Utility Telecom
Conference Calling Bridge

This guide is intended to help you understand how to use Conference Calling on both your phone and web. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.

UtilityTelecom

Digital Business Communications

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1. Telephone User Interface

Your Number:
Participant Code:
Moderator Code:

The Utility Telecom Conference Bridge service provides customer's a web interface and telephone user interface for each management of the bridge and its features.

Telephone User Interface

Moderator Telephone Actions

Key	Action
1	Outdial
2	Mute or Unmute the Moderator
3	Lock or Unlock the conference
4	Roll call of participants
5	Count of participants
6	Joining Annoucements on or off
7	Name of last participation to join
8	Recording on or off
9	Mute or Unmute of all participants

Participant Telephone Actions

Key	Action
2	Mute or Unmute the Participants
9	Alert the Moderator

2. Moderator Web Portal

Web portal login

- URL: https://conf2.telcox.net
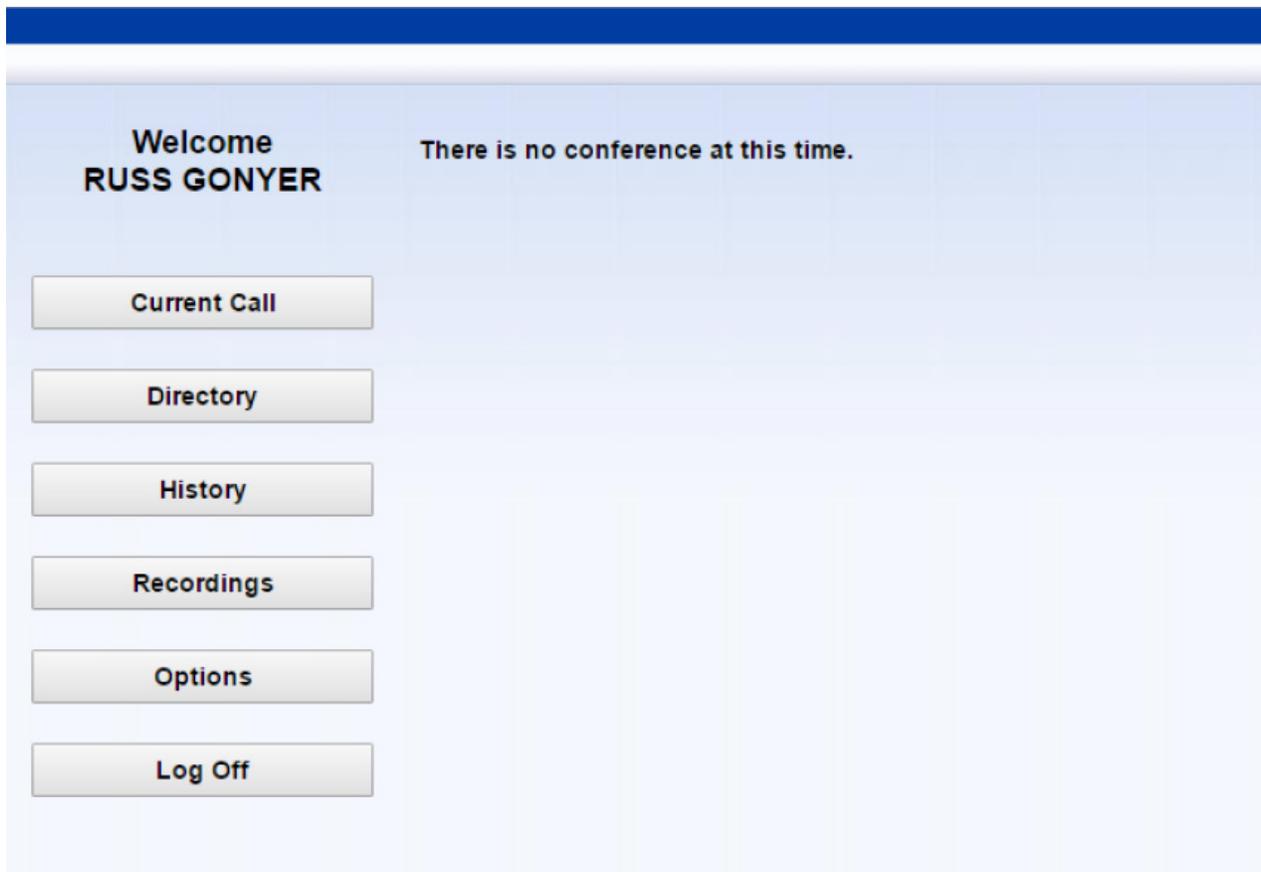- Username: Participant code
- Password: Moderator code

