MODERATOR WEB INTERFACE

This section explains how to use the Moderator Web Interface to set up and manage conferences.

ACCESSING THE WEB INTERFACE

To access the web interface, you will need the following information, which your service provider should give to you.

- The website address (URL) of the Moderator Web Interface is http://conf.mymetronet.net.

- Your Participant code and moderator code for conferences will be provided by your Metronet representative. You will need both of these codes to log in.

Start your web browser and enter the web address in the address bar. You may see one or more security dialogs; choose **OK** or **Yes** to accept these.

You should then see the web interface logon window, which asks you for the participant and moderator codes.

Figure 1: Moderator Web Interface log on window

Conference Log-On

Participant Code: [_____]
Moderator Code: [_____]
[Log On]

*Type the two codes in the appropriate edit boxes, then click the **Log On** button.*

When you have logged on successfully, a list of options for managing conferences appears on the left-hand side of the screen.

Figure 2: Moderator Web Interface options

*When you first come into the interface, the **Current Call** option is seleceted. This option allows you to manage a confrence, as described in the folowing section.*

Welcome Marketing

- Current Call
- Directory
- History
- Recordings
- Options
- Log Off

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CURRENT CALL

The Current Call window allows you to manage a conference. If this window is not already shown on the screen, click on the **Current Call** button to display it.

If you have not yet started a conference, the screen shows the message "There is no conference at this time."

When more participants join the conference, the window appears as shown in Figure 3

Figure 3: An active conference in the Current Call window
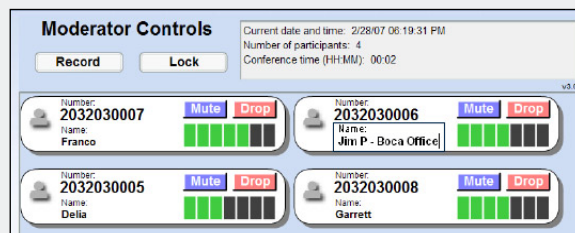
The panel at the top right provides information about the current confrence. To the leftof this are 2 buttons to control recoding and locking the confrence, which are described later in this section.

Each participant in the conference is represented by a panel with a telephone number at the top, as shown in 3.

The panel for each participant (including the moderator) shows the following details.

- The participant's calling telephone number.

- The participant's name, if the Conferencing server can determine it. This is taken from a directory entry matching the calling number or from the caller name that the server received when this participant dialed in.

- A **Mute** button, allowing you to mute this participant's phone so that no sound from it is played into the conference.

- A **Drop** button, allowing you to remove this participant from the conference.

- A gain control, allowing you to balance this participant's sound level so that all participants can be heard clearly.

On the left of each panel is a "person" icon representing the participant, which appears in different colors to represent the participant's status in the call:

- Gray: the participant is in the call but is not currently speaking.

- Green: the participant is speaking, or other sounds are being played into the conference from the participant's phone.

- Yellow: the moderator has muted this participant's phone.

CHANGING AND STORING PARTICIPANTS' NAMES

The panel corresponding to each participant shows the participant's name, if the Conferencing server can determine it. This is taken from a directory entry matching the calling number, if there is one. Otherwise it is taken from the caller name that the server received when this participant dialed in.

If there is no name displayed or it is not correct, you can change it. Click on the name, or in the blank space below the word "Name" if no name is displayed, and type in the correct details.

When you move away from the participant panel and click on another part of the Current Call window, the new name that you have entered is saved in a directory entry. This means that the updated information is available for future conferences: anyone who dials into a later conference using this calling number will be identified by this name, in both the Current Call window and the Conference History lists.

MUTING PARTICIPANTS

Depending on the purpose of the conference, you may want to set up the conference so that all participants can talk in the conference at any time, or you may be the only speaker in all or part of the conference. If you are the only speaker and do not need to allow other participants to

speak in the conference, you may want to mute a participant's phone to prevent background noise picked up by this phone from being played into the conference.

- To mute a participant's phone, click on the **Mute** button in the panel corresponding to that participant. The "person" icon on the left of this panel changes to yellow, and the participant hears an announcement that the phone has been muted.

- To remove the mute so that the participant can speak into the conference, click on the Mute button again. The "person" icon on the left of this panel changes back to gray, and the participant hears an announcement that the phone has been unmuted.

If a participant whose phone is muted wants to speak, he or she can indicate a request to speak using the telephone interface. You then see an exclamation point over the "person" icon for this participant.

- To allow the participant to speak, click on the **Mute** button.

- To clear the alert, click on the "person" icon for this participant.

CONTROLLING VOLUME LEVELS

You can control the volume level for each conference participant individually, so that the different speakers are balanced in the conference. You may need to do this if one or more participants are calling in over poor-quality lines and other participants are having difficulty hearing them.

