access to Conferencing Center, depending on the user's interaction needs with the product. In this documentation, the varying access levels are broken down to the following:

[Conferencing Center User\(s\)](#)

The number of Conferencing Center users is dependent on the number of user accounts set up by the Conferencing Center Administrator. User accounts can be created by the Conferencing Center administrator on a need basis. With a valid user account, a user can access the Scheduler by entering the Conferencing Center URL (obtained from the administrator) into an IE window. A Conferencing Center user has access to the following facilities via the Scheduler:

- Access to the Conferencing Center Scheduler.

- Conference booking.
- Managing your individual user account and local address book.
- Viewing and managing only the conferences you have set up.
- View conference resources by date and participant count.
- Joining conferences in which you are also a participant.

Participant(s)

People who are scheduled to join or have joined a conference, so their number will vary. Anyone can be a participant, as long as s/he has access to a booked conference. A participant only has access to the following facilities:

- Joining a scheduled audio conference.
- Joining a scheduled web conference via the Web Client.

Conference Host

A host is a conference participant with additional conferencing capabilities. A host is required if web support is activated, but one is not required for booking only an audio conference. There can only be one host per conference. The host is assigned at the time of conference booking and has the following capabilities in addition to those of a participant's:

- Upload and synchronize an HTML file.
- Amend participant status in real-time during a conference.
- Initiate whispering with another participant.
- Enter voting questions.
- Update participants' details in real-time during a conference.
- Mute/un-mute all conference participants.
- Receive voting results via email.

Conferencing Center Administrator

Only one per licensed Conferencing Center software. This account is set up at the time of software installation. This person may or may not be the same as the System Administrator. As a Conferencing Center Administrator, you will have access to the following via the Scheduler GUI:

- Conference booking.
- Managing your individual local address book.
- View **all** pending and in-progress conferences.
- Updating all pending conferences.
- Updating system configuration.
- Managing all user accounts.
- Managing all conferencing and voting reports.
- Database Backup



System Administrator

This person will have access to and knowledge of the entire system, along with all related IP Office suites. As a System Administrator, you will also need to set up a virtual directory on the web server to allow conference hosts access to presentation files.

Certain customized settings will require interaction with other IP Office suites. These settings will be outlined in their respective sections.

Conferencing Center via Phone Manager Pro

If IP Office Phone Manager Pro v3.0 or higher is installed and configured to interact with Conferencing Center, the Scheduler and Web Client GUI can also be accessed via the following method:

- : Clicking this icon within Phone Manager will display the log on screen for the Conferencing Center Scheduler. If a Conferencing Center user account has been created for the Phone Manager user, this user can log on and schedule a conference.
- : Clicking this icon within Phone Manager will display the Conferencing Center Web Client. If you are scheduled to join a web conference and it is presently active, you can enter the conference ID and PIN number to join the conference. This is for joining the Web Client side of the conference only.

Joining a Conference

There are 3 ways to join the audio conference once it has gone live.

1. **Dial-In**: Dial-in access is available to a bridge number when assigned to a conference at the time it was booked. The bridge number must be made available to all participants. If Voicemail Pro version 3.0 mappings have been created, internal participants can dial into a conference via that short-code.
2. **Voice Conference Notification (VCN)**: Available if VCN was enabled when adding participant details. Via VCN, participants join a conference by receiving an automated telephone call from the Conferencing Center system inviting them to join.
3. **SoftConsole**: Participants join a conference by calling the operator and requesting to be connected. This is a last case scenario because you are relying on the operator to recognize and confirm that the participant phoning in is a valid conference participant.

Once you have joined an audio conference, a tone indication will sound when there is a change in participant log on/off or whisper status .

- 1 beep tone: A participant has joined the conference or rejoined the conference following a whisper session.
- 2 beep tones: A participant has left the conference or joined a whisper session.

Dial-In

Participants can join a conference by dialing into a bridge number that was assigned to the conference during the booking process.

To join a conference via the dialing in method, do the following

1. Dial the bridge number or short code (if a short code has been created).
2. Respond to the following voice prompt: "Please enter your conference ID and press # (hash) to finish." If PIN Checking was not enabled, you are now logged onto the conference.
3. If PIN Checking was enabled, you will be prompted to enter a PIN number.
4. Once the correct information is entered, a single beep will sound indicating that you have successfully dialed into the conference.

If an incorrect conference ID or PIN is entered, the action taken will depend on the call flow set up by the system administrator.

Voice Conference Notification (VCN)

Note: Please be aware that for external participants joining a conference via VCN to get a cohesive greeting, a greeting message must be recorded to the **Conf_Prompt24.wav** file on VM Pro. Once recorded, the system will play this greeting message prior to the **Press 1 to accept** prompt.

If VCN was enabled when the conference was booked, participants scheduled to join a particular conference can do so by accepting a voice notification via the telephone. You will be asked to:

- Press 1 to accept. (If PIN checking was enabled, you will be asked to enter the PIN number after pressing 1.)
- Press 2 to decline.
- Press 3 if the participant is not available.

If a participant's phone line is engaged, VCN dials the line again two additional times, every 3 minutes, and informs the participant of the conference if the line is free.

Soft Console v3.0

IP Office SoftConsole displays active conferences booked via Conferencing Center. From the SoftConsole screen, the operator can then add valid participants into those active conferences by first establishing a call (either incoming or outgoing) to the valid participants.

This method of joining a conference should only be used as a last resort because it is dependent on the following criteria:

- IP Office SoftConsole is available and configured properly.
- The SoftConsole operator recognizing you as a valid conference participant.

Conferencing Center Scheduler

Scheduler Overview

The Conferencing Center Scheduler allows users to create and manage conferences. A conference can be booked as a stand-alone audio conference or in conjunction with a [web-based conference](#) where real-time voting, presentation display and mute all can be initiated by the conference host.

The features available on the Conferencing Center Scheduler will vary depending on whether you are logged on as a regular user or an [administrator](#). The following tabs will be available to you as a regular user:

- **Conferences** - Enables you to [book a conference](#), view your [pending conferences](#), view your [in-progress conferences](#) and [view conference resources](#).
- **My Profile** - Enables you to manage your own user account.
- **Help** - Access to help files and video tutorials.
- **Exit** - Exit the Scheduler.

With each log-on or each time the **Conference** tab is clicked and there are no conferences pending, a pop-up message displays stating "No Conferences Found". Click **OK** and navigate to the desired page. If you have pending conferences, a list of these conferences will display.

Logging onto the Conferencing Scheduler

You must have a User account and password to access the Conferencing Center Scheduler. Make sure the User ID and Password are exactly as those assigned by the Conferencing Center administrator because they are case sensitive. You will have 3 attempts to log onto Conferencing Center. After the third unsuccessful attempt, you will be directed to a failed log in page. If you do not have a user account or have forgotten your User ID and/or Password, please contact the Conferencing Center administrator.

To start the Scheduler:

1. Open Internet Explorer 5.5 or above.
2. Enter the URL as follows: `http://<web_server_name>/AVECS`. Hit the **Enter** key.
3. Enter your **User ID** and **Password**. *Note: Conferencing Center is case sensitive.*
4. Click **Logon**. If you have [pending conferences](#), a list of these conferences will display. If you do not have conferences pending, a message stating "No Conferences Found" will display. Click **OK** and navigate to the desired page.

Exiting the Scheduler

Exit the Conferencing Center Scheduler by clicking the **Exit** button. You are redirected to the browser home page.

