



# Conference Pro

User Guide



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### Overview

The Conference Pro module is an add-on to the existing conference module that lets you create conference rooms.

This add-on allows Admin users to easily create conference room IVR's and determine which user has permissions to control conference room settings using the control panel.



## Logging In

- Log into the Conference Module and you should see a screen like this. On the right will be a list of all your conference rooms that you have setup. You can edit or delete any of your entries or add new ones.

### Add Conference

Add Conference

Add Conference

4201: Preston

4202: Tony Lewis

4203: Bryan Walters

Conference Number: 

Conference Name: 

User PIN: 

Admin PIN: 

## Creating a Conference Room

- For each new conference room we can set the following options:
- Add Conference**
  - Conference Number:** This is the unique number that will be assigned to their conference. It's usually a 2-4 digit number that internal users can call directly connect to this conference room. In our example we will use "4202."
  - Conference Name:** Name description for this conference room. In our example we will use "Tony Lewis."
  - User Pin:** Optional pin number that users must enter to get into this conference room. We will set this to "1234," but remember you do not need to set a user pin.
  - Admin Pin:** Optional pin number that the admin enters when entering this conference room. We will set this to "2234," but remember admin pins are not required.

Conference Number: 

Conference Name: 

User PIN: 

Admin PIN: 



## • Conference Options

- **Join Message:** Message to be played to callers prior to joining the conference room. We will leave this set to “None.”
- **Leader Wait:** Wait for the leader (Admin User) to join the conference before other users can join. This must be used with an admin pin above, so we know who the leader or admin user is. If a normal user tries to join the conference prior to the admin joining, they will be put into the conference room but told the conference room is waiting on the leader. They will also hear music on hold.
- **Talker Optimization:** Users that are not detected as actively talking are muted automatically to help eliminate background noise and cross talk.
- **Talker Detection:** If using XactView and you set this option to “Yes,” XactView will show which user is talking in the conference room.
- **Quite Mode:** If set, a splash tone will not be played each time a user joins and leaves the conference.
- **User Count:** This announces how many users are in the conference to a user when they join the conference.
- **User Join/Leave:** Prompts the user to state their name when joining a conference and then announces their name when they join and leave the conference.
- **Music on Hold:** Plays music on hold (MoH) when only one user is in the conference room. Once another party joins the conference, the MoH will stop playing.
- **Music on Hold Class:** This is a drop down to pick which MoH Class will be played. Please see the Music On Hold module for more information on creating multiple classes or categories.
- **Allow Menu:** Allows users to press (\*) to get to the conference menu to change the following options. If this is not enabled, the menu option will be disabled.
  - 1 - Mute/Unmute
  - 2 - Lock/Unlock conference
  - 3 - Eject last user who joined conference
  - 4 - Decrease Volume of Conference with each 4 you press - end with 8
  - 6 - Increase Volume of Conference with each 6 you press - end with 8
  - 7 - Decrease your volume (ie microphone level) - end with 8
  - 9 - Increase your volume (ie microphone level) - end with 8
- **Record Conference:** “Yes” or “No” to record this conference.



## Conference Options

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Join Message: ?	None
Leader Wait: ?	No
Talker Optimization: ?	Yes
Talker Detection: ?	Yes
Quiet Mode: ?	No
User Count: ?	Yes
User join/leave: ?	No
Music on Hold: ?	Yes
Music on Hold Class: ?	inherit
Allow Menu: ?	Yes
Record Conference: ?	Yes
Maximum Participants: ?	No Limit
Mute on Join: ?	No

- **Pro Options-** If you have conference Pro you will see the following 2 additional options.
  - **Manageable By User:** Here you can select which user is set as the manager of this conference room. By doing this, you give the user the ability to manage certain conference room settings from the User Control Panel for this conference room.
  - **Add to Conference IVR:** Selecting this option will make this IVR number dial-able from within the Global Conference IVR system that you can direct callers to from any other module, like Inbound Routes or IVR options.

