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## Managing a conference in progress

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### 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"> <li>• Lengthening the conference</li> <li>• Locking or unlocking the conference</li> <li>• Session management — holding a voting session</li> <li>• Session management — holding a question-and-answer session</li> </ul>	  ✓ ✓ ✓	  ✓ ✓
Changing the status of the chairperson: <ul style="list-style-type: none"> <li>• Muting or unmuting the chairperson</li> <li>• Stopping or resuming music</li> <li>• Adjusting the volume of the chairperson</li> <li>• Releasing chairperson control</li> </ul>	 ✓ ✓ ✓ ✓	
Managing the status of all participants: <ul style="list-style-type: none"> <li>• Counting and announcing all participants</li> <li>• Muting all participants</li> <li>• Disconnecting all ports</li> <li>• Examining port status</li> <li>• Dialing out and returning with or without the called party</li> </ul>	 ✓ ✓ ✓ ✓ ✓	 ✓ ✓ ✓ ✓

**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

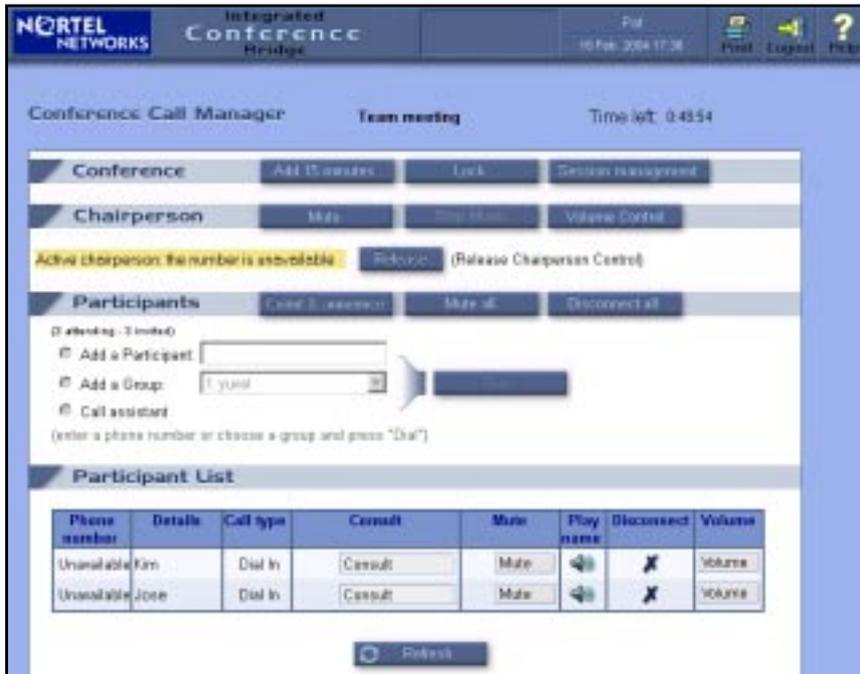
In a dual-card meeting, the commands that a chairperson implements from the BUI apply to participants in both cards. The following features are available in a dual-card conference:

- **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

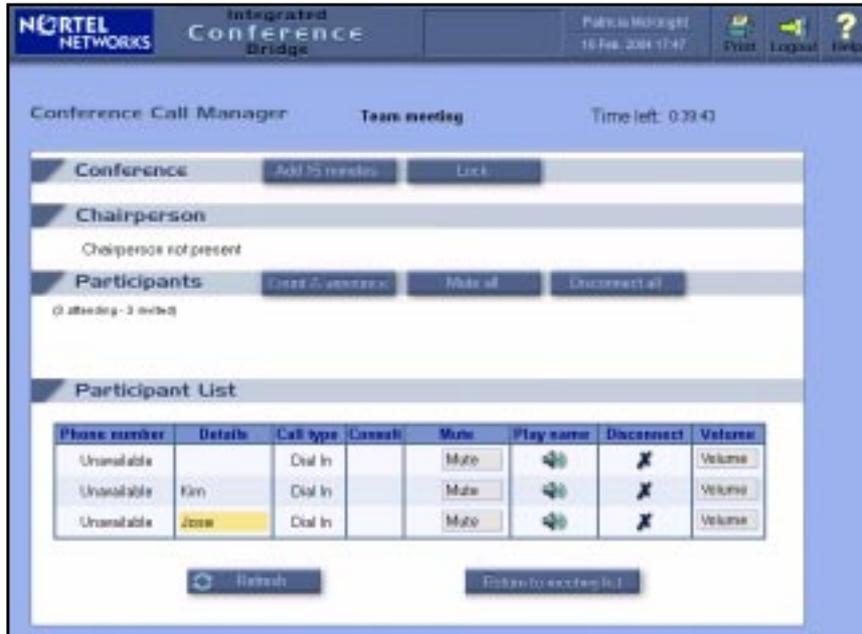
All of tasks listed in Table 2 on page 35 are performed from the **Conference Call Manager** window. Figure 16 on [page 37](#) shows the window when a chairperson is present. Figure 17 on [page 38](#) shows the window when a chairperson is not present.

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.

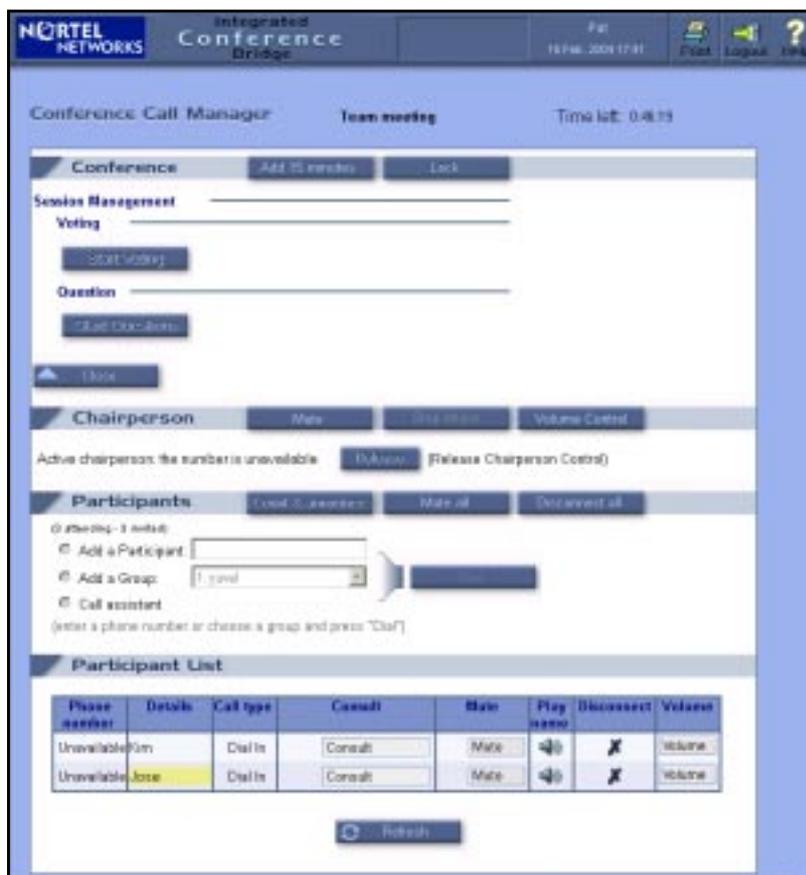
### Session management — holding a voting session

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**.