Scheduling a New Conference

Before participants can join a conference, one must be created and scheduled with all the necessary information. With Conferencing Center, you can schedule a conference for a specified date, start time, duration and participant count. Once those fields are defined, conference participants' names and details can be immediately entered or entered at a later time, prior to the conference start time. In the process of scheduling an audio conference, a [web conference](#) can also be scheduled to supplement the audio conference.

There are two methods for creating a conference. Try them both and see which one you prefer.

The two methods are:

1. [Via Create a New Conference](#) - You have a set conference date, start time, duration and participant count and this information is entered to request for resources and book a conference.
2. [Via View Conference Resources](#) - Available conference resources are displayed based on a date and participant count, then you can select the conference start time from the list of available resources.

Scheduling a New Conference - Option 1


To schedule a conference, resources for a specific date, time, duration and participant count must be reserved before any other conference details can be entered. This information can be entered and reserved via the **Create New Conference** link. At any point during this method of scheduling a conference, you can view the available resources based on a specific date and participant count. A conference can then be scheduled based on this information [via View Resources](#).


Once the conference is booked, [participant information](#) and additional [conference details](#) relating to the scheduled conference can now be entered. If these details are not available at the moment, they can be added when available (as long as it is before the conference start time).

More Information:

Do the following to create a new conference via the [Create New Conference](#) link:

1. Click the **Conference** tab if you are not already there.
2. Click **Create New Conference**.
3. Enter information for the following fields:


- **Name:** Conference Name.
-  **Date:** day/month/year


Date the conference will be held. Enter manually or click  and select desired date from the calendar provided. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference create a new one.

- **Start Time:** 24 hours clock format (HH/MM)

Time the conference will start. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference and create a new one.

- **Duration:** Length of the conference in minutes. This number must be within the maximum conference duration limit, as set by the Conferencing Center Administrator.

Enter manually or use  to adjust. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference and create a new one. Maximum duration is set by the system administrator.

- **Participant Count:** The number of conference participants. This number must be within the maximum participant limit shown on the [View Conference Resources](#) screen. Enter manually or use  to adjust. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference and create a new one.
 - **Music on Hold (MOH):** Tick if music is to be played when a participant phones in prior to conference start time. This is an optional field; you do not need to enter information here to continue. With MOH enabled, participants can dial into a conference prior to the conference start time and music is played until the conference starts. **Note:** If MOH is not enabled at this stage, this feature can not be enabled once the conference is booked.
 - **Music Duration:** The number of minutes prior to the conference start time when music will be played. Maximum selectable value is 5 minutes.
4. Click the **Book Conference** button. Clicking **Cancel** will delete all previously entered data and you will be presented with a blank screen.
 - If a participant count or conference duration is entered that exceeds the maximum configured limit, an error message will appear at the bottom of the screen requesting you to stay within the permitted limit. Update the necessary field to conform to the permitted range.
 5. Click **OK** to the following message prompt, "Once booked, conference resource details cannot be changed. Click OK to continue".
 - If you do not want to book the conference with the previously entered details, click **Cancel** and amend relevant details. Repeat steps 4 and 5 to complete the conference booking process.
 - If resources are unavailable to book the conference, based on the inputted data, the following message will appear, "Insufficient Resources Are Available to Satisfy this Request". Amend your conference date and/or start time or see [Utilizing Your Available Resources](#) for additional options.

The conference is booked. The requested time slots and resources are reserved. A conference ID and PIN for each participant have been allocated by the system; this information is not amendable.


Scheduling a New Conference - Option 2




Alternatively, a conference can be scheduled via the [View Conference Resources](#) window. This option provides a list of the available resources based on a date and participant count, then from there you can select the conference start time and follow through with booking the conference. Knowing the resources available for scheduling a conference is very useful when your conferencing system is heavily used and resources are scarce. It saves you attempting to schedule a conference only to find out there are no available resources.

Once the conference is booked, [Participant information](#) and additional [conference details](#) relating to the scheduled conference can now be entered. If these details are not available at the moment, they can be added when available (as long as it is before the conference start time).

More Information:

To book a conference from the [View Conference Resources](#) window:

1. Click **Conference** tab if you are not already there.
2. Click **View Conference Resources**.
3.  **Date:** Enter the conference date. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference create a new one.

4. **Participant Count:** Enter the number of participants attending the conference. **Note:** This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference and create a new one.
5. Click **View Resources** and scroll to the specific time frame of when you want the conference to begin.
 - If resources are available (symbolized by  next to the desired time slot), select that corresponds to that time. This will take you to the Create New Conference screen. Continue to step 6.
 - If resources are unavailable for the desired time slots and within the specified fields (symbolized by  next to the desired time slot), enter either a new Date and/or participant Count and click **View Resources** again to get updated resources information. See [Resource Display Window](#) for details on the information displayed.
6. The Create New Conference screen should be displayed. The date, participant count and conference start time have been transferred from the View Resources screen. Verify that the information is accurate.
7. Enter the following information:
 - **Name:** Name you wish to assign to the conference.
 - **Duration:** Length of the conference in minutes. Enter manually or use  to adjust. This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, then delete the booked conference and create a new one. Maximum duration is set by the system administrator.
 - **Music on Hold (MOH):** Tick if music is to be played when a participant phones in prior to conference start time. This is an optional field; you do not need to enter information here to continue. With MOH enabled, participants can dial into a conference prior to the conference start time and music is played until the conference starts. **Note:** If MOH is not enabled at this stage, it will not be available once the conference is created. MOH can be turned off at a later time if enabled now, but it can not be enabled or defined after the conference has been created.
 - **Music Duration:** The number of minutes prior to the conference start time when music will be played. Maximum selectable value is 5 minutes.
9. Click the **Book Conference** button. Clicking **Cancel** will delete all previously entered data and a blank screen will be presented.
 - If a participant count or conference duration amount is entered that exceeds the configured maximum limit, an error message will appear at the bottom of the screen requesting you to stay within the permitted limit. Update the necessary field to conform to the permitted range.
10. Click **OK** to the following message prompt, "Once booked, conference resource details cannot be changed. Click OK to Continue".
 - If you do not want to book the conference with the previously entered details, click **Cancel** and amend relevant details. Repeat steps 9 and 10 to complete the conference booking process.
 - If resources are unavailable to book the conference, based on the inputted data, the following message will appear, "Insufficient Resources Are Available to Satisfy this Request". Amend the conference date and/or start time or see [Utilizing Your Available Resources](#) for additional options.

The conference is booked. The requested time slots and resources are reserved. A conference ID and PIN for each participant have been allocated by the system; this information is not amendable.

Conference Details

Conference details define various conference characteristics, such as a bridge number and whether a web-based conference will be available. These details can be defined directly after booking a conference or at a later time. Aside from the Default Participant Status field, all the fields on this screen can be updated at a later time (provided it is prior to the conference start time) via [Pending Conferences](#).

More Information:

Definable conference detail fields are:

- **Name:**

The conference name can be changed by entering a new name.

- **Description:**

More detailed information regarding the conference, such as discussion topics, notes, etc. can be entered here. This information will be included in the conference email confirmation, if email is activated.

- **Default Participant Status:***Default = Speak and Listen*

This will assign a default status to all participants. Once a default status is selected, it can be changed on an individual participant basis via the [Add Participant Details](#) window. The default participant status options are:

- **Speak and Listen** - Enables participants to only speak and listen, without any host capabilities.
- **Listen Only** -Participants will only have listen capability during the conference; speak capability will be available if the Listen Only status is amended by the host via the Web Client.

