
Managing a conference in progress

Tasks for managing a conference

Table 2 on page 35 lists the various tasks used to manage the conference and indicates if a chairperson must be present. This section describes each task.

Table 2: Managing a conference — tasks (Part 1 of 2)

Tasks	Chairperson present	Chairperson not present
Managing the conference: <ul style="list-style-type: none"> • Lengthening the conference • Locking or unlocking the conference • Session management — holding a voting session • Session management — holding a question-and-answer session 	 ✓ ✓ ✓	 ✓ ✓
Changing the status of the chairperson: <ul style="list-style-type: none"> • Muting or unmuting the chairperson • Stopping or resuming music • Adjusting the volume of the chairperson • Releasing chairperson control 	 ✓ ✓ ✓ ✓	
Managing the status of all participants: <ul style="list-style-type: none"> • Counting and announcing all participants • Muting all participants • Disconnecting all ports • Examining port status • Dialing out and returning with or without the called party 	 ✓ ✓ ✓ ✓ ✓	 ✓ ✓ ✓ ✓

Table 2: Managing a conference — tasks (Part 2 of 2)

Tasks	Chairperson present	Chairperson not present
Managing the status of individual participants:		
• Adding details for an individual participant	✓	✓
• Consulting between chairperson and participant	✓	
• Muting or unmuting individual participant(s)	✓	✓
• Playing the name of individual participants	✓	✓
• Disconnecting an individual participant	✓	✓
• Adjusting the volume of an individual participant	✓	✓

Dual-card meeting

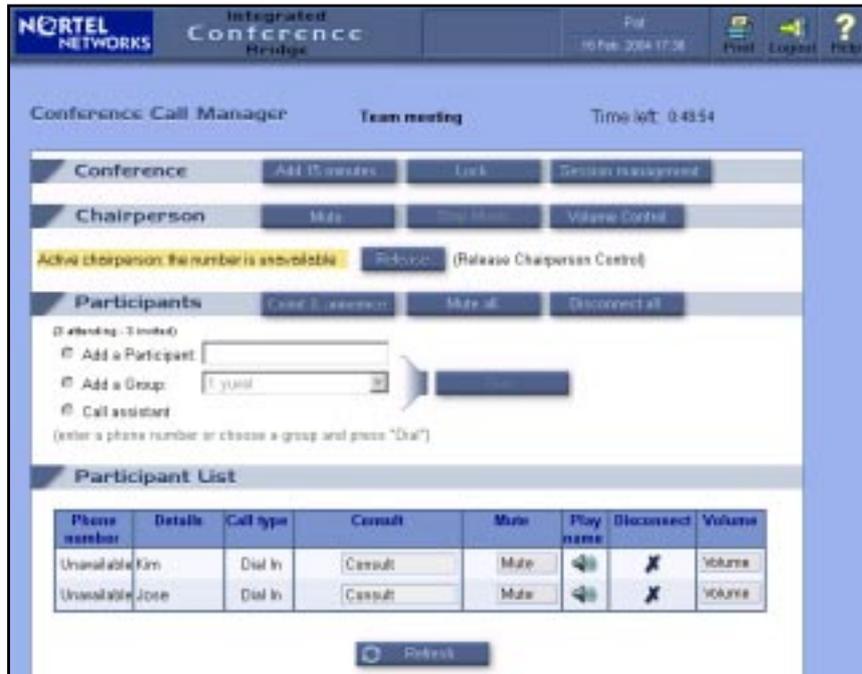
In a dual-card meeting, the commands that a chairperson implements from the BUI apply to participants in both cards. The following features are available in a dual-card conference:

- **Dial-out to a specified number** — dial-out uses a port on the secondary card, if no port is available on the primary card.
- **Consult with participant** — the chairperson can consult with participants on the secondary card.
- **Play name** — this feature works with participants on both cards. The system plays the name on the chairperson’s desktop, not on the telephone.

