EMBLAZE VCON

Audio Conferencing Systems

Video Made Easy

IGC

Audio Conferencing Bridge
Version 6.7

User's Guide

Software Limited Warranty

About this User's Guide

This User's Guide explains how to set up, schedule, and participate in the rich conferencing environment provided by Emblaze-VCON's Interactive Group Communications (IGC) system. The following chapter summary briefly describes this guide's contents:

Chapter 1   **Welcome to IGC 2000**
Introduction to the IGC's operational modes and features.

Chapter 2   **Getting Started**
Procedures for IGC's most basic tasks - initiating calls to individual team members and to groups.

Chapter 3   **Team Operations**
Instructions for creating and managing teams, and initiating and managing team-wide calls.

Chapter 4   **Scheduled Calls**
Procedures for scheduling calls.

Chapter 5   **Call Manager Operations**
Description of the Call Manager and procedures for performing various tasks during an IGC conference, such as whispering, external consulting, WebEX and WebSharing presentations.

Chapter 6   **Personalizing IGC**
Instructions for setting up personal profiles, and adding and editing Personal Users as part of your teams.

Chapter 7   **Broadcast Calls**
Procedures for moderating and participating broadcast-type conferences.

Chapter 8   **Guest Operations**
Procedures for guests joining an IGC conference.

Chapter 9   **IGC Agent for Microsoft Outlook**
Instructions for installing the IGC Agent plug-in to your Microsoft® Outlook® application and initiating IGC calls from Outlook.

Emblaze-VCON Technical Support

This User's Guide was designed to help you work with the IGC system easily so that you can enjoy its many features.

If a situation occurs that is not covered by the supplied documentation, contact your local Emblaze-VCON distributor, and request assistance from their Emblaze-VCON-trained technical support department. Please describe the problem, device, and PC operating system (if applicable), and any other relevant details.

Also, you may access the Technical Support section of the Emblaze-VCON website (http://www.emblaze-vcon.com/support/index.shtml) in order to check its knowledge base or initiate other customer support processes:

Page	Type of support
Support Notes	Troubleshoot or receive technical information about specific Emblaze-VCON products.
Downloads	Download a new software release or a free product evaluation.
Demo Numbers	Test your videoconferencing system.
License Key Requests	Request a permanent license key for your organization's MXM(s).

Glossary of Terms and Acronyms

Term/Acronym	Description
Account Number	9-digit number that you use to log into IGC.
Conference ID	5-digit number that identifies a specific team call.
Consultant Modes	Types of external calls. See: • "Disconnect External Participant" on page 7 • "Team Consultation" on page 7 • "Personal Consultation" on page 7 • "Include External Participant" on page 7
External Call	A separate call to a consultant made concurrently with the team call. You can keep the external consultant isolated from the group, allow the group to monitor the external call, allow the consultant to monitor the team call, or included the consultant in the team call.
Find Me	IGC calls telephone numbers in order of priority until it locates the User or Personal-User.
Team Call	Call to a predefined team.
IMinControl™	**I**ndividually **M**anaged **In**teractive **Control**
Meet-Me	A conference call where Guests dial-in to the conference at a prearranged time, using a conference ID number and PIN to enter the call.
MN	**M**ember **N**umber Unique member number between 1 and 99, used to refer to another user in a team call.
Personal-User	Individual that you add to IGC in order to add to a team.
PIN	**P**ersonal **I**dentification **N**umber IGC uses 4-digit PINs.
Sidebar	Private conversation that a Moderator initiates with a Listener.
Team	Group of Users and Personal-Users that you can call as a group.
Team Member	User or Personal-User on one of your teams.
TN	**T**eam **N**umber Unique member number between 1 and 99, used to refer to another team call team.

Term/Acronym	Description
TUI	Telephone User Interface Refers to actions performed by pressing the keys on the telephone's keypad.
Unwhisper	Exit Whisper mode.
User	You and others like yourself who have been added to the IGC system by your network administrator. Users can
WebEx	WebEx is a third-party application for sharing applications and documents over the web.
WebShare	WebShare is the electronic equivalent of making a presentation at a meeting. You can display an application on your computer over the web to other members of the group.
Whisper	Only the individual(s) "whispered to" can hear you. The IGC equivalent of covering the telephone when you speak to someone in the room.

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1   Welcome to IGC 2000

Interactive Group Communications 2000 (IGC User 2000) is an advanced audio-conferencing system with features that save time and increase productivity. IGC's Individually Managed Interactive Control (IMinControl™) technology simulates same-room dynamics. It lets you:

- Make an external private call while still listening to others in the background
- Choose if and when to introduce the external caller into a team call
- "Whisper" to one person or more without disengaging
- Control the volume of each participant.

❏ Business Team Calls

❏ Broadcast Calls

❏ Other Features

1.1   Business Team Calls

Business team calls enable:

- Scheduled team calls with automatic reminders to all participants
- Find Me dialing
- Same-room dynamics
- Concurrent private calls
- Multiple consultation modes that let you bring in experts when you need them

Types of Team Call Users

There are different types of users, each having a different level of access to IGC User features.

User	Users can only be created by the network administrator, and have their own accounts with an individual PIN for login to IGC User software. Users can create and manage teams to be called as a group, and can schedule different types of calls.
	The teams can consist of other Users and Personal-Users.
Personal-User	Personal-Users can be created by Users from a limited pool of non-entity users defined by the IGC administrator. You can define multiple phone numbers for your Personal-Users, which enable IGC to look for and find them when you need them.
	Personal-Users do not have their own accounts or PINs. They cannot create other Personal-Users or log into the Call Manager. Personal-Users join a call by dialing the number **1**.
	However, when you want to provide a Personal-User with access to Call Manager features, you can "invite" them as a Guest, even though they are defined as Personal-Users.
Guest	Guests are not defined in IGC User and must therefore dial-in to an existing team call, using an ID and PIN specific to the team call. When a User schedules a team call, IGC User generates an ID and PIN specific to the call, which it includes in an email that it sends to the User. The User can then forward this email to Guests.
	Guests in a business team call differ from Listeners in a broadcast call. Unlike Listeners, Guests can participate fully in the call.

Types of Team Calls

IGC User offers the following types of business team calls:

Meet-Me	Dial-in service where Guests call in to a scheduled team call.
	Once a call is scheduled, you can forward the email created by IGC to your Guests. At the appointed time, the Guests dial-in to the IGC telephone number, and use the Conference Number and PIN to join the call and log into the Call Manager.
	You can also initiate a Meet-Me call without scheduling it, by entering the conference ID and PIN of an existing team.
	Once a team is created, you can forward the email created by IGC to your Personal-Users to enable them to log into scheduled calls as guest, thereby allowing them to use the Call Manager.
Ad Hoc Team Call	Dial-out service to Users and Personal-Users. Users can use their individual PINs to access the Call Manager. Personal-Users can join the team calls, but cannot log into or use the Call Manager.
Scheduled Team Call	Scheduled dial-out service to Users and Personal-Users. Guests can dial-in to a scheduled call once it starts.

Individually Controlled Business Team Call Features

<u>Main Features</u>

Auto Roll Call	Lists all of the Team Members with their Member Numbers, and whether or not each Team Member is present.
	TUI command is **008**
Change Team	Allows you to change to another team.
	TUI command is:
	***1TN1** to call the team. ***1TN2** to join an existing call to the team.
	Examples:
	***1171** to call team 17. ***1172** to join an existing team 17 call.
Connect a Specific Member	Dials out to a specific team member.
	TUI command is **<*member number*>2**
	For example: to dial team member no. 02, dial **022**.
Connect All	Dials out to all team members that are not currently connected.
	TUI command is **002**
End Whisper	Everyone can now hear what you say.
	TUI command is **000** (same as Mute/Unmute)
External Calls	Allows team members to have separate conversations without leaving the team call. By default, the external call is a Private Call.
	TUI command is **#<*telephone number*>##**
	For example: to call (123) 456-7890, you need to dial: **#1234567890**##
	See "External Calls" on page 7 for additional **External Call** options.
External Mode Assistance	Gets a list of TUI star (**) commands. One option is to get additional TUI commands.
	TUI command is **

Find Me	IGC calls telephone numbers in order of priority until it locates the User or Personal-User. Users define this for themselves under **Admin Menu** > **Update Personal Profile** (see "Updating your Personal Profile" on page 83), and for their Personal-Users under **Admin Menu** > **User Directory Options** > **Update User** (see "Editing a User (Personal-User)" on page 91).

No TUI command |
| **Help Desk** | Dials an external call to a number that your system administrator defined as the help desk number. If this is not available, it may not have been defined by your system administrator.

