# Managing Audio Conference Calls

## Creating an Audio Conference

the web portal 1. Login to by browsing to https://ux.firelinecommunications.com and entering your email and password. 2. Select Conferences from the Menu. 📞 🛛 Dashboard - ux.firelinecommuni 🔿 🗙 + $\leftarrow$ https://ux.firelinecommunications.com  $\mathbb{C}$ Voice Services 🦰 FirelineBroadband **RDL** Arcserve Fireline ٦ 201 – 201-Test Account Home Settings Dashboard **Extensions** > System Dash DIDs Conferences IVR > Total calls Voicemail > Monitor > Reports > Now 0 **Statistics** > Last Hour **0** Fax > > System Today 7

3. To create new new conference click Add Conference.

	Co	nference	s - ux.fir	elinecommun × +
$\leftarrow$	$\rightarrow$	С	Ċ	https:// <b>ux.firelinecommunications.com</b> /?app=pbxware&t=cor
	Home	X Settin	ıgs	201 − 201-Test Account
	hboard ensions			Search
DID				Name 🔺 🔻
	onferences			No records found.
Gr	oups			I previous
IVR				>

#### 4. Complete the form

- Conference Name: The display name of the Conference which is viewable from the Communicator and Communicator Go Unified Communications App.
- 2. Conference Number: The extension number of the Conference. \*\*\* If you are calling the Conference from a system extension, you should use this number, not the external telephone number. Only users outside of the system need to dial the 11 Digit telephone number.
- 3. **Conference Group:** The Conference Group defines the options allowed in the conference and can be set by clicking the Group Menu item. More about Conference Groups below.
- 4. Maximum Number of Users: This is the number of participants allowed in the specific conference. Total Conference users are based on your plan and is pre configured in the system. If you need more participants please contact your sales rep or email <u>sales@firelinecommunications.com</u> with your

request.

- Conference PIN: Number users will enter to gain access to the conference. This can be changed at any time.
- 6. **Conference Admin PIN:** When users enter the Admin PIN, they dynamically gain administrative rights for the conference that they are dialing into.
- 7. **Conference Marked User PIN:** When users enter the Marked PIN, they dynamically gain marked user rights for the conference that they are dialing into.
- 8. **Conference Language:** Allows you to note the language of the conference. Has no affect on conference.
- 9. Rings to answer: Sets the number of rings before the conference answers.
- 10. RTP Delay (sec): Set the delay before audio is played. If your users are not hearing the beginning part of the system messages, you can increase this value. Default 1.
- 11. **Color:** Sets the color of the conference in Communicator.
- 12. Send E-mail after conference: If enabled the system will send an email notification when the conference has completed.
- 13. Notification E-mail: Allows you to define the email address in which notifications will be sent. Only 1 address can be entered. If you would like to send to multiple addresses, we suggest creating a distribution group address that the system can send to and let the distribution group distribute the email to its members.
- 5. Click

Save.

Conferences - ux.fireline	ecommun × +			
$\leftarrow$ $\rightarrow$ C $\textcircled{D}$ http://www.com/action/optics/action/opti	ps:// <b>ux.firelinecommunications.com</b> /?app=		&id=582&server=2&rpage=1&query=	
· texteres · failed	adaed 🗖 10. 🕃 Anarathaina 🔅	Sefgenetials(%). B Abbelligerage.	B Material - B united	0
<u>UX</u>	201 — 201-Test Account			
Home Settings	Conference > Edit	Options		
Dashboard	General			
Extensions > DIDs	Conference Name:	XX	13	× .
Conferences ~	Conference Number:	7000		
Conferences				
Groups	Conference Group:	Default	·	
Voicemail >	Maximum number of users:	25 •		
Monitor > Reports >	Conference PIN:	15511234	Ð	
Statistics >	Conference Admin PIN:	12345678	0	
Fax >			-	
System >	Conference Marked User PIN:		Ð	
	Conference Language:			
	Rings to answer:	1		
	RTP Delay (sec):	1		
	Color:	• Gray	•	
	Send E-mail after conference:			
	Notification E-mail:			
🕞 Sign out			Save 🗲 Go b	ack
Sign out				

### **Conference Groups**

Conference Groups define the options allowed for a conference.

- 1. Select Groups under the Conferences.
- 2. Select Add Group.

