

SmartConference

User's Guide



March 2005 Edition Version 8.2?



User's Guide

Introduction

This guide is intended to help you get started with using your new SmartConference service right away via the web.

SmartConference

There are two types of available conferences, Scheduled and Always-On. All conferences are reserved (setup) and modified via the web.

Scheduled Conference

A scheduled conference has a defined start time and duration. Depending on your service configuration, up to 100 people may participate in a Scheduled Conference of which up to 25 may be 2-way participants. Scheduled conferences may be reserved up to a year in advance, and may be up to 8 hours in length. Up to 30 conferences may be reserved at a time, depending on your service configuration.


Creating a Scheduled Conference

A Scheduled Conference is created via your web account:


1. Log on to your web account.
2. Select the Reserve a Conference tab.
3. Click Reserve a Scheduled Conference
4. Enter all required information.
5. Click Reserve.

New Conference Call Reservation


You can reserve a new conference call by completing 4 easy steps below and clicking the "Reserve Conference" button. Conference Calling charges apply. Please review your service plan or click on the help menu for additional information.

STEP 1 Select the date, start time, time zone and duration of your conference. 


March 26 2003 12:30 PM
US - Pacific Length: 30 minutes

STEP 2 Enter the number of speakers and listeners who may join your call. 

Host + Guest Speakers: 1 (max. 10 speakers)
Guest Listeners: 0 (optional)
Total Participants: 1 (max. 100)

STEP 3 Enter the Host, Guest Speaker and Guest Listener codes for your conference. Each code must be 2 to 10 digits and must be unique. 

Host Code: Guest Speaker Code: Guest Listener Code:
Conference Description: (optional)

STEP 4 Choose whether or not Guests may communicate with each other before the Host joins the conference. Also, select what happens to the conference if the Host leaves the call. 

Allow participants to communicate before the Host arrives?
 Yes No

How to end the conference call?
Allow conference to continue

SmartConference schedule reservation user interface

Modifying a Scheduled Conference

A Scheduled Conference may be modified, in its entirety, at any time before the conference begins:

1. Log on to your web account.
2. Select the Reserve a Conference tab.
3. Locate the conference you wish to alter.
4. Click the associated Modify button.
5. Make any necessary changes.
6. Click Save.

Joining a Scheduled Conference

At the scheduled start time, take the following steps to join a conference:

1. Dial the SmartConference number on which the conference is scheduled.
2. Enter your Host, Guest Speaker or Guest Listener code to join the call.

Note: Guests are able to join a Scheduled Conference up to 10 minutes before the designated start time.

Note: The Conference Host may determine how much time is left in a conference and how many people are currently participating by touching #0 at any time.

Always-On Conferencing

An Always-On Conference does not have a defined start time, so you may initiate a call whenever needed. Up to 25 callers may participate, depending on your package configuration.


Creating an Always-On Conference

An Always-On Conference is created via your web account:


1. Log on to your web account.
2. Select the Reserve a Conference tab.
3. Click Create an Always-On Conference.
4. Enter all required information.
5. Click Reserve.

Setup Always-on Conferencing Service

To setup a conference call to be Always On, complete the 2 easy steps below and click on the "Create a Conference" button. Conference Calling charges apply. Please review your service plan or click on the help menu for additional information

STEP 1 Please create a unique Host code and Guest code by entering a 2 to 10 digit code. Each individual code must be unique. You can create up to 3 unique Always On conference calls. 

Host Code	Guest Code	Description
<input type="text"/>	<input type="text"/>	<input type="text"/> (optional)

STEP 2 Please select how to end the conference call. 

SmartConference Always-on user interface

Modifying an Always-On Conference

An Always-On Conference may be modified at any time via your web account:

1. Log on to your web account.
2. Select the Reserve a Conference tab.
3. Locate the Always-On conference you wish to alter and click the Modify button.
4. Make any necessary changes.
5. Click Save.

Joining an Always-On Conference

An Always-On Conference may be accessed at any time:

1. Dial the SmartConference number on which the conference is scheduled.
2. Enter your host or guest code to join the call.

Note: The Conference Host may determine how much time is left in a conference and how many people are currently participating by touching #0 at any time.





With an Always-On Conference, participants will not be allowed to speak until the host has joined the conference. The participants will be placed on hold until the host joins, at which time all participants will be connected into the conference.

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HOST AND GUEST CONTROLS DURING THE CONFERENCE

During a scheduled or always-on conference, the host and guests are provided with the following conference controls. These commands may be used as many times as needed during a conference.

HOST CONTROLS: Available Only to the Host During the Conference

	# 0	Access to Recorded Help (Provides a participant count, the time remaining in the conference, and a listing of available host)
	# 1	Extend a Conference by 15 Minutes (applies to scheduled conferences only)
	# 2	Reserve an Additional Line (applies to scheduled conferences only)
	# 4	Mute/Unmute All Guest Lines (This will not mute the host line)
	# 5	Lock/Unlock the Conference (No additional participants may join the conference when it is locked)
	# 7 3	Terminate the Conference (This will immediately end the conference, and drop all lines including the host)

GUEST CONTROLS: Available to all participants, including the host.

	* 1	Mute/Unmute My Line
	* 2	Enable/Disable Entry and Exit Tones on My Line

Recorded Help (#0)

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This control allows the host to obtain recorded help during the conference. After pressing #0, the host hears a participant count indicating the number of participants currently in the conference. The host then hears how much time is remaining in the conference, followed by a list of all conference controls available to the host. The host can press # at any time during the recorded help to return to the conference.

Extend the Length of the Conference by 15 Minutes (#1) - Applicable to Scheduled Conferences Only

This control allows the host to extend the length of a scheduled conference by 15 minutes. The host can use this feature as many times as necessary to increase the length of the conference.

Add An Additional Line to the Conference (#2) – Applicable to Scheduled Conferences Only

This control allows the host to add an additional line to a scheduled conference. For example if the conference in progress has 10 lines reserved but the host would like to allow another person to join, the host can use this control during the conference to increase the number of reserved lines to 11. This feature can be used as many times as necessary during the conference, up to the maximum allowed conference size on the account. This additional line can be used for either a Guest Speaker or a Guest Listener.

Mute/Unmute All Guest Lines (#4)

This control allows the host to mute all guest lines in a conference. This will not mute the host's line. This allows the host to regain control of a conference, effectively becoming the only speaker. This is sometimes referred to as "Lecture Mode".

Conference Locking (#5)

Conference locking allows the host to lock and unlock a conference. This feature can be used to increase the security on a conference, ensuring that no additional participants can enter a conference when it is locked. Once a conference is locked, any new participants who try to enter the conference will not be allowed to join, and will hear the following announcement: *"I'm sorry, the host has locked the conference. You may want to try calling back later"*.

Terminate Conference (#73)

This control allows a host to immediately terminate a conference. When the host terminates the conference, all parties hear an announcement indicating that the conference is ending now, and then all lines in the conference are dropped. This feature can be used by the host as desired to ensure that participants will not continue to speak after the host leaves, eliminating any additional costs on the conference.

Mute / Unmute My Line (*1)

This control is available to both hosts and guests. This allows the participant to mute or unmute their individual lines. When muted, the participant cannot be heard by the other participants in the conference.

Disable Entry and Exit Notification Tones (*2)

This control is available to both hosts and guests. This allows the participant to disable or enable the notification "beeps" that are normally heard when new guests join or leave the conference. The disabling of these "beeps" applies only to the participant line that invoked the command, not to all participant lines.