Note: If you receive a security warning you may safely bypass the message to reach the login screen.

Web portal main menu

Current Call Screen

The Current Call window allows you to manage a conference. If this window is not already shown on the screen, click on the Current Call button to display it. If you have not yet started a conference, the screen shows the message "There is no conference at this time".

3. Active Conference Call

When participants join the conference the window appear as shown:

The panel at the top right provides information about the current conference. To the left of this are two buttons to control recording and locking the conference, which are described later in this section. Each participant in the conference is represented by a panel with a telephone number at the top.

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

Normally, the conference won't start until the moderator joins. If you have configured on-hold music participants will hear music while they wait for the conference to start; participants will not be able to talk to each other. However, if you have specified that conferences can start without the moderator, and if there are two or more participants already present, the conference will be allowed to begin.

The panel for each participant (including the moderator) shows the following details.

- The participant's calling telephone number.
- The participant's name, if the Conferencing server can determine it. This is taken from a directory entry matching the calling number, if there is one, or from the caller name that the server received when this participant dialed in.
- A Mute button (Blue), allowing you to mute this participant's phone so that no sound from it is played into the conference.
- A Drop button (Red), allowing you to remove this participant from the conference.

- A gain control (Green), allowing you to balance this participant's sound level so that all participants can be heard clearly.
- On the left of each panel is a "person" icon representing the participant, which appears in different colors to represent the participant's status in the call:
  - The participant is in the call but is not currently speaking.
  - The participant is speaking, or other sounds are being played into the conference from the participant's phone.
  - The moderator has muted this participant's phone. If a participant's phone is muted, he or she can indicate a request to speak using the telephone interface.

