



IP Office

Conferencing Center User

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Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1 800 628 2888 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

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Chapter 1.

Conference Center

1. Conference Center

Conferencing Center Scheduler has the following key features:

- A web-based interface for both the Conferencing Center administrator and user.
- Saving booking details as templates for convenient booking of recurring conferences.
- Local address book for adding participant details.
- Multiple ways to join a booked conference.
- Email notification to all conference participants.
- Web-based reporting on conference usage and voting results.

Conferencing Center Web Client has the following key features:

- Real-time voting and presentation capabilities.
- Conference host can change participants' speak/listen capabilities during the conference.
- The conference host can have a private whisper session with other participants during an active conference.
- Host can mute all participants and re-instate the conversation.

1.1 Access Levels

Conferencing Center supports several access levels. This section provides an overview of each of the access levels supported by Conferencing Center.

Participant

A participant is anyone who is scheduled to join or has joined a scheduled conference.

A participant can:

- Join a scheduled audio conference by telephone.
- Join a scheduled web conference through the Web Client.

Conferencing Center User

A Conferencing Center user is a Conferencing Center participant who has a user account. The user account is configured in Scheduler by the Conferencing Center Administrator.

In addition to the options available to a Conferencing Center participant, a Conferencing Center user can:

- Schedule a conference.
- View and manage conferences that are scheduled.
- Manage their user account and local address book.

Conferencing Center Host

A Conferencing Center Host is a Conferencing Center user that is assigned to a scheduled conference. There can only be one host per conference, the host is assigned when the conference is booked. A host is required if web support is activated, but not required for an audio conference.

In addition to the options available to a Conferencing Center User, a Conference Center Host can:

- Upload files for sharing with participants during a Web conference.
- Modify the status of each participant in real-time during a conference.
- Conduct a private Web Chat with an individual participant.
- Use the Whisper facility to talk with a specific participant.
- Enter questions that can be voted on and receive the voting results through email.
- Mute all participants and re-instate the conversation.

Conferencing Center Administrator

Conferencing Center has one Conferencing Center Administrator account. The Administrator account is configured during the software installation.

In addition to the options available to a Conferencing Center User, the Conferencing Center Administrator can:

- View all pending and in-progress conferences.
- Update all pending conferences.
- Manage the system configuration.
- Managing all Conferencing Center user accounts.
- Managing all conferencing and voting reports.
- Schedule a database backup.

1.2 Joining an Audio Conference

Conferences booked using Conferencing Center can be audio only conferences. If Web Support was not selected when the conference was booked, the conference is an audio only conference. For more information, see [Conference Center Scheduler](#) ^[22].

You can join an audio conference by:

- [Dialling into a bridge number](#) ^[9].
- [Receiving an automated telephone call from the Conferencing Center system inviting you to join.](#) ^[10]
- [Calling the operator and requesting to be connected.](#) ^[10] The operator must be using SoftConsole.
- [Using the icons in Phone Manager.](#) ^[10]

Once you have joined an audio conference, a tone indication sounds when a participant joins or leaves the conference.

- 1 beep
A participant has joined the conference or rejoined the conference following a whisper session.
- 2 beeps
A participant has left the conference or joined a whisper session.

1.2.1 Dialling in to a Conference

Dial-in access is available to a bridge number when assigned to a conference at the time the conference was booked. The bridge number must be made available to all participants.

To join a conference:

1. Dial the bridge number. You will hear the prompt "Please enter your conference ID and press # to finish."
2. Enter your conference ID and press #.
3. If PIN Checking was enabled, you are prompted to enter a PIN number.
 - Once the correct information is entered, a single beep indicates that you have successfully dialed into the conference.
 - If an incorrect conference ID or PIN is entered, the action taken depends on the call flow set up by the system administrator.

1.2.2 Using Voice Conference Notification

If Voice Conference Notification (VCN) was enabled when the conference was booked, you will receive a telephone call notifying you about the conference. If your telephone line is busy, VCN will attempt to dial the line two additional times at 3 minutes intervals.

To respond to a VCN call:

- Press 1 to join the conference. If PIN checking was enabled, you are asked to enter the PIN number after pressing 1.
- Press 2 to decline.
- Press 3 if you are unavailable.

1.2.3 Joining a Conference using Phone Manager

If IP Office Phone Manager Pro 3.0 or higher is installed, the system maintainer can configure access from Phone Manager to conference scheduling and web conference access.

- Conference Scheduler  Click this icon within Phone Manager to open the 'Conferencing Center Scheduler Log In' window. If you have a Conferencing Center user account you can log on and schedule a conference.
- Web Conference Login  Click this icon within Phone Manager to open the 'Conferencing Center Web Client Log In' window. If you are scheduled to join a web conference and it is presently active, you can enter the conference ID and PIN number to join the conference.

1.2.4 Calling the Operator

IP Office SoftConsole displays active conferences booked through Conferencing Center. From the SoftConsole screen, the operator can add valid participants into active conferences by first establishing a call to the valid participants.

This method of joining a conference should only be used as a last resort because it is dependent on the following criteria:

- IP Office SoftConsole is available and configured properly.
- The SoftConsole operator recognizing you as a valid conference participant.

Chapter 2.

Conferencing Center Web Client

2. Conferencing Center Web Client

When a conference is created with Web Support enabled, you can [login to the Web Client](#)^[12]. The Web Client provides additional features to an audio conference:

- [Presentations](#)^[16]
Enables the host to upload a file and post the presentation to all web conference participants. For more information, see [Web Presentations](#)^[16].
- [Voting](#)^[18]
The conference host can enter closed questions the all conference participants can vote on. For more information, see [Voting](#)^[18].
- [Participant Tracking](#)^[13]
You can see the status of other participants. For more information, see [Viewing Participant Status](#)^[13].
- [Participant Details](#)^[13]
You can view other conference participants' details. For more information, see [Viewing Participant's Details](#)^[13].
- [Whisper Capability](#)^[15]
The conference host can use the whisper function to talk privately with another conference participant. For more information, see [Private Conversations](#)^[15].
- [Web Chat](#)^[16]
All conference participants can send private messages to the conference host and public messages to all participants. A host can send private messages to any conference participant or a public message to all participants. For more information, see [Web Chat](#)^[16].

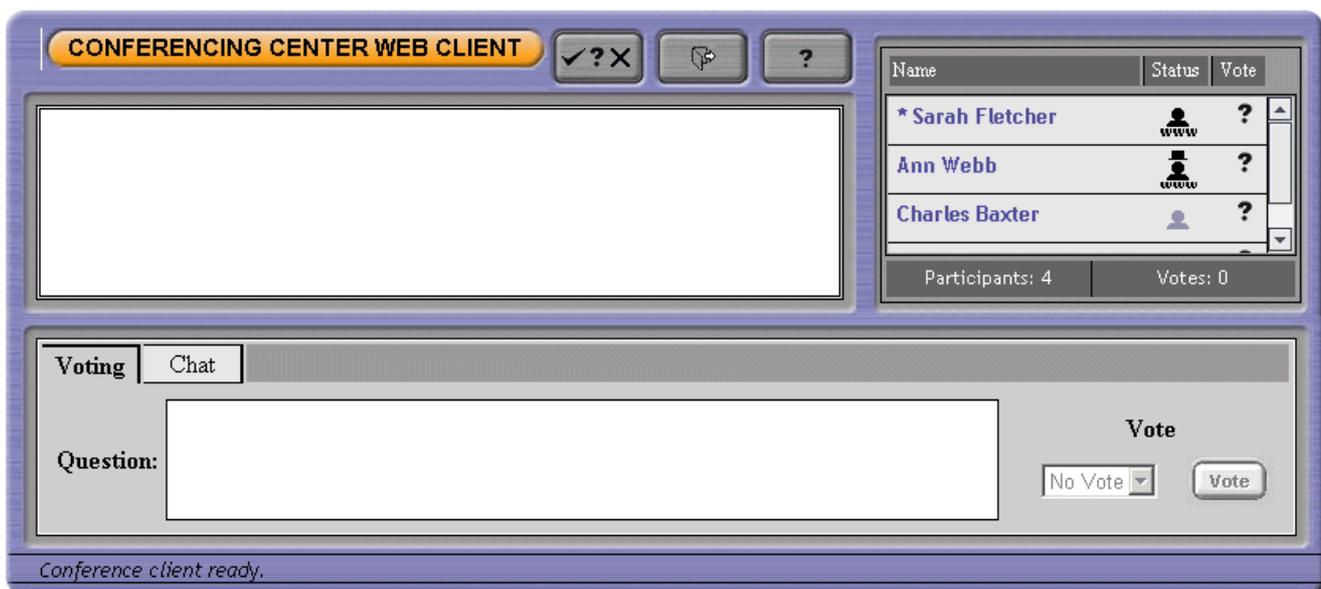
2.1 Logging on to the Web Client

Once a conference is scheduled, you can login to the Web Client up to 10 minutes before the start of the conference. You will need the Web Server name, Conference ID and PIN information.

- Web browser pop-up blockers should be disabled when using Conferencing Center web items.

To Log on to the Web Client:

1. Open an Internet Explorer window.
2. Enter the path to the web server as: `http://<web_server_pc_name>/AVECSWEB` and press Enter.
3. Enter the Conference ID associated with the conference you are joining.
4. Enter the assigned PIN for the conference. If no PIN was assigned, leave the field blank.
5. Click Login. The 'Conferencing Center Web Client' window opens.



2.2 Web Participant Information

2.2.1 Viewing Participant Details

When you are logged on to a web client, you can view details that relate to all conference participants. The details can be entered prior to the conference start time by the person who scheduled the conference. During the conference, [details can be added](#) ^[13] by the conference host.

To view participant details, click the relevant participant's name and select Participant Details. The participant information available is:

- Name
- Email address
- Telephone number

2.2.2 Viewing Participant Status

You can see the status of all participants who are scheduled to join the conference. Icons represent their status. If a participant's name is not entered at the time of booking the conference, Not Specified is shown in place of the name. The conference host can update the participant details. For more information, see [Updating a Participant's Details](#) ^[13].

Icon	Represents
	Host has logged on to the Web Client only.
	Host has logged on to the audio conference only.
	Host has logged on to the Web Client and joined the audio conference.
	Participant has logged on to the Web Client only.
	Participant has logged on to the Web Client and joined the audio conference with Listen Only status.
	Participant has joined the audio conference with Listen Only status.
	Participant has joined the audio conference with Speak & Listen status.
	Participant has logged on to the Web Client and joined the audio conference with speak and listen capabilities.
	Participant is whispering with the host.
	Participant has not joined the Web Client or the audio conference.
	An anonymous participant ^[14] who has joined the audio conference and is waiting to be matched with a valid conference participant. Anonymous participant status is assigned to participants who joined through IP Office SoftConsole.
	A Listen Only participant has requested to speak ^[14] .
	Request to speak by a Listen Only participant was rejected by the conference host.

2.2.3 Updating Participant Details

Only the host can update the details of participants.

To update participant details:

1. Click the relevant participant's name and select Participant Details.
2. Update the information and click Update.

Anyone who joins a conference through the IP Office SoftConsole operator will have the status of Anonymous indicated by the icon . No participant details are associated with them. The conference host has to enter the personal details of the conference participant. For more information, see [Anonymous Status](#) ^[14].