Conferen	ux.firelinecommun × +	
$\leftarrow \rightarrow C$	https://ux.firelinecommunications.com/?app=pbxware&t=conferences&v=meeti	me_groups&:
• materia I	aladiaalasi 💼 10. 🖱 Asaratiata 🖄 Selasatiata(10. 📓 Addata	ningin. (
Home Set	201 − 201-Test Account	
Dashboard	Group Name 🔺 💌	
Extensions	> No groups found.	
SMS	* A provinue	
DIDs	♦ previous	
Conferences	▼	
Conferences		
Groups		
IVR	> · · · · · · · · · · · · · · · · · · ·	
← → C ☆ h Home Settings Dashboard Extensions > SMS > DIDs Conferences Conferences Groups IVR > Queues > Volcemail > Monitor > Reports > Statistics > Fax >	x.firelinecommunications.com/?app=pbxware&t=conferences&v=meetme_groups:edit&server=2	
CRM >	Enable All Users	
System > Routes >		• +
LCR		
Apps >	Extension Name Admin Marked Talk-Only Listen-Only Exit-# Exit-Dig	it
	✓ Save ←	Go back
🗘 Admin Settings		
🕞 Sign out		

- 3. Provide a name for the Group
- 4. Select the Options to apply to all conferences in this group.
  - Announce user join/leave: If this option is checked/enabled, all new conference members will be asked to say their name and press the '#' key

before they enter the conference. This name will be recorded and played to other conference members when a caller joins/leaves the conference. After a user presses the '#' key, the following menu will be presented:

- 1. Press 1 to accept your name and enter the conference
- 2. Press 2 to listen to your name
- 3. Press 3 to re-record your name
- Quiet Mode: If this option is checked/enabled, conference members will not hear the enter and leave sound.
- 3. Record Conference: This option will enable recording the conference so you can download the recorded file. NOTE: You can download the recorded file from Report's > CDR's
- 4. Enable Music on Hold (MOH): Plays Music on Hold for the first user that enters the Conference. Once a second caller enters the MOH will stop.
- Present Menu: Plays Conference options when '\*' is dialed while in a conference.
- Announce Number of Participants: Announces the number of conference participants when a user enters the conference.
- 7. Wait for the Marked User Before Allowing Anyone to Talk: Does not let anyone join the conference until the marked user enters the conference.
- 8. Close the Conference when the last Marked User Exits: Closes the conference once the last marked user exits, no matter how many participants are still active in the conference conversation, their calls are immediately dropped.
- 5. Select if you would like to enable all users to enter the conference.
- 6. If you would like only certain users to have the ability to enter the conference select the dropdown and select the users.

ax	> Enable All Users	
RM	> Enable All Osers	
ystem		- +
loutes	> 1003 – Grandstream HT814	A
CR	1007 — Fanvil vi10	
pps	1008 — Adnan Test	
	1000 - Fanvix x210	Go bac
	1011 — Fanvil X5	
	2000 — Yealink T19	-
	> Users	
Sign out	Enable All Users	
E Sign out		- +
Sign out atistics x RM stem putes	Enable All Users	• +
in the sign out is a sign out is a sign out is a sign out is a sign of the si	Enable All Users   Enable All Users   1007 - Fanvil vi10 * 1010 - Fanvix x210 * 2000 - Yealink T19 * 1	• +
C Sign out	<ul> <li>Enable All Users</li> <li>1007 - Fanvil vi10 × 1010 - Fanvix x210 × 2000 - Yealink T19 × 1</li> <li>1003 - Grandstream HT814</li> <li>1000 - Advan Tath</li> </ul>	
E Sign out	<ul> <li>Enable All Users</li> <li>1007 - Fanvil v10 * 1010 - Fanvix x210 * 2000 - Yealink T19 * 1</li> <li>1003 - Grandstream HT814</li> <li>1008 - Adnan Test</li> </ul>	1
G Sign out	<ul> <li>Enable All Users</li> <li>1007 - Fanvil vi10 × 1010 - Fanvix x210 × 2000 - Yealink T19 × 1</li> <li>1003 - Grandstream HT814</li> <li>1008 - Adnan Test</li> <li>1011 - Fanvil X5</li> </ul>	- + Go back
Example 2 Sign out catistics ix RM /stem outes CR	<ul> <li>Enable All Users</li> <li>1007 - Fanvil vi10 × 1010 - Fanvix x210 × 2000 - Yealink T19 × 1</li> <li>1003 - Grandstream HT814</li> <li>1008 - Adnan Test</li> <li>1011 - Fanvil X5</li> <li>2001 - Yealink T21EP2</li> </ul>	ĺ.

### 7. To add the selected users click the + button.

Meetings	>	Users								
Statistics	>	Enable All Use	ers							
Fax	>									+
CRM	>								•	T
System	>									
Routes	>	Extension	Name	Admin	Marked	Talk-Only	Listen-Only	Exit-#	Exit-Digit	
.CR										
Apps	>	1007	Fanvil vi10							×
		1010	Fanvix x210							×
		2000	Yealink T19							×
🛱 Admin Setti	ngs							_		
🕩 Sign out								🖌 🖌 🤤	Save 🗲	Go ba

- 8. Click Save to save and exit.
- 9. You can now apply the newly created group to any conference you want to follow these options. (See step <u>4c.from Creating a Conference</u>)