Recording the conference

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

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

To stop recording, click on the Record button again. The recording is saved on the server. You can download it later, either to listen to it or to save it to your local computer
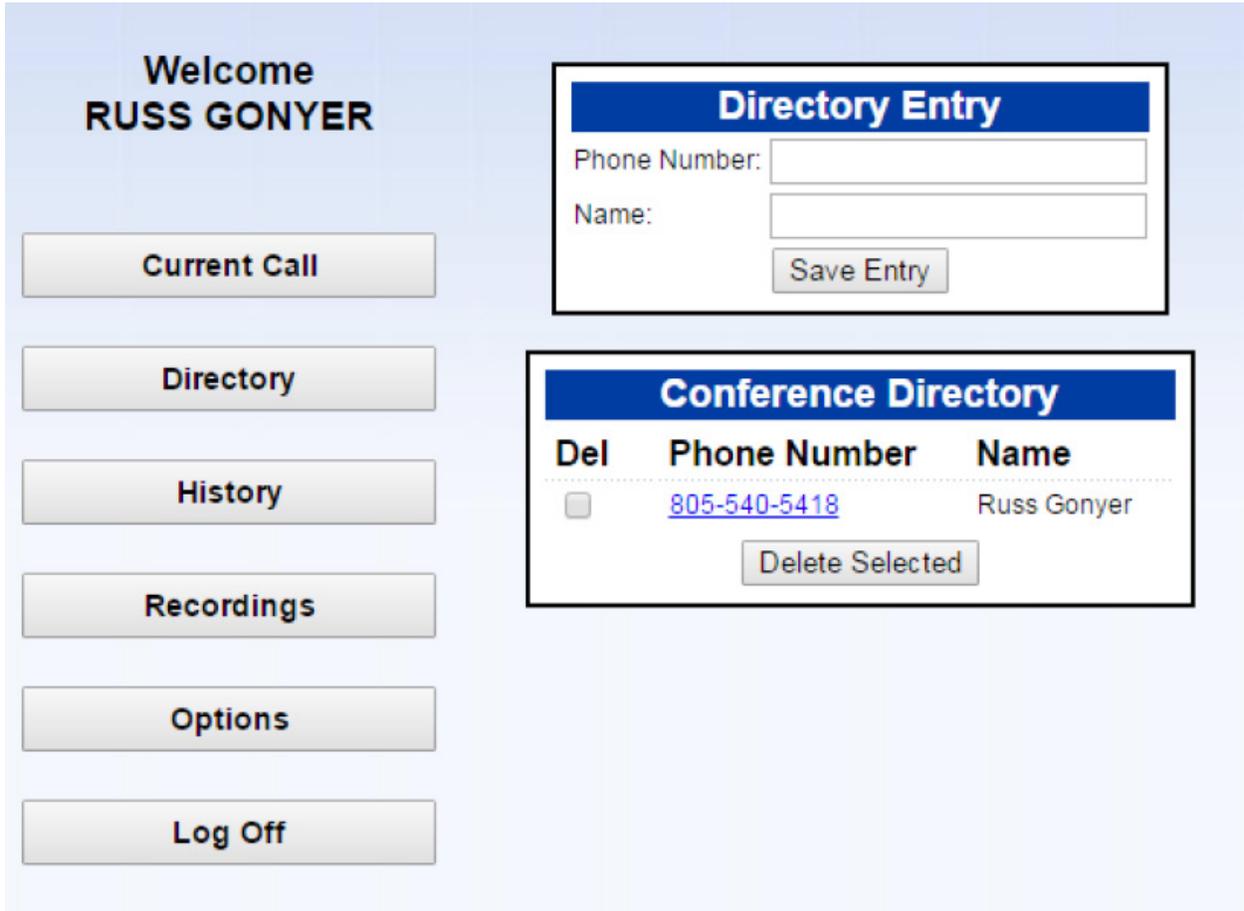
Locking the conference

To lock the conference so that no further participants can join it, click on the Lock button in the moderator controls at the top of the window. You may want to do this if you want to restrict the number of participants on a first come, first served basis.

If you lock the conference and then perform a soft exit, you will still be able to join it by dialing in as the moderator. However, nobody will be able to join it as a participant. To unlock the conference so that further participants can join it, click on the Lock button again.

Main Menu

The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for a past conference. These names are stored for future use, so that anyone who dials in to a later conference using the same calling number will be identified by this name, in both the Current Call window and the Conference History lists.

In particular, two different participants dialing in on the same telephone number (for example two people calling from the same company) cannot be distinguished, so you may want to change the directory entry to identify the company rather than a specific caller.