Conference Call Manager window

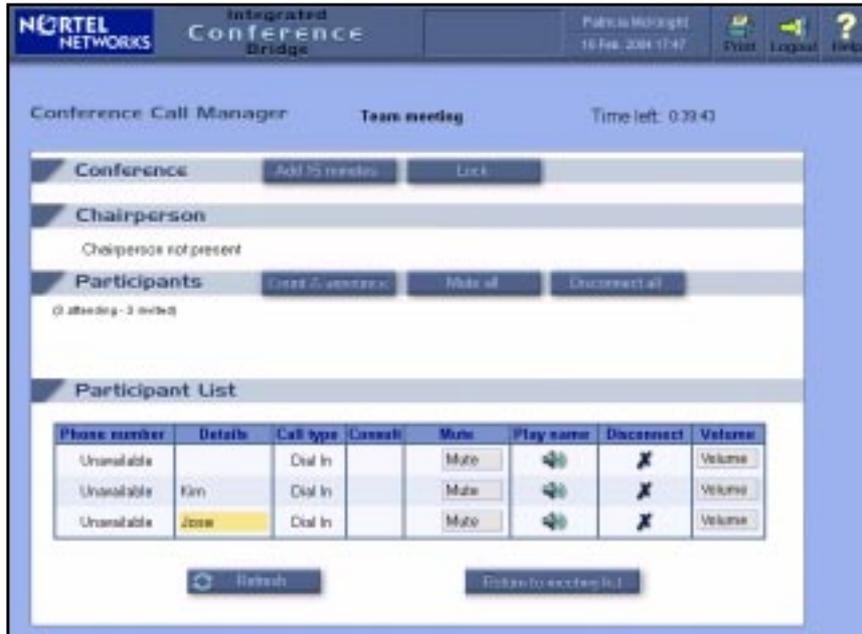
All of tasks listed in Table 2 on page 35 are performed from the **Conference Call Manager** window. Figure 16 on [page 37](#) shows the window when a chairperson is present. Figure 17 on [page 38](#) shows the window when a chairperson is not present.

Figure 16: Conference Call Manager — Chairperson present



Note: When the **Conference Call Manager** is accessed from Microsoft Outlook (see “Editing a conference” on page 67), the BUI title frame does not appear.

Figure 17: Conference Call Manager — Chairperson not present



The BUI permits only one active **Conference Call Manager** window per conference. The chairperson's access number identifies the associated voice port.

The time remaining in the conference is displayed in the **Time left** field in the upper right-hand corner of the **Conference Call Manager** window.

If the chairperson is present, the **Active Chairperson** field in the **Chairperson** section shows:

- the CLID of the conference, if the CLID is available and the chairperson dials in to join the conference. If the CLID is not available, the window displays **Active chairperson: the number not available**.
- the called number, if the chairperson dials out to join the conference. This is part of the Acquire Chairperson Control feature.

If a chairperson is not present, the **Chairperson** section displays **Chairperson not present**.

The **Participant List** section contains several information fields. The **Phone number** field shows the CLID or called number. The **Call Type** field shows regular, dial-out, or expand. The current speaker is shown by a highlight in the **Details** field.

The **Conference Call Manager** window is updated automatically every two minutes and can be refreshed manually by clicking **Refresh**.

The **Conference Call Manager** window can be accessed in one of three ways:

- In the **Login** window (Figure 1 on [page 12](#)), enter the conference access number and chairperson password for the active conference.
- In the **Conference List** window (Figure 4 on [page 15](#)), click the **Control** icon (a gavel) for an active conference. (The icon appears only while the conference is active.)
- In the Microsoft Outlook User Interface window, select the **Control** button in the ICB form while the conference is active. Refer to “Microsoft Outlook User Interface” on page 48 for information about the Microsoft Outlook interface.

Managing the conference

This section describes how to perform tasks from the **Conference** section of the **Conference Call Manager** window (see Figure 16 on [page 37](#)).

Note: If a chairperson is not present on the conference, the session management activities (voting session and question-and-answer session) are not available (Figure 17 on [page 38](#)).

Lengthening the conference

To lengthen the conference by 15 minutes, click **Add 15 minutes** at any time during the conference. If successful, the system updates the “Time Left” indication.

Locking or unlocking the conference

Click **Lock** at any time during the conference to prevent any more participants from joining. To unlock the conference, click **Unlock**. The button text toggles between **Lock** and **Unlock**, depending on the state of the conference.