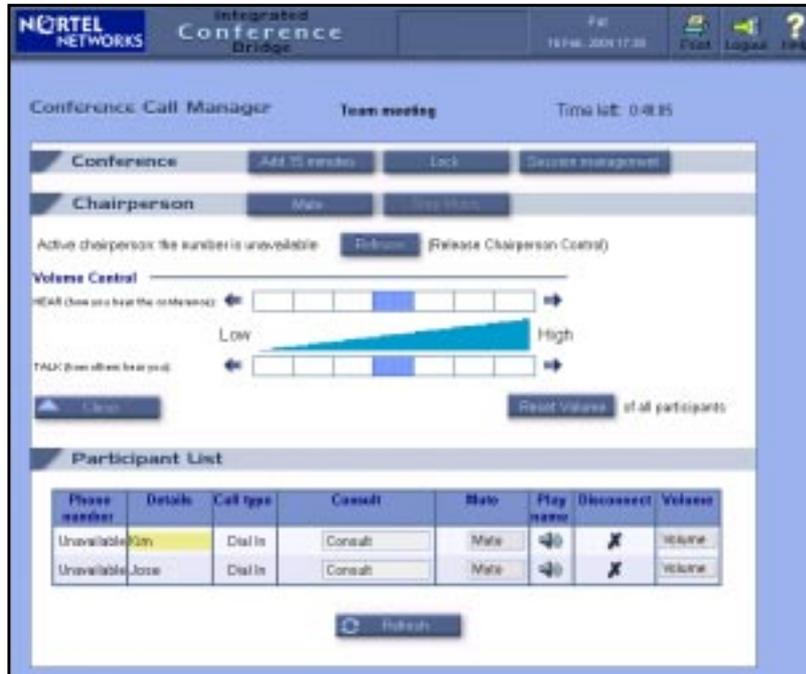
#### Adjusting the volume of the chairperson

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.

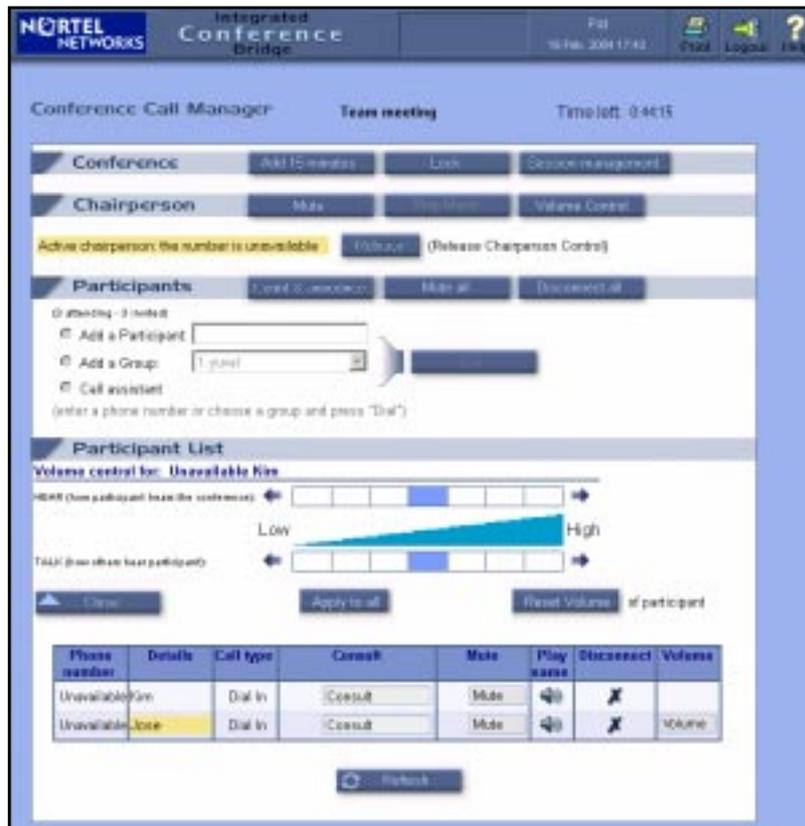
### **Adjusting the volume of an individual participant**

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).