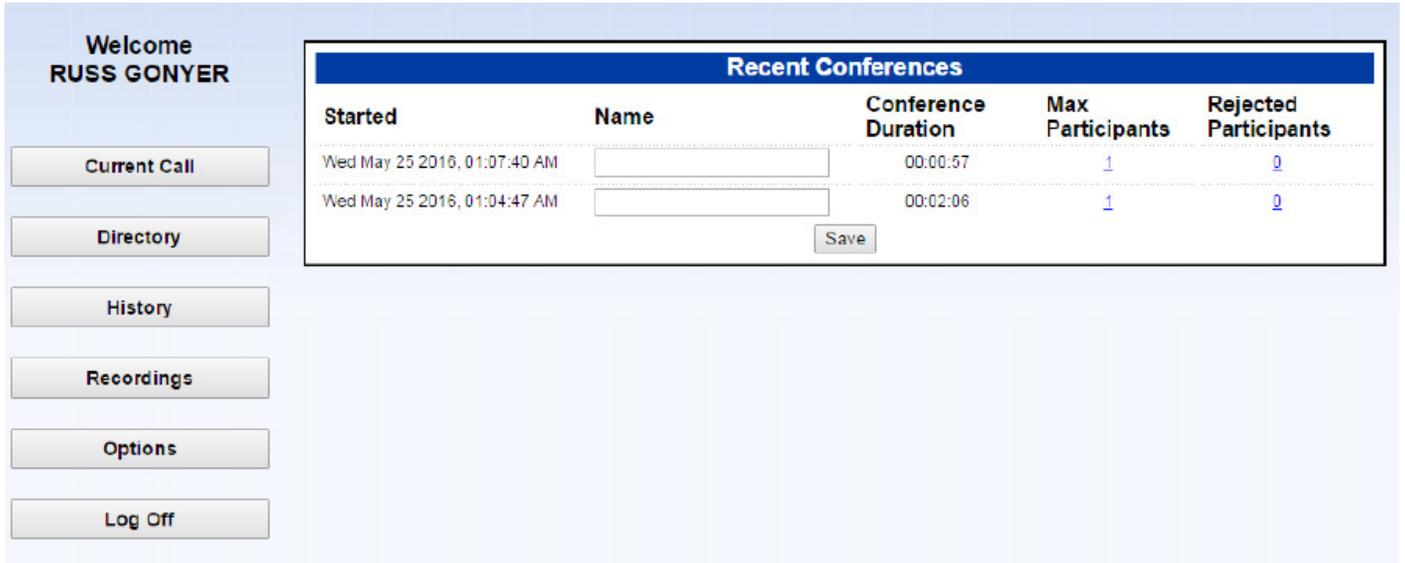Click on the Directory button to display this window.

5. Management

The Directory window allows you to manage these entries while you are not in the conference. For example, you may want to fill in full names if you did not have time to do so during the conference, or to add names of expected participants in advance of the next conference. The list of existing directory entries is shown at the bottom of the window.

- To update the name or phone number of an existing directory entry, click on the phone number in this list. The Phone Number and Name edit boxes at the top of the screen change to show the current contents of this entry. Edit the contents as required, and then click on Save Entry.

- To add a new directory entry, click on New Entry to clear the edit boxes at the top of the screen if any data is shown in them. (You do not need to do this if you have just moved to the Directory window and the boxes are empty.) Type the phone number and name, and then click on Save Entry.

- To delete one or more existing directory entries, click on the Del checkbox next to each entry that you want to delete, and then click Delete Selected.

- The Name field can include accented / international characters.

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

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

Main Menu

The History window allows you to view a list of past conferences that you have managed.

Click on the History button to display this window

For each conference, the following information is displayed:

- An optional name for this conference. This name can include accented / international characters. The conference appears in this list (with a blank name) as soon as it starts, so you can provide a name while the conference is in progress, or return to this window to provide a name later when the conference has finished.

- The time at which the conference started.

- The total duration of the conference. This starts when the moderator has successfully dialed in and provided the moderator code and a recorded name to start the conference. Alternatively, if you allow conferences to start before the moderator has joined it starts as soon as two participants have successfully dialed in.

    - If the conference is still in progress, no duration is shown, but you can check the conference time shown in the Current Call window.

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

- The number of participants, if any, who were rejected because the conference had already reached the limit on the number of participants in a conference.

