Quick Reference Guide

Carleton
UNIVERSITY
Canada's Capital University

Quick Conference

613-520-3456 or 3456 (internally)

Quick Conference® is a simple, easy-to-use solution providing excellent conferencing power with minimum user set-up. Simply use your assigned bridge number for your conference and communicate it to all conference participants. The moment they dial the bridge number, conferencing begins.

You are able to configure additional capabilities for a conference, through the phone or web interface.

This guide includes information about accessing and using Quick Conference.

Through phone dial pad

Joining a conference (as a participant)

1. Dial the Quick Conference phone number 3456
    You hear an initial welcome message.
2. Enter the bridge number supplied by the conference organizer
3. You will be prompted to press # to join the conference
    (you may be asked to enter a participant PIN number , or to
    announce your name before joining)
5. You will hear an audio tone until the moderator joins, (unless the moderator has configured conferencing to start as soon as a second participant joins.)

Join the Conference as the Moderator

1. Dial the Quick Conference number 3456.
2. Enter your assigned bridge number
3. Enter # to join the conference
4. Press *8 to establish yourself as the
    moderator.
5. Enter moderator PIN number and #
The conference can now begin

Conference Control Options

While participating in a Quick Conference session, you can access conference control services using the telephone keypad.

Additional conference control options available for <u>conference moderators</u> :
- mute/unmute all other participants
- Initiate conference recording
- close the conference to prevent additional
  participants from joining and open the
  conference again, if necessary
- terminate the conference and disconnect all
  participants

Conference Control Options (cont"d)

All participants may mute/unmute themselves by pressing *1 to "mute" and press *2 to "unmute" during the conference call

To access the additional options, you can press ***** at any time to get a list of options. **Table A** shows what options you can choose. Press # at any time to get out of the keypad options.

Record a conference title

You may wish to record a title for the conference before the conference starts. (i.e "Welcome to the CCS review")
Call into the bridge.
Join the conference as the moderator *8
Then Press * (for list of options in table A)
Press 8 (for moderator options)
Press 6 to record title.
(you can then press 7 to listen to the title. See Table C on the next page)

Press # a couple of times to back out .

Telephone Keypad Options

Press * at any time to get a list of available conference options.

Digit	Action	User
0	List Attendees	All users
1	Mute Yourself	All users
2	Unmute Yourself	All users
3	n/a	All users
4	Mute all others	Ad-hoc, Moderator
5	Unmute all others	Ad-hoc, Moderator
6	Start/Stop Recording*	Ad-hoc, Moderator
7	Close/Open	Ad-hoc, Moderator
8	Moderator Functions	All users
9	Terminate	All users
*	Replay Options	All users
#	Exit Options	All users

 Table A

Note: If Music-on-Hold, ringback tone, or other distracting background sound is piped into a conference from one of the external participants, use option *4 (Mute All) to shut it off. Individual participants can then dial option *2 (Unmute Self) as required when they wish to speak.

Moderator Options

You can perform the following Quick Conference moderator tasks using the web interface (see Figure 1). As conference moderator, you can:

- Create conferences - and configure moderator options (*Reservations Tab*)
- Monitor conferences - actively monitor your conferences in progress (*Activity Tab*)
- Manage conferences - Access recordings and reports pertaining to your bridge number (*Recording* and *Reports Tabs*)
- Plan conferences - Schedule conferences through outlook calendar(*Planner Tab*)

Using the Web Interface

To access the web interface:
1. Access the URL
   http://quickconference/conferences/bridge

2. Enter your bridge number and click Continue. (**Note**: If this is your first time entering your bridge number, you are directed to the **Reservations** tab. See Setting Moderator Options)

3. If prompted, enter a system access code.

4. Enter your Moderator PIN if prompted and click **Login**.
The Moderator web interface opens as shown in Figure 1.
   Press the Help icon 🔘 at any time for a list of available options

Setting Moderator Options

Use the Reservations tab to set up a new bridge number reservation (click **Reserve this Bridge**) or to modify the following details of an existing bridge number reservation.

You can:
- Add a conference description
- Add an email contact address
- Change the moderator PIN
- Add an optional participant PIN
- Choose a pre-programmed audio signal or upload a custom message for all participants in moderated conferences to hear prior to moderator arrival.
- Enable conference entry/exit notification
- Determine whether your conference can start without a Moderator
- Determine if participant announces name

Monitoring Conferences

Use the Activity tab to display your conference details in real time. You can use the following icons.

Icon	Action
✖	Drop a participant by clicking the icon to the left of the name. Terminate conference by clicking icon in upper row on right side.
🔒	Lock/unlock your conference to additional participants.
🎤	Mute/unmute a participant. Click icon beside participant's name.
💾	Start or stop recording for current conference.
👥	Add one or more participants to the conference.
📋	Add notes to the conference.
🔘	Access help.

Note: When you click the diskette icon on the Activity tab to record your conference, Quick Conference plays a message for all participants, warning them that the session is being recorded.

Managing Recordings

Click the filename link of any recording on the Recording tab to play back a conference recording. Only moderated conferences can be recorded.

Viewing Reports

Use the Reports tab to view usage reports for your specific bridge number. You can:
- Review past conference activity
- See a detailed or summary view of participants
- Add notes to a specific conference

Planning Conferences

Use the Planner tab to access the Web Interface to add a conference as a planned event in your Outlook calendar.
Note: This does not reserve system capacity.

➡️   We suggest you use the web interface to set up your bridge number and then use the phone keypad options to record your welcome message.

Press *8 to identify yourself as the moderator.

Keypad Reservations Options

If a moderator wants to use the telephone keypad instead of the web interface to reserve a bridge, use these options.

Digit	Action
0	n/a
1	Change the PIN
2	Change the bridge number
3	Set participant PIN
4	Enable or disable prompting for participant names
5	Stop/Restart Announcing Participants
6	Re-record the Title
7	Play the Title
8	n/a
9	n/a
*	Replay Reservation Options
#	Exit Reservation Options

Table C

F**igure 1: Moderator Web Interface**