TUI command is ****0** |
| **Initiate a Team Call From Your Telephone** | TUI command is <**IGC** *telephone number*> #<**account** *number*> <**PIN**> **1TN1**

Example you need to dial: **#18001234567#12312312344441171** if your:

• IGC telephone number is: 1-800-123-4567

• Account number is: 123123123

• PIN is: 4444.

For details see "To Initiate a Team Call Using TUI with the Conference ID and PIN" on page 79. |

TIP

Program the entire number sequence into your phone's memory, using a long (2 second) pause in place of each space character above.

Mute/Unmute	Toggles Mute mode and ends Whisper mode.

• Lets you speak privately by preventing members of the team call from hearing what you say. Equivalent of covering the mouthpiece when you speak.

• Ends whisper mode.

TUI command is **000** |

Personalize Member and Team Numbers
Renumbers Team Numbers (TNs) and Member Numbers (MNs) to make it easier for you to use the Telephone User Interface (TUI).

TNs and MNs are both changed under **Admin Menu** > **Update My Teams** > **Personalize My Team** (see "Personalizing TNs and MNs" on page 97).

No TUI command

Secured cross-media Instant Messaging
Sends an Instant Message to the member selected. If the team member is logged into the Call Manager, the message is sent as text, otherwise IGC uses voice to transmit the message to the member selected.

No TUI command

Volume Control
Increases the volume for the Member selected until level 5 is reached. From level 5 it returns the volume to level 0.

TUI command is **<*member number*>4**

WebShare
Enables you to display an application on your computer to all members of the group via their browsers.

No TUI command

WebEx
Opens a WebEx meeting directly from the Call Manager, thus allowing members of a team call to share a document or application with full WebEx functionality. This option is requires a WebEx license.

No TUI command.

Whisper to Many
This is the same as whispering to one, only you select more than one person to whisper to.

No TUI command

Whisper to One
Only the person you "whisper" to can hear you.

TUI command is **<*member number*>0**

Wireless Reconnect
IGC can automatically dial-back to a cell phone when the connection is lost, as is often the case when entering a tunnel. This option can be added or removed in **Admin Menu** > **Update Personal Profile** (see "Updating your Personal Profile" on page 83) for Users , and in **Admin Menu** > **User Directory Options** > **Update User** (see "Editing a User (Personal-User)" on page 91) for Personal-Users.

No TUI command

Disconnect command is ********

External Calls

The following syntax is used to dial external calls:

#<*telephone number*>##

For example: dial **#1234567890**## to call (123) 456-7890.

Include External Participant	Adds the consultant to the team call. The consultant can participate in the conversation, but does not have Call Manager functionality. This ties up the member's external call capabilities and the member who initiated the external call can disconnect the consultant at any time.
	**1
Team Consultation	Members of the team call can hear the external call, but the "consultant" can only hear the member who initiated the call.
	**2
Personal Consultation	The consultant can hear what is said in the team call and speak with the member who initiated the call, but cannot participate in the team call. Other members of the team call are unaware of the consultation.
	TUI command is ****3**
Private Call	Team call members are unaware of the external call and the "consultant" is unaware of the team call. The person who makes the external call continues to hear the team call in the background.
	TUI command is ****4**
Disconnect External Participant	TUI command is **##**
External Mode Assistance	First menu lists TUI star (**) commands. Includes option to get other TUI commands.
	TUI command is ******

1.2   Broadcast Calls

Broadcast calls are moderator controlled and can only be scheduled by the Broadcast Administrator. The Moderator is always the first person to join a broadcast call; IGC will not allow Speakers and Listeners to join until the Moderator is on the line.

❑ See "Broadcast Calls" on page 103.

Types of Broadcast Call Users

There are four types of users, all of which can only be defined by the System Administrator.

Moderator	Moderators maintain full control over the broadcast call, and must be present for a broadcast call to take place. Only one person can be defined as the moderator for a broadcast team, and no one else can dial-in to the broadcast call before the moderator has joined using the proper PIN.

Once logged into the Call Manager, the moderator controls what a Listener can and cannot do. The options are:

❑ **Listen Only** - This is the default. The Silence User command returns the Listener to this state after being allowed to speak.

❑ **Cancel Request** - Cancels a Listener's request to speak.

❑ **Speak** - The listener is allowed to speak to the group.

Speaker	Speakers join calls and log into the Call Manager using their individual PINs. Once logged in, they have access to all Call Manager facilities available to Users in business team calls.

Listener	Listeners dial-in directly to the broadcast call, but can neither speak nor log into the Call Manager. Listeners can request permission to speak by pressing the star (*) key on the telephone, to .
	The Moderator can permit the Listener to speak. The Moderator can also place the Listener on hold, thus preventing the Listener from hearing the broadcast call. During this time, the moderator can hold a "sidebar" conversation with the Listener to determine how to handle the Listener's request. The Moderator can also place the Listener on hold at any time.
Listener-On-Hold	Listeners-On-Hold are similar to Listeners, but do not dial-in directly to the broadcast call. Instead, they are placed on hold until the Moderator decides to connect them to the broadcast call as Listeners. In many cases, the Moderator may want to sidebar to a Listener-On-Hold before deciding whether to connect the Listener to the broadcast call.

Individually Controlled Broadcast Call Features

Volume Control	Increases the volume for the Member selected until level 5 is reached. From level 5 it returns the volume to level 0.
	TUI command is *<member number>***4**
Sidebar	Private conversation that a Moderator initiates with a Listener.
	No TUI command

1.3   Other Features

Pronunciation Control and the Listen Button

IGC uses a standard phonetic system to pronounce names. The Listen button allows you to hear that pronunciation and add a "Nickname" that is pronounced but not displayed. For Team names, which do not contain a Nickname field, it is recommended that you enter a phonetic spelling, such as "co-laa-bo-rey-shyn" rather than "collaboration".

Name Tags

IGC identifies each participant in a team call. The Call Manager lets you know who is in the team call and who is speaking even if you don't recognize the voice. If you don't know all of the participants, these "name tags" help you identify them.

Microsoft Outlook Plug In

You can download a plug in from for Microsoft Outlook that enables you to make Meet-Me calls directly from Outlook. Once installed, you can initiate a Meet-Me call to any of your Outlook Contacts just by clicking the IGC call icon in Outlook.

❏   See

2 GETTING STARTED

Before you can use IGC, you need to make sure that ActiveX controls are enabled in your browser. After this you can log in and initiate team calls.

❑ Enabling ActiveX Controls

❑ Logging In

❑ Initiating a Call

❑ Initiating a Call to a Team

2.1 Enabling ActiveX Controls

The Call Manager uses ActiveX controls for some of its functionality.

➤ **To enable ActiveX controls**

1 Open Internet Explorer and select **Tools** > **Internet Options …** > **Security**.

2 Scroll down to **ActiveX controls and plug-ins** > **Script ActiveX controls marked safe for scripting** and select **Enable**.

Enable ActiveX Controls

3 Click **OK**.

2.2 Logging In

➤ To log in

1 Open your browser to the URL given to you by the IGC administrator in your company, such as *https://conf.mycompany.com*.

2 Click the orange **Customer Login** square.
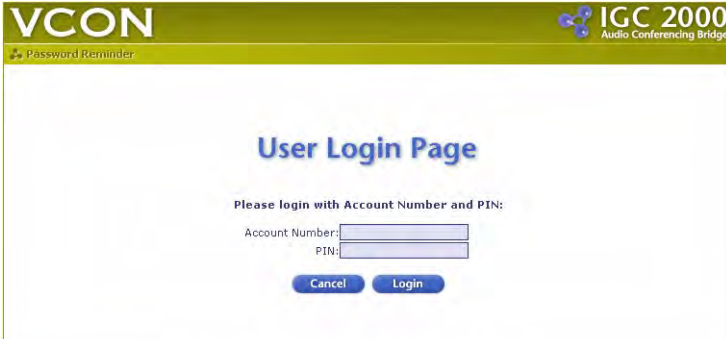
Login

3 Type your account number and PIN. You should have received these from your network administrator.

4 The **Administration** menu opens.

Administration Menu

IGC User automatically logs out after 20 minutes of inactivity.

2.3 Initiating a Call

The simplest task in IGC is to initiate a dial-out call.

➤ **To initiate a call to yourself**

1 Click **Initiate a Call**.

Initiate a Call

2 Select a team.

Select Team to Call

This opens the Call Manager with members of the team listed. All names are in grey because they are not yet connected to the call.

Call Manager

If ActiveX controls are not enabled in your browser, you will receive an error message.

3 Select **Myself**.

Select "Myself"

4 Click the black telephone icon. This initiates a call to the phone number(s) that your network administrator defined for you.