2.2.4 Updating an Anonymous Status

An anonymous participant is anyone who joins the conference without a PIN through the IP Office SoftConsole operator. If a PIN is not associated with the participant, the system can not associate any personal details to that participant. An anonymous participant status is created and presented on the Web Client.

The conference host can match anonymous participants to the list of valid conference participants.

To match a participant:

1. When  shows, click the corresponding Anonymous link.
2. Select Match to Participant. Lists those participants scheduled to, but have not joined the audio conference based on PIN matching.
3. Click the drop-down menu box and select the participant name to match with the anonymous participant.
4. Click Match.

2.2.5 Requesting Permission to Speak

When you are in Listen Only mode during a conference, you can request permission from the host to speak.

To request permission to speak:

1. Click your name and selects Raise Hand.
2. The  icon is shown next to your name on both the host's and your screen.
3. Until the host responds to the Raise Hand request, you can cancel your request.

To cancel the request to speak:

1. Click your name and select Cancel Raise Hand.
2. The  icon for Listen Only is shown next to your name again.

2.2.6 Granting Permission to Speak

The host has three options when a participant requests to speak.

To grant the request to speak:

1. Click the requesting participant's name and select Speak & Listen.
2. The icon relating to Speak & Listen is visible to all conference participants.

To reject the request to speak:

1. Click the requesting participant's name and select Reject Raise Hand.
2. On the host's Web Client window, the requesting participant's status changes back to Listen Only. On the requesting participant's Web Client window, the  status icon appears for 1 minute before reverting back to the Listen Only icon.

To whisper to the requesting participant:

1. Click the requesting participant's name and select Whisper.
2. When the host cancels the whisper function, the participant is returned to the raise hand mode.

2.2.7 Whisper

The conference host can have a private conversation with another participant while both are still logged on to the audio conference. The host can only whisper with one participant at a time.

- The host must join the audio conference and be logged on to the web client.
- The participant to be whispered to must join the audio conference.
- If one of the whispering participants disconnects from the audio conference, the other participant is automatically connected back into the conference.
- Having participants on [Mute All](#) ⁽¹⁵⁾ does not affect the whisper functionality.

To start whispering:

1. Click the name of the participant to be whispered to.
2. Select Whisper. Two beeps are sounded to the whispered party and the participant status changes to  on all participants' Web Client windows.

To rejoin the conference:

1. Click the name of the participant you are whispering with.
2. Select Cancel Whisper. One beep is heard by all participants and the participant status changes to its previous status.

2.2.8 Muting Conference Participants

The host can mute all conference participants. The  (Mute All) button is only available if there is at least one participant in Speak & Listen mode. The host can re-instate conversation for all participants or each participant individually.

The following rules apply when using Mute All:

- Muting a participant does not affect the whisper capabilities. The host can still whisper with a muted participant. If the participant is in whisper mode and the host presses Mute All, the participant remains in whisper mode.
- Participants who join the conference are not affected by the Mute All function.
- Clicking , returns participants back to their previous mode. For example, if a participant is in Listen Only mode prior to mute all being activated, clicking the button returns them to Listen Only. They do not change to the Speak and Listen mode.

To mute all participants:

- Click .

To re-instate conversation all participant:

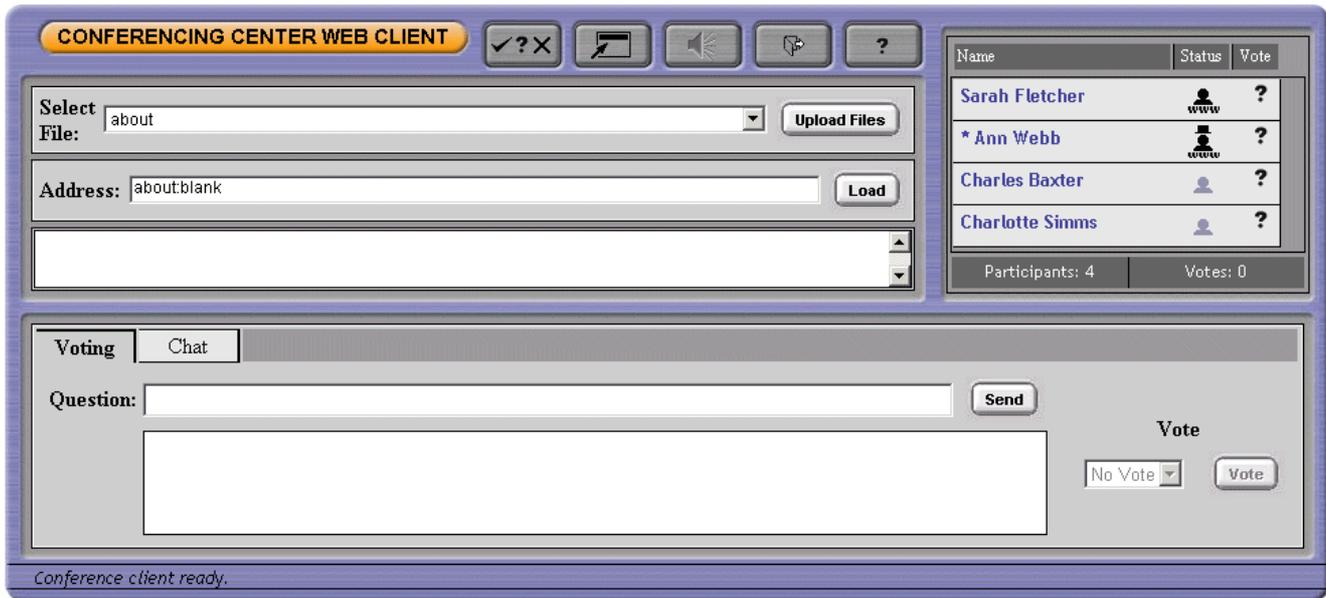
- Click .

To re-instate conversation for an individual participant:

- Select the name of the person to be re-instated and select Speak & Listen from the drop-down list of options.

2.3 Web Presentations

A host can upload a new file and share its contents with all conference participants who are logged on to the Web Client. The host can also share files that were uploaded before the conference started and upload files during a conference.



2.3.1 Loading a Presentation during a Conference

During a conference you can select a file, [convert it to an MHT file](#)^[35] and then load the presentation. The presentation can then be shared with the other conference participants.

To upload a file during presentation:

1. Click Upload Files. The 'Upload File' window opens.
2. To locate the MHT file, click Browse.
3. Select the file and then click Open.
4. (Optional) Enter a descriptive name of the file in the File Name field.
5. Click Upload. If any errors occur during the upload process, the cause or symptom of the error is shown. If the upload succeeds, a confirmation of the successful upload is shown. The files are saved against the pending conference.
6. You can now share the file with the other conference participants. For more information, see [Sharing a Presentation](#)^[16].

2.3.2 Sharing a Presentation

When you have logged on to the Web Client as the conference host the Select File and Address fields are visible.

To select and synchronize a file for other participants to view:

1. Choose the required file from the Select File drop-down list. The file address appears in the address field.
2. Click Load. The file contents show on your screen.
3. To synchronize the file for other participants to view on their Web Client, click .

2.4 Web Chat

You can send a message to the conference host and the other conference participants during a conference. The host can send a private message to any of the participants or a public message to all the participants. You can only send a private message to the host or a public message to everyone. You cannot send private messages to any other participant. The messages are known as Chat messages.

The messages are shown in the Chat window at the bottom of the window. The Voting and Chat windows share the same are of the screen. Click the Chat tab to bring it to the front. If a new message arrives when the voting tab is selected, the Chat tab turns red. The Chat tab remains red until it is selected and the message viewed.

At the end of the conference the host can automatically receive an email containing the conference transcript. The transcript is of all the public and private messages that the host sent or received. A transcript can only be sent when a valid email address for the host is entered during conference booking.

2.4.1 Sending a Chat Message

Messages can be sent between the conference host and the conference participants during a conference. Participants can send a private message to the host or a public message to everyone.

To send a message:

1. Click the Chat tab.
2. Enter the message into the text box towards the bottom of the Web Client window.
3. Select who to send the message to. The selection depends on how you are logged in.
 - Host - Select an individual participant or All Participants.
 - Participant - Select the host or All Participants.
4. Click Send. It takes a few seconds for the message to be sent. When the message appears in the larger text box, it has been sent. The recipient of the message sees the message in the text at the bottom of their Web Client screen, within the Chat tab.

2.4.2 Viewing Chat Messages

All messages are shown in the Chat window in the order that they are received. The text colour indicates the type of message.

To view your chat messages:

1. Click the Chat tab at the bottom of the screen. The messages are listed. The text colour indicates:
 - **Lime Green**
Message header
 - **Blue**
Private messages both sent and received.
 - **Black**
Public messages both sent and received.
2. When the window is full of messages a scroll bar appears on the right. Use the bar to scroll through all the messages.

2.4.3 Replying to Chat Messages

When you receive a Chat message you can send a reply.

To reply to a message:

1. Select the message that you want to reply to.
2. Enter a reply in the text box at the bottom of the Chat tab.
3. Select who to send the message to from the drop-down list. The selection depends on how you are logged in:
 - **Host**
Select an individual participant or All Participants.
 - **Participant**
Select the host or All Participants.
4. Click Send.

2.5 Voting

Voting on questions posed by the conference host can take place in real-time. Voting is only available if the host [enters a voting question](#)^[18].

If a new voting question arrives when the Web Chat tab is selected, the Voting tab turns red. The Voting tab remains red until it is selected and the voting question is viewed.

When you receive a voting question you can [respond to the question](#)^[18].

All conference participants can see the [results of the voting question](#)^[19].

2.5.1 Sending Voting Questions

Only the conference host can enter questions for voting. A voting question should be a 'closed question' as participants can only respond *Yes*, *No* or *Abstain*.

To send a voting question:

1. Enter the voting question into the Vote Question text box towards the bottom of the Web Client window. The voting question can contain up to 512 characters.
2. Click Send. It takes a few seconds for the question to be sent to all conference participants. When the question appears in the larger text box, then the question has been broadcast. All other participants can now see the voting question in the text box at the bottom of their Web Client screen.
3. Once all votes have been cast, repeat steps 1 and 2 to enter the next voting question.

2.5.2 Entering Voting Responses

When you receive a question you can respond to it by casting your vote.

To cast your vote:

1. When the voting question appears in the text box, select the drop-down menu under Vote and highlight your voting option. The options are:
 - No
 - Yes
 - Abstain
2. Click Vote.

2.5.3 Viewing the Voting Results

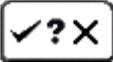
When a vote is cast, the result is shown next to the participant's name. Voting results for each question are shown to all conference participants.