- **Conference End Warning (Mins):***Default = 10 minutes*

An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value must be less than the planned conference duration. The entry of a zero time implies that no warning will be given for this conference.

- **Bridge Number:**

Phone number participants can call to join a conference. These are designated numbers, so if one is not present by default, contact the system administrator. Enter the numbers without spaces, i.e. 917061234567. This is only one of three ways to join a conference. To get more information on joining a conference, refer to [Joining a Conference](#) section of this manual.

- **Announcements On:***Default = Off*

If checked, Conferencing Center will announce a participant's name upon entry or exit of the conference.

- **Web Support On:** *Default = Off*

If checked, access to the web client will be available to all participants as a supplement to the audio conference. If **Web Support On** is activated, **PIN Checking On** must also be activated to prevent participant ambiguity when participants dial into a conference. Refer to the [Web Client](#) section of the documentation for more information on web conferencing.

- **PIN Checking On:***Default = On*

PIN is used to uniquely identify a participant in a conference. If checked, Conferencing Center will request for the system generated PIN from each participant before allowing entry into the conference. If PIN is not correctly entered after 3 attempts, the participant is transferred to an operator, if one is defined.

Once the desired information is entered, click **Update** to submit the information.

Clicking **Cancel** will void all the information entered on this window and display a blank window. To get back to updating conference details, access the list of [pending conferences](#).

Participant Details

Participant details provide the system with information for contacting each conference participant. These details can be inputted from two different points within the Conferencing Center Scheduler.

1. During the [creating a new conference process](#): After clicking **Book Conference** to book a conference, you can immediately add participant details via the **Add participants** button on the Edit New Conference window.
2. [Pending Conferences](#): Once a conference is booked but prior to its start time, the person who booked the conference can update all participant details and some conference details by accessing a list of pending conferences.

Only 8 participant entry slots will be displayed on the screen at a time. If there are more than 8 participants in a conference, click the page number link located at the bottom right hand corner of the Conferencing Center window to enter the rest. Reminder: The number of participant slots are allocated at the time of conference creation.

The **Show Conference Details** link expands the screen to show additional conference details and allow for some updates. Clicking this link will display the following information for updating:

- Conference name
- Conference description
- Conference end warning time (in minutes)
- Bridge number
- Selection for Announcements On, Web Support On and PIN Checking On.

Hide Conference Details link: Clicking this link will collapse the conference details information.

Adding Participants to a Conference

The **Add Conference Participants** screen will vary slightly, depending on the number of participants scheduled to join a conference. Only 8 participant entry slots will be displayed on the screen at a time. If there are more than 8 participants in a conference, click the page number link located at the bottom right hand corner of the Conferencing Center window to enter the rest.

Reminder: Participant slots are allocated at the time the conference was created.

More Information:

To add participants to a conference:

1. After clicking **Book Conference** to reserve conference resources, click **Add Participants**.
2. Provide the necessary information for each participant based on conference access needs:
 - **Name:** Participant's name. If a name is not entered, the user slot on the Web Client will display **Not Specified** until the conference host updates that particular participant's details via the Web Client.
 - **Email:** Participant's email address where conference confirmation will be sent.
 - **Phone:** Participant's telephone number for the system to contact and invite into a conference.

Each number must be unique, duplicate phone numbers will not be accepted. **Note:** Phone number must be complete, including all country codes (if calling outside your conferencing

home country, area codes (if calling outside your conferencing area code) and an outside line prefix (if your company requires an outside line prefix to be dialed).

- **Status:**The status you want to assign to each participant. These statuses will be visually represented on the Web Client side of the conference. The available statuses are:
 - **Speak and Listen** - Enables participants to only speak and listen, without any [host capabilities](#).
 - **Listen Only** - Participants can only listen to the conference. Listen Only participants can request to speak (permission given by the host) on the Web Client interface.
 - **Host** - With the host status, a participant can initiate whispering within the phone conference, submit voting questions, upload HTML files, receive voting results via email, match anonymous participants to participant list and change participants' statuses during a web conference. Only one participant can be designated as a host per conference and there must be at least one host to book a web conference.


If **Web Support Onis** checked while entering conference details, then the first participant slot will default to **Host**.

- **VCN: Voice Conference Notification (Default = Off)**

If checked, the Voice Conference Notification Message (VCNM) service will contact the participant using the supplied telephone number and play an announcement to allow the participant to accept, reject or decline joining a conference.

- **Email:Default = Off**

If checked and a valid email address is entered for each participant, a conference confirmation email can be sent to the selected participants. See [Email Notifications](#) for detailed information.

-  **Local Address Book:** Displays Internal and External contact details as entered by the IP Office systems administrator and any contacts you have manually entered (My Contacts). From these lists of contacts, click the select button corresponding to the contact you wish to add to the scheduled conference and click **Add to Conference**. Contact details are inserted into the corresponding fields. Note: Contact details (name, extension/phone number and email address) are dependent upon data entered by the IP Office system administrator. For more information on using the local address book, see [Address Book Overview](#).

3. Click **Update**.

The PIN is generated by the system at the time the conference is booked. This number is fundamental for participants to join a conference if PIN Checking was activated or if they wish to participate in a web conference.

Email Notifications

Conferencing Center has the ability to send an email notification with specific conference information and instructions on how to join a conference. To send an email notification, a conference must already be scheduled for some future time.

To send email notifications, do the following from the **Participant Details** screen:

1. Enter email addresses (if not already entered) for all participants requiring email notification.
2. Tick the **Email** box corresponding to each participant.
3. Click **Update**. *Note: **Update** must be clicked before the **Send Emails** button will be activated.*
4. Click **Send Emails**. If you do not click **Send Emails**, email notifications will not be sent.

[Information provided in the notification](#) will vary slightly depending on conference booking.

Information Emailed

If the proper information is provided, an email confirmation will be sent to conference participants with the following details:

- Conference name and ID.
- Conference date and start time.
- Conference duration.
- Conference details if any was entered.
- Participant's PIN.
- Bridge number for dialing into the conference.
- The Web Client's URL if web support was activated.
- The conference host's name and telephone number.



Pending Conferences

This feature lists the pending conferences and provides links to detailed information for each conference where information can be updated. If there are no pending conferences, a pop-up message stating "No Conferences Found" will appear. If logged on as a regular Conferencing Center user, only those conferences you have created will be displayed. Only the Conferencing Center administrator can view conferences that were created by all users.

The Conferencing Center administrator can also provide historical conference reports.

More Information:

To view a list of pending conferences:


1. Click the **Conferences** tab.
2. Click **Pending Conferences**. These are the fields displayed for each pending conference:
 - **ID:** Conference ID number automatically assigned by the system when the conference was created.
 - **Name:** Names of each conference.
 - **Start Date & Time:** Date and start time of each conference.
 - **MOH Start Time (Music on Hold):** Time music is scheduled to play prior to the start of the conference. This field may be blank if MOH was not selected at the time the conference was created.
 - **Duration:** Length of each conference.
 - **participants:** Number of participants booked for each conference.
 -  - Click this icon to [update all participant details](#) and some conference details regarding the specified conference.
 -  - Allows you to **Delete** that particular conference.
 - **Display Conference for All Users:** Checking this feature will display pending conferences for all users on the system. **Note:** Only the Conferencing Center administrator will have this option.

Update a Conference

Once a conference is booked but prior to its start time, the person who booked the conference can update all participant details and some conference details.