You can change these later in the **Update Personal Profile** page. The check box flashes when the call is being placed. Once the connection is made and you join the team call, the check box is filled and your name turns from gray to black. The check box turns red when you speak.

Select Team Members to Call

5 When you answer the phone, follow the instructions you receive over the phone. To join the call, you may be asked to dial your account number and later your PIN, or you may be asked to dial your PIN directly.

Pay attention and watch how **Myself** changes color from grey to black.

6 Speak into the phone. Watch as the box to the left of **Myself** turns red to indicate that you are speaking.

7 Don't hang up or disconnect the call yet; while still on the line, let's dial an external call.

Use the Dial Pad

The dial pad allows you to make an external call that takes place at the same time. This is useful when you want to consult with someone while a team call is taking place. Obviously it is not intended for conversations with yourself, but it is worth trying just to familiarize yourself with this feature.

➤ **To use the dial pad**

    1   From within an existing call, click **Dial Pad**.

Click "Dial Pad"

    2   Dial someone else from your computer keyboard.

3 Click the telephone icon to initiate the external call.

Initiate External Call

4 The external call is clearly labeled at the bottom of the Call Manager.

External Call is Labeled

5 Disconnect the external call by selecting it and clicking the red telephone icon.

Disconnect External Call

6 Click **Yes** to confirm.
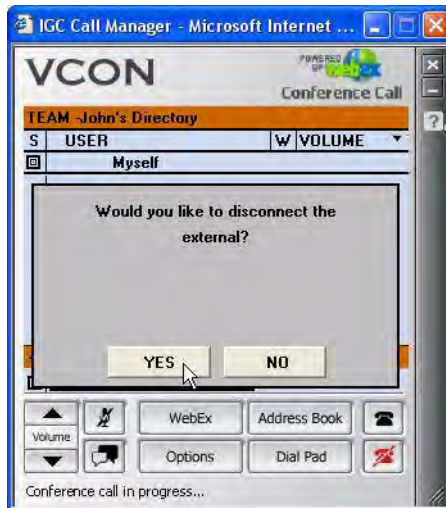
Confirm Disconnect

7   To disconnect the conference call, select **Myself** and disconnect in the same way.

This disconnects you from the call. If there were other participants in the call, it would not disconnect them from the call.
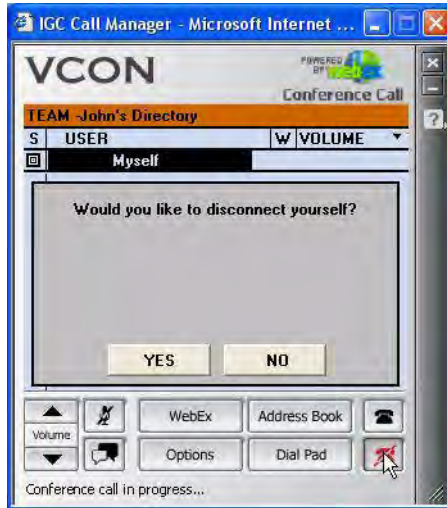
End Call

2.4   Initiating a Call to a Team

If you or your system administrator has already created a team for your call, you can initiate a call to the entire team.

➤   To initiate a call to an existing team

1   Click **Initiate a Call**.

Initiate a Call

2   Select a team.

Select Team to Call

The Call Manager opens with members of the team listed in grey, meaning the team members are not yet connected.
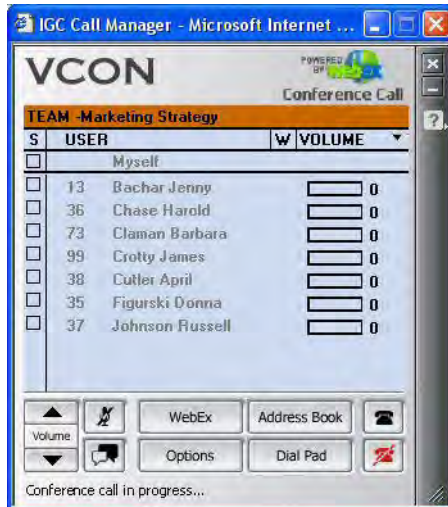
Call Manager

3 Select members of the team that you want to call. If you forget to select **Myself**, IGC will automatically do it for you.
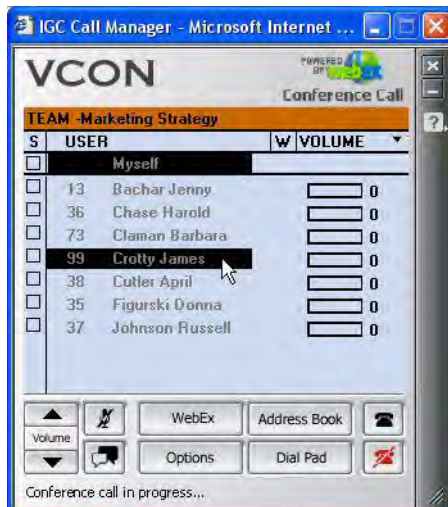
Select Team Member(s)

4 Click the black telephone icon. This initiates a call to the selected members.

Place Call

The box for a team member flashes when the call is being placed and is filled when the caller is part of the team call. Names of the team members participating in the team call are displayed in black. The box for a team member is black while that member is part of the team call and red when the member is speaking.

Connected Members in Black; Box Turns Red When Member Speaks

If you are part of a team calling each other, you (and other IGC users) will be asked to dial your PIN in order to join the call. Personal-Users will be asked to dial the number **1**. If you are a member of the team being called, dialing your PIN gives you access to the Call Manager.

3 TEAM OPERATIONS

Teams allow you to quickly initiate or schedule a team call without having to invite each participant individually. They make it easy to schedule and initiate your most common team calls. Using teams also ensures that you don't forget anyone.

The **Administration** menu provides access to all team operations.

❑ **Basic Team Operations**

❑ **Advanced Team Operations**

❑ **TUI Commands for Team Operations**

Administration Menu

3.1   Basic Team Operations

The basic operations that you need to use are:

❏ Creating a Team

❏ "Initiating a Call to a Team" on page 20

❏ Viewing Teams

Creating a Team

You should set up a team for each group of people that you meet with as a group for a specific topic. For example, if you have weekly status meetings with your entire staff, you can create a team named **Weekly Status**; and separate teams for specific projects that include a subset of the **Weekly Status** team.

➤ **To create a team**

   1   From the **Administration** menu, click **Create a Team** to open the **Create a Team** page. IGC automatically assigns the next available team number, but you can change this in the **Team Number** box.
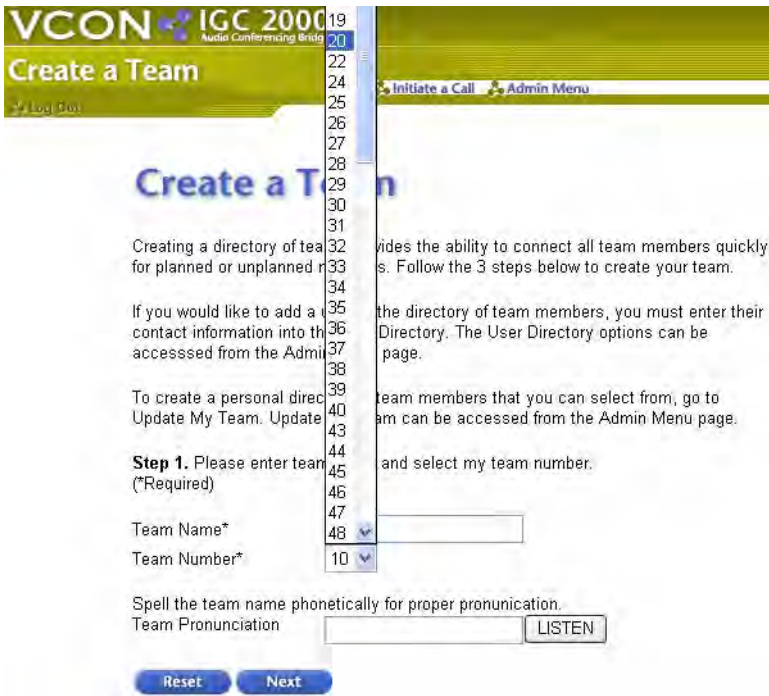
Creating a Team

2 Name the team and click **Next** to open a page for selecting team members.

Name the Team

3 Select team members or create a team without any team members, and click **Next**. You can also add members to your team later.

Select Team Members

4 Review the team and **Submit**.

Review the Team and Submit

5   When you receive confirmation that your team has been created, you can do one of the following:

    —   Click the **Initiate a Call** button to initiate a dial-out team call to members of the new team.