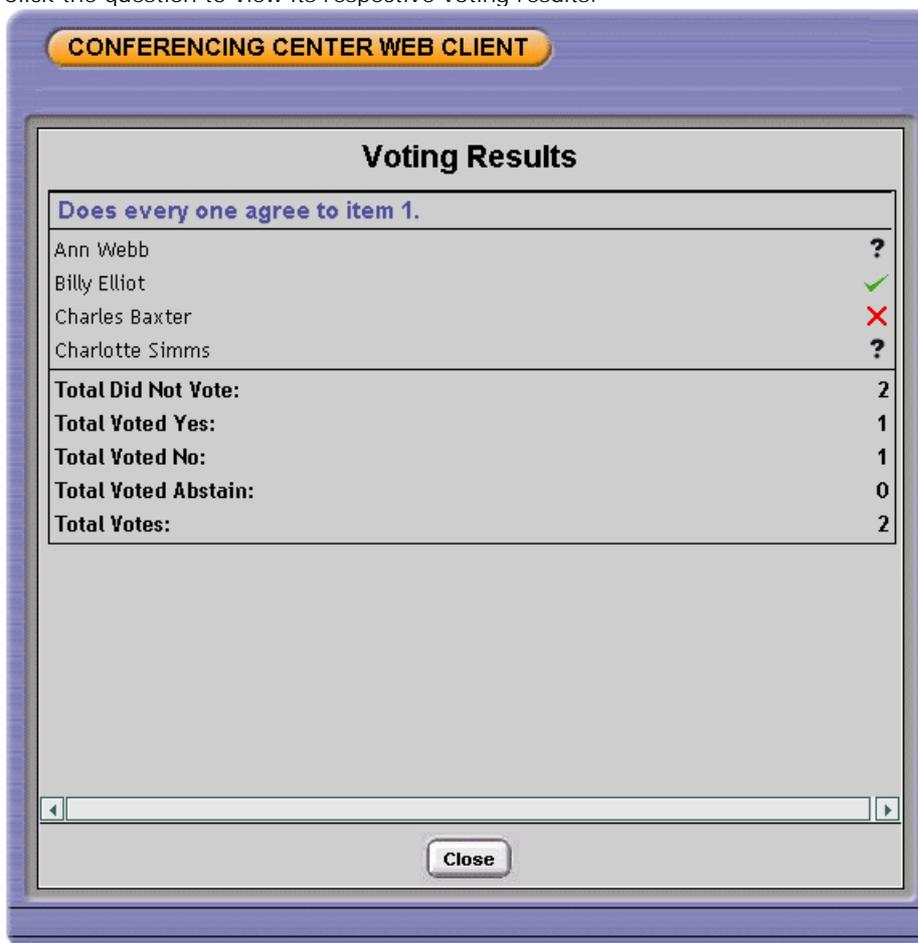
Voting results are represented with the following icons:

-  A Yes vote was selected.
-  A No vote was selected.
-  An Abstain vote was selected.
-  Participant did not vote.

Aside from viewing each participants voting result on a per question and per vote basis, all participants can also view the consolidated voting results of all questions up to that point.

To view the consolidated voting results:

1. Click . A list of the voting questions is shown.
2. Click the question to view its respective voting results.



Voting results have the following fields for each question:

- Participant Names
The names of all participants scheduled to join the conference and their corresponding votes for the selected question.
- Total who did not vote
A tally of the number of participants who did not vote on that particular question.
- Total Voted Yes
A tally of Yes votes for that particular question.
- Total Voted No
A tally of No votes for that particular question.
- Total Voted Abstain
A tally of the number of participants who selected Abstain as their voting option.

-
- Total Votes
Total number of votes for that particular question.
 - To close the Voting Results window, click Close.

Email Voting Results

When a conference ends, the host can receive an email with the voting questions and results. To enable this feature, the host's email address must be entered at the time the conference was booked. The following information is available on the email:

- Conference name.
- Voting questions.
- Voting results for each participant who logged on to the web client.
- Tally of each voting result per question.

2.6 Exiting a Web Client

When you exit the Web Client, you are redirected to the browser home page. Within the conference start and end time, participants can repeatedly log on/log off the Web Client. Participants' status icon changes accordingly.

To Log off the Web Client:

- Click  .

Chapter 3.

Conferencing Center Scheduler

3. Conferencing Center Scheduler

The Conferencing Center Scheduler is used to create and manage conferences. A conference can be booked as a stand-alone audio conference or in conjunction with a Web-based conference. In a web conference, the conference host can use real time voting, presentations and the mute options. For more information, see [Conferencing Center Web Client](#)^[12].

The features available on the Conferencing Center Scheduler vary depending on whether you are logged on as a regular user or an administrator. There can only be one administrator for Conferencing Center. For more information, see [Administrator Functions](#)^[41].

As a user you have four tabs that contain links to different features.

The tabs available to you as a regular user are:

- Conferences
 - You can [book a conference](#)^[24].
 - [View and update your pending conferences](#)^[28].
 - [View your in-progress conferences](#)^[28].
 - [View the conference resources](#)^[33] that are available.
 - [Create and use Conference Templates](#)^[38].
 - [Attach presentation files to a web based conference](#)^[35].
- My Profile
You can manage your own user account.
- Help
Access to help files and video tutorials.
- Exit
Close the Scheduler.

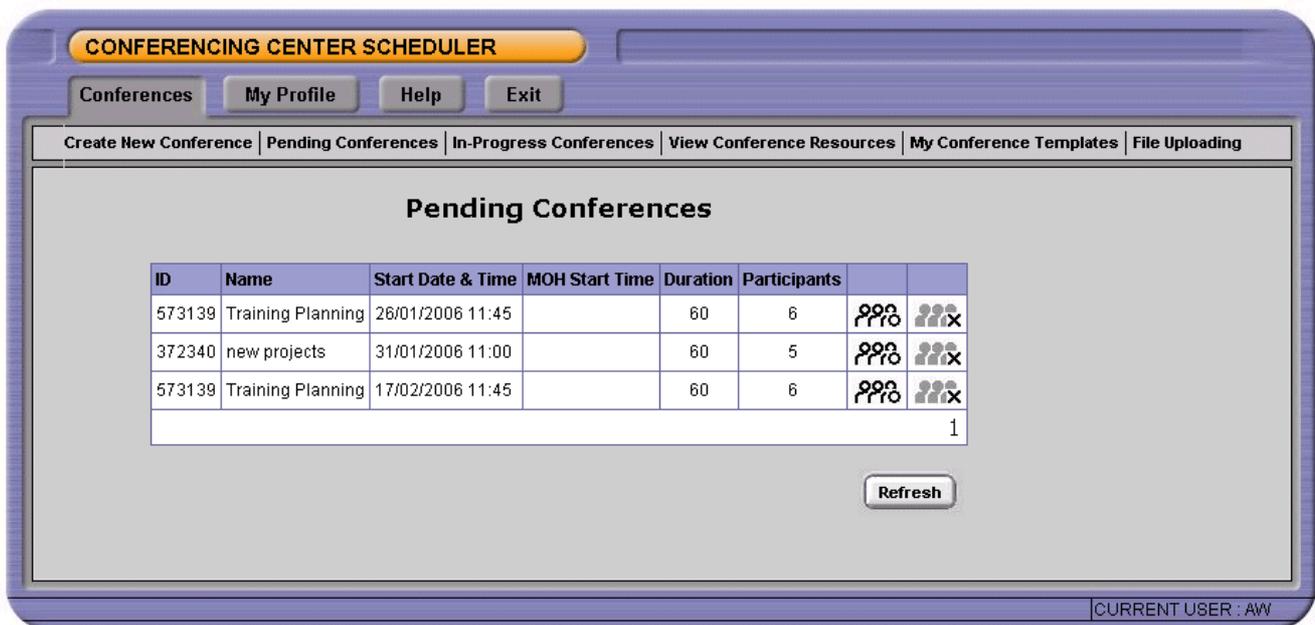
3.1 Logging on to the Conferencing Scheduler

You must have a User account and password to access the Conferencing Center Scheduler. Ensure that the User ID and Password are exactly as those assigned by the Conferencing Center administrator because they are case-sensitive. You have 3 attempts to log on to Conferencing Center. After the third unsuccessful attempt, you are directed to a failed login page. If you do not have a user account or have forgotten your User ID or Password, contact your Conferencing Center administrator.

To start the Scheduler:

1. Open Internet Explorer.
2. Enter the URL as follows: `http://<web_server_name>/AVECS` and press Enter.
3. Enter your User ID and Password.
4. Click Logon.

If you have any pending conferences, a list of the conferences is shown. If you do not have conferences pending, a message stating "No Conferences Found" is shown. Click OK and navigate to the desired page.



3.2 Managing your Profile

From the My Profile window, you can update your user account and manage your local address book. Only the Conferencing Center administrator can update other user accounts.

The links available are:

- My Details.
- My Password.
- Local Address Book. For more information, see [Using the Address Book](#)^[38].

My Details

To change your user name, enter the new name in the UserName field and click Update.

- Warning
Conferencing Center passwords are case-sensitive.

My Password

To change your password:

1. Old Password - Enter your old password.
2. New Password - Enter a new password.
A password must be 5-50 mixed alpha-numeric characters. Conferencing Center is case-sensitive.
3. Confirm Password - Re-enter you new password.
4. Click Update Password.

If you have forgotten your password, contact your Conferencing Center administrator.

3.3 Booking a Conference

Before participants can join a conference, one must be created and scheduled with all the necessary information. With Conferencing Center, you can schedule a conference for a specified date, start time, duration and participant count. Once those fields are defined, conference participants' names and details can be immediately entered or entered later, prior to the conference start time. In the process of scheduling an audio conference, a web conference can also be scheduled to supplement the audio conference.

There are three methods for creating a conference.

1. Using the Create a New Conference option.
You have a set conference date, start time, duration and participant count and this information is entered to request for resources and book a conference. For more information, see [Creating a Conference](#)^[24].
2. Using the View Conference Resources option.
Available conference resources are listed based on a date and participant count. You can select the conference start time from the list of available resources. For more information, see [Booking a Conference from the Conference Resource Window](#)^[33].
3. Using a Conference Template.
Conference templates are useful for booking recurring conferences. All booking information, including the Conference ID and participant PINs, are retained except for the conference date. For more information, see [Scheduling a Conference using a Template](#)^[37].

3.3.1 Creating a Conference

A conference can be booked using the Create New Conference link. When booking a conference the details entered, apart from the conference name, cannot be changed once the booking is made.

To book a conference:

1. From the Conference tab, click Create New Conference link.
2. Enter information for the following fields:
 - Name: Conference Name.
 - Date: day/month/year. Date the conference will be held. Enter manually or click  and select the desired date from the calendar provided.
 - Start Time: 24 hours clock format (HH/MM). Time the conference will start.
 - Duration: Length of the conference in minutes. This number must be within the maximum conference duration limit, as set by the Conferencing Center administrator. Enter manually or use  to adjust.

- Participant Count: The number of conference participants. This number must be within the maximum participant limit shown on the View Conference Resources screen. Enter manually or use  to adjust.
 - Music on Hold (MOH): (Optional). Tick if music is to be played when a participant telephones in prior to conference start time. With MOH enabled, participants can dial into a conference prior to the conference start time and music is played until the conference starts.
 - Music Duration: The number of minutes prior to the conference start time when music will be played. Maximum selectable value is 5 minutes.
3. Click the Book Conference button. Clicking Cancel deletes all previously entered data and you are presented with a blank screen.
- If a participant count or conference duration is entered that exceeds the maximum configured limit, an error message appears at the bottom of the screen requesting you to stay within the permitted limit. Update the necessary field to conform to the permitted range.
4. Click OK to the following message prompt, "Once booked, conference resource details cannot be changed. Click OK to continue".
- If you do not want to book the conference with the previously entered details, click Cancel and amend relevant details. Repeat steps 4 and 5 to complete the conference booking process.
 - If resources are unavailable to book the conference, based on the inputted data, the following message is shown, "Insufficient Resources Are Available to Satisfy this Request". Amend the details. For more information, see [Utilizing the Available Resources](#)^[34].