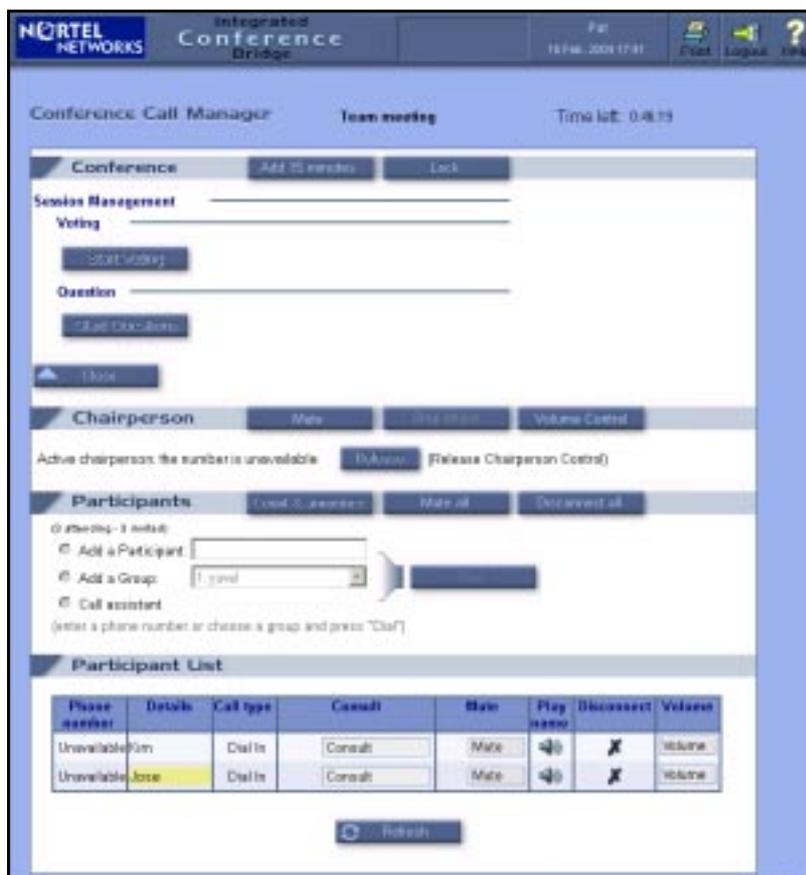
Session management — holding a voting session

Only the conference chairperson can run a voting session.

1. Click **Session Management**.

The window expands to show a Session Management panel. See Figure 18.

Figure 18: Conference Call Manager — Session Management panel



2. Click **Start Voting**.

The button text changes to **End Voting**.

3. Enter the subject of the vote in the voting subject field.

4. Ask the participants to vote.

The participants use their telephone keypads to register their votes: *81 for Yes, *82 for No, or *83 for Abstain. The results are displayed in the Voting panel.

5. Click **End Voting**.

The final results are displayed in the Voting panel, and also e-mailed to the Chairperson. The button text changes back to **Start Voting**.

Note 1: If the participant leaves the conference during the voting session, the participant's vote is cancelled and not counted.

Note 2: If a participant votes more than once, only the participant's last vote is counted.

Session management — holding a question-and-answer session

A question-and-answer session can be used in a lecture-type conference, where participants may want to address questions to the chairperson.

Only the conference chairperson can run a question-and-answer session.

1. Click **Mute All**.
2. Click **Session Management**.

The window expands to show a Session Management panel. See Figure 18 on [page 40](#).

3. Click **Start Questions**.

The button text changes to **End Questions**.

4. Ask the participants for questions.

Participants who have questions press *85 on their telephone keypads. Question requests are shown in the **Participant list** as follows:

- blinking '?' icon — question request not answered
- steady '?' icon — question request answered
- no '?' icon — no question request

To cancel the question request, the participant presses *86.

5. Click the ? icon in the header row of the **Participant list** to sort the list so that those participants who are asking questions appear first in the list (optional).
6. Click **Unmute** in the **Participant List** or click the blinking '?' icon.
The participant asks his or her question.
7. Click **End Questions** to end the session when all questions have been answered, or when the allotted time is over.
The button text changes to **Start Questions**.

Changing the status of the chairperson

This section describes how to perform tasks from the **Chairperson** section of the **Conference Call Manager** window (see Figure 16 on [page 37](#)).

Note: If a chairperson is not present on the call, none of these activities is available (see Figure 17 on [page 38](#)).

Muting or unmuting the chairperson

Click **Mute** to deactivate the chairperson's voice port. Click **Unmute** to activate it. The button text toggles between **Mute** and **Unmute**, depending on the state of the voice port.

Stopping or resuming music

Click **Stop Music** to stop music playing when only one person is present in the conference. Click **Resume Music** to resume the music. The button text toggles between **Stop Music** and **Resume Music**.

