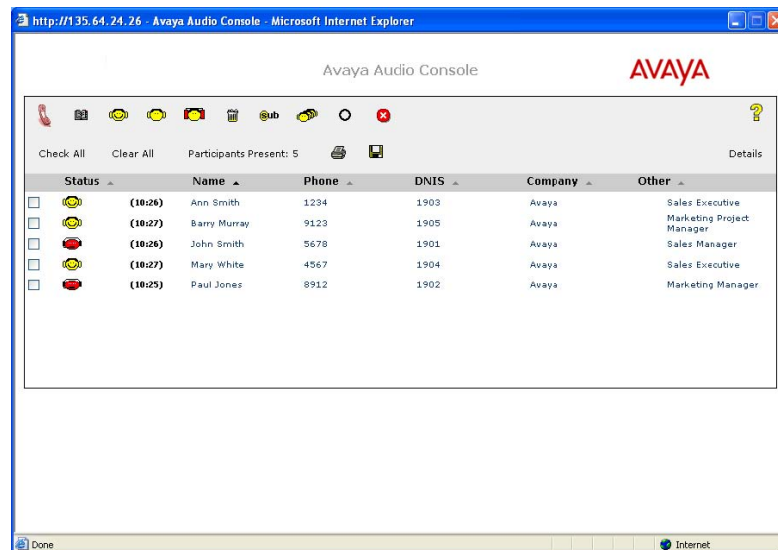


Audio Console

The Audio Console is a Web-based application that enables Moderators to control audio conferences in real-time through a visual representation of the conference.

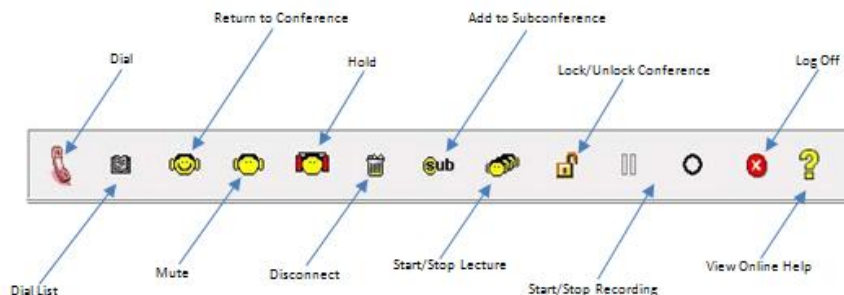
Accessing the Audio Console

The Audio Console is accessed through the Customer Self Serve (CSS) portal. You can login to the CSS as a Moderator using your Participant and Moderator access codes. Select Audio Console under Tools on the left hand side menu. A page describing the application will open and you will see a link "[Click here to launch the Audio Console](#)". Clicking on this link will automatically launch the application.



Working with the Audio Console

The Audio Console is composed of a toolbar at the top to perform various functions.



Below the toolbar is a space where each participant's connection into the call will be displayed. The Status column will show an icon identifying the role of the individual in the conference:

- A Red icon identifies the Moderator.
- A Yellow icon identifies your Participants.

When a line in conference emits a sound, the icon will change making it easy to identify the person currently speaking.

The Participant List

The Participant List is displayed when you log in to Audio Console. The Participant List is a visual representation of your conference that shows each conference participant, along with their current status. It also displays their name, company, phone number, and/or a comment. Moderators can sort the Participant List using a number of sort criteria, such as status, name, phone number, and company. Moderators can also print and/or save the Participant List as a comma separated value (.CSV) file.

Sorting the Participant List

You can sort the participant list according to a number of sort criteria. The sort criteria are as follows:

- Status
- Name
- Phone
- DNIS
- Company


You can sort the participant list in ascending or descending order.

You can also sort the participant list according to one of the following status categories:


- Muted - sorts the callers according to whether they are muted or unmuted. The term Muted, is also known as listen only mode. The term, Unmuted is also known as talk mode.
- Moderator - sorts the callers according to whether they are moderators or participants.
- Log in time - sorts the participants according to the time they dialed in to the call.