7. Participants

To see more information about who took part in the conference, or about rejected participants, click on the number in the Max Participants or Rejected Participants column. (This is a new feature, so the information may not be available for some older conferences.) The screen shows the following information for each participant:

- The telephone number from which the participant dialed in or the dialed number if you dialed out to invite the participant into the conference.
- The name of the participant stored in the Directory if there is one. This name appears only if the participant's calling telephone number, or the number you used when dialing out to invite the participant into the conference, exactly matches the number stored in the Directory.
- Whether or not the participant used HD audio.
- For rejected participants only: The date and time at which this person attempted to join the conference.
- If one or more participants withheld their telephone number when dialing in, there will be a single entry "ID withheld" in the list of participants. If two or more participants dialed in using the same telephone number (for example if they dialed in from the same company), there will be only one entry for this number.

8. Recording

Main Menu
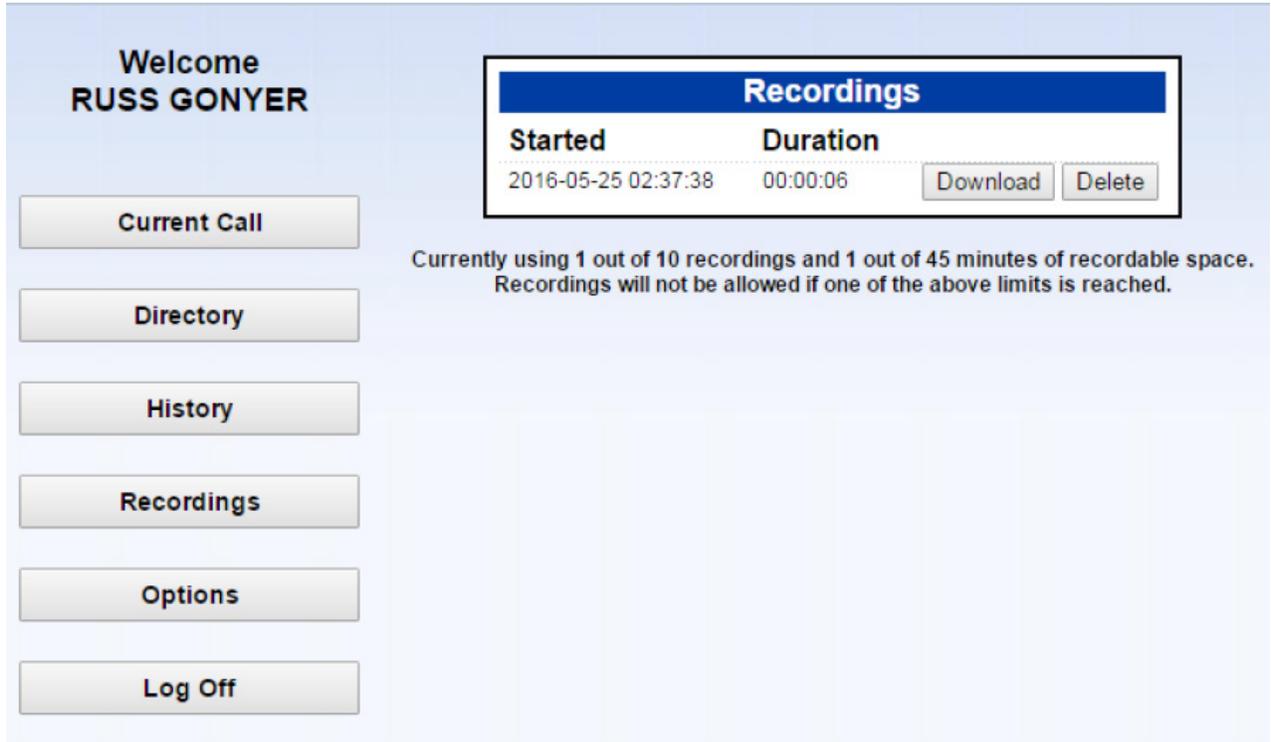
The Recordings window allows you to view and manage any conference recordings that you have made.

Click on the Recordings button to display this window.