More Information:

[To update participant details for a specific conference:](#)

1. Click the **Conferences** tab if you are not already there.
2. Click **Pending Conferences**. This will list all pending conferences you have scheduled.
3. Click  button corresponding to the conference to be updated.
4. Update the necessary information:
 - **Name:** Participant's name. If a name is not entered, the user slot on the Web Client will display **Not Specified** until the conference host updates that particular participant's details via the Web Client.
 - **Email:** Participant's email address where conference confirmation will be sent.
 - **Phone:** Participant's phone number for the system to contact and invite into a conference.

Each number must be unique, duplicate phone numbers will not be accepted. **Note:** Phone number must be complete, including all country codes (if calling outside your conferencing home country), area codes (if calling outside your conferencing area code) and an outside line prefix (if your company require an outside line prefix).

- **Status:** *Default = Speak and Listen.*

The status you want to assign to each participant. These statuses will be visually represented on the Web Client side of the conference. The available statuses are:

- **Speak and Listen** - Enables participants to only speak and listen, without any [host capabilities](#).
- **Listen Only** - Participants can only listen to the conference. Listen Only participants can request to speak (permission given by the host) on the Web Client interface.
- **Host** - With the host status, a participant can initiate whispering within the phone conference, submit voting questions, upload/synchronize HTML files, receive voting results via email, update participant details and change participants' statuses during a web conference. Only one participant can be designated as a host per conference and there must be at least one host to book a web conference.


If **Web Support On** is checked while entering conference details, then the first participant slot will default to **Host**.

- **VCN:** *Voice Conference Notification (Default = Off)*

If checked, the Voice Conference Notification Message (VCNM) service will contact the participant using the supplied telephone number and play an announcement to allow the participant to accept, reject or decline joining a conference.

- **Email:** *Default = Off*

If checked and a valid email address is entered, a conference confirmation email can be sent to the selected participants. See [Email Notifications](#) for detailed information.


-  **Local Address Book:** Displays internal and external contact details as entered by the IP Office systems administrator and any contacts you have manually entered. From these lists of contacts, click the select button corresponding to the contact you wish to add to the scheduled conference and click **Add to Conference**. Contact details are inserted into the corresponding fields. Note: Contact details (name, extension number and email

address) are dependent upon data entered by the IP Office system administrator. For more information on using the local address book, see [Address Book Overview](#).

5. Click **Update** to save the information.

The **PIN** is generated by the system at the time the conference was booked. This number is used by participants if PIN Checking was activated or if they participate in the web conference.


To update selected conference details:

1. Click the **Conferences** tab if you are not already there.
2. Click **Pending Conferences**. This will list all pending conferences you have created.
3. Click  button corresponding to the conference to be updated.
4. Click [Show Conference Details](#) to display the following information for updating:
 - Conference name
 - Conference description
 - Conference end warning time (in minutes)
 - Bridge number
 - Selection for Announcements On, Web Support On and PIN Checking On.
5. Optional: Click **Hide Conference Details** to collapse the conference details information.
6. Click **Update** to save the information.

In Progress Conferences

Information relating to conferences in progress can be viewed but no updates can be made. If logged on as a regular conference user, only those conferences that you booked will be displayed. If logged on as a Conferencing Center administrator, all in progress conferences can be displayed by selecting **Display Conference for All Users**.

To view conferences in progress:

1. Click the **Conferences** tab.
2. Click **Pending Conferences**. These are the fields displayed for each pending conference:
 - **ID:** Conference ID number automatically assigned by the system when the conference was created.
 - **Name:** Names of each conference.
 - **Start Date & Time:** Date and start time of each conference.
 - **MOH Start Time (Music on Hold):** Time music is scheduled to play prior to the start of the conference. This field may be blank if MOH was not selected at the time the conference was created.
 - **Duration:** Length of each conference.
 - **Participants:** Number of participants booked for each conference.
 -  - Click this icon to view details relating to the specified conference. All conference and participant details relating to the selected conference will be displayed.
 - **Display Conference for All Users:** Only the Conferencing Center administrator will have this option. Checking this feature will display pending conferences for all users on the system.

Managing Your Profile

From the **My Profile** window, you can update/change information relating to your individual user account and manage your [local address book](#). Only the Conferencing Center administrator can update other user accounts.

My Details

To change your user name, enter the new name in the **UserName** field and click **Update**.

Warning: Conferencing Center is case sensitive.

My Password

To change your password, do the following:

1. **Old Password** - Enter your old password.
2. **New Password** - Enter a new password. (Password must be 5-50 mixed alpha-numeric characters and Conferencing Center is case sensitive.)
3. **Confirm Password** - Re-enter you new password.
4. Click **Update Password**.

If you have forgotten your password, contact the Conferencing Center administrator.

Conference Resources

Knowing the resources available for scheduling a conference is very useful when your conferencing system is heavily used and resources are scarce. It saves you attempting to schedule a conference only to discover resources are not available. If the number of people scheduled to join a conference and the conference date is known, availability of resources for scheduling the conference can be determined based on those two criterias. From the View Conference Resources display window, you can start [booking the conference](#) based on the date, participant count and conference start time.

Resource options are:

- [Check Conference Resources](#)
- [Displaying Resource Information](#)
- [Utilizing your Available Resources](#)

Checking Conference Resources




To see the available conference resources based on the conference date and participant count, do the following:

1. Click the **Conferences** tab if not already there.
2. Click **View Conference Resources**.
3. **Date** - Enter the date you would like to check for resource availability.
4. **Participant Count** - Enter the number of participants scheduled to join the conference.
5. Click **Check Resources**.
6. The display window starts at 00:00 hour, so scroll down to your desired time frame to view resource availability. If there are system resources available, ✓ will appear corresponding to the respective time slot. See [Resource Display Window](#) to interpret the other information displayed.
7. If ✗ appears next to the time slot in which you would like to book a conference, either select another time/date or see [Utilizing Your Available Resources](#) for additional options.

8. If you would like to check resource availability for another date and/or number of participants, update the **Date** and/or **Participant Count** field with new entries, click **Check Resources** and an updated listing of available resources will be displayed.

Resource Display Window

The resources display window shows the available resources for your specified settings in the following format:

- : If resources are available with the specified settings and desired time frame, clicking this icon will pass the following information to the [Create New Conference](#) window where a conference can be scheduled:
 - **Date:** Date the conference will be held.
 - **Participant Count:** The number of conference participants.
 - **Time:** Conference start time.
- Time list: Listing of time slots starting at 00:00 hour and increasing in 10 minute increments.
- Resource availability status
 -  = Resources are available.
 -  = Resources are not available.
- Number immediately following the resource availability status symbol:
The number of conferences scheduled for that particular time frame.
- Number in the parenthesis ():
The total number of participants who will be accessing Conferencing Center within that particular time frame.

Utilizing Your Available Resources

If resources are not available based on the selected date, participant count and time, there are several options you can take:

1. Change the conference to another time or date slot.
2. Reduce the number of participants by treating several participants as one and requesting the participants to join the conference as a group.
3. Ask the system administrator to allocate additional resources. We would suggest you use this as a last option because system resources have been carefully allocated to meet various system needs. Allocating additional resources to Conferencing Center, which means reducing resources to other aspects of the system, can greatly effect the overall system performance.

Note: Only the system administrator can allocate more resources to the Conferencing Center system.

Conference Templates

Conference Template Overview

Conference templates are useful for booking recurring conferences because all booking information, including the conference ID and participant PINs, are retained except for the conference date. Using a conference template in this way, for booking a weekly team meeting (with the same members and time slot) for example, can save time and effort. Once a template is created, they are accessible via the **My Conference Template** tab.