The conference is booked. The requested time slots and resources are reserved. A conference ID and PIN for each participant is allocated by the system and is not amendable.

From the [Edit New Conference](#)^[25] screen participants and other details can be added.

3.3.2 Editing a Conference

The details entered when creating the conference are shown at the top of the screen. None of these details can be amended.

To edit a new conference:

1. Enter the required details in the fields.
2. Click Update.
3. Click Add Participants. Enter the participant details. For more information, see [Adding Participants to a Conference](#)^[26].

Edit New Conference

Conference ID : 637188

Date : 19/01/2006 Start Time (HH/MM) : 09:30

Duration (Mins) : 30 Participant Count : 10

Name :

Description :

Music On Hold : Mins Duration

Default Participant Status :

End Of Conference Warning (Mins) :

Bridge Number :

Announcements On : Web Support On : PIN Checking On :

Additional information can be entered in the fields.

- Name
The conference name can be changed by entering a new name.

- **Description (Optional)**
Information regarding the conference can be entered. For example, the topics for discussion can be detailed. If a confirmation email facility is being used, the information entered will be included in the email.
- **Music on Hold**
You can only change the duration of Music on Hold (MOH). If MOH was not selected when the conference was booked, the feature is unavailable.
- **Default Participant Status** *Default = Speak & Listen.*
This assigns a default status to all participants. Once a default status is selected, it can be changed on an individual participant basis through the [Add Participant Details](#) ^[26] window. The default participant status options are:
 - **Speak and Listen** - Enables participants to only speak and listen, without any host capabilities.
 - **Listen Only** - Participants only have listen capability during the conference. Speak capability is available if the Listen Only status is amended by the host through the Web Client.
 - **End of Conference Warning (mins)** *Default = 10 minutes.*
An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value must be less than the planned conference duration. The entry of a zero time implies that no warning will be given for this conference.
 - The Announcements on option must be selected if the 'End of Conference Warning' is to be broadcast.
- **Bridge Number**
This is a designated telephone number that participants call to join a conference. If a telephone number is not present by default, contact the system administrator. If you enter a telephone number, enter the numbers without spaces, for example 917061234567.
 - If a conference is being created for only internal participants this field can be left blank if Voicemail Pro mappings have been created. Internal applicants will be able to dial into a conference using a shortcode.
- **Announcements on** *Default = Off.*
If checked, Conferencing Center announces a participant's name on entry or exit of the conference.
- **Web Support on** *Default = Off.*
If checked, access to the web client will be available to all participants as a supplement to the audio conference. If Web Support On is activated, PIN Checking On must also be activated to prevent participant ambiguity when participants dial into a conference. For more information, see [Web Client](#) ^[12].
- **PIN Checking On** *Default = On.*
PIN is used to uniquely identify a participant in a conference. If checked, Conferencing Center requests the system generated PIN from each participant before allowing entry into the conference. If a PIN is not correctly entered after 3 attempts, the participant is transferred according to the failure routes.

3.3.3 Adding Participants to a Conference

The Add Conference Participants screen varies slightly, depending on the number of participants scheduled to join a conference. Only 8 participant entry slots are shown on the screen at a time. If there are more than 8 participants in a conference, click the page number link located at the bottom right corner of the Conferencing Center window to enter the rest. The number of participant slots are allocated at the time the conference was created.

The PIN is generated by the system at the time the conference is booked. This number is fundamental for participants to join a conference if PIN Checking was activated or if they want to participate in a web conference.

If you are adding participants from the Edit New Conference screen start at step 2.

To add participants to a conference:

1. From the Conferences tab, click Pending Conference.
2. For the conference that you want to add participants to, click .
3. Provide the necessary information for each participant based on conference access needs:
 - **Name**
Participant's name. If a name is not entered, the user slot on the Web Client will display Not Specified. The conference host can update participant details using the Web Client.
 - **Email**
Participant's email address where the conference confirmation will be sent.
 - **Phone**
Participant's telephone number for the system to contact and invite into a conference. Each number must be unique, duplicate phone numbers will not be accepted. The number must be complete, including all country codes, if calling outside your conferencing home country, area codes, if calling outside your conferencing area code and an outside line prefix if your company requires an outside line prefix to be dialed.

- Status
The status assigned to each participant. The participant status is visually represented on the Web Client side of the conference. If Web Support On is checked while entering conference details, the first participant slot defaults to Host. The available states are:
 - Speak and Listen
Enables participants to only speak and listen, without any host capabilities.
 - Listen Only
Participants can only listen to the conference. Listen Only participants can request to speak on the Web Client interface. The permission to speak is given by the host.
 - Host
With the host status, a participant can initiate whispering within the phone conference, submit voting questions, upload files, receive voting results via email, match anonymous participants to participant list and change participants' statuses during a web conference. Only one participant can be designated as a host per conference and there must be at least one host to book a web conference.
 - VCN: *Voice Conference Notification. Default = Off.*
If checked, the Voice Conference Notification Message (VCNM) service will contact the participant using the supplied telephone number. An announcement is played so that the participant can accept, reject or decline joining a conference.
 - Email: *Default = Off.*
If checked and a valid email address is entered for each participant, a conference confirmation email can be sent to the selected participants. For more information, see [Email Notifications](#)^[30].
 - Local Address Book 
Displays Internal and External contact details as entered by the IP Office systems administrator and any contacts you have manually entered (My Contacts). From these lists of contacts, click the select button that corresponds to the contact you want to add to the scheduled conference and click Add to Conference. Contact details are inserted into the corresponding fields. Contact details (name, extension/phone number and email address) are dependent upon data entered by the IP Office system administrator. For more information, see [Address Book Overview](#)^[38].
4. To save the details, click Update. The 'Update Conference' window opens, confirming that the record has been updated.
5. Click OK.

3.3.4 Deleting a Conference

When a conference has been booked you cannot change the main conference details. If you need to change any of the main conference details you have to delete the conference and then book it again. For example, you have 11 people to invite to the conference but the participant count was entered as 10.

The main conference details are:

- Date
- Start Time
- Duration
- Participant Count
- Music on Hold (MOH).

To delete a conference:

1. Click the Conferences tab.
2. Click Pending Conferences. All the pending conferences that you have created are listed.
3. For the conference that you want to delete, click . The 'Delete Conference' window opens.
4. Check that you have selected the correct conference. To delete the conference, click Delete.

3.4 Managing Conferences

When a conference is booked the conference details can be updated at any time before the conference starts. For more information, see [Updating a Conference](#)^[29].

You can see a list of all the conferences that you have booked. If you are logged in as an administrator you are able to see all the conferences that are booked by clicking Display Conference for All Users. For more information, see [Pending Conferences](#)^[28].

The details of a conference in progress can be viewed but no details can be amended. For more information, see [In Progress Conferences](#) [28].

3.4.1 Viewing Conferences in Progress

Conferences that are in progress can be viewed. If you are logged on as a regular conference user, only those conferences that you booked are shown. The Conferencing Center administrator has the option to view the details of all conferences that are in progress.

To view a list of conferences in progress:

1. From the Conferences tab, click In-Progress Conferences.
2. A list of conferences that are in progress are shown. Details cannot be amended as the conferences are in progress. The details listed are:
 - ID
Conference ID number automatically assigned by the system when the conference was created.
 - Name
Names of each conference.
 - Start Date & Time
Date and start time of each conference.
 - MOH Start Time (Music on Hold)
Time music is scheduled to play prior to the start of the conference. This field may be blank if MOH was not selected at the time the conference was created.
 - Duration
Length of each conference.
 - Participants
Number of participants booked for each conference.
 - 
Click this icon to view all conference and participant details that relate to the specified conference.
 - Display Conference for All Users
Only the Conferencing Center administrator will have this option. Check this feature to display pending conferences for all users on the system.

3.4.2 Viewing Pending Conferences

You can see a list of the pending conferences. There is a link to more information for each conference where details can be updated. If there are no pending conferences, a pop-up message stating "No Conferences Found" is shown.

You can only view conferences that you have created. The Conferencing Center administrator will see the option Display Conferences for All Users at the bottom left of the window. If the option is checked, the Conferencing Center administrator can view conferences that were created by all users.

To view pending conferences:

1. From the Conferences tab, click Pending Conferences. The 'Pending Conferences' window opens.

Pending Conferences								
ID	Name	Start Date & Time	MOH Start Time	Duration	Participants			File List
394890	Health and Safety Review	11/05/2006 10:30		45	12			File List
212554	test	11/05/2006 13:00		60	4			File List
463423	Team Meeting	11/05/2006 16:00		60	6			File List
985932	Documentation Review	22/05/2006 14:00		60	12			File List
202873	Training Planning	23/05/2006 10:15		60	12			File List
375802	Development Review	23/05/2006 15:00		30	3			File List

1

2. (Optional) To update the conference details regarding the specified conference, click . For more information, see [Updating a Conference](#) ²⁹.
3. (Optional) To see the details of any files that have been attached to the conference, click File List. If any files are associated with the selected conference, they are listed to the right of the pending conferences. The pending conference that is highlighted is the conference that the files are associated with.

Pending Conferences							
ID	Name	Start Date & Time	MOH Start Time	Duration	Participants		File List
394890	Health and Safety Review	11/05/2006 10:30		45	12	  File List	CC Presentation.mht
212554	test	11/05/2006 13:00		60	4	  File List	
463423	Team Meeting	11/05/2006 16:00		60	6	  File List	
985932	Documentation Review	22/05/2006 14:00		60	12	  File List	
202873	Training Planning	23/05/2006 10:15		60	12	  File List	
375802	Development Review	23/05/2006 15:00		30	3	  File List	
							1

3.4.3 Updating a Conference

Once a conference is booked prior to its start time, the person who booked the conference can update all participant details, some conference details and attach files to the web presentation.

To update a conference:

1. From the Conferences tab, click Pending Conferences. This will list all pending conferences you have scheduled.
2. Click , corresponding to the conference to be updated.