## Pro Options

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Managable by user: ?	Tony Lewis (4002)
Add to conference IVR: ?	<input type="radio"/> No <input checked="" type="radio"/> Yes



- **XactView**

- **Add to XactView:** Yes or No. If set to “Yes,” then this conference room will be displayed in the list of conference rooms that users can see and manage.

XactView

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Add to XactView 

- Don't forget to press the Submit button when done to save your changes.

**Submit Changes**

## Conference Pro IVR Options

- If you click on the Conference Pro module from your list of modules you should see a screen like this.

Conference IVR Options

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Announcement

**Submit**

Conferences Included in IVR

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Room	User
4201	4001
4202	4002
4203	4003

- From here, we can see all conference rooms that we have created and added to the Conference Pro IVR. These are the conference rooms that can be directly dialed from the built in Conference IVR.



## Conferences Included in IVR

Room	User
4201	4001
4202	4002
4203	4003

- You can select the announcement you want played to the caller when calling into the Conference Pro IVR, such as “Please enter your conference room number.”

## Conference IVR Options

Announcement

- From here, you can now point any destination to the Conference Pro IVR. In our example, we are going to point option 8 of our main IVR to go to the Conference Pro IVR.

## IVR Entries

Ext	Destination	Return ?	Delete
<input type="text" value="1"/>	Directory <input type="text" value="Main"/>	<input type="checkbox"/> ?	
<input type="text" value="3"/>	Ring Groups <input type="text" value="Accounting &lt;4702&gt;"/>	<input type="checkbox"/> ?	
<input type="text" value="4"/>	Queues <input type="text" value="SC-Sales &lt;4600&gt;"/>	<input type="checkbox"/> ?	
<input type="text" value="5"/>	IVR <input type="text" value="SC-Business Hours Support IVR"/>	<input type="checkbox"/> ?	
<input type="text" value="6"/>	Voicemail <input type="text" value="&lt;3001&gt; (General VM) (unavail)"/>	<input type="checkbox"/> ?	
<input type="text" value="8"/>	Conferences <input type="text" value="Conference List IVR"/>	<input type="checkbox"/> ?	



## User Control Panel

- Any conference room that was setup to be managed by a user will allow that user to manage all the conference room settings inside their User Control Panel. Any user can do this by logging in with their extension number and voicemail password.

### Login

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Login:

Password:

Remember Password

Use your **Voicemail Mailbox and Password**  
This is the same password used for the phone

For password maintenance or assistance, contact your Phone System Administrator.

- Once logged in, click on the Conference Pro option on the left side.

**Call Monitor**  
**Voicemail**

**Conference Pro**  
**Contact Directory**  
**Fax**  
**Presence**

**Feature Codes**  
**Follow Me**  
**Phone Features**

**Settings**

**Logout**

Folders:

**INBOX (8)**

**Old (3)**

**Urgent (1)**



- You can now set all the same options that were available in the Admin GUI for any conference room that is set to be managed by this user. Simply press the “Submit” button when you’re done.

## Conference Pro

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### Conference Options for Room 4202

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Conference Name: ?	<input type="text" value="Tony Lewis"/>
User PIN: ?	<input type="text"/>
Admin PIN: ?	<input type="text"/>
Join Message: ?	<input type="text" value="None"/>
Leader Wait: ?	<input type="text" value="No"/>
Talker Optimization: ?	<input type="text" value="No"/>
Talker Detection: ?	<input type="text" value="No"/>
Quiet Mode: ?	<input type="text" value="No"/>
User Count: ?	<input type="text" value="No"/>
User join/leave: ?	<input type="text" value="No"/>
Music on Hold: ?	<input type="text" value="No"/>
Music on Hold Class: ?	<input type="text" value="inherit"/>
Allow Menu: ?	<input type="text" value="No"/>
Record Conference: ?	<input type="text" value="No"/>
Maximum Participants: ?	<input type="text" value="No Limit"/>
Mute on Join: ?	<input type="text" value="No"/>

**Submit**



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