As with other sort criteria, you can sort the participant list according to status in ascending or descending order.

Printing the participant list

1. Click the Print  icon on the Participant List screen. The Audio Console displays the Print dialog.
2. Click Print. The Audio Console prints the Participant List.

Saving the participant list

1. Click the Save icon  on the Participant List screen. The Audio Console displays the File Download dialog.



2. Click Save. The Audio Console displays the Save As dialog.

3. Select an appropriate folder in which to save the file. The default file name is Part_MODERATOR_CODE.csv.
4. Click Save. The Audio Console displays the Download complete dialog.
5. Click Close to close the dialog or click Open to view the saved participant list. The Audio Console saves the participant list as a .CSV file.

Editing participant details

Moderators can edit a number of details associated with conference participants. These are:

- Name
- Phone number
- Company Name
- Other

To edit participant details:

1. Direct the mouse over the participant icon associated with the participant whose details you want to update. The Audio Console displays the Edit pop up dialog.
2. Click Edit. The Audio Console displays the Edit Participant Details dialog.




3. Change the content of the fields as required.
4. Click Edit. The Audio Console will then display the updated participant list.


Managing Your Conference

During conferences, moderators can dynamically dial out to participants, place participants in a sub conference, mute all (or selected) participants, disconnect participants, lock a conference, manage recording, and so on. You can also manage an audio conference using a dual tone multi-frequency (DTMF) enabled telephone.


Once a conference is in progress, the Audio Console displays a representation of each participant and their current status. You can manage the conference by using the online controls to act upon individual participants and the entire conference. You can also edit the personal details associated with any participant by double-clicking on their participant icon.

Note: You can also access online help on the Audio Console interface. To access help, click the **Help** icon.  In addition, you can access rollover help for each icon on the Audio Console toolbar.

Muting Participants


Note: When in Lecture Mode, **all** participants are muted and only the Moderator may speak. Click on the Lecture Mode icon  to enable this function. Click the icon again to disable Lecture Mode.

To mute individual participants:

1. Select a participant by clicking their associated checkbox. You can also select multiple participants by clicking multiple checkboxes. The Audio Console displays the checkbox to the left of the participant icon.
2. Click the Mute icon. 

Returning a participant to a conference


To return a participant to the conference after they have been muted or placed on hold:

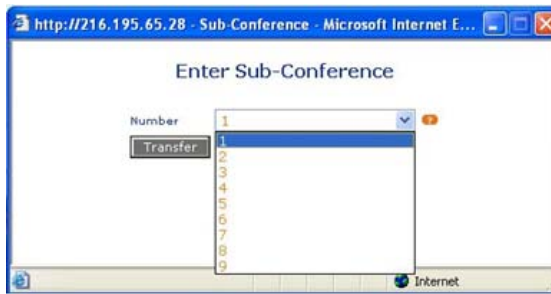
1. Select a participant by clicking their associated checkbox to the left of the Participant icon. You can also select multiple participants by clicking multiple checkboxes.
2. Click the Return Participant icon. 

Bringing a participant into a sub conference

A sub conference is a smaller conference that runs at the same time as the main conference session. Sub conferences are used for private, secure conversations. If there are multiple, simultaneous subconferences, you can select a particular subconference for the participant.

To bring a participant into a sub conference:


1. Select a participant by clicking their associated checkbox to the left of the Participant icon. You can also select multiple participants by clicking multiple checkboxes.
2. Click the Sub Conference icon.  The Audio Console displays a dialog from which you can select a particular subconference. There are between 1 and 9 subconferences.



3. Select one of the subconferences. When you place the participant in a subconference, the Audio Console displays the subconference number beside the participant icon in the graphic display.