In the panel for each participant, the gain control appears as a set of seven vertical bars, with a number of these colored green to indicate the gain being applied to the incoming sound level. For example, one green bar (with the remaining six colored black) means that this participant's sound is turned down low, and five green bars (with the remaining two colored black) means that the sound is turned up just above a medium setting.

To change the volume level for a participant, click on the bar representing the level that you want.

RECORDING THE CONFERENCE

To start a recording of the conference, click on the Record button in the moderator controls. If your service provider has not permitted you to record conferences, this button has no effect.

An announcement may be played into the conference each time you start or stop recording, to inform the participants that the conference is being recorded.

If you are the only participant in the conference and so on-hold music is playing, the music stops when you click on the **Record** button to start recording. This allows you to record introductory information about the conference (for example the date of the meeting, its purpose, and the expected participants) before the other participants have joined.

To stop recording, click on the **Record** button again. The recording is saved on the server. You can download it later, either to listen to it or to save it to your local computer, **Recordings**, for more details.

LOCKING THE CONFERENCE

To lock the conference so that no further participants can join it, click on the Lock button in the moderator controls at the top of the window. You may want to do this if you want to restrict the number of participants on a first come, first served basis.

If you lock the conference and then perform a soft exit, you will still be able to join it by dialing in as the moderator. However, nobody will be able to join it as a participant.

To unlock the conference so that further participants can join it, click on the **Lock** button again.

REMOVING PARTICIPANTS FROM THE CONFERENCE

You may need to remove a participant from the conference, for example if he or she has obtained the participant code without your permission and is not authorized to be in the conference. To do this, click on the Drop button in the panel corresponding to that participant.

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You are prompted with a **Yes / No** pop-up to confirm or cancel removing the participant. If you choose Yes, the participant hears an announcement that the moderator has removed him or her from the conference, and the participant's telephone call into the conference ends. The panel representing this participant disappears from the Current Call window.

DIRECTORY

The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for a past conference. These names are stored for future use, so that anyone who dials in to a later conference using the same calling number will be identified by this name, in both the Current Call window and the Conference History lists.

Click on the **Directory** button to display this window.

- To update the name or phone number of an existing directory entry, click on the phone number in this list. The **Phone Number** and **Name** edit boxes at the top of the screen change to show the current contents of this entry. Edit the contents as required, and then click on **Save Entry**.

Figure 4: Directory window

When you edit the name of a conference participant in the current window, the name that you specify is accociated with the participant's telephoine number and stored in a directory entry. The Directory window allows you to manage these entries while you are not in the conference. the list of existing directory entries is shown at the bottom of the window.

- To add a new directory entry, click on **New Entry** to clear the edit boxes at the top of the screen if any data is shown in them. Type the phone number and name, and then click on **Save Entry.**

- To delete one or more existing directory entries, click on the **Del** checkbox next to each entry that you want to delete, and then click **Delete Selected.**

HISTORY

The History window allows you to view a list of past conferences that you have managed. Click on the **History** button to display this window.

Figure 5: History window

For each conference, the following information is displayed.

- An optional name for this conference. The time at which the conference started.

- The total duration of the conference.

- The maximum number of participants, which may include yourself as the moderator.

- The number of participants, if any, who were rejected because the conference had already reached the limit on the number of participants in a conference.

To see more information about who took part in the conference, or about rejected participants, click on the number in the **Max Participants** or **Rejected Participants** column. The screen shows the following information for each participant:

- The telephone number from which the participant dialed in, or the dialed number if you dialed out to invite the participant into the conference.

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- The name of the participant stored in the Directory, if there is one.

- Whether or not the participant used HD audio.

- For rejected participants only: The date and time at which this person attempted to join the conference.

If one or more participants withheld their telephone number when dialing in, there will be a single entry "ID withheld" in the list of participants. If two or more participants dialed in using the same telephone number, there will be only one entry for this number.

RECORDINGS

The Recordings window allows you to view & manage conference recordings you have made.

Click on the **Recordings** button to display this window.

Figure 6: Recordings window

The screen shows the start time and duration of each recording. It may also display a message to inform you that one or more of your conference recordings will be automatically deleted after a specified time. You can download these recordings to your local computer if you need to store them for future reference.

- To listen to a recording or save it to your local computer, click on the **Download** button

- To delete a recording when you no longer need it, click on the **Delete** button

- The number of recordings you currently have stored on the server.

- The total time of recordings you currently have stored on the server.

OPTIONS

The Options window allows you to view and manage options that control how your conferences operate. Click on the **Options** button to display this window.

Figure 7: Options window

LOGGING OFF

The **Log Off** button ends your use of the web interface. Click on this button when you have finished using the interface.

If there is a conference in progress, logging off does not end the conference. You can continue to manage the conference using the Telephone Admin Interface, or log on again to continue using the web interface.

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