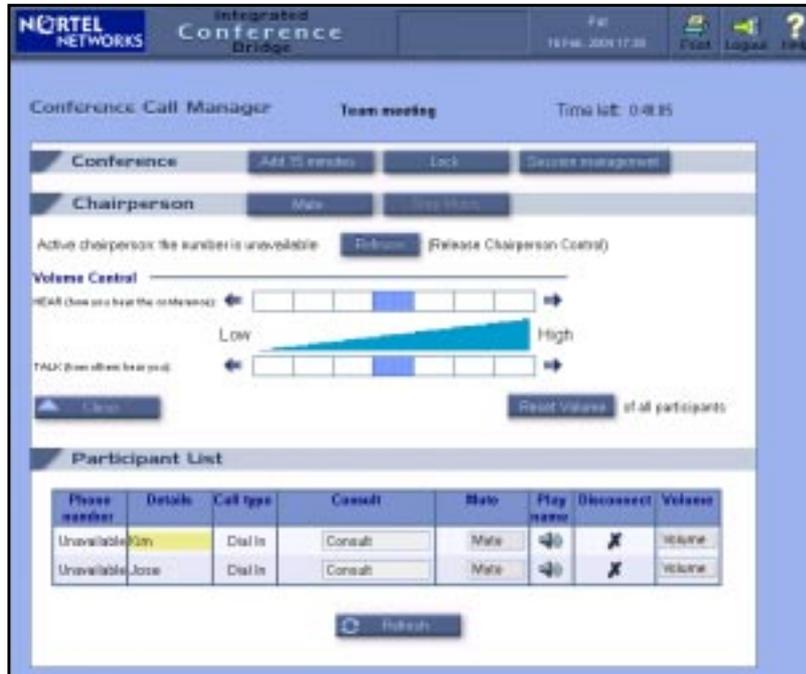
Adjusting the volume of the chairperson

Only the chairperson can adjust the chairperson's volume. Follow the steps below to adjust the incoming (hearing) and/or outgoing (speaking) volume for the chairperson.

1. Click **Volume Control**.

The **Volume Control** panel opens (see Figure 19 on [page 43](#)). The two scales in the middle of the **Volume Control** panel show the increase/decrease level for hear and talk directions. The middle of the scale is zero, which indicates no volume change.

Figure 19: Conference Call Manager — Chairperson Volume Control



2. Click an arrow to increase or decrease volume. The colored rectangle in the scale advances one step for each arrow click.
3. Click **Reset Volume of all participants** to restore the volume level for all participants (optional).

Releasing chairperson control

Click **Release** to release chairperson control. This button releases both BUI and TUI control. The **Conference Call Manager** window closes.

Managing the status of all participants

This section describes how to perform tasks from the **Participants** section of the **Conference Call Manager** window (see Figure 16 on page 37).

Note: If a chairperson is not present on the conference, the Dial-out activity is not available (see Figure 17 on page 38).

Counting and announcing all participants

Click **Count and announce** to announce the total number of participants, followed by the participants' names as recorded in the name entry.

Muting all participants

Click **Mute all** to silence all participants except the chairperson. To unmute all participants, click **Unmute All**. The button text toggles between **Mute all** and **Unmute All**.

Individual participants can still be unmuted or muted (see "Muting or unmuting individual participant(s)" on page 46) while the conference is in **Mute all** state. **Mute all** takes precedence, but **Unmute all** restores all participants to their individual states - muted or unmuted.

Disconnecting all ports

Click **Disconnect all** to disconnect all participants except the chairperson.

Examining port status

The first line in the **Participants** section shows the number of participants attending (ports in use) and the number of participants invited (number of ports reserved).

Dialing out and returning with or without the called party

Follow the steps below to make a private call outside of the conference. Only the chairperson can initiate the call.

1. Select the type of call, as follows:
 - Select **Add a Participant** to make a call to an individual.
 - Select **Add a Group** to make a call to a group. Call-out groups are configured by the administrator.
 - Select **Call Assistant** to use a Call Assistant to make the call. The number of the Call Assistant is configured by the administrator.
2. Enter the call parameter, as follows:
 - If **Add a Participant** was selected in step 1, type the number to be dialed in the text box. The number may contain digits,

asterisks (*), and number sign (#). If required, enter a pause anywhere by entering 'p' for a 100 ms pause or 'P' for a 500 ms pause.

