

# Cloud Conferencing USER GUIDE

A moderator is a user who can start and manage conferences. The moderator will receive the following information in an email from our team.

- The access telephone number for the Conferencing service
- Moderator code for Conferencing
- Participant code associated with your moderator code

## ACCESS TELEPHONE NUMBERS

Anchorage	907-273-5190	Juneau	907-713-2140
Homer	907-226-9140	Kenai	907-335-8140
Fairbanks	907-712-3140	Soldotna	907-714-9140

You will need to provide the access telephone number and participant code to other people who will be taking part in your conferences.

The moderator code is your identifier as a user of the Conferencing service. You should not disclose it to anyone else, to prevent unauthorized use of your service.

## START CONFERENCE

You can start a conference at any time, by dialing the conferencing telephone number and identifying yourself by dialing your moderator code. Other users, known as participants, can then join your conference by dialing the conferencing telephone number and entering the participant code. Alternatively, you can allow conferences to start as soon as two participants have dialed in (without the moderator being on the call),

Callers will be prompted to enter their Participant Code followed by # (parties calling in) or a Moderator Code followed by # (conference owner). The caller will then be asked to record their name, followed by #.

## MODERATOR WEB INTERFACE TO MANAGE CONFERENCES

Moderator's online conference website is at <https://conf.akcomm.net>

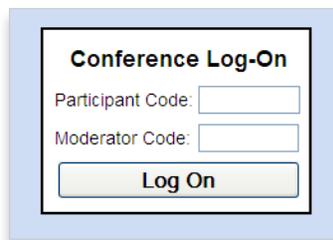
If the Moderator gets the following warning screen, click Continue:



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## MODERATOR WEB INTERFACE TO MANAGE CONFERENCES *(Continued)*

Then the Moderator will see this screen where they enter BOTH the Participant Code and their Moderator Code & click "**Log On**":



The image shows a 'Conference Log-On' form. It has a title 'Conference Log-On' at the top. Below the title are two input fields: 'Participant Code:' and 'Moderator Code:'. At the bottom of the form is a button labeled 'Log On'.

When you have logged on successfully, a list of options for managing conferences appears on the left-hand side of the screen.



The image shows a moderator dashboard. At the top left, it says 'Welcome Kathy Lowe'. To the right, it says 'There is no conference at this time.' Below this, there is a vertical list of buttons: 'Current Call', 'Directory', 'History', 'Recordings', 'Options', and 'Log Off'.

The **Recordings** button does not appear if you have not purchased this optional feature.

Click the "**Current Call**" button to see an actual conference. The moderator can record the conference, lock the conference, mute or drop a caller.



The image shows a 'Moderator Controls' panel. At the top left, it says 'Moderator Controls'. Below this are two buttons: 'Record' and 'Lock'. To the right of these buttons is a text box containing the following information: 'Current date and time: 5/12/11 08:42:30 AM', 'Number of participants: 2', and 'Conference time (HH:MM): 00:00'. Below the text box are two participant cards. Each card shows a 'Number' and a 'Name' field, followed by 'Mute' and 'Drop' buttons and a set of five colored bars (green, red, black, black, black). The first card has the number 9075641700 and the second has 9075647927.

The panel at the top right provides information about the current conference. To the left the moderator controls for recording and locking the conference, which are described later in this section.

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## **MODERATOR WEB INTERFACE TO MANAGE CONFERENCES** *(Continued)*

Each participant in the conference is represented by a panel with a telephone number at the top.

The panel for each participant shows the following details.

- The participant telephone number.
- The participant 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.
- 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:
  - Gray: the participant is in the call but is not currently speaking
  - Green: the participant is speaking, or other sounds are being played into the conference from the participant’s phone
  - Yellow: the moderator has muted this participant’s phone

## **MUTING PARTICIPANTS**

To mute a participant, click on Mute in the panel corresponding to that participant. The “person” icon on the left of this panel changes to yellow, and the participant hears an announcement that the phone has been muted.

- To remove the mute so that the participant can speak into the conference (for example when you have finished presenting and are taking questions from the audience), click the Mute button again. The “person” icon on the left of this panel changes back to gray, and the participant hears an announcement that the phone has been unmuted.

## **CHANGING VOLUME LEVEL OF PARTICIPANTS**

To change the volume level for a participant, click on the bar representing the level that you want.

## **REMOVING PARTICIPANTS FROM THE CONFERENCE**

To remove an unauthorized participant from the conference:

1. Click on the Drop button in the panel corresponding to that participant.
2. You are prompted with a Yes / No pop-up to confirm or cancel removing the participant. If you choose Yes, the participant hears an announcement that the moderator has removed him or her from the conference, and the participant’s telephone call into the conference ends.
3. The panel representing this participant disappears from the Current Call window.

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## RECORDING THE CONFERENCE CALL

Moderator can click on 'Record' button on top left corner to start recording the call and also to end recording (as and when required). Recommendation: Moderator should inform everyone participating in a recorded call that it will be recorded before the call begins so that no one has an expectation of privacy.

After the conference, the moderator will see the following screen. Click OK to return to the main moderators' menu.



## DIRECTORY

The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for past conferences. 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 name, in both the Current Call and the Conference History lists.

## HISTORY

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

## OPTIONS

The Options window allows you to customize your conference settings.



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## REJECTION TONES

Specify whether you want to hear a short tone when an attendee who is dialing into a conference is rejected because the number of attendees in a conference has reached the maximum number permitted. This tone is played each time an attendee is rejected.

## USE ON-HOLD MUSIC

Specify whether you want music to be played to participants if they attempt to 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 you select Off, participants hear silence until the conference starts.

## MUSIC ON HOLD RESOURCE

You will have a choice of Music On Hold resources to use, select a resource from the drop-down list or upload your own on-hold music.

1. Select Custom if you want to use this feature. The display changes to include a text box allowing you to upload your own on-hold music;
2. Click Browse to locate the music file you want to use. The on-hold music file must be stored as a WAV (.wav) or MP3 (.mp3) file on your computer or on a network-accessible drive.

Only one file can be in used at any time. If you upload a second file, it replaces the first one. 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.

## CHANGING MODERATOR OR PARTICIPANT CODES

If you need to change the moderator code and/or the participant code (for example if the code has been disclosed to unauthorized users).

1. Click Generate New Moderator Code or Generate New Participant Code to generate a new code.
2. The new code appears on the screen in red. Conferencing screen and settings that the Moderator sees when clicking the Options button:

Conference Access Details		
Conference Telephone Numbers	907-273-5190	
Moderator Code	129546	<input type="button" value="Generate New Moderator Code"/>
Participant Code	724983	<input type="button" value="Generate New Participant Code"/>