The following points need to be kept in mind when working with templates:

- A template can only be created when a conference is booked.
- Templates can be updated and then saved/re-saved, but only under a new conference ID. This re-saved/"new" template will be assigned a new conference ID, but any existing participant PINs will remain unchanged. The system will inform the user of the new conference ID. The newly booked conference is assigned the conference ID of the "old" template.
- When [scheduling a conference based on a template](#), there must be at least 10 minutes between one conference ending and the other one beginning. If Music on Hold is set, this added time must be taken into consideration. For example, if there is a conference/template (Conference A) scheduled for 10:00AM with a 5 minutes MOH configured and you want to schedule a 30 minutes conference (Conference B) just before Conference A, then the latest it can be scheduled (if using Conference A's template) is 9:15AM.

Saving a Conference as a Template

The process for creating a template follows that of booking a conference. In fact, the **Save Template** option is only available at the end of the booking process. Once saved as a template, the conference ID and participant PINs (if applicable) are re-used each time that template is used to schedule another conference.

To save a conference as a template:


1. [Schedule a conference](#) with the desired settings.
2. After updating information on the **Add Conference Participants** window, click the **Save Template** button (will only be enabled after participant details are updated). **Tip:** Not all participant details need to be entered to make use of the **Save Template** option, but if the same people will be involved in the recurring conference, having their details entered will save time when using that template to book the recurring conference.
3. The conference template is saved based on the conference ID and is accessible from the **My Conference Template** link within the **Conferences** tab. Once saved as a template, the actual booked conference is listed within the **Pending Conferences** link.

My Conference Template

After a conference is [saved as a template](#), the saved templates are accessible via the **My Conference Template** link within the **Conferences** tab. Each user can save a maximum of 20 templates.

Each template contains the following information:

- **Conference ID:** This same conference ID is re-used for every conference booked via the corresponding template. Clicking the conference ID link allows you to create a new conference based on that conference template.
- **Conference name:** Name of the conference at the time the template was created. The conference name can be updated when a new conference is scheduled using this template.
- **Participant count:** Number of participants scheduled to join the conference. The participant count can be updated when a new conference is scheduled using this template.

-  **Delete icon:** Deletes the corresponding template. No confirmation message is given. Clicking this icon will immediately delete the corresponding conference template.

Schedule a Conference based on Existing Template

When scheduling a conference based on a template, the process is identical to that of creating a "normal" conference once you have selected the template to use.

To schedule a conference based on an existing template:

1. Once logged onto the Conferencing Center Scheduler, click the **Conferences** tab and **My Conference Template** link.
2. All saved templates are listed according to their unique conference IDs. Click the **Conference ID** that corresponds to the template you wish to use for scheduling a new conference.
3. You are directed to the **Create New Conference** window. In the **Date** field, select a date for the conference. Update any additional field as required. Click the **Book Conference** button and continue scheduling the conference as if scheduling the conference without using the template. At this point, the conference is booked and the conference ID and participant PINs of the template used to book this conference is assigned to the newly booked conference.
4. If the **Participant Count** is increased from the template setting, additional participant slots will be created on the **Add Conference Participants** window. If the **Participant Count** is decreased, the corresponding number of participants at the end of the participant list is deleted. A dialogue window will display informing the user that the participant count has been modified.
5. From the **Add Conference Participants** window, you can save this conference as a new template if desired, but the new template will have a different Conference ID. The system informs the user of the changed conference ID. Despite the new ID assigned to the "new" template, the booked conference still retains the conference ID of the old template.

Note: There must be at least 10 minutes between one conference ending and the other one beginning when using a template to schedule a conference.

Address Book

Address Book Overview

The **Local Address Book** provides a convenient method for managing your conference contacts and adding those contacts to a booked conference. The address book can be accessed in two ways, depending on the user's needs:

- [My Profile tab](#) - Viewing and managing contacts only.
- [Add/Update Conference Participants process](#) - Viewing, managing and adding contacts to a booked conference.

The **Local Address Book** has 3 contact lists:

- [My Contacts](#): Displays the list of user generated contacts.
- [External Contacts](#): Displays contact details as entered by the IP Office systems administrator into the **Directory** configuration within Manager.
- [Internal Contacts](#): Displays all internal users on the IP Office system.

Within the three contact lists, the following fields can be defined for each contact:

- **Participant Name**: Name of the contact as will be displayed in email invitations.
- **Email Address**: Email address of the contact in which the system will use for delivery of conference invitation.
- **Phone Number**: Telephone number or extension of the contact in which the system will use to dial and invite (if configured) into a conference.

These fields can be sorted by clicking their corresponding headers.

Managing your Address Book

Outside of the conference booking and participant updating process, users can view and manage their address books from the **My Profile** tab. Access to the **Local Address Book** from this tab is meant for viewing and managing contact information only, so the ability to [add a contact to a conference](#) is not available.

To view and manage your address book:

1. Click **My Profile**.
2. Click **Local Address Book**.
3. Information contained in the **My Contacts** tab is displayed. From this window, you can [modify](#) and [delete](#) contacts as well as [add new contacts](#).
4. The list of external and internal contacts generated and maintained via the IP Office system are also available via the [External](#) and [Internal](#) tab.

Deleting Contacts

Within Conferencing Center, contacts can only be deleted from the **My Contacts** tab. If a contact is deleted from the **My Contacts** window, it does not get deleted from the **External** or **Internal** contact list because these are generated and maintained within the IP Office system.

To delete a contact:

1. Click the **Select** box that correspond to the contacts to be deleted.
2. Click **Delete Contact**. Button will not become active until a selection has been made.

Modifying Contacts

Contact details can only be modified after they are added to the My Contacts list. Contact information in the **External** and **Internal** list of contacts are maintained within the IP Office system.

To modify contact details within your **My Contacts** window:

1. Access the **Local Address Book**.
2. Click **My Contacts** within the **Local Address Book** window.
3. Click the **Select** box that correspond to the contacts to be modified.
4. Click **Modify Contact**. Button will not become active until a selection has been made.
5. Make the necessary updates to the **Name**, **Email** or **Phone** field.
6. Once all updates are made, click **Update Contact**.

My Contacts

The **My Contacts** window can contain internal as well as external contact details. Contacts on this list are generated by individual users and only accessible by that user. If kept up to date, this list can be useful for quickly adding participant details to a conference.

To add a new contact to your personal contact list:

1. From the **My Contacts** window, click **New Contact** and enter the following contact details:
 - **Name:** Name of the contact as you want displayed on the contact list and email invitations.
 - **Email:** Email address of the contact in which the system will use for delivery of conference invitation.
 - **Contact:** Telephone number or extension of the contact in which the system will use to dial and invite (if configured) into a conference.
2. Click **Save**.

From the **My Contacts** window, you can also modify and delete contacts.

Contacts from the [External](#) and [Internal](#) contact list can also be added to your personal contact list.

If the Local Address Book is accessed as part of the conference scheduling or updating process, personal contacts can also be [added to a conference](#).

External Contacts

The **External** contacts list displays contact details as entered by the IP Office systems administrator into the **Directory** configuration within Manager. These contacts are available to all Conferencing Center Scheduler users.

Adding contacts from the **External** contacts list to the **My Contacts** list is useful for consolidating all your frequently referenced contacts into one location.