Returning a participant from a sub conference


To return a participant from a sub conference:

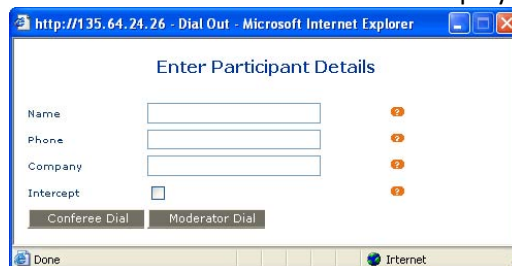
1. Select a participant by clicking their associated checkbox to the left of the Participant icon. You can also select multiple participants by clicking multiple checkboxes.
2. Click the Return to Conference icon.  The selected participant is placed back in to the main conference.

Dialing out to a new participant

If the Dial Out feature is enabled on your audio conferencing account, you may be able to call out to potential participants who are not currently attending the conference. When the participant answers the call, the Audio Console places them in conference.

To dial out:

1. Click the Dial Out icon.  The Audio Console displays the Dial Out dialog.



2. Enter the name of the participant in the Name field.
3. Enter their telephone number in the Phone field.
4. Enter the company name in the Company field.
5. Click the appropriate dial button.
 - a. Click Participant Dial to dial the participant and grant participant level conference access.
 - b. Click Moderator Dial to dial the participant and grant moderator level conference access.


The Web Portal dials the participant. You may check 'Intercept' which will allow you to speak with this new participant in private until you join them to the call.

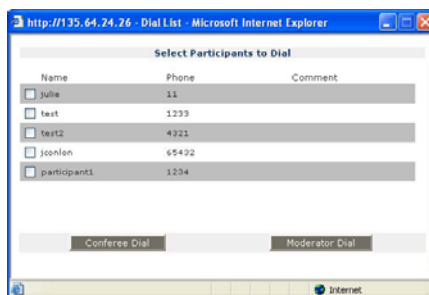
Note: Calls to automated attendants or requiring assistance from operators cannot be connected to the conference via the Audio Console interface. These types of calls can be completed using the touchtone commands on your telephone.

Dialing out to a participant from a dial list

The conference Moderator can dial out to participants from a pre-selected participant list located in their address book. When the participant answers the call, they will be placed in to the conference. If you wish to use this function, please provide our customer service representatives a list of participant names and telephone numbers in order to build your Dial List.

To dial out to participants from a dial list:

1. Click the Dial List icon.  The Audio Console displays the Conference Dial List screen.




2. Select a participant by clicking their associated checkbox.
3. Click the appropriate dial button.
 - a. Click Participant Dial to dial the participant and grant participant level conference access.
 - b. Click Moderator Dial to dial the participant and grant moderator level conference access.

The Web Portal dials the participant and as soon as the participant answers the call, the Audio Console displays their details.

Disconnecting a participant

To disconnect a participant:

1. Select a participant by clicking their associated checkbox. You can also select multiple participants by clicking multiple checkboxes. The Audio Console displays the checkbox to the left of the Participant icon.
2. Click the Disconnect icon. 

Locking and unlocking the conference

You can lock a conference which prevents additional participants from entering the conference. To enable the conference lock feature:


Click on the Lock Conference icon. 

Click the Lock Conference icon a second time to unlock the conference.

Recording conferences

If recording is enabled on your audio conferencing system, you may be able to control recording functionality during the live conference.


To activate conference recording:

Click the Recording icon.  The Audio Console displays the recording line in the participant list.

Click the Stop Recording icon to stop the conference recording.

To End the Conference

Moderators can end the conference at any point using the Audio Console.

To end the conference, Click the Log Off icon. 

The Audio Console displays the Log Out dialog.



Additional Notes:

- If Pop-up Blocker software is installed on your PC, you must ensure that it is disabled or removed. The Audio Console launches a number of pop-up dialog boxes. Your system administrator would have further information about the Internet security policy in your organization.
- To use the Audio Console, Systems must meet the following requirements:
 - Microsoft Windows 2000/XP/Vista/ PC's and with one of the following browsers: Internet Explorer 5.5, 6.0, 7.x, 8.0
- The Audio Console does not support the Firefox or Mac platforms.