- If **Add a Group** was selected in step 1, select a group from the list.
3. Click **Dial**.
After call origination, the chairperson is engaged in a private call. All buttons in the **Chairperson** section are disabled, as are **Count & Announce** and **Mute All** in the **Participants** section.
 4. Return to the conference as follows:
 - Click **Return with called party** to end the private call and return to the conference with the called party. The new participants join the conference and are added to the **Participant List**. A dialog box opens if no ports are available for dial-out, in the case of a single or group call, and the participants are not added to the call. If some, but not all, of the required ports are available for a group call, no dialog box opens.
 - Click **Return without called party** to end the private call and return to the conference. The called party is not added to the conference.

Managing the status of individual participants

This section describes how to perform tasks from the **Participant's List** section of the **Conference Call Manager** window (see Figure 16 on [page 37](#)).

Note: If a chairperson is not present on the conference, the Consult activity is not available (see Figure 17 on [page 38](#)).

Adding details for an individual participant

Type any text in the **Details** field for a participant. For example, the text can be a name to uniquely identify the participant.

Consulting between chairperson and participant

Click **Consult** to hold a private call with an individual participant. Only the chairperson can initiate the call. Click **End consultation** to end the

private call and return both parties to the conference. The button text toggles between **Consult** and **End consultation**.

Muting or unmuting individual participant(s)

Click **Mute** to mute an individual participant. Click **Unmute** to unmute the individual. The button text toggles between **Mute** and **Unmute**.

Playing the name of individual participants

Click the **Play name** icon (a speaker) to play the participant's name as recorded by the name entry feature. The name plays on the chairperson's desktop, not on the telephone.

Disconnecting an individual participant

Click the **Disconnect** icon (an X) to disconnect a participant.

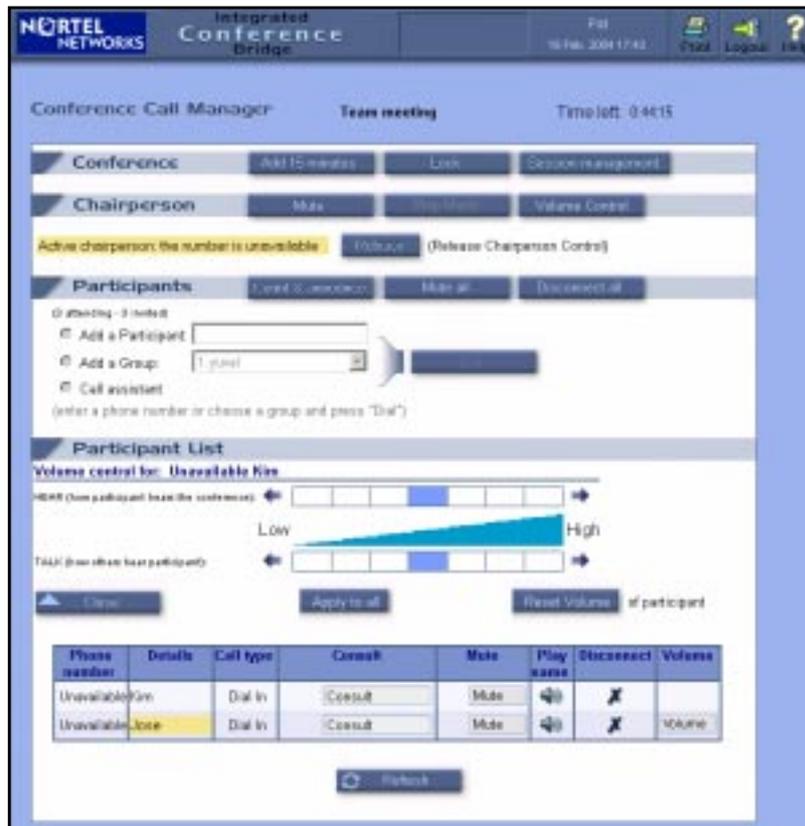
Adjusting the volume of an individual participant

Follow the steps below to adjust the outgoing (speaking) and/or incoming (hearing) volume for an individual participant.

1. Click **Volume** for the individual participant.

The **Volume Control** panel opens (see Figure 20 on [page 47](#)). The two scales in the middle of the **Volume Control** panel show the increase/decrease level for hear and talk directions. The middle of the scale is zero, which indicates no volume change.

Figure 20: Conference Call Manager — Participant Volume Control



2. Click an arrow to increase or decrease volume. The colored rectangle in the scale advances one step for each arrow click.
3. Click **Reset Volume** to restore the original volume level for the participant (optional).
4. Click **Apply to all** to set the volume level of all participants to these settings (optional).