To add a contact to the **My Contacts** list:

1. From the **External** contact list, click the selection boxes that correspond to those contacts you wish to add to **My Contacts**.
2. Select **Add to My Contacts**.

If the Local Address Book is accessed as part of the conference scheduling or updating process, external contacts can also be [added to a conference](#).

Internal Contacts

The **Internal** contacts list displays contact details as configured by the IP Office systems administrator within Manager. These contacts are available to all Conferencing Center Scheduler users.

Adding contacts from the **Internal** contacts list to the **My Contacts** list is useful for consolidating all your frequently referenced contacts into one location.

To add a contact to the **My Contacts** list:

1. From the **Internal** contact list, click the selection boxes that correspond to those contacts you wish to add to **My Contacts**.
2. Select **Add to My Contacts**.

If the Local Address Book is accessed as part of the conference scheduling or updating process, internal contacts can also be [add contacts to a conference](#).

Add Contacts to a Conference

Contact details can only be added to a conference when the **Local Address Book** is accessed within the conference booking or updating process. When the **Local Address Book** is accessed outside of the conference booking or updating process (i.e. via the **My Profile** tab), it is only for contact viewing and maintenance purposes.

To add a participant to a conference, see [Adding Participants to a Conference](#).

For details on updating participant information for pending conferences, see [Update a Conference](#).

Conferencing Center Web Client

Web Client Overview

When a conference is created with Web Support enabled, conference participants can [log onto the Web Client](#) to interact via the internet with other participants in conjunction with the audio conference. The Web Client is designed to act as a supplement to the audio conference in the following ways:

- **[Presentations](#)**: Enables the host to upload an HTML file and post it to all web conference participants.
- **[Voting](#)**: Enables voting on questions entered by the host.
- **[Participant Tracking](#)**: Enables the visual tracking of participants' statuses relating to log on/off and speech capabilities.
- **[Participant Details](#)**: All participants logged onto the Web Client can view other participants' details and the host can update these details.
- **[Whisper Capability](#)**: Only the conference host can initiate the whisper function with another participant.

Logging onto a Web Client

Once the conference is active, valid participants can log onto the Web Client by doing the following:

1. Open a Internet Explorer window.
2. Enter the path to the web server as follows: `http://<web_server_pc_name>/AVECSWEB`. Hit the **Enter** key. If email was enabled during conference booking, this information will be on the email message.
3. Enter the **Conference ID** associated with the conference you are joining. If email was enabled during conference booking, this information will be on the email message.
4. Enter the assigned **PIN** for the conference. If email was enabled during conference booking, this information will be on the email message.
5. Click **Login**.

Exiting a Web Client

When you exit the Web Client, your are redirected to the browser home page. Within the conference start and end time, participants can repeatedly log on/log off the Web Client. Participants' status icon will change accordingly.

Click  to log out of the Web Client.




Loading a Presentation File

Within the Web Client, a host can upload an HTML file and share its contents with all conference participants who are logged onto the Web Client.

To upload a file onto the Web Client, it must first be saved as an HTML file (i.e. **Save as Web Page** for PowerPoint files) and the file published on a website that is on the same domain as the Web Client PC. Contact your Conferencing Center administrator to have the file published and for a URL to access the HTML file.

When you have the URL and have logged onto the Web Client as the conference host, do the following to upload and synchronize the HTML file for other participants to view:

1. Once you have logged onto the Web Client as the host, enter the URL supplied by the Conferencing Center administrator into the Web Client address bar.

2. Click the  button.
3. When the content appears on the screen, click  to synchronize the file for other participants to view on their Web Client GUI.
4. Each time you scroll to another section/page of your presentation,  must be clicked to synchronize the changes for others to view.

If you are uploading a PowerPoint html file, clicking the full screen option within the PowerPoint slide show displays the first slide, regardless of what slide you are presently viewing.

Web Participant Information

Participant Details

While logged onto a web client, participants can view details relating to all conference participants. These details can be entered prior to the conference start time by the person who scheduled the conference or in real-time by the conference host via the web client.

To view participant details, click the relevant participant's name and select **Participant Details**. By performing the same task, the host can [update](#) as well as view the same participant details. The following participant information are available:

- Name
- Email address
- Telephone number

Updating Participant Details








Remember, only the host can update participants' details in real-time from the Web Client. To update participant details, do the following:







1. Click the relevant participant's name.
2. Select **Participant Details**.
3. Update desired information.
4. Click the **Update** button.

Clicking **Cancel** will close the pop up window.

Participant Status

Participants who are logged onto the web client will see the statuses of all participants who are scheduled to join the conference. These statuses are visually represented in the following ways:


-  = Host has logged onto the Web Client only.
-  = Host has logged onto the audio conference only.
-  = Host has logged onto the Web Client and joined the audio conference.
-  = Participant has logged onto the Web Client only.
-  = Participant has logged onto the Web Client and joined the audio conference with Listen Only status.
-  = Participant has joined the audio conference with Listen Only status.
-  = Participant has joined the audio conference with Speak & Listen status.

-  = Participant has logged onto the Web Client and joined the audio conference with speak and listen capabilities.
-  = Participant is whispering with the host.
-  = Participant has not joined the Web Client or the audio conference.
-  = An [anonymous participant](#) who has joined the audio conference and is waiting to be matched with a valid conference participant. Anonymous participant status is assigned to participants who joined via IP Office SoftConsole.
-  = A Listen Only [participant has requested to speak](#).
-  = Request to speak by a Listen Only participant has been rejected by the conference host.
- If a participant's name is not entered at the time of booking the conference, **Not Specified** will display in place of the participant's name.

Anonymous Status

An anonymous participant is one who joins an audio conference without a PIN via the IP Office SoftConsole operator. Because a PIN is not associated with the participant, the system can not associate any personal details to that participant; hence, an anonymous participant status is created and presented on the Web Client. It is now up to the host to match these anonymous participants to the list valid conference participants.

Do the following to match a participant:


1. When  (anonymous participant icon) appears, click the corresponding **Anonymous** link.
2. Select **Match to Participant**. Lists those participants scheduled to, but have not joined the audio conference based on PIN matching.
3. Click the drop down menu box and select the participant name to match with the anonymous participant.
4. Click **Match**. Clicking **Cancel** will close the pop up screen.

Whisper

The conference host has the ability to initiate a private conversation with another participant while both are still logged onto the audio conference. The host can only whisper with one participant at a time. Two criteria must exist before whispering can be enabled:

- The host must join the audio conference and be logged onto the web client.
- The participant to be whispered to must join the audio conference.

To initiate whispering, the host should do the following:

1. Click the name of the participant to be whispered to.
2. Select **Whisper**. Two beeps are sounded to the whispered party and the participant status changes to  on all participants' Web Client GUI.

To rejoin the conference, the host should do the following:

1. Click the name of the participant you are whispering with.
2. Select **Cancel Whisper**. One beeb is heard by all participants and the participant status changes to its previous status.



If one of the whispering participant disconnects from the audio conference, the other participant is automatically connected back into the conference.

Having participants on [Mute All](#) does not effect the whisper functionality.


Requesting Speak Capability

When a participant is on Listen Only mode during a conference, that participant can request permission from the host to speak.