    —   Click the **Create Team** button to begin creating another team.

    —   Click **Admin Menu** at the top of the page to return to the **Administration** menu.

Team Created

Initiating a Call to a Team

You can initiate a call at any time to any of your teams without first scheduling the call. Although scheduled calls are often more efficient, initiating an unscheduled team call makes it easy to quickly find and consult with members of a team.

For the procedure of initiating a team call, see .

Viewing Teams

View Teams allows you to review the teams you have created, as well as the teams you are part of that were created by others.

➤ **To view your teams**

   1   From the **Administration** menu, select **View Teams**.

Select "View Teams"

   2   In the **View Teams** page, select **My Teams**.

Select "My Teams"

The **My Team List** page lists all the teams that you created.

Select a Team to View

3   Click the link for the team that you want to view. This displays all the details pertaining to that team, including the Conference ID and PIN. If you supply the Conference ID and PIN, team members can dial-in as guests, thus enabling them to use the Call Manager.

View Details

To view other teams, click the **Admin Menu** button and repeat the steps above.

The same steps apply in the **Teams I'm On** view. Note you cannot view the Meet-Me Conference ID and PIN for teams that have been created by others.

If this team has a team call in progress, you can view the call by clicking **Initiate a Call**.

3.2   Advanced Team Operations

Advanced operations that save time include:

❑ Personalize the Team

❑ Adding and Deleting a Team Member

❑ Deleting a Team

Personalize the Team

You can only personalize teams you have created. You can change the team name, team number or the member number of users in this team, but these changes only affect this specific team and are not reflected in any other team you or someone else created.

➤ **To personalize a team**

1   From the **Administration** menu, click **Update My Team**.

Select "Update My Team"

2 In the **Update My Teams** page, select **Personalize my Team**.

Select "Personalize My Team"

3 Select the team to personalize.

Select Team to Personalize

4 Enter the information you want to change.

5 Click **Submit** when finished.

You will receive a message stating the following information has been updated. To personalize another team, select **Update Teams** and repeat the steps above .

Adding and Deleting a Team Member

Members can be added to or deleted from any existing team.

➤ **To add a team member**

   1   From the **Administration** menu, click **Update My Team**.

Select "Update My Team"

   2   In the **Update My Teams** page, select **Add Users to My Team**.

Select "Add Users to My Team"

3   Select the team to add users to.

Select Team for Adding Users

4   The **Add Users to My Team** page will appear and list all your available contacts.

5 Select the user(s) you would like to add to this team and click **Submit**.

Select Users to Add to Team

Members of the team are listed at the top of the page. Users that you can add to the team are listed in the second half of the page.

6 When finished selecting users click **Submit**.

7 If the information is correct, select **Submit**.

Confirm Addition

You will receive a message stating your team has been successfully updated. The users will receive an email informing them that they have been added to the team. To add users to another team, select **Update Teams** and repeat this procedure.

Users Added

➤ **To delete a team member**

1 From the **Administration** menu, click **Update My Team**.

Select "Update My Team"

2 In the **Update My Teams** page, select **Delete Users from My Team**.

Select "Delete Users from My Team"

3 Select the team to delete users from.

Select Team for Deleting Users

4 Select the user(s) you would like to delete from this team and click **Submit**.

Delete the Users

5 Make sure you are deleting the correct user(s) and click **Submit**.

Confirm Deletion

You will receive a message stating users have been successfully deleted from this team. To delete users from another team, select **Update Teams** and repeat.

User Deleted

Deleting a Team

You can delete an entire team. This does not delete the team members from your user directory.

➤ **To delete a team**

    1   From the **Administration** menu, click **Update My Team**.

Select "Update My Team"

    2   In the **Update My Teams** page, select **Delete My Team**.

Select "Delete My Team"

3   Select the team to delete.

Select Team to Delete

4   Verify that you want to delete the selected team and then select **Delete**.

Click Delete

You will receive a message stating that the team has been successfully deleted. To delete another team, select **Update Team** and repeat.

Team Deleted

3.3   TUI Commands for Team Operations

During a team call, there are several advanced commands that you can use without interrupting the call. Press the appropriate number sequence on your telephone dial pad to apply a command. The system prevents others from hearing your commands.

Auto Roll Call

Lists all of the Team Members with their Member Numbers, and whether or not each Team Member is present.

TUI command is **008**

Change Team

Allows you to change to another team.

TUI command is:

 ***1TN1 to call the team.

***1TN2 to join an existing call to the team.

Examples:

***1171 to call team 17.
*****1172** to join an existing team 17 call.

Initiate a Team Call From Your Telephone

TUI command is **<IGC *telephone number*> #<account *number*> <PIN> 1TN1**

Example you need to dial:
#18001234567#12312312344441171 if your:

- IGC telephone number is: 1-800-123-4567

- Account number is: 123123123

- PIN is: 4444.

For details see "To Initiate a Team Call Using TUI with the Conference ID and PIN" on page 79.

TIP

Program the entire number sequence into your phone's memory, using a long (2 second) pause in place of each space character above.

Volume Control

Increases the volume for the Member selected until level 5 is reached. From level 5 it returns the volume to level 0.

TUI command is <*member number*>**4**

4 SCHEDULED CALLS

A scheduled call is a call to one of your teams, where you set a time and date for the call in advance. At the appointed time, IGC initiates a call to you and all members of the team. When the call is scheduled, IGC send you an e-mail with details of the call and a unique PIN that allows Guests to dial-in to the call.

IGC's advanced scheduling options allow you to set up regularly scheduled calls that take place the same time every day, week, month, or year. You can also have IGC notify team members to expect the call.

A Meet-Me call is a conference call where Guests dial-in to the conference at a prearranged time, using a conference ID number and PIN to enter the call. A Meet-Me call does not require any setup - just send invitations and wait for the call.

❏ Scheduling A Call

❏ Inviting Guests to a Meet-Me Call

4.1 Scheduling A Call

➤ **To schedule a call**

1 From the **Administration** menu, click **Prescheduled Group Call**.

Select Prescheduled Team Call

2   Click **Schedule Call**.

Select Schedule Call

3   Click **Select Existing Team**.

Select Existing Team

4   Select an existing team. Since this is your first scheduled call, schedule a call for a team where you are the only member.

Select a Team

5   Give the team call a meeting name.

Give the Team Call a Meeting Name

6 Click **Next**.

Review and Click Next

One time only is selected. You should leave this setting as is for now because this is only a test call. However, it is recommended that after completing your first schedule call, you go back and schedule some real weekly, monthly or yearly calls.

7 Click **Select Date** and select the date from the calendar that pops up.

Click Select Date

Popup Calendar

8   Select the time.

Select Time

Leave the Pre-notification check boxes empty for now. For now, it is enough that you are aware of their existence. these useful options that you

9   Click **Finish**.

10 Review the details and click **Schedule Call** to confirm.

Review Details and Click Schedule Call

11 IGC User displays the details of the scheduled call and allows you to schedule another call or modify the details by clicking the **Schedule Call** or **Modify a Call** button respectively. It also generates and sends you two e-mails containing the 5-digit conference ID and 4-digit PIN.

Call Has Been Scheduled

The IGC then calls each member at the scheduled time. Wait for the call.

12 When asked for the PIN, dial the 4-digit PIN for the team call.

Personal-Users are asked to dial **1** instead of a PIN.

## 4.2 Inviting Guests to a Meet-Me Call

After scheduling a Meet-Me call (scheduled call to yourself only), you need to notify your Guests by forwarding them a copy of the second email that you received. This email includes the dial-in number, conference ID and PIN. It also contains a link to the Guest Login so that guests can login to the Call Manager for that team call.

> You can also initiate a Meet-Me call without scheduling it, by entering the conference ID and PIN of an existing team.