3. Click Show Conference Details.

Update Conference

Conference ID : 573139
Date : 17/02/2006 Start Time (HH/MM) : 11:45
Duration (Mins) : 60 Participant Count : 6
[Hide Conference Details](#)

Name :

Description :

Music On Hold : Mins Duration

End Of Conference Warning (Mins) :

Bridge Number :

Announcements On : Web Support On : PIN Checking On :

Name	Email	Phone	Status	VCN	Email	PIN
Ann Webb	AWebb@avaya.com	4521	Host	<input type="radio"/>	<input type="radio"/>	674929
Paul Smith	PSmith@avaya.com	4523	Speak And Listen	<input type="radio"/>	<input type="radio"/>	911287
Minnie Forth	MForth@avaya.com	4528	Speak And Listen	<input type="radio"/>	<input type="radio"/>	799157
Walter Stockley	WStockley@avaya.co	4535	Speak And Listen	<input type="radio"/>	<input type="radio"/>	896330
Sarah Birch	SBirch@avaya.com	4545	Speak And Listen	<input type="radio"/>	<input type="radio"/>	773163
Paul Goatey	PGoatey@avaya.com	4580	Speak And Listen	<input type="radio"/>	<input type="radio"/>	382828

The conference information that can be updated is:

- Conference name
- Conference description
- Music on Hold duration
This can only be amended if MOH was selected when the conference was booked
- End of Conference Warning (Mins)
- Bridge number
- Announcements On
- Web Support On
- PIN Checking On

4. To add or change a participant, click . For more information, see [Adding Participants to a Conference](#) ²⁶.

3.4.4 Sending Email Notifications

Conferencing Center can send an email notification with specific conference information and instructions on how to join a conference. To send an email notification, a conference must already be scheduled for some future time.

To send email notifications:

1. Click the Conferences tab.
2. Click Pending Conferences. This will list all pending conferences you have scheduled.

3. Click , corresponding to the conference to be updated.
4. Enter email addresses (if not already entered) for all participants requiring email notification.
5. Tick the Email box corresponding to each participant.
6. Click Update.
7. Click Send Emails. If you do not click Send Emails, email notifications are not sent.

The information provided in the notification depends on the conference booking. If the information is provided, an email confirmation is sent to conference participants with the following details:

- Conference name and ID
- Conference date and start time
- Conference duration
- Conference details
- Participant's PIN
- Bridge number for dialling into the conference
- The Web Client's URL if web support was activated
- The conference host's name and telephone number

3.4.5 Adding Participant Details

Participant details provide the system with information for contacting each conference participant. These details can be inputted from two different points within the Conferencing Center Scheduler.

Only 8 participant entry slots are on the screen at a time. If there are more than 8 participants in a conference, click the page number link located at the bottom right hand corner of the Conferencing Center window to enter the rest. The number of participant slots are allocated at the time the conference was created and cannot be altered.

To add participant details:

1. From the Conferences tab, click Pending Conferences. A list of all pending conferences that you have scheduled is shown.
2. Click , corresponding to the conference to be updated.
3. To display the address book, click .

Internal and External contact details as entered by the IP Office systems administrator and any contacts you have manually entered (My Contacts). From the lists of contacts, click the select button that corresponds to the contact you want to add to the scheduled conference and click Add to Conference. Contact details are inserted into the corresponding fields. The contact details (name, extension/phone number and email address) are dependent upon data entered by the IP Office system administrator. For more information, see [Using the Address Book](#) ³⁸.
4. Click Add to Conference.
5. Click Update.

3.5 Conference Resources

Knowing the resources available for scheduling a conference is very useful when your conferencing system is heavily used and resources are scarce. It saves you attempting to schedule a conference only to discover resources are unavailable. The availability of resources can be determined if the number of people scheduled to join the conference and the conference date is known.

Resource options are:

- [Book a Conference](#) ³³
- [Check Conference Resources](#) ³²
- [Displaying Resource Information](#) ³³
- [Using your Available Resources](#) ³⁴

3.5.1 Checking Conference Resources

The available conference resources based on the conference date and participant count can be checked.

To check conference resources:

1. From the Conferences tab, click View Conference Resources.

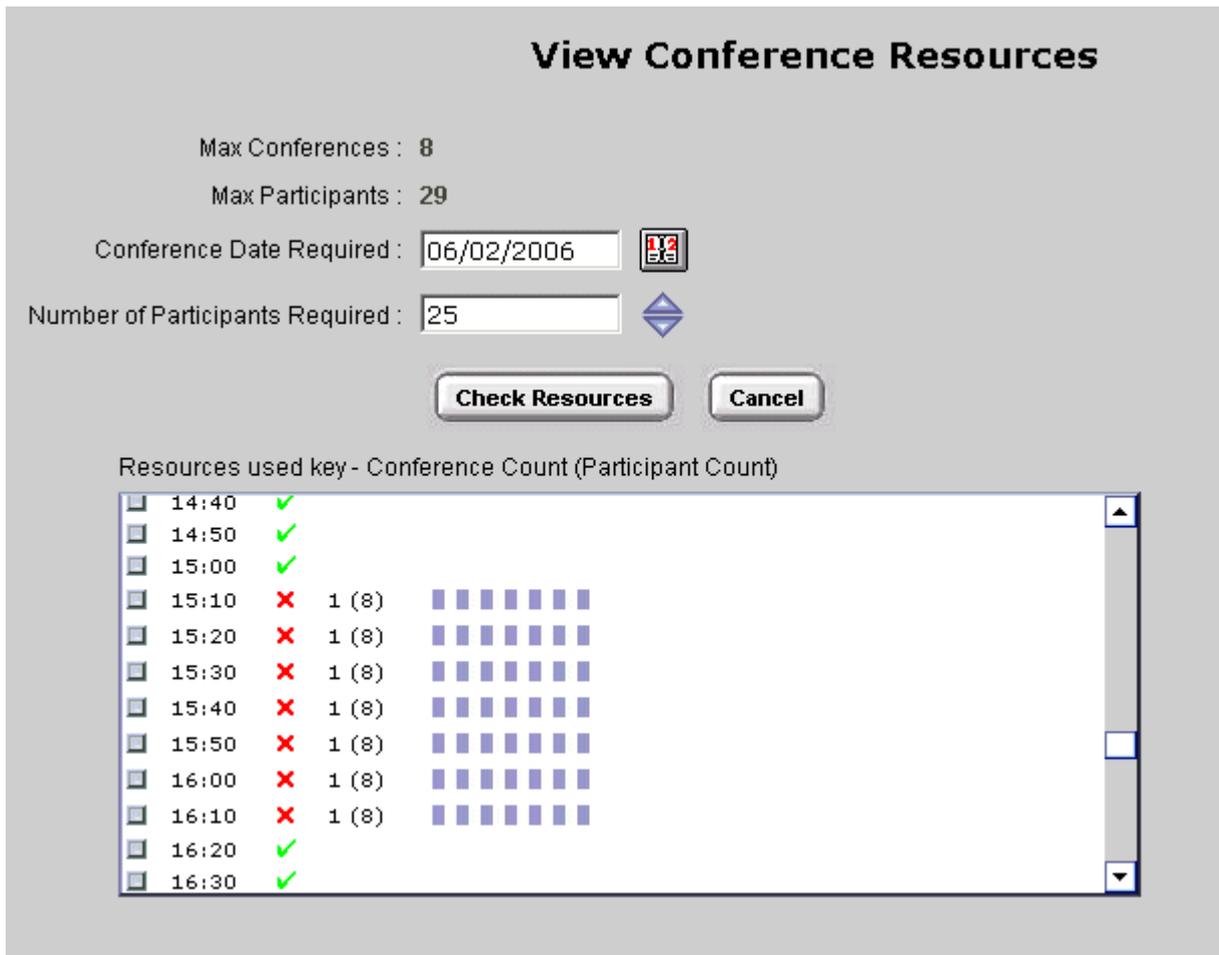


2. Enter the date you would like to check for resource availability.
3. Enter the number of participants scheduled to join the conference.
4. Click Check Resources.
5. The display window starts at 00:00 hour, so scroll down to your desired time frame to view resource availability.
 - If there are system resources available, ✓ will appear corresponding to the respective time slot. For more information, see [Viewing Conference Resources](#)^[33].
 - If ✗ appears next to the time slot that you want, there are not enough conference resources available. For more information, see [Utilizing the Available Resources](#)^[34].

If you would like to check resource availability for another date and/or number of participants, update the Date and/or Participant Count field with new entries, click Check Resources and an updated list of available resources is displayed.

3.5.2 Viewing Conference Resources

The View Conference Resources window changes when the conference resource availability is checked.



The resources display window shows the available resources for your specified settings in the following format:

☐ If resources are available with the specified settings and desired time frame, click this icon to pass the following information to the [Create New Conference](#) window where a conference can be scheduled:

- Time list
Listing of time slots starting at 00:00 hour and increasing in 10 minute increments.
- Resource availability status
 - ✓ = Resources available.
 - ✗ = Resources unavailable.
- Number immediately following the resource availability status symbol.
The number of conferences scheduled for that particular time frame.
- Number in the parenthesis ()
The total number of participants who will be accessing Conferencing Center within that particular time frame.

3.5.3 Booking a Conference from the Conference Resources Window

A conference can be scheduled using the View Conference Resources window. This option provides a list of the available resources based on a date and participant count. You can then select the conference start time and follow through with booking the conference. Knowing the resources available for scheduling a conference is very useful when your conferencing system is heavily used and resources are scarce. It saves you attempting to schedule a conference only to find out there are no available resources.

Once the conference is booked, participant information and additional conference details relating to the scheduled conference can be entered. If these details are not available they can be added any time before the conferences starts.

To book a conference:

1. From the Conference tab, click View Conference Resources.
2. Enter the proposed conference information:

-
-  Date
Enter the conference date.
 - Participant Count
Enter the number of participants attending the conference.
3. Click View Resources. Scroll to the specific time frame of when you want the conference to begin. For more information, see [Viewing Conference Resources](#)^[33].
 - A  shows that the time slot is available. Select that corresponds to the required time. This takes you to the 'Create New Conference' screen. Continue to the next step.
 - A  shows that the resources are unavailable. Enter either a new Date or participant Count and click View Resources again to get updated resources information.
 4. The 'Create New Conference' screen is displayed. The date, participant count and conference start time were transferred from the View Resources screen. Verify that the information is accurate.
 5. Enter the following information:
 - Name
The name you wish to assign to the conference.
 - Duration

The length of the conference in minutes. Enter manually or use  to adjust. This field can not be amended once the conference is booked. If changes need to be made after the conference is booked, delete the booked conference and create a new one. The maximum duration is set by the system administrator.
 - Music on Hold (MOH): (Optional)
Tick if music is to be played when a participant phones in prior to conference start time. This is an optional field; you do not need to enter information here to continue. With MOH enabled, participants can dial into a conference prior to the conference start time and music is played until the conference starts. If MOH is not enabled at this stage, it will not be available once the conference is created. MOH can be turned off at a later time if enabled now, but it can not be enabled or defined after the conference has been created.
 - Music Duration: The number of minutes prior to the conference start time when music will be played. Maximum selectable value is 5 minutes.
 6. Click the Book Conference button. To delete all previously entered data, click Cancel and a blank screen is presented.
 - If a participant count or conference duration amount is entered that exceeds the configured maximum limit, an error message will appear at the bottom of the screen requesting you to stay within the permitted limit. Update the necessary field to conform to the permitted range.
 7. Click OK to the following message prompt, "Once booked, conference resource details cannot be changed. Click OK to Continue".
 - If resources are unavailable to book the conference, based on the inputted data, the message "Insufficient Resources Are Available to Satisfy this Request" will appear. Amend the conference date or start time.
 8. The conference is booked. The requested time slots and resources are reserved. A conference ID and PIN for each participant was allocated by the system. This information is not amendable.