Permission to speak is handled in the following way:

1. The participant wishing to speak clicks on his name and selects **Raise Hand**. The  icon appears on both the host's and requesting participant's screen.
2. The host has three options to choose from:
 - To grant the request, the host clicks on the requesting participant's name and selects **Speak & Listen**. The icon relating to **Speak & Listen** will be visible to all conference participants.
 - To reject the request, the host clicks the requesting participant's name and selects **Reject Raise Hand**. On the host's Web Client window, the requesting participant's status will change back to **Listen Only**. On the requesting participant's Web Client window, the  status icon will appear for 1 minute before reverting back to the **Listen Only** icon.
 - To whisper with the requesting participant, the host clicks the requesting participant's name and selects **Whisper**. When the host cancels the whisper function, the participant is returned back to the previous mode; in this case, back to the raise hand mode.
3. Until the host responds to the Raise Hand request, the requesting participant is provided with the option to **Cancel Raise Hand** - participant no longer wishes to speak. Selecting **Cancel Raise Hand** displays the **Listen Only** icon again.

Mute Conference Participants



From the Web Client GUI, the host has the ability to mute all conference participants. The  (Mute All) button will only be available if there is at least one participant in Speak & Listen mode. Once muted, the host can un-mute all participants or each participant individually.

To mute all participant, click .

To un-mute all participant, click .

To un-mute each participant individually, select the name of the person to be un-muted and select **Speak & Listen** from the drop down list of options.

The following rules apply when using Mute All:

- Muting a participant does not affect the whisper capabilities. The host can still whisper with a muted participant and if the participant is in whisper mode, activating mute all still keeps that participant in whisper mode.
- Participants who have not yet joined the conference will not be affected by the Mute All function.
- Click  returns participants back to their previous mode. For example, if a participant is in **Listen Only** mode prior to mute all being activated, clicking the  button does **not** put that participant into **Speak and Listen** mode.

Voting

With Conferencing Center's Web Client, voting on questions posed by the conference host can take place in real-time. Voting is only available if the host initiates it by entering the voting questions.

More Information:

[Voting Questions](#)

[Voting Options](#)

[View Voting Results](#)

[Email Voting Results](#)

Voting Questions

Only the host can enter questions for voting. Voting questions must be in a yes/no format.

To broadcast a voting question:

1. Enter the voting question (up to 512 characters) into the **Vote Question** text box towards the bottom of the Web Client window.
2. Click **Send**. It takes a few seconds for the question to be broadcasted to all conference participants. When the question appears in the larger text box, then the question has been broadcasted. All other participants can now see the voting question in the text box at the bottom of their Web Client screen.
3. Once all votes have been cast, repeat steps 1 and 2 to enter the next voting question.


Voting Options

When the question is broadcasted, participants then have the option to cast their votes.

Voting options are:

- No
- Yes
- Abstain
- No Vote





To cast your vote, do the following:

1. When the voting question appears in the text box, select the drop down menu under **Vote** and highlight your voting option.
2. Click  button.

Voting Results


As each vote is cast, the participant's vote is displayed accordingly on the Web Client. Voting results for each question are displayed to all conference participants.

Voting results are represented with the following icons:

-  = A **Yes** vote was selected.
-  = A **No** vote was selected.
-  = An **Abstain** vote was selected.
-  = Participant did not vote.

Aside from viewing each participant's voting result on a per question and per vote basis, participants can also view the consolidated voting results of all questions up to that point.

To view the consolidated voting results:

1. Click  on the Web Client. This displays a list of the voting questions up to that point.
2. Click the question to view its respective voting results. Voting results will have the following fields for each question:
 - **Participant Names:** Names of all participants scheduled to join the conference and their corresponding votes for the selected question.
 - **Total who did not vote:**
A tally of the number of participants who did not vote on that particular question.
 - **Total Voted Yes:**
A tally of Yes votes for that particular question.
 - **Total Voted No:**
A tally of No votes for that particular question.
 - **Total Voted Abstain:**
A tally of the number of participants who selected Abstain as their voting choice.
 - **Total Votes:**
Total number of votes for that particular question.
3. Click **Close** to close the **Voting Results** window.

Email Voting Results

When a conference ends, the host can receive an email with the voting questions and results. To enable this feature, the host's valid email address must have been entered at the time the conference was booked, the email function was activated, and the email client must be HTML enabled.

The following information will be available on the email:

- Conference name.
- Voting question(s).
- Voting results for every participant who logged onto the web client.
- Tally of each voting result per question.

Conferencing Center Administrator Functions

Administrator Overview

The Conferencing Center administrator can manage administrative tasks in addition to scheduling conferences via the Conferencing Center Scheduler GUI. This person may or may not be the same as the system administrator. The administrator's GUI will give access to the following:

- [Creating conferences](#)
- [Updating Conferencing Center configuration](#)
- [Managing user accounts](#)
- [Conference reporting facilities](#)
- [Database management](#)

Configuration Tab



Warning: Any configuration changes made here can greatly affect system performance. Please consult the System Administrator before making any changes.

The direct configuration for Conferencing Center is available on the Conferencing Center Scheduler.

More Information:

To configure Conferencing Center settings:

1. Open an IE window.
2. Enter **http://<webserver_name>/avecs** into the address field. Ensure that the PC name does not contain an underscore or any other non-standard character prohibited by standard PC naming conventions. Permissible characters include a-z, A-Z, 0-9 and hyphens (-).
3. Enter the user name and password for the Conferencing Center administrator that was created during installation.

The following system parameters and settings are configurable via the **Configure** tab in the Conferencing Center Scheduler:

- **SMTP Server (Empty for Local):**

Enter the email server's address. This is required only if you are not using the SMTP service on the local machine.

- **IP Office IP Address:**

Enter the IP address of the IP Office control unit.

- **IP Office Password/Confirm IP Office Password:**

Enter the system password of the IP Office control unit. This is required by the conferencing server to access the IP Office if the IP Office is password protected.

- **Maximum Conference Duration:***Default = 60 minutes.*

This will set the maximum conference length (in minutes) in which a conference can be scheduled.

- **Email From Address:**

Enter an Email address from which conference confirmation/reminders are sent. The email account should represent a user account created for the Conferencing Center server.

- **Percent of Audio Resources Allocated :***Default = 50%*

Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP Office suite. This percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the VoiceMail system and other systems that may use this resource. Audio channels are released after the end of every conference.

If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources are also used by other systems. Increasing resources for conferencing may greatly effect other systems, such as the Voicemail system.

Note: Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.

- **Percent of Conference Resources Allocated:***Default = 50%*

Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

- **Default Conference Language:**

Language in which every conference will be defaulted to.

- **Default Conference Bridge Number:**

Enter the bridge number for external participants to call and join an audio conference. This number will be offered as the default bridge number when a conference is scheduled. The conference scheduler can remove or update this number at that time. This conference bridge number will be available on participants' confirmation emails if the email option is enabled.

- **URL for Web Client:**

Enter the path to the web server as follows: `http://<web_server_name>/AVECSWEB`. This URL will be available on participants' confirmation emails if Web Support and email options are enabled as part of the conference scheduling process.

- **Conference End Warning (Mins):***Default = 10 minutes*

An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

4. All configuration updates will not be reflected until the **ECS Conference Service** (the name given to the Conferencing Center service) is stopped and restarted.

Database Backup

Backing up the Conferencing Center's database is a vital maintenance requirement. On the Conferencing Center Scheduler, the administrator can perform a manual backup or create a scheduled backup. Once set up, the scheduled backup will automatically save a copy of the database at the specified time and into the specified folder directory. A manual backup is typically required prior to any system or software upgrade. Conferencing Center will continue to operate while the backup is being performed.

More information:

[To perform a manual backup:](#)

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Perform Immediate Backup** section:

- In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
- Click **Backup Now**.