The screen shows the start time and duration of each recording and, if your service level permits HD audio, whether or not the conference was recorded in HD audio. It may also display a message to inform you that one or more of your conference recordings will be automatically deleted after a specified time. You can download these recordings to your local computer if you need to store them for future reference.
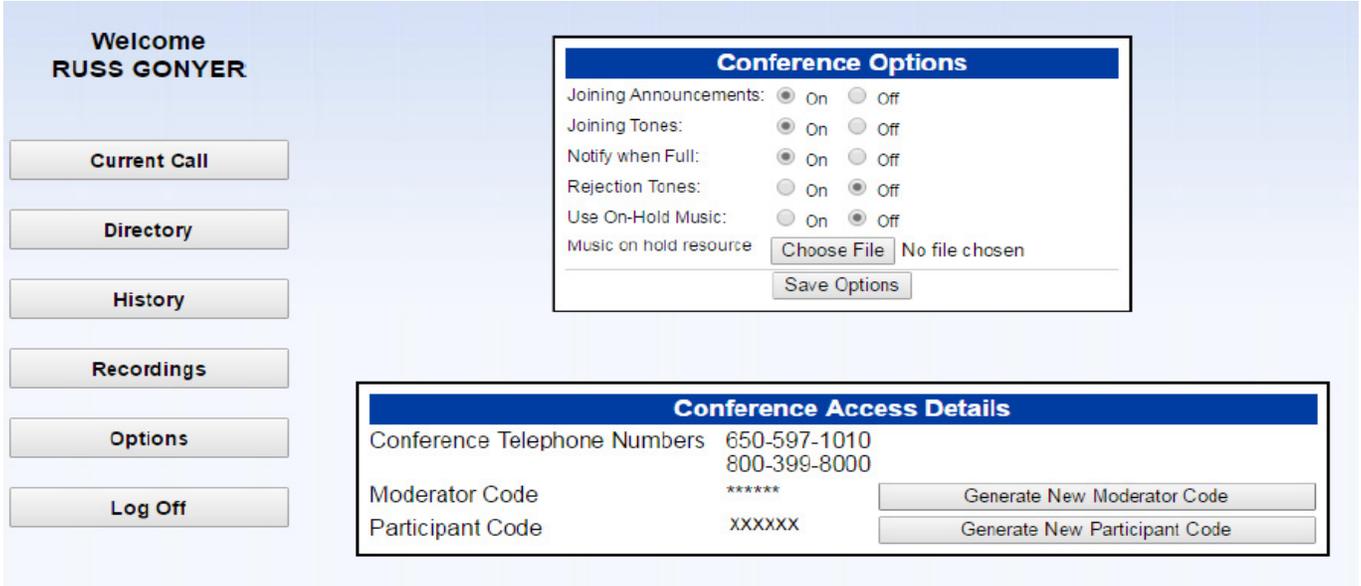
- To listen to a recording or save it to your local computer, click on the Download button next to the recording.
- To delete a recording when you no longer need it, click on the Delete button next to the recording.

The screen also shows the following information, relating to the recording limits permitted:

- The number of recordings you currently have stored on the server, compared with the maximum permitted number.
- The total time of recordings you currently have stored on the server, compared with the maximum permitted time.
- You will not be able to start recording a conference if you have reached the maximum number of recordings permitted, or if you have less than one minute remaining of the maximum recording time permitted.
- Also, if you are recording a conference and you reach the maximum recording time permitted, the current recording will stop. In these cases, you will need to delete one or more recordings that you no longer need, in order to make room for new ones.

9. Options

Main Menu

The Options window allows you to view and manage options that control how your conferences operate.

Click on the Options button to display this window.

Options

The Conference Options section at the top of the screen allows you to control how your conferences operate. Depending on how your service provider has set up Conferencing, you may not see all of these options. After changing any of these options, click on Save Options to save your changes.