3.5.4 Utilizing the Available Resources

If resources are not available based on the selected date and participant count and time, there are several options you can take:

- Change the conference to another time or date slot.
- Reduce the number of participants by treating several participants as one and requesting the participants to join the conference as a group.
- Ask the Conferencing Center administrator to allocate additional resources. We would suggest you use this as a last option because system resources have been carefully allocated to meet various system needs. Allocating additional resources to Conferencing Center means reducing resources to other aspects of the system. This can greatly affect the overall system performance.

Note

- Only the Conferencing Center administrator can allocate more resources.

3.6 File Presentations in a Web Conference

When a conference is in progress the host can use Web Client to upload files and share them with participants. Only the conference host can make the files available for use during the conference. For more information, see [Sharing a Presentation](#) [16].

Files can be associated with a pending conference using Conferencing Center Scheduler. For more information, see [Attaching a File to a Pending Conference](#) [35].

All files used in a Web conference must be in the MHT file format. Conferencing Center can convert Microsoft files into MHT format files. For more information, see [Converting a File to MHT Format](#) [35].

The types of Microsoft files that can be converted are:

- Excel workbooks
- Word documents
- PowerPoint presentations

3.6.1 Converting a File to MHT Format

Conferencing Center participants can share files during a web conference. Only MHT files can be uploaded to a conference.

Users of Microsoft 2003 can save files in the MHT format. Save a file using the Save As Web Page option.

Files created using other Microsoft versions can be saved as MHT files using Internet Explorer 6.0.

To convert a file to MHT format using Internet Explorer 6.0:

1. Save the file as a Web page from within your software.
For example, if saving a Word Document as a web page select the Save As Web Page from the File drop-down menu.
2. Open your document using Internet Explorer 6.0.
3. From the File drop-down menu, select Save As.
4. Change Save As Type to Web Archive, Single (*.mht).
5. To save the file as a MHT file, click Save.

You can use Conferencing Center to convert Microsoft files into MHT format files. The types of Microsoft files that can be converted are:

- Excel workbooks
- Word documents
- PowerPoint presentations

To convert a file to MHT format using Conference Center:

1. From the Conferences tab, click File Uploading.
2. For the conference that you want to attach the file to, click . The 'Upload File' window opens.
3. Click Browse.
4. Locate the file to be converted and then click Open.
5. Click Convert. The file is converted into MHT format. If any errors occur during the conversion, the cause or symptom of the error is shown. If the conversion succeeds a confirmation of the successful conversion is shown.
6. Click OK.

3.6.2 Attaching a File to a Pending Conference

Files can be associated with a pending conference. All files needs to be in the MHT file format. Conferencing Scheduler contains a tool to enable the conversion to MHT for certain file types. For more information, see [Converting a File to MHT Format](#) [35].

To attach a MHT file to a pending conference:

1. From the Conferences tab, click File Uploading. The 'File Upload for Pending Conferences' window opens.

Pending Conferences								
ID	Name	Start Date & Time	MOH Start Time	Duration	Participants			
394890	Health and Safety Review	11/05/2006 10:30		45	12			File List
212554	test	11/05/2006 13:00		60	4			File List
463423	Team Meeting	11/05/2006 16:00		60	6			File List
985932	Documentation Review	22/05/2006 14:00		60	12			File List
202873	Training Planning	23/05/2006 10:15		60	12			File List
375802	Development Review	23/05/2006 15:00		30	3			File List

1

2. Click , for the conference that you want to attach the files to. The 'Upload File' window opens.

Upload File

Select file	File Name
<input type="text"/> <input style="margin-left: 5px;" type="button" value="Browse..."/>	<input type="text"/>
<input type="text"/> <input style="margin-left: 5px;" type="button" value="Browse..."/>	<input type="text"/>
<input type="text"/> <input style="margin-left: 5px;" type="button" value="Browse..."/>	<input type="text"/>

Click to convert file into MHT format :

Click to upload the selected MHT file :

The uploaded files will exist for the duration of the conference only. You need to take a copy of the same for permanent record

3. To locate the MHT file, click Browse.
4. Select the file and then click Open.
5. (Optional) In the File Name field, enter a descriptive name for the file.
6. (Optional) Repeat steps 3 - 5 to upload 2 more files.
7. Click Upload. If any errors occur during the upload process, the cause or symptom of the error is displayed. If the upload succeeds a confirmation of the successful upload is displayed. The files are saved against the pending conference.

To view the files that are uploaded:

1. From the Conferences tab, click File Uploading. A list of all pending conferences shows.

- Click File List for the conference that you want to see the files that are associated with the conference. If any files are associated with the selected conference, they are listed to the right of the pending conferences. The pending conference that is highlighted is the conference that the files are associated with.

File Upload for Pending Conferences

ID	Name	Start Date & Time	Duration	Participants	User			File List
394890	Health and Safety Review	11/05/2006 10:30	45	12	web		File List	CC Presentation.mht
212554	test	11/05/2006 13:00	60	4	web		File List	
463423	Team Meeting	11/05/2006 16:00	60	6	web		File List	
985932	Documentation Review	22/05/2006 14:00	60	12	web		File List	
202873	Training Planning	23/05/2006 10:15	60	12	web		File List	
375802	Development Review	23/05/2006 15:00	30	3	web		File List	

3.7 Conference Templates

Conference templates are useful for booking recurring conferences. All booking information, including the conference ID and participant PINs, are retained except for the conference date. For example, a template can be created for booking a weekly team meeting where the same requirements and time slot is needed. Once a template is created, it is accessible from the My Conference Template tab.

The following points need to be kept in mind when working with templates:

- A template can only be created when a conference is booked.
- Templates can be updated and then saved/re-saved, but only under a new conference ID.

This re-saved "new" template is assigned a new conference ID, but any existing participant PINs remain unchanged. The system informs the user of the new conference ID. The newly booked conference is assigned the conference ID of the "old" template.

- When scheduling a conference based on a template, there must be at least 10 minutes between one conference ending and the other one beginning. If Music on Hold is set, this added time must be taken into consideration.

For example:

- Conference template A, contains a conference scheduled for 10am with a 5 minutes Music on Hold setting.
- A 30 minute conference needs to be scheduled before the 10am conference. All the details are in Conference template A.

The latest that the conference can be scheduled for using conference template A is 9.15am. The reason that 9.15 is the latest time is that there is 30 minutes for the conference, 10 minutes between the conferences, and 5 minutes for the Music on Hold. The total time required is 45 minutes. 45 minutes before 10am is 9.15am.

3.7.1 Scheduling a Conference using a Template

When scheduling a conference based on a template, the process is identical to that of creating a "normal" conference.

To schedule a conference based on an existing template:

- Click the Conferences tab and then click My Conference Template. All saved templates are listed according to their unique conference IDs.
- Click the Conference ID that corresponds to the template you wish to use for scheduling a new conference. You are directed to the Create New Conference window.
- In the Date field, select a date for the conference. Update any additional field as required.
- Click Book Conference and continue scheduling the conference as normal. The conference is booked. The conference ID and participant PINs in the template are assigned to the newly booked conference.

If the number of participants was changed the user is informed that the participant count was modified.

- From the Add Conference Participants window, you can save this conference as a new template if desired, but the new template will have a different Conference ID. The system informs the user of the changed conference ID. Despite the new ID assigned to the "new" template, the booked conference still retains the conference ID of the old template.

Note

- There must be at least 10 minutes between one conference ending and the other one beginning, when using a template to schedule a conference.

3.7.2 Creating a Template

The process for creating a template follows that of booking a conference. The Save Template option is only available at the end of the booking process. Once saved as a template, the conference ID and participant PINs are reused whenever you use the template to schedule another conference.

To save a conference as a template:

1. Schedule a conference with the desired settings.
2. After updating information on the Add Conference Participants window, click Save Template. This is only enabled after participant details are updated.

Not all participant details need to be entered to make use of the Save Template option. If the same people will be involved in the recurring conference, having their details entered will save time when using that template to book the recurring conference.

3. The conference template is saved based on the conference ID and is accessible from the My Conference Template link within the Conferences tab. Once saved as a template, the actual booked conference is listed within the Pending Conferences link.

After a conference is saved as a template, the saved templates are accessible through the My Conference Template link within the Conferences tab. Each user can save a maximum of 20 templates.

Each template contains the following information:

- Conference ID
This same conference ID is re-used for every conference booked via the corresponding template. Click the conference ID link to create a new conference based on that conference template.
- Conference name
Name of the conference at the time the template was created. The conference name can be updated when a new conference is scheduled using this template.
- Participant count
Number of participants scheduled to join the conference. The participant count can be updated when a new conference is scheduled using this template.
-  Delete icon
Deletes the corresponding template. No confirmation message is given. For more information, see [Deleting a Conference](#).

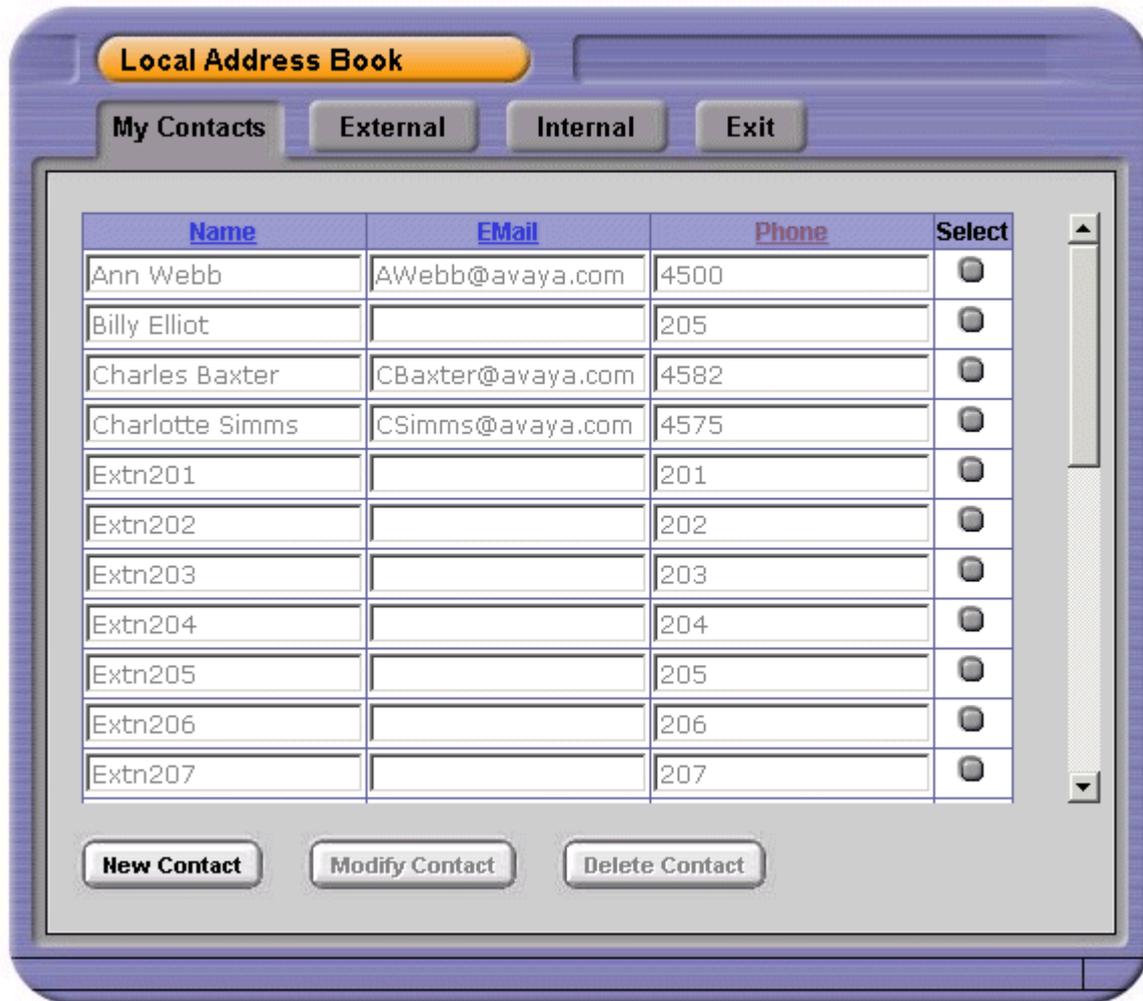
3.8 Using the Address Book

The Local Address Book provides a convenient method for managing your conference contacts and adding those contacts to a booked conference. The address book can be accessed in two ways, depending on the user's needs:

- My Profile tab
Viewing and managing contacts only.
- Add/Update Conference Participants process
Viewing, managing and adding contacts to a booked conference.