To set up a scheduled backup:

1. Click **Database**.
2. Click **Backup Database**.
3. In the **Create Backup Schedule** section:
 - Tick the box labeled **Perform Scheduled Backups**.
 - Select either **Daily** or **Weekly** for the backup schedule to be performed. If weekly is selected, choose the day of the week in which you want the backup performed.
 - In the text field labeled **Location on Server for Backup**, enter the folder directory path where you want to save the backup database.
 - Enter the time of day you want the backup performed.
 - Click **Update Schedule**.

A backup of the Conferencing Center's database will be performed based upon the specified schedule.

Pending Conferences

The administrator's Pending Conference window has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

In-Progress Conferences

The administrator's In-Progress Conferences window has the additional option to view conferences scheduled by ALL users. Enable this option by clicking the **Display Conferences for All Users** check box.

Administering the Web Client

The Web Client is designed to act as a supplement to the audio conference. Once a conference that is booked with web support selected has become active, the Web Client is accessible via a web-based GUI.

The system administrator may be relied upon to make files accessible for uploading onto the Web Client. There are several points to keep in mind when administering the uploading of files:

- All files uploaded to the Web Client must first be converted to HTML. Thus, some formats and features available on the original file could be altered.
- All files to be uploaded must be published to the Conferencing Center's website or a website that is on the same domain as the Web Client PC. A [virtual directory for publishing these HTML files](#) needs to be set up.
- The URL for accessing these HTML files must be made available to the conference host for use during the conference.
- Depending on how much space is available on the web server machine, extremely large files may be an issue.

Setting up a File Upload Path

IP Office Conferencing Center allows for users of the Web Client to view HTML files uploaded by the conference host. These files need to be published onto a website that is on the same domain as the Web Client PC. A virtual directory for the HTML files needs to be set up.

To tell the web server where to look for these files by creating a virtual directory:

1. On the web server PC, create a folder for storing all the HTML files.
2. Open the IIS Manager.
3. Double-click the server name.
4. Click **Web Sites | Default Web Sites**.
5. Click **Action** in the tool bar. Select **New | Virtual Directory**.
6. The Virtual Directory Creation Wizard appears. Click **Next**.
7. Enter a name for the directory in the **Alias** text box. Click **Next**.
8. Click the **Browse** button and browse to the folder containing the HTML files. Click **OK**, the browse window is now closed.
9. Click **Next**.
10. Click **Finish**. You should now see the newly created virtual directory.

WARNING: If you do not want users to view all files in the directory, be sure to enable a default content page for the directory and create a default HTML page.

Once this directory is set up, you can give the URL to Conferencing Center users who request it. The URL should be in the following format: *http://<server name>/<alias directory name>/<file name.htm>*.

User Accounts

Managing User Accounts

The Conferencing Center administrator can create user accounts based on a need basis. Once created, users can manager their own accounts up to a certain extent but only the Conferencing Center administrator can delete and create a user account.

From the **Users** tab, you have the ability to manage the following aspects of a user's account:

- [Create a New User](#)
- [Update a User Account](#)
- [Delete a User Account](#)

Creating a New User

User accounts can be created by the Conferencing Center administrator on a need basis.

From the **Users** tab:

1. Click **Create New User**.
2. Enter information into the provided fields. The password must comprise of 5 - 50 mixed alpha-numeric characters.


Note: Conferencing Center is case sensitive.

3. Click **Create**.

Note: The new user account must be unique.

Deleting a User Account

From the **Users** tab:


1. Click **Show User Accounts**.
2. Click x corresponding to the user account to be deleted.
3. Click **Delete**.

Note: A user account that has a pending conference cannot be deleted.

Updating a User Account

As a Conferencing Center administrator, you can update a user's password.

From the **Users** tab:

1. Click **Show User Accounts**.
2. Click  corresponding to the user account to be updated.
3. Make the desired changes.
4. Click **Update**.

Note: Conferencing Center is case sensitive.

Conference Reports

Reports


Conferencing Center enables the administrator to run reports of past conferences. Reports are useful for getting an indication of how heavily the Conferencing Center is used and the number of participants in a conference. Conference reports can be requested in the following ways:

- [List conferences for reporting](#) - Provides a list of past conferences for reporting.
- [Running general conference reports](#) - General conference reports based on a block of dates.

Running a General Report

Conference reports can be requested based on specific dates. This request will provide a list of all the conferences that took place within the specified dates.

To generate a report based on specific dates:


1. Click the **Reports** tab if not already there.
2. Click **General Report**.
3. Enter the desired **Start** and **End** dates or click  in the corresponding fields and select the date.
4. Click **Run Report**.

Reports will list conferences in the order that they occurred, oldest first, with the following information:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.

List of Conferences for Reporting

One way to run a report is by requesting for a list of conferences that have already taken place. From this list, you can select the specific conference for reporting and the report type.

If your PC is connected to a printer, a printout of the report can be requested by clicking .

More Information:

[To list all the conferences for reporting:](#)

1. Click the **Reports** tab if not already there.
2. Click **List Conferences for Reporting**.

For each conference on the list, the following information is displayed:

- Conference ID.
- Conference name.
- Conference date and start time.
- If Music On Hold (MOH) was selected, then the MOH start time is shown.
- The length of time the conference was scheduled for.
- The number of participants scheduled to join the conference.
- A choice of report types.

For each conference on the list, the following reports can be requested:

- **Individual Report**

Displays information relating to specific conferences with the following categories:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.

- **Voting Summary**

If voting occurred during a conference, this report displays information relating to a specific conference with the following categories:

- **Conference Details:** Details of conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- **Participant Details:** Details of participants who joined the conference, such as their status and the time they left and joined the conference.
- **Questions Raised:** Questions raised by the conference host for voting.
- **Votes Recorded:** Shows how each participant voted for all questions raised.

Glossary

A

Audio resources: Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount audio resources allocated for the entire IP Office suite.

B

Bridge Number: The (telephone) number participants are given to dial to join a conference. This number must be defined by the system administrator.

C

Conference ID: Number that uniquely identifies one conference from another. This number is also used by participants to gain entrance into conferences in which they are scheduled to join.

Conference resources: Conference resources reflect the conferencing channels available on the Control Unit. Conferencing channels are released after the end of every conference.

G

GUI: Graphic user interface. A graphical (rather than purely textual) user interface to a computer.

H

Host: The person running the conference. This person has additional conference related capabilities that are not available to other participants.

I

IIS: IIS is Microsoft's entry to compete in the Internet server market that is also addressed by Apache, Sun Microsystems, O'Reilly, and others. With IIS, Microsoft includes a set of programs for building and administering Web sites, a search engine, and support for writing Web-based applications that access databases.

M

MOH: Music on hold: Music to be played when participants log onto a conference before the start time.

P

Participant(s): Person or people scheduled to join or is presently in a conference.

PIN: Personal Identification Number used by the system to differentiate one participant from another. It is also used by the participant to join a web conference or gain access to an audio conference if PIN Checking was enabled.

R

Resources: The amount of Conference and Audio Channel resources available on the IP Office Control Unit.

S

Synchronize: Making a presentation accessible to other participants who are logged onto the web conference.

U

User: Person able to access some of the conferencing features via the GUI, but not necessarily all. The user has an account and is able to book conferences and manage his/her own account details. The user's account must be set up by the system administrator.

V

VCN: Voice Conference Notification: An automated voice notification via the telephone inviting a participant to join a conference.

W

Whisper: The capability for the host to hold a private conversation with a participant while still connected to the conference.

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