➤ **To notify the participants**

❑ Forward the second email (sample shown below) to the conference participants. This email includes the dial-in number, conference ID and PIN. It also contains a link to the Guest Login so that guests can log in to the Call Manager for that specific call only.
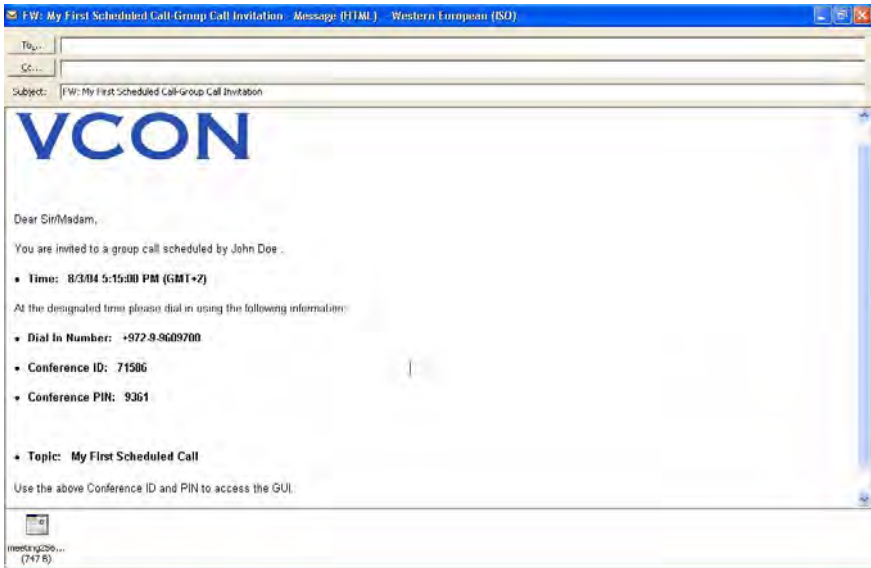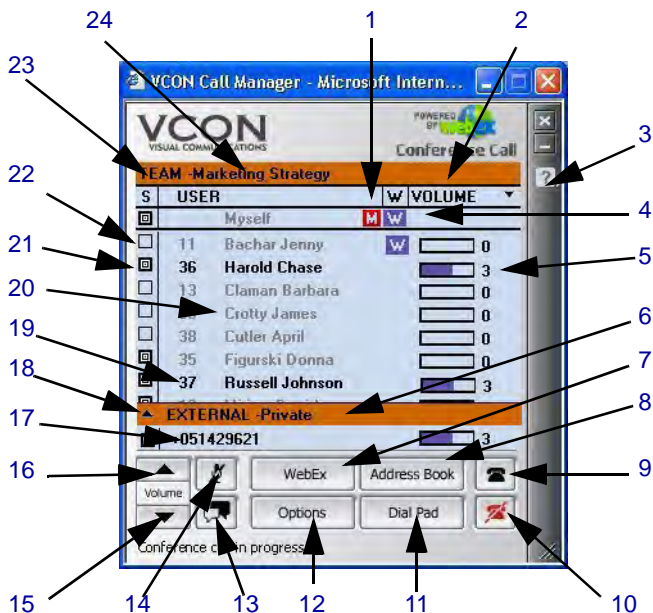

Forward Email to Guests

5 CALL MANAGER OPERATIONS

The Call Manager provides several additional features that add ease and convenience to your conferencing activity.

Call Manager

1. Mute Indication	9. Connect	17. External Name/Number
2. Group Volume	10. Disconnect	18. Change External Mode
3. Help Menu	11. External Dial Pad	19. Member Number
4. Whisper Indication	12. Options	20. Member Name
5. Volume Indication	13. Initiate Whisper	21. Member Online
6. External Mode Indication	14. Mute Self	22. Member Offline
7. WebEx	15. Decrease Volume	23. Connectivity Status
8. Personal Address Book	16. Increase Volume	24. Connected Team

The **Options** button contains the Send Message option in both the Business and Broadcast applications. In the Business application it can also contain the Emblaze-VCON WebShare option. In the Broadcast application it contains additional options for Moderators.

❑ **Basic Operations**

❑ **Advanced Operations**

❑ **Telephone Commands**

❑ **Mock Telephone Call Using Telephone Commands**

5.1 Basic Operations

Through the Call Manager, perform the following basic operations:

❑ **Viewing a Prescheduled Call**

❑ **Placing an External Call**

❑ **Adjusting the Volume**

❑ **Disconnecting from the Conversation**

Viewing a Prescheduled Call

You can view any of your scheduled calls while they are in progress by opening the Call Manager to that call. This is basically the same procedure as described in "Viewing Teams" on page 28.

➤ **To view a prescheduled call**

1   From the **Administration** menu, select **View Teams**.

Select "View Teams"

2   In the **View Teams** page, select **My Teams**.

Select "My Teams"

3   The **My Team List** page lists all the teams that you have created.

4   Click the link for the team whose call you want to view.

Select a Team to View

> The Team List displays all the details pertaining to the selected team, including the Conference ID and PIN.

View Details

5 Click **Initiate a Call**. Details of the call in progress appear on the screen.

View Scheduled Call In Progress

Placing an External Call

External calls are made to someone outside the team, while the team call is taking place. By default, external calls are offline in Whisper mode; the rest of the team and the person called are not aware of the existence of the other unless you decide otherwise. You can choose to allow the person outside the team to hear the others without their knowledge, allow the team to hear this person, or bring the outside person into the conversation.
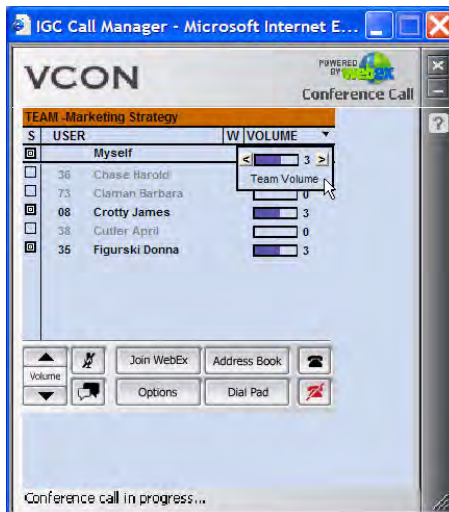
See the procedure in "Use the Dial Pad" on page 15.

Adjusting the Volume

You can adjust the volume by which you hear members of the team call and external calls. This does not affect how others hear you.

➤ **To adjust the volume of everyone**

Click the triangle next to volume and increase or decrease the volume from the drop-down menu.

Adjust Volume of Everyone

➤ **To adjust the volume of an individual**

1   Select the member(s) whose volume you want to change.

2   Adjust the volume using the up or down arrow, or right-click and select **volume up** or **volume down**.

Adjust Volume of an Individual

Disconnecting from the Conversation

You can either hang up the phone or click the **Disconnect** icon.

If you are on a cell phone, and Wireless Reconnect is defined in your Personal Profile, you must press the star key four times (****) before hanging up. Otherwise IGC will automatically call you back to reconnect the call.

5.2 Advanced Operations

In the Call Manager, the following advanced operations are available:

❏ Placing a Call to One of Your Personal-Users

❏ Mute/Unmute

❏ Whisper to One/Whisper to Many

❏ Sending a Note

❏ Initiating a WebShare Session

❏ Initiating a WebEx Meeting

❏ Team Consultations

❏ Introducing an External Consultant into a Team Call

❏ Placing an External Call on Hold

❏ Disconnecting an External Call from a Team Call

Placing a Call to One of Your Personal-Users

While a call is in progress, you can dial out to other team members directly from the **Address Book** in the Call Manager.

➤ **To place a call from the Call Manager to a team member**

    1   Click **Address Book**.

Click Address Book

2   Select team members to call.

Select Team Members to Call

3   Click the telephone icon. This initiates a call to each of the selected team members. If you are not connected, IGC will automatically initiate a call to you as well.

Select Team Members to Call

Mute/Unmute

Muting mutes your voice so that members of the team call cannot hear what you say. It is the electronic equivalent of covering up the mouthpiece when speaking to someone else in the room.

➤ **To mute and unmute**

   1   Click the **Mute** button when you want to mute yourself.

Mute

   2   Click the **Mute** button again to unmute.

Unmute

Whisper to One/Whisper to Many

Whispering to someone allows only that person to hear what you say. It is the electronic equivalent of whispering to a neighbor in a team call without interfering in the conversation. The only difference between Whisper to One and Whisper to Many is the number of people you select to whisper to.

➤ **To whisper to others**

    1   Select the member(s) to whom you want to whisper.

Select Member(s) To Whisper To

2   Click the **Whisper** button.

Click Whisper

The Whisper symbol will appear in the Myself line and next to the name of the person to whom you whisper.

The person you whisper to will be asked whether or not to whisper back. The Whisper symbol will only appear next to the name of that person if that person chooses to whisper back.

Do not assume that someone you whisper to will whisper back.

3 To exit Whisper mode (unwhisper), click the **Whisper** button again.

Click Whisper Again to Unwhisper

Sending a Note

You can send an Instant Message that only appears in the intended recipient's Call Manager. If an intended recipient is not logged into the Call Manager, then IGC will vocalize the message to that recipient. This is the electronic equivalent of writing and passing a written note to someone physically present in a meeting.

➤ **To send a note**

   1   Select the member(s) to whom you want to send a note and click **Options**.

Click Options

   2   Select **Send Message**.

Click Send Message

3 Type the message and click **Send**.

Send Note

If the intended recipient is logged into Call Manager, the recipient has the option to reply.

