

ConferenceManager™

Using the Operator Console

The Operator Console is designed to help Operators manage multiple conferences and assist conference participants. Your system administrator must designate you as an Operator and provide you with the conferencing system URL, your Conference ID, and your PIN.

Launching the Operator Console

Step 1: Open a browser and navigate to the conferencing system URL.

Step 2: Click **I am a host**.

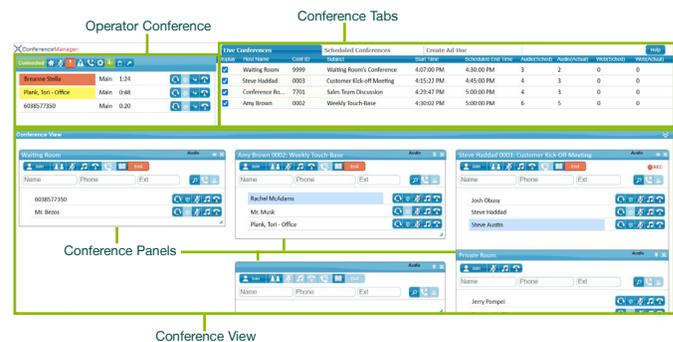
Step 3: Enter your **Conference ID** and **PIN**.

Step 4: Click **Log In** to access your **My Conferences** page.

Step 5: Click **Operator Console** at the bottom of the page.

The Operator Console opens in a new browser window; it has three main sections:

- The **Operator Conference** is the area from which you dial out to participants and answer help requests.
- The **Conference Tabs** list Live and Scheduled conferences, and allow you to create new Ad-hoc conferences. Select the **Display** check box to open its conference panel.
- The **Conference View** contains a panel for each conference you are monitoring.



About the Operator Conference

You must connect to the Operator Conference before you can answer help requests, start new dial outs, or join conferences.

Step 1: If you have not entered your phone number on your My Account page, click to display the settings pop-up, enter the Phone Number, and click Save.

Step 2: Click **Call Me**.

The upper-left section of the Operator Console is the Operator Conference panel, which contains the following controls:



Control	Description
Call Me	Dials out to you from the Operator Conference, provided your number is configured in the Settings window. The button reflects call status from Dialing to Answered to Connected .
Return to Operator Conference	Disconnects you from a conference or private call if connected, and returns you to the Operator Conference (displays when active).
Mute Operator	Mutes your voice (displays when active). Mute is activated by default when you join a conference.
Incoming Help Requests	Displays a list of help requests from participants who have dialed in to the system and pressed *00. Appears green () when selected if there are no requests, or red () when there are active unanswered requests.
Participant Help Requests	Displays a list of help requests from conference participants who have pressed *00. Appears green () when selected if there are no requests, or red () when there are active unanswered requests.
New Dial Out	Allows you to dial out to a new participant and bring them into the Operator Conference (displays when active).
Settings	Displays the Operator Console Setting window.
Sound	Click to toggle between help request sounds on () or off ().
ANI Management	Access and manage ANI directory by selecting ANI Management button.

Dialing Out from the Operator Console

Step 1: Click .

Step 2: Enter the dial out information manually or click **Addr Book** to select a contact from the Address Book.

Step 3: Click **Call**.

You can subsequently drag the contact into an existing conference or click  to hang up.

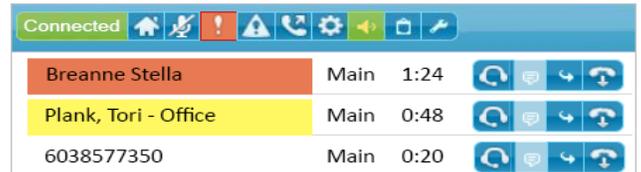


Answering Help Requests

Callers can initiate Help requests either by dialing *00 while in the process of joining a conference (those requests appear in the  section), or from within a conference (those requests appear in the  section).

When a help request is received, a tone sounds (as long as sound is enabled ); click  or  as appropriate to view those requests.

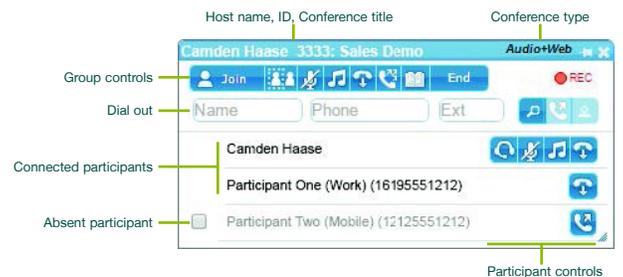
Click  to connect to the caller (you must be connected to the Operator Conference). After assisting them you can click  to move them into the conference or click  to disconnect them.



About Conference View

The Conference view has two sets of controls: one that affects all participants, and another that affects individuals.

You can move participants between main and private conferences, or from one conference room to another simply by dragging them. Note that you are moving participants between audio conferences, and existing web conference connections will not be interrupted.



Group	Description
 Join	Places you into the conference with your audio [optionally] muted. Click  to return to the Operator Conference.
 Private	Creates a new private conference, into which you can drag participants.
 Mute All	Mutes all participants except the host.
 Hold All	Places all participants on hold, except host.
 Disconnect All	Disconnects all participants, except the host.
 Blast Dial	Blast Dials selected contacts.
 Address Book	Displays the Address Book.
 End	Disconnect all participants and ends the call.
 Recording Indicator	Indicates that a conference is scheduled to be recorded or that a conference recording is in progress.

Dial Out	Description
 Address Book	Displays the Address Book.
 Call	Dials out to the number in the Dial Out fields (entered manually or via the Address Book).
 Call and Join on Answer	Dials out to the number in the Dial Out fields and joins it to the conference upon answer

Participant	Description
 Connect to Party	Places you into the conference with the participant. Click  to rejoin the main conference or  to return to the Operator Console.
 Mute	Mutes an individual participant.
 Hold	Places an individual participant on hold.
 Disconnect	Disconnects an individual participant.
 Dial	Dials out to an unconnected contact.