ACCESS
You have access to Conferencing features if you have been assigned to an Audio conference bridge.

1. Log in to the IBC Portal.
2. On the options list, click Audio Conferencing. The User - Audio Conferencing menu page appears.

LIST AND DELETE CONFERENCES
You can only delete conferences that you created. To list the conferences for which you are a host or to delegate or to delete the conferences you created, use the User - Audio Conferences page as follows:

1. On the Audio Conferencing menu page, click Conferences. The User - Audio Conferences page appears displaying all your conferences. The type (Active, Completed, or Inactive) is in the Status column.
2. To delete a conference, check Delete and click Apply or OK. Alternatively, click Edit in the row of the conference to delete, and on the User - Audio Conference Modify page that appears, click Delete.

ADD CONFERENCE
To add a one-time, recurring, or reservationless conference, use the User - Audio Conference Add page as follows:

2. Select a bridge from the Bridge drop-down list.
3. Type a descriptive title for the conference.
4. Optionally, enter an Account Code (if your company subscribes to Account Code Reporting service).
5. Enter the Estimated number of participants (maximum 294), but no higher than the number of ports on the bridge. If a value higher than the number of ports available is entered, an error message will indicate the number of ports available. If you require more ports, ask your company Administrator.
6. To mute attendees on entry, check Mute all attendees on entry.
7. To end the conference when the moderator leaves the conference, check End conference when moderator departs.
8. To specify that the conference cannot start without a moderator, check Moderator required to start conference.
9. To specify that a security PIN be required to join the conference, check Enable security pin.
10. To require that participants enter a self-identification code to access the conference, check Allow Unique Identifier.
11. Specify how to announce that a participant has joined or left the conference by selecting Play Tone, Play recorded name, or No notification.
12. Specify the conference schedule:
   • For a reservationless conference, type the Start Date and the End Date in MM/DD/YYYY format. If allowed, you can also select Never instead of the End Date.
   • For a one-time or recurring conference, type the Start Date in MM/DD/YYYY format. Type the Start Time of the conference in HH:MM format and select “AM” or “PM” from the list. Select the duration time in hours and minutes.
13. Specify the frequency of a recurring conference:
   • For daily, select Daily and enter the frequency in days.
   • For weekly, select Weekly, enter the frequency in weeks, and check the day or days of the week to schedule the conference.
   • For monthly, select Monthly, specify the frequency in months, and enter the day of the month to schedule the conference.
   • For yearly, select Yearly, specify the frequency in years, and select the day of the year to schedule the conference.
14. Specify the end of a recurring conference. Select Never, specify the number of occurrences, or specify the date.
15. Click OK.

MODIFY CONFERENCE
To modify conference information, use the User - Audio Conference Modify page as follows:

1. On the User – Audio Conferences click Edit or any item in the row of the conference to modify. The User – Audio Conference Modify page appears. The Profile tab is displayed by default.
2. Modify conference information as required.
3. Click Apply or OK.
ASSIGN DELEGATES
You can assign delegates to conferences that you created. A conference delegate can modify and moderate the conference, but cannot delete or delegate the conference.

1. On the User – Audio Conferences page, click Edit or any item in the row of the conference. The User – Audio Conference Modify page appears.
2. Click the Delegates tab.
3. To find all available users, click Search. Alternatively, to find specific users, enter your search criteria and click Search.
4. In the Available Users column, select users to assign as conference delegates and click Add. The selected users are moved to the Conference Delegates column.
5. Click Apply or OK.

DEFINE CONFERENCE GREETING
You can define a custom greeting to be played to participants when they join the conference.

1. On the User – Audio Conferences page, click Edit or any item in the row of the conference. The User – Audio Conference Modify page appears.
2. Click the Greetings tab.
3. To play no greeting, check No Greeting.
4. To play a custom greeting, check Custom Greeting and click Browse to download a greeting file from your computer.
5. Click Apply or OK.

CREATE CONFERENCES
DEFINE CONFERENCE GREETING
You can define a custom greeting to be played to participants when they join the conference.

1. On the User – Audio Conferences page, click Edit or any item in the row of the conference. The User – Audio Conference Modify page appears.
2. Click the Greetings tab.
3. To play no greeting, check No Greeting.
4. To play a custom greeting, check Custom Greeting and click Browse to download a greeting file from your computer.
5. Click Apply or OK.

DOWNLOAD OR DELETE RECORDINGS
1. On the User – Audio Conferencing menu page, click Recordings. The User – Audio Conference Recordings page appears.
2. To download a recording, click Download in the row of the target recording, and follow the instructions of your browser.
3. To delete one or more recordings, check the Delete box in the row of the recordings to delete, and click Apply or OK.

LAUNCH CONFERENCING MODERATOR AND JOIN CONFERENCE
You can launch the Conferencing Moderator client from the web portal.

1. On the web portal, access the conference/meeting to moderate.
2. Click Launch Moderator Client on the web portal page.
3. To join the conference, click Call Me Now from the web portal page and enter your number, or dial the conference number from your phone or soft client.
4. When prompted, enter the required PIN or PINs.

NOTE: Participant stands for a participant or moderator.

ADD PARTICIPANT
This is available if individual outdial is enabled for the bridge.

• In the Dialer, enter the person’s number and click the Call button that appears to the right.

MUTE OR UNMUTE PARTICIPANT

• Move the mouse over the participant and click Mute or Unmute.

NOTE: In Automatic Lecture Mode, only up to 100 participants can be unmuted.

PUT PARTICIPANT ON HOLD OR RESUME A HELD PARTICIPANT

• Move the mouse over the participant and click Hold or Unhold.

DROP PARTICIPANT

• Move the mouse over the participant and click End.
DTMF COMMANDS

The DTMF conference control commands are available to both moderators and participants.

MODERATOR DTMF MENU

You can invoke the DTMF menu at any time during the conference by pressing "+". Only you hear the menu, while other participants continue talking in the conference. However, you do not hear the conference.

The following functions are available to moderators through the DTMF menu:

* – Repeat the menu options
0 – Transfer to Operator
1 – Mute or unmute participant
2 – Participant count, followed by roll call
3 – Turn on or turn off Lecture Mode
4 – Lock or unlock conference
5 – Recording submenu
6 – Invite a new participant by calling the participant
8 – End conference
# – To return to the conference

PARTICIPANT DTMF MENU

Control functions are also available to participants (who are not moderators) and are accessible via a DTMF menu. You can invoke the DTMF menu at any time during the conference by pressing "+". Only you hear the menu, while other participants continue talking in the conference.

The following functions are available to participants through the DTMF menu:

* – Repeat the menu options
0 – Transfer to Operator
1 – Mute myself or unmute myself
2 – Participant count, followed by roll call
9 – Log in as moderator
# – To return to the conference

NOTES

If you do not want to listen to the menu, you can invoke an option by pressing "*" followed by the digit for the option you want. For example, you can press "*0" to be transferred to the operator. If you enter any other digit, you are returned back to the conference.

Log in as Moderator

When a participant invokes this option, they are asked for the moderator PIN. If the PIN is correct, they become a moderator and can execute moderator commands.

Mute/Unmute

A participant can only mute or unmute themselves. If a moderator has muted a participant’s line, the participant cannot unmute it.

Transfer to Operator

If your company administrator has set up an operator for the conference bridge, this function disconnects you from the conference and transfers you to a phone number defined against the conference bridge. A human operator, an Auto Attendant, or a VoiceXML script can answer the call to help you.