Initiating a WebShare Session

WebShare is available as a licensed option. If you want to add this option to your IGC system, please contact your local Emblaze-VCON representative.

Using WebShare, you can show a document or application running on your computer over the web to other members of the group. Other members of the team call who are using Call Manager (Users and Guests) will receive a WebShare request. If they accept, their default browser will automatically open to a page displaying the application that you selected.

Personal-Users don't have access to the Call Manager. However, you can send them the URL of the WebShare session, thus allowing them to connect to the WebShare session directly.

In order to focus attention, IGC only allows one person to make a presentation at one time. Once someone initiates a WebShare, the WebShare option of the Call Manager for all other members of the team call changes from **Initiate a WebShare** to **Accept a Webshare**.

➤ **To initiate a WebShare**

1   Click the **Options** button and select **VCON WebShare**.

Start WebShare

2   From the **Window Picker** dialog box, drag the bull's eye icon to the application that you want to display.
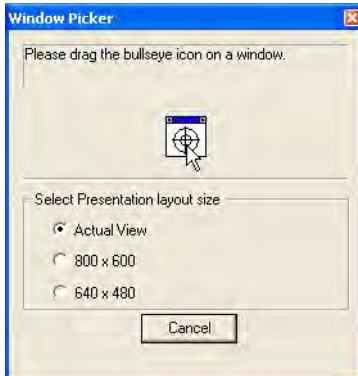
Drag Target

➤ To join a WebShare session

1 Click **Yes** when requested to do so.
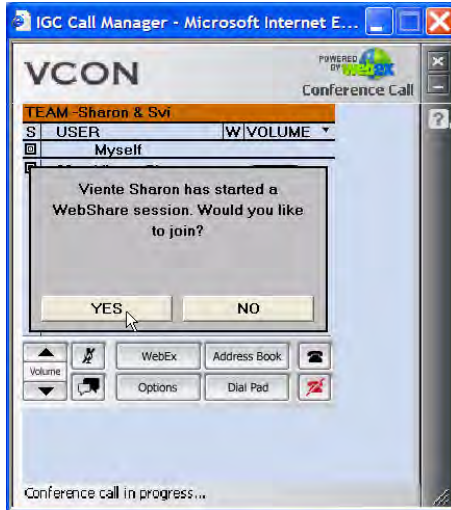
Join a WebShare Session

2 Click the **Options** button and select **Join VCON WebShare** to open an additional window with the shared application in it.

➤ **To stop a WebShare session**

1   Click the **Option** button and select **Stop VCON WebShare**.

Stop WebShare

2   The WebShare application ends.

➤ **To send the WebShare URL to a Personal-User**

1   Click the **information** button in the top right corner of the application that you chose to share.

Click Information Button

2   Copy the URL found in the WebShare Information window.
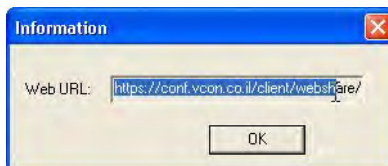
Select URL and Copy

3   Paste the URL into a message and email it to the Personal-User(s).

Initiating a WebEx Meeting

WebEx is available as a licensed option. If you want to add this option to your IGC system, please contact your local Emblaze-VCON representative.

WebEx is a third party application with advanced document and application sharing capabilities. Other members of the team call who are using Call Manager (Users and Guests) will receive a WebEx request. If they accept, their default browser will automatically connect to a WebEx meeting with the application that you choose to share.

In order to focus attention, IGC only allows one person to make a presentation at one time. Once someone initiates a WebEx meeting, the WebEx option of the Call Manager for all other members of the team call changes from **WebEx** to **Join WebEx**.

➤ **To initiate a WebEx meeting**

    1   Click the **WebEx** button.
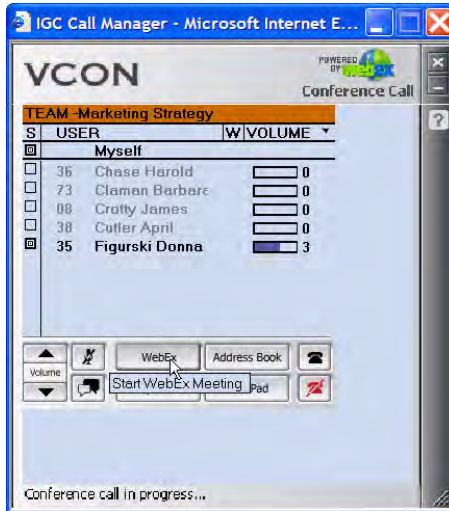
Initiate WebEx Meeting

2 The **Meeting in progress** page opens.

Do not close this page by clicking the **x** in the upper-right corner. Closing it stops the WebEX session without ending all processes and can have unexpected results.
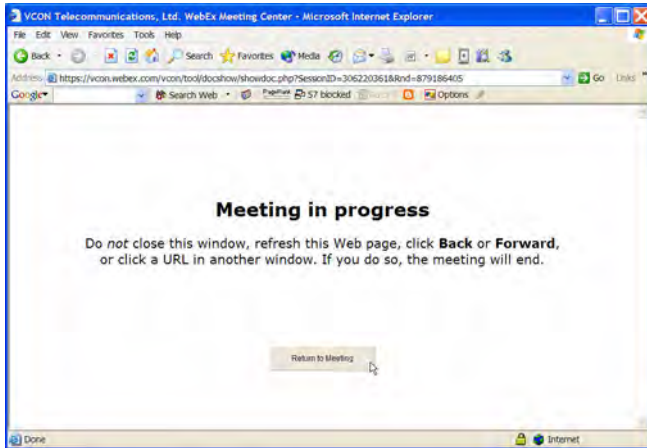
Meeting in Progress Page

3 The WebEx Meeting Manager opens.
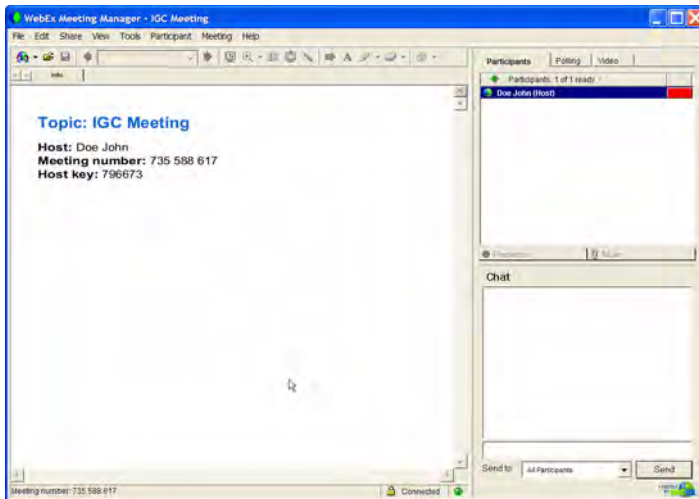
WebEx Meeting

➤ **To join a WebEx meeting**

    1   Click **Yes** when requested to do so.
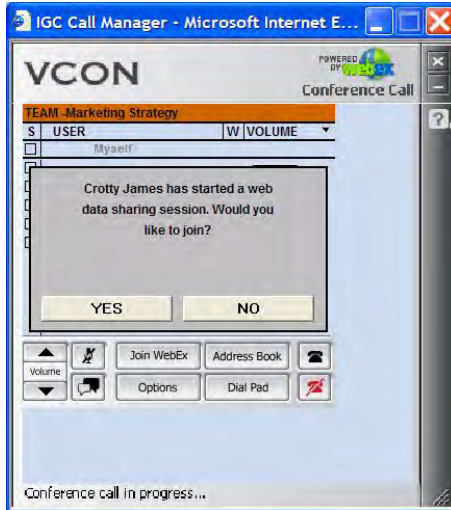
Join a WebEx Meeting

    2   Click the **Join WebEx** button to open an additional window with the shared application in it.

➤ **To end a WebEx meeting**

    1   Click **File** in the WebEx Meeting Manager and select **End Meeting**.

    2   Click **Yes** in the dialog box that opens.
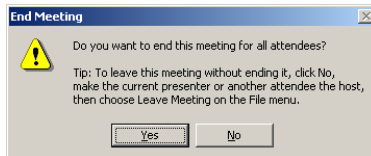
End WebEx Meeting

    3   The WebEx application ends.

Only the WebEX host can stop the session. The person initiating the WebEx session is the WebEX host unless the host is transferred to another person.

External Private Mode

When you first connect to an external user, the default connection mode is **Private**.