The Local Address Book has 3 contact lists:

- My Contacts
Displays the list of user generated contacts.
- External Contacts
Displays contact details as entered by the IP Office systems administrator into the directory configuration within Manager.
- Internal Contacts
Displays all internal users on the IP Office system.



Within the three contact lists, the following fields can be defined for each contact:

- Participant Name
Name of the contact as will be displayed in email invitations.
- Email Address
Email address of the contact which the system will use for delivery of conference invitation.
- Phone Number
Telephone number or extension of the contact in which the system will use to dial and invite (if configured) into a conference.

The fields can be sorted by clicking their corresponding headers.

3.8.1 Managing your Address Book

Outside of the conference booking and participant updating process, users can view and manage their address books from the My Profile tab. Access to the Local Address Book from this tab is meant for viewing and managing contact information only, so the ability to add a contact to a conference is not available.

To view and manage your address book:

1. Click My Profile.
2. Click Local Address Book.
3. Information contained in the My Contacts tab is displayed. From this window, you can modify and delete contacts as well as add new contacts. The list of external and internal contacts generated and maintained via the IP Office system are also available via the External and Internal tab.

3.8.2 Deleting Contacts

Within Conferencing Center, contacts can only be deleted from the My Contacts tab. If a contact is deleted from the My Contacts window, it does not get deleted from the External or Internal contact list because these are generated and maintained within the IP Office system.

To delete a contact:

1. Click the Select box that corresponds to the contacts to be deleted.
2. Click the Delete Contact button. This button will not become active until a selection has been made.

3.8.3 Modifying Contacts

Contact details can only be modified after they are added to the My Contacts list. Contact information in the External and Internal list of contacts are maintained within the IP Office system.

To modify contact details within your My Contacts window:

1. Access the Local Address Book.
2. Within the Local Address Book window, click My Contacts.
3. Click the Select box that corresponds to the contacts to be modified.
4. Click Modify Contact. This button will not become active until a selection has been made.
5. Make the necessary updates to the Name, Email or Phone field.
6. Once all updates are made, click Update Contact.

3.8.4 My Contacts

The My Contacts window can contain internal as well as external contact details. Contacts on this list are generated by individual users and only accessible by that user. If kept up to date, this list can be useful for quickly adding participant details to a conference.

To add a new contact to your personal contact list:

1. From the My Contacts window, click New Contact and enter the following contact details:
 - Name
The name of the contact as you want displayed on the contact list and email invitations.
 - Email
The email address of the contact in which the system will use for delivery of conference invitation.
 - Contact
The telephone number or extension of the contact in which the system will use to dial and invite (if configured) into a conference.
2. Click Save.

Notes

- From the My Contacts window, you can also modify and delete contacts.
- Contacts from the External and Internal contact list can also be added to your personal contact list.
- If the Local Address Book is accessed as part of the conference scheduling or updating process, personal contacts can also be added to a conference.

3.8.5 External Contacts

The External contacts list displays contact details as entered by the IP Office systems administrator into the Directory configuration within Manager. These contacts are available to all Conferencing Center Scheduler users.

Adding contacts from the External contacts list to the My Contacts list is useful for consolidating all your frequently referenced contacts into one location.

To add a contact to the My Contacts list:

1. From the External contact list, click the selection boxes that correspond to those contacts you wish to add to My Contacts.
2. Select Add to My Contacts.

3.8.6 Internal Contacts

The Internal contacts list displays contact details as configured by the IP Office systems administrator within Manager. These contacts are available to all Conferencing Center Scheduler users.

Adding contacts from the Internal contacts list to the My Contacts list is useful for consolidating all your frequently referenced contacts into one location.

To add a contact to the My Contacts list:

1. From the Internal contact list, click the selection boxes that correspond to those contacts you wish to add to My Contacts.
2. Select Add to My Contacts.

3.8.7 Adding Contacts to a Conference

Contact details can only be added to a conference when the Local Address Book is accessed within the conference booking or updating process. When the Local Address Book is accessed outside of the conference booking or updating process, for example, from the My Profile tab, it is only for contact viewing and maintenance purposes.

To add a participant to a conference, see [Adding Participants to a Conference](#)^[26].

For details on updating participant information for pending conferences, see [Update a Conference](#)^[29].

3.9 Administrator Functions

The Conferencing Center administrator can manage administrative tasks in addition to scheduling conferences via the Conferencing Center Scheduler.

When signed on as the Conferencing Center administrator the In-Progress and Pending Conferences windows have the additional option to view conferences scheduled by ALL users. Enable this option by clicking the Display Conferences for All Users check box.

Other additional options are:

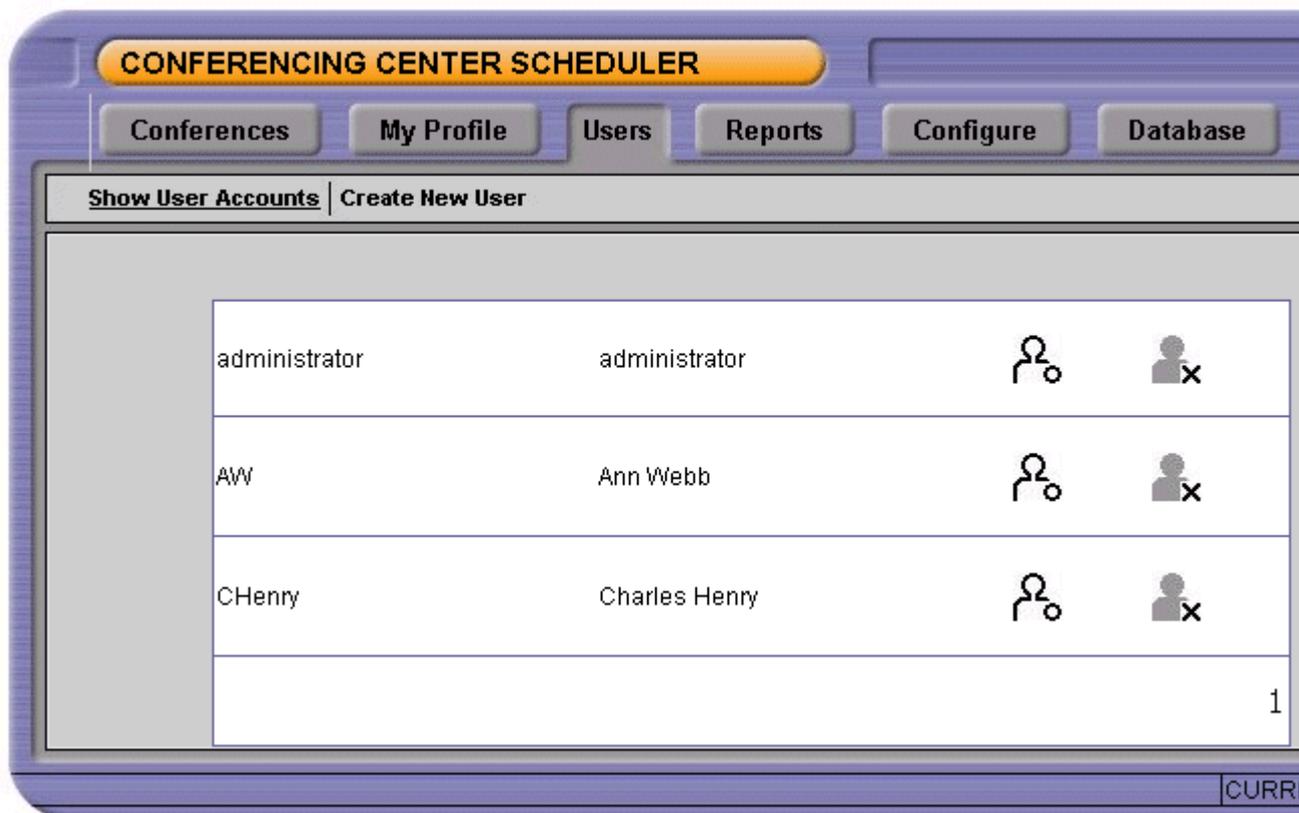
- [User Accounts](#)^[42]
You can create new user accounts and update existing user accounts.
- [Conference Reports](#)^[44]
Conference reports can be generated for conferences that occurred or that are in progress.
- [Database Backup](#)^[46]
The Conferencing Center administrator can backup the Conferencing Center's database, either manually or by creating a scheduled backup.
- [Configuration Tab](#)^[49]
System parameters and settings for Conferencing Center are configurable.

3.9.1 User Accounts

The Conferencing Center administrator can create accounts for users. Once created, users can change their name and password. Only the Conferencing Center administrator can create or delete a user account.

From the Users tab, the Conferencing Center administrator can:

- [Create a New User](#) ⁴²
- [Update a User Account](#) ⁴²
- [Delete a User Account](#) ⁴³



3.9.1.1 Creating a New Account

User accounts can only be created by the Conferencing Center administrator. The new user account must be unique.

To create an account:

1. Click the Users tab.
2. Click Create New User.
3. Enter information into the provided fields. The password must comprise of 5 - 50 mixed alpha-numeric characters. Conferencing Center passwords are case-sensitive.
4. Click Create.

3.9.1.2 Updating an Account

As a Conferencing Center administrator, you can update a user's password.

To change an account:

1. Click the Users tab.
2. Click Show User Accounts.
3. Click , corresponding to the user account to be updated.
4. Make the desired changes. Passwords in Conferencing Center are case-sensitive.

5. Click Update.

3.9.1.3 Deleting an Account

When accounts are no longer being used the user account details can be deleted. A user account that has a pending conference cannot be deleted.

To delete an account:

1. Click Users tab.
2. Click Show User Accounts.
3. Click , corresponding to the user account to be deleted.
4. Click Delete.