- Joining Announcements
    - Specify whether you want an announcement to be played when a participant joins or leaves the conference. Note that Joining Tones must be turned on for Joining Announcements to be played. Turning Joining Tones off will automatically result in Joining Announcements being turned off.
        - If you select on, the name that the participant recorded when dialing in is played after the tones indicating that a participant has joined or left.
        - If you select Off, the series of tones is still played, but without the announcement

- Joining Tones
  - Specify whether you want a tone to be played when a participant joins or leaves the conference.
    - If you select on, a series of tones is played when a participant joins or leaves the conference.
    - If you select Off, this series of tones is not played
- Notify When Full
  - Specify whether you want to hear an announcement when the number of participants in a conference has reached the maximum number permitted. This announcement is played when a conference first reaches its maximum capacity. If this field does not appear, your service provider has set up Conferencing so that there is no limit on the number of participants in a single conference.
- Rejection Tones
  - Specify whether you want to hear a short tone when a participant who is dialing into a conference is rejected because the number of participants in a conference has reached the maximum number permitted. This tone is played each time a participant is rejected. If this field does not appear, your service provider has set up Conferencing so that there is no limit on the number of participants in a single conference.
- Use On-Hold Music
  - Specify whether you want music to be played to participants who join the conference before it has started. This music is also played if you are the first to dial in, while you are waiting for the first participant to join you.
    - If you select on, music is played. If your service provider has allowed you to choose the on-hold music or provide your own on-hold music, you can do this using the Music on Hold Resource field below.
    - If you select off, participants hear silence until the conference starts.
- Music On-Hold Resource
  - If your service provider has provided a choice of Music on Hold resources for you to use, select a resource from the drop-down list. If your service provider has also permitted you to upload your own on-hold music, select Custom if you want to use this. The display changes to include a text box allowing you to upload your own on-hold music; click the Browse button to locate the music file that you want to use. The on-hold music must be stored as a WAV (.wav) or MP3 (.mp3) file on your computer or on a

network-accessible drive. If you know the path to the folder where the file is stored, you may be able to locate the file more quickly by typing this path in the edit box. Only one file can be in use at any time. If you upload a second file, it replaces the first one. You can upload high-definition (16 KHz) resources to use as Music on Hold. If you upload an HD resource and your account permits HD audio, then any participants using HD audio will benefit from increased audio quality when listening to Music on Hold. Any participants without HD audio will hear high-definition Music on Hold down sampled to the standard quality (8 KHz). If you have uploaded a music file to the server for use as on-hold music, you also have the following options:

- To download the file so that you can listen to it or save it to your local computer, click Download.
- To remove the file, click Remove. This automatically turns Use On-Hold Music to off; if you want to revert to the default on-hold music, turn it back to on.

- If you have uploaded your own on-hold music, and you then switch back to using a global on-hold resource, the custom on-hold music resource that you have uploaded will be deleted. You may want to use the Download option to save it on your local computer before you make this change.
- A .wav file that you upload to the server can be in any WAV format, because the server will do any format conversion required. MP3 files are also supported.
- You will not be able to save a music file to the server if it is larger than the maximum on-hold music file. In this case, you will need to use a smaller file, or modify the file to shorten the music or save in a more compressed format.

Conference Access Details

The Conference Access Details section at the bottom of the screen displays the access details for your conferences:

- One or more access telephone numbers for the Conferencing service. For example, there may be separate local and toll-free numbers for callers in different locations, or there may be a private access telephone number specifically for use by your company. Your service provider should give you details of how to use these numbers, and you should ensure that you give the appropriate number to each participant.
- The moderator code that is currently used for your conferences, if your service provider has allowed this to be displayed, or a row of * characters otherwise.
- The participant code that is currently used for your conferences.

If you need to change the moderator code and/or the participant code, for example because the code has been disclosed to unauthorized users, click on Generate New Moderator Code or Generate New Participant Code to generate a new code. The new code appears on the screen in red.

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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For Information!**