In External Private mode, team call members are unaware of the external call and the "consultant" is unaware of the team call. The person who makes the external call continues to hear the team call in the background.

➤ **To change the call to private mode**

1 Click the **Change External Mode** arrow.

Select External Mode

External Mode Select arrow

2 In the drop-down menu, select **Private**.
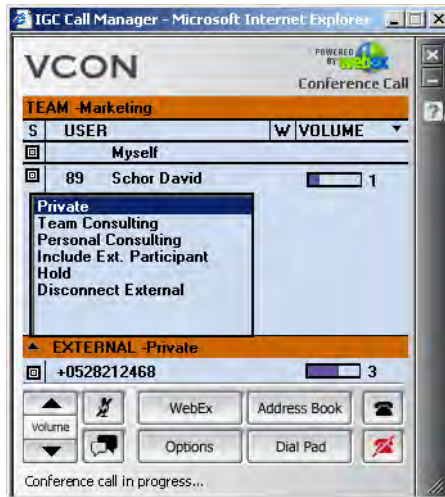
Select Private

Personal Consultations

A Personal Consultation allows an additional person to hear what is said in the team call and speak with the member who initiated the call, without participating in the team call. Other members of the team call are completely unaware of the consultation. This option is activated on an external call.

Team call members are unaware of the external call and the "consultant" is unaware of the team call. The person who makes the external call continues to hear the team call in the background.

➤ **To turn an external call into a personal consultation**

    1   Click the **Change External Mode** arrow.

External Mode Select arrow

    2   In the drop-down menu, select **Personal Consulting**.

Select Personal Consulting

Team Consultations

This allows members of the team call to hear the external call, but the "consultant" can only hear the member who initiated the call. This option is activated on an external call.

➤ **To turn an external call into a team consultation**

1   Click the **Change External Mode** arrow.

External Mode Select arrow

2   In the drop-down menu, select **Team Consulting**.

Select Team Consulting

Introducing an External Consultant into a Team Call

Team members may add a consultant on an external call to the team call. The consultant can participate in the conversation, but does not have Call Manager functionality. This feature ties up the initiating member's external call capabilities, but the same member can disconnect the consultant at any time.

➤ **To introduce an external consultant into the team call**

   1   Click the **Change External Mode** arrow.
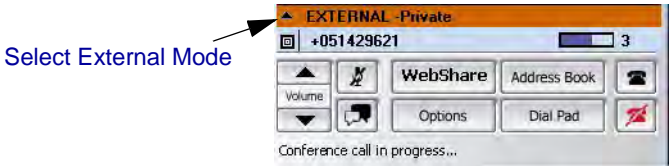
External Mode Select arrow

   2   In the drop-down menu, select **Include Ext. Participant**.

Select Include External Participant

Placing an External Call on Hold

You can place an external call on hold to temporarily isolate the "consultant" so that the consultant cannot hear what you say to the other team members.

➤ **To place a call on hold**

    1   Click the **Change External Mode** arrow to open a drop-down menu.

External Mode Select arrow

    2   From the drop-down menu, select **Hold**.

Select Hold

Disconnecting an External Call from a Team Call

You can disconnect an external call at any time.

➤ **To disconnect an external call**

    1   Click the **Change External Mode** arrow to open a drop-down menu.

External Mode Select arrow

    2   From the drop-down menu, select **Disconnect External**.

Disconnect External Participant

    3   To avoid accidental disconnection, click **Yes** to confirm.
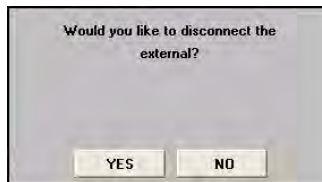
Confirm Disconnect of External Participant

5.3   Telephone Commands

TUI commands enable you to initiate and manage team calls directly from your telephone's keypad. For descriptions of these commands, see "Individually Controlled Business Team Call Features" on page 4.

➤ **To Initiate a Team Call Using TUI with the Conference ID and PIN**

1   Dial-in to the IGC Server. This number is provided by your system administrator and listed in the emails generated by IGC.

2   Enter the Conference ID when asked to do so.

3   Enter the Conference PIN when asked to do so.

TIP

Program the entire number sequence into your phone's memory, using a long (2 second) pause in place of each space character above.

➤ **To Initiate a Team Call Using TUI without the Conference ID and PIN**

1   Dial-in to the IGC Server. This number is provided by your system administrator and listed in the emails generated by IGC.

2   Press the # key on your telephone when asked to enter your Conference ID.

3   Dial your Account Number when asked to do so.

4   Dial your PIN when asked to do so.

5   Press the **1** key on your telephone.

6   Dial the two-digit Team Number (TN).

➤ **To dial an external call from a telephone**

1   Press # on your telephone to signify the start of an external call phone number.

2   Dial the phone number.

Include the area code and any long distance prefixes that you would normally use if dialing from a phone located at the site of the IGC server.

3   Press ## on your telephone to signify the end of the external phone number.

For example, press **#1201555666**## to dial 1- (201) 555-6666.

5.4 Mock Telephone Call Using Telephone Commands

The following mock group using telephone commands illustrates how TUI can be used to manage a call.

1 Team member Brian calls into the Emblaze-VCON system using his 800 number.

1-800-RemoteA

The system attendant greets Brian and asks for a Conference ID or the **#** key to log in. If he chooses # to log in, the system asks for his 9-digit account number.

2 Brian enters **123456789**.
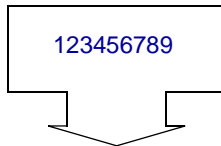
Account number

3 IGC asks for his 4-digit PIN. Brian enters **1234**.
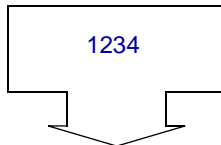
PIN

4 IGC asks Brian to either enter **1** to select a predefined team or **2** to select members from the directory. Brian enters **1**.
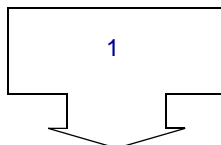
Select a predefined team

5 IGC reads Brian the list of his teams. Brian enters the relevant team number.

6 IGC asks Brian to press **2** to call the entire team. Brian enters **2**.

7   IGC calls all team members, and announces each one as they join the call.

8   During the call, Brian wants Anthony to get a competing quote while another team member is speaking. Brian dials **050** (Anthony's MN + 0).
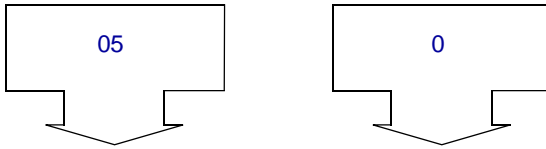
Anthony's member number   *Whisper command*

Brian hears "Whispering to AJ Rhoads" and Anthony hears the whisper tone when Brian speaks. Only Anthony can hear Brian's request.

9   Anthony whispers back to Brian by dialing **030** (Brian's MN + 0).
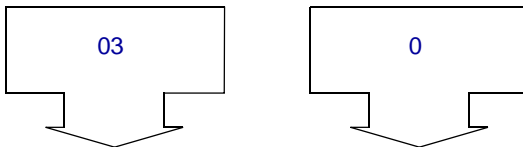
Brian's member number   *Whisper command*

Anthony hears "Whispering to Brian." and Brian hears the whisper tone when Anthony speaks. Only Brian can hear Anthony's response.

10   They both want to return to normal mode by dialing **000**
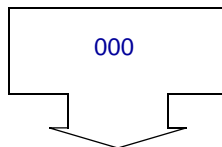
Unwhisper

11   When the call ends, all of the members hang-up (or dial * * * * if Auto-Reconnect is enabled).

6   PERSONALIZING IGC

You can personalize IGC so that it makes conferencing more convenient.

❑ Updating your Personal Profile

❑ Adding and Deleting Personal-Users

❑ Editing a User (Personal-User)

❑ Viewing and Editing the User Directory

6.1   Updating your Personal Profile

Your personal profile contains information on how others will contact and identify
you.

➤ **To update your personal profile**

    1   From the **Administration** menu, click **Update Personal Profile**.

Click "Update Personal Profile"

2   Review and edit the **Update Personal Profile** page.

Cancel 2nd Phone Number Without Deleting It

Setting the Find Me **Order** to **0** makes it easier to reactivate the number during short periods when you want IGC to use that number. For example, if you have offices in two cities, you may want to deactivate whichever office you are not near rather than delete it.

3   Click **Submit**.

4   Review the changes and click **Submit** to confirm them.

6.2   Adding and Deleting Personal-Users

There may be times when you want to create a team that includes members from outside your organization, for example suppliers, customers or outside consultants. In order to do this, you must first create a Personal-User that you can then add to your team. You may later find that you don't really need some of the Personal-Users in your user directory and decide to delete them.

➤ **To add a Personal-User**

1   From the **Administration** menu, click **User Directory Options**.

Click User Directory Options

2   Click **Add a User**.

Click Add A User

3 Type the First and Last name of the Personal-User and click **Listen** to hear how the IGC User will announce the new user.

Add User Name and Listen

If you want the system to use a different pronunciation or a nickname, type it into the next field. If you are new to IGC User, it is recommended that you leave this field empty or enter a nickname. You can always edit this later when you are more familiar with IGC User.

4 Type the user's email and company name if you know them. The email will be used to notify the user of schedule calls.

Add Email and Company Name

5 Define the phone numbers used to contact the user.

Add Phone Number

In the example above, Snow White included an extension number in 1st phone number. She then entered the company switchboard as the 2nd number.

Because the receptionist answers the 2nd number, she selected the **Receptionist** check box. When the **Receptionist** check box is selected, IGC first announces that this is a call for *Personal-User* and requests that the call be transferred to *Personal-User*. After the call is transferred, IGC announces its usual message.

IGC User tries to contact the user in the order that you define, beginning with 1. Lines beginning with zero (0) are inactive.

> **TIP**
>
> Add this page to your browser's Favorites list. Better yet, create a Favorite's folder for IGC User operations and save this page in the folder. You can then quickly return to the **User Team** page by clicking the link that you created.

6 Click **Submit**. This opens a confirmation page for you to review the user's details.

7 Check the details and click **Submit** a second time to confirm.

You will receive the following notification.

User Added

➤ **To delete a Personal-User**

1 From the **Administration** menu, click **User Directory Options**.

Click User Directory Options

2 Click **Delete a User**.

Click Delete A User

3 Select the user(s) to delete and click **Next**.

Delete Users

4 Verify that you are deleting the correct user(s), then click **Submit**.

6.3   Editing a User (Personal-User)

There may be times when you want to create a team that includes members from outside your organization, for example suppliers, customers or outside consultants. In order to do this, you must first create a Personal-User that you can then add to your team.

➤ **To edit a Personal-User**

1   From the **Administration** menu, click **User Directory Options**.

Click User Directory Options

2   Click **Update a User**.

Click Update A User

A list of Personal-Users opens with the following details for each Personal-User:

— **Name (this is a link)**
— **Company**
— **Phone Number**
— **Extension**
— **Email**

3   Click the name of the Personal-User to update.

Select User To Update

4 In the **Update User** page, edit the User details and then click **Submit**.

Edit User Details

5 Check the details and click **Submit** a second time to confirm.

6.4   Viewing and Editing the User Directory

There are two locations where team members are listed:

Master Directory   Filters out people that you do not need listed in your directory.

View Directory   Lists the Users and your Personal-Users that you call most often, based on your selections in the **Master Directory**.

Editing the Master Directory

➤ **To edit the Master Directory**

1 From the **Administration** menu, click **User Directory Options**.

Click User Directory Options

2   Click **Master Directory**.

Click Master Directory

3   Clear the check boxes for Users and Personal-Users that you want to filter
out of your directory and click **Submit**.

Edit Master Directory

Viewing the User Directory

➤ **To view the User Directory**

   1 From the **Administration** menu, click **User Directory Options**.

Click User Directory Options

   2 Click **View Directory**.

Click View Directory

The **View all Listings** page opens.

View Directory

6.5 Personalizing TNs and MNs

IGC automatically gives each new Personal-User the first (lowest) available Member Number (MN) when you add a new user (see "Adding and Deleting Personal-Users" on page 85). It does the same for Team Numbers (TNs) when you create a new team (see "Creating a Team" on page 24).

You can later change the MNs and TNs under **Admin Menu** > **Update My Teams** > **Personalize My Team** to make it easier for you to use the Telephone User Interface (TUI).

➤ **To change a Team Number (TN)**

1   From the **Administration** page, select **Update My Team**.

2   In the **Update My Teams** page, select **Personalize My Team**.

Select Personalize My Team

3 Select the team to personalize.

Select Team to Personalize

4 Change the **Team Number**.
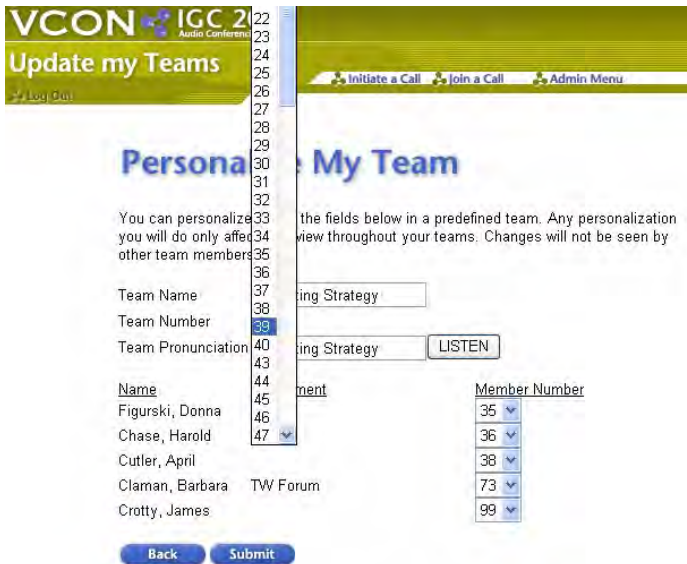
Change Team Number

5 Click **Submit** when finished.

➤ **To change a Member Number (MN)**

1   From the **Administration** page, select **Update My Team**.

2   In the **Update My Teams** page, select **Personalize my Team**.

Select "Personalize My Team"

3   Select the team to personalize.

Select Team to Personalize

4 Change each **Member Number** that you want changed and click **Submit**.

Change Member Number

6.6   Find Me Options

The Find Me rows list the possible phone numbers where you will be available. Every user profile, including your own contains four Find Me rows, each of which can contain one phone number. When IGC dials out, it dials the phone number defined as **1**in the order field. If there is no answer or the team member does not accept the call, IGC dials out to the phone number defined as **2**. It continues until all options are exhausted. **0** indicates that the number is not active and IGC does not dial out to that number.

Find Me

Each row defined to an outside phone number must include the **Country**, **Area Code** and **Phone Numbe**r. Depending on how your system administrator configured IGC, the internal extension may be enough. For IP phones, the Extension field is the only one that must be filled.

Order	The order in which IGC tries to contact the team member. IGC does not dial numbers listed as **0**.
Country	A valid country code of up to three numeric digits. Only numbers, not country name may be entered.
AreaCode	A valid area code. Up to three numeric digits.
Phone Number	Telephone number. Up to seven numeric digits.
Wireless Phone**	Activates the Wireless Reconnect feature. When selected, IGC automatically dials-back when the connection is lost, unless the team member dialed **** to disconnect.
Receptionist	When selected, IGC first announces that this is a call for *Personal-User* and requests that the call be transferred to *Personal-User*. After the call is transferred, IGC announces its usual message
Extension	Up to 10 numeric digits. (Required for IP phones)
SMS phone	When selected, IGC will send SMS messages to this phone if a call is scheduled with prenotification selected and **Meeting pre-notification** is selected at the top of the profile.

7   BROADCAST CALLS

Broadcast calls are moderator-controlled calls, which can only be scheduled by the System Administrator. Broadcast calls require that a Moderator be present and there can only be one moderator for a broadcast file. The broadcast call consists of:

● One Moderator who controls Listener participation

● Speakers who have access to standard Call Manager functionality

● Listeners, who can only listen to the conversation, unless the Moderator gives the Listener temporary permission to speak.

> The **Address Book** option in the Call Manager for Speakers is disabled for Broadcast calls.

> Once in the call, the only Call Manager command available to listeners is * (star) to raise a question.

This chapter describes the following:

❑ Scheduling a Call

❑ Moderator Operations

❑ Speaker Operations

❑ Listener Operations

7.1   Scheduling a Call

Only a System Administrator can schedule a broadcast call. To schedule a broadcast call, supply your System Administrator with the following information:

❑ The name of the moderator.
In a broadcast call, only one telephone number is defined for each person. Therefore, if you want IGC to dial out, you must decide in advance which telephone number to use.

❑ The names of the speakers.
Supply the name, phone number and email address for each speaker who is not an IGC User.

❑ The names of the listeners and listeners on hold.
Supply the name, phone number and email address for each listener who is not an IGC User.

❑ The date and time to schedule the call.

7.2   Moderator Operations

Moderators maintain full control over the broadcast call, and must be present for a broadcast call to take place. Once logged into the