3.9.2 Conference Reports

The Conferencing Center administrator can produce reports of past conferences and conferences that are in progress. Reports are useful for getting an indication of how heavily the Conferencing Center is used and the number of participants in a conference. Conference reports can be requested in the following ways:

- **General Reports**
Conference reports can be requested based on specific dates. This request will provide a list of all the conferences that took place within the specified dates. For more information, see [Producing General Reports](#)^[44].
- **List Conferences for Reporting**
Reports can be produced for specific conferences. For more information, see [Reporting on Specific Conferences](#)^[45].



All reports can be printed. To print a report, click  at the end of the report.

3.9.2.1 Producing General Reports

Conference reports can be requested based on specific dates. This request will provide a list of all the conferences that took place within the specified dates.

To generate a report based on specific dates:

1. Click the Reports tab.
2. Click General Report.
3. Enter the desired Start and End dates or click  in the corresponding fields and select the date.
4. Click Run Report. Reports will list conferences in the order that they occurred, oldest first, with the following information:
 - **Conference Details**
The details of the conference being reported. Details such as conference ID, the bridge number used, start and end time are contained in the report.
 - **Participant Details**
The details of participants who joined the conference, such as their status and the time they left and joined the conference.

3.9.2.2 Reporting on Specific Conferences

Reports can be produced on conferences that have taken place.

To report on a conference:

1. Click the Reports tab.
2. Click List Conferences for Reporting.

ID	Name	Start Date & Time	MOH Start Time	Duration	Participants		
400100	test 1	04/01/2006 14:40		50	3	Individual Report	Voting Summary
527969	A Template Conference	04/01/2006 17:00		60	4	Individual Report	Voting Summary
650748	Upload Procedures	05/01/2006 09:15		60	4	Individual Report	Voting Summary
693119	Another one	05/01/2006 10:30		60	2	Individual Report	Voting Summary
107300	Progress Talks - Usability	05/01/2006 11:30		60	4	Individual Report	Voting Summary
122734	Manual changes required	05/01/2006 13:45		15	3	Individual Report	Voting Summary
742773	Todays New Goals	05/01/2006 14:00		60	4	Individual Report	Voting Summary
400100	Powerpoint Presentation	05/01/2006 14:40		50	3	Individual Report	Voting Summary

For each conference listed an individual report and voting summary report is available.

Individual Report

Displays information relating to specific conferences with the following categories:

- Conference Details
The details of the conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- Participant Details
The details of the participants who joined the conference, such as their status and the time they left and joined the conference.

Voting Summary

If voting occurred during a conference, this report displays information relating to a specific conference with the following categories:

- Conference Details
The details of the conference being reported, such as conference ID, the bridge number used, start and end time, etc.
- Participant Details
The details of the participants who joined the conference, such as their status and the time they left and joined the conference.
- Questions Raised
The questions raised by the conference host for voting.
- Votes Recorded
A record of how each participant voted for all the questions raised.

3.9.3 Database Backup

Backing up the Conferencing Center's database is a vital maintenance requirement. The administrator can perform a manual backup or create a scheduled backup. Once set up, the scheduled backup will automatically save a copy of the database at the specified time and into the specified folder directory. A manual backup is typically required prior to any system or software upgrade. Conferencing Center will continue to operate while the backup is being performed.

3.9.3.1 Creating a Manual Backup

A manual backup is typically required prior to any system or software upgrade.

To do a manual backup:

1. Click Database.
2. Click Backup Database.
3. In the Perform Immediate Backup section:
 1. In the text field labeled Location on Server for Backup, enter the folder directory path where you want to save the backup database.
 2. Click Backup Now.

3.9.3.2 Scheduling a Backup

A scheduled backup will automatically save a copy of the database at a specified time in to a specified folder directory.

To create a scheduled backup:

1. Click Database.
2. Click Backup Database.
3. In the Create Backup Schedule section:
 - Tick the box labeled Perform Scheduled Backups.
 - Select either Daily or Weekly for the backup schedule to be performed. If Weekly is selected, choose the day of the week in which you want the backup performed.
 - In the text field labeled Location on Server for Backup, enter the folder directory path where you want to save the backup database.
 - Enter the time of day you want the backup performed.
 - Click Update Schedule.

A backup of the Conferencing Center's database will be performed based upon the specified schedule. Depending on the selection made, backups are performed as shown in the tables.

Daily Backups	Backup ID	Lifetime
Sunday	ECSMasterDay1.bak ECSMasterDay1Log.bak	1 Week - Will be overwritten by next Sunday's backup.
Monday	ECSMasterDay2.bak ECSMasterDay2Log.bak	1 Week - Will be overwritten by next Monday's backup.
Tuesday	ECSMasterDay3.bak ECSMasterDay3Log.bak	1 Week - Will be overwritten by next Tuesday's backup.
Wednesday	ECSMasterDay4.bak ECSMasterDay4Log.bak	1 Week - Will be overwritten by next Wednesday's backup.
Thursday	ECSMasterDay5.bak ECSMasterDay5Log.bak	1 Week - Will be overwritten by next Thursday's backup.
Friday	ECSMasterDay6.bak ECSMasterDay6Log.bak	1 Week - Will be overwritten by next Friday's backup.
Saturday	ECSMasterDay7.bak ECSMasterDay7Log.bak	1 Week - Will be overwritten by next Saturday's backup.

Weekly Backups	Backup ID	Lifetime
Selected Day week 1	ECSMasterWeek1.bak ECSMasterWeek1Log.bak	4 weeks - Will be overwritten by next week 1 backup in 4 weeks.
Selected Day week 2	ECSMasterWeek2.bak ECSMasterWeek2Log.bak	4 weeks - Will be overwritten by next week 2 backup in 4 weeks.
Selected Day week 3	ECSMasterWeek3.bak ECSMasterWeek3Log.bak	4 weeks - Will be overwritten by next week 3 backup in 4 weeks.
Selected Day week 4	ECSMasterWeek4.bak ECSMasterWeek4Log.bak	4 weeks - Will be overwritten by next week 4 backup in 4 weeks.

3.9.3.3 Restoring a Backup

A backup might need to be restored.

To prepare to restore a backup:

1. Locate the backup files required. The backup file is in the location specified by the system administrator when the schedule was created.
2. Ensure that no process is currently accessing the database. To do this the Conferencing server must be stopped. No Web applications must be accessing the database. In other words, the Web Client and Web Scheduler must be closed. You might have to restart IIS to free any cached or pooled database connection.
3. Perform the restore. The method used to restore the database depends on the availability of SQL Enterprise Manager on the server.

To start a restore using Enterprise Manager:

If the conferencing database was registered with Enterprise Manager, you can restore using Enterprise.

1. Right-click the Database ESCMaster.
2. Select All Tasks > Restore Database.
3. Select From Device.
4. Select Select Devices...
5. Click Disk.
6. Click Add.
7. Browse to the backup file on disk.
8. To perform the Restore, click OK.

To restore using the command prompt:

If the database runs under the control of MSDE only, the restore must be performed within the command prompt environment.

1. Enter the following command on one line:

```
osql -Sservername -E -dMaster -Q"RESTORE DATABASE databasename FROM DISK = 'fully qualified path to backup file'"
```

Parts of the command shown in italics depend on your installation.

servername

The instance name of the MSDE installation on which the database resides. Usually this is in the form of *servername\AvayaECSS*. For example 'EN3000DT00554\Avaya'.

databasename

The name of the database to be restored. Currently this is always 'ECSMaster'.

fully qualified path to backup file

The location and name of the backup file to be used - for example 'C:\SQLBackups\ECSMasterDay1.bak'.

An example of the full command might be:

```
osql -SEN3000DT00524\AVAYAECSS -E -dMaster -Q"RESTORE DATABASE ECSMaster FROM DISK = 'C:\SQLBackups\ECSMasterDay1.bak'"
```

2. After this command is issued, the system responds with a message similar to the following if there was a successful restore.

```
Processed xxx pages for database 'ECSMaster', file 'ECSMaster_Log' on file 1.  
RESTORE DATABASE successfully processed xxx pages in xx.xx seconds (6.010 MB/sec)
```

Note

- If one of the following error messages is shown there was a failure to close all database connections. The restore was prevented from being completed.

```
Msg 3101, Level 16, State 2, Server EN3000DT00524\AVAYAECSS, line 1  
Exclusive access could not be obtained because the database was in use.
```

```
Msg 3013, Level 16, State 1, Server EN3000DT00524\AVAYAECSS, line 1  
RESTORE DATABASE is terminating abnormally
```

3.9.4 Configuration Tab

Warning

Any configuration changes made here can greatly affect system performance. Please consult your system administrator before making any changes.

The direct configuration for Conferencing Center is available on the Conferencing Center Scheduler. All configuration updates will not be reflected until the ECS Conference Service (the name given to the Conferencing Center service) is stopped and restarted.

The following system parameters and settings are configurable via the Configure tab in the Conferencing Center Scheduler:

- **SMTP Server (Empty for Local)**
Enter the email server's address. This is required only if you are not using the SMTP service on the local machine.
- **IP Office IP Address**
Enter the IP address of the IP Office Control Unit.
- **IP Office Password/Confirm IP Office Password**
Enter the system password of the IP Office Control Unit. This is required by the conferencing server to access the IP Office if the IP Office is password protected.
- **Maximum Conference Duration: *Default = 60 minutes.***
This will set the maximum conference length (in minutes) in which a conference can be scheduled.
- **Email From Address**
Enter an email address from which conference confirmation/reminders are sent. The email account should represent a user account created for the Conferencing Center server.
- **Percent of Audio Resources Allocated: *Default = 50%.***
Audio resources reflect the audio channels available on the IP Office Control Unit. The percentage is taken from the total amount of audio resources allocated for the entire IP Office suite. This percentage of available resources can be altered if needed. Available resources will depend on the audio channels being taken up by the Voicemail system and other systems that may use this resource. Audio channels are released after the end of every conference.
 - If more resources need to be allocated because of user demand, move the bar accordingly, but remember that these resources are also used by other systems. Increasing resources for conferencing may greatly effect other systems, such as the voicemail system. Reducing resources may invalidate existing data. For example, if there are booked conferences that are relying on the pre-existing resources, configuration changes may make those conferences obsolete.
- **Percent of Conference Resources Allocated: *Default = 50%.***
Conference resources reflect the conferencing channels available on the control unit. Conferencing channels are released after the end of every conference.
- **Default Conference Language**
The language in which every conference will be defaulted to.
- **Default Conference Bridge Number**
Enter the bridge number for external participants to call and join an audio conference. This number will be offered as the default bridge number when a conference is scheduled. The conference scheduler can remove or update this number at that time. This conference bridge number will be available on participants' confirmation emails if the email option is enabled.
- **URL for Web Client**
Enter the path to the web server as `http://<web_server_name>/AVECSWEB`. This URL will be available on participants' confirmation emails if Web Support and email options are enabled as part of the conference scheduling process.
- **Conference End Warning (Mins): *Default = 10 minutes.***
An audio warning will be played X minutes prior the conference's scheduled end time, where X represents the number of minutes defined in this field. This value can be configured by the Conferencing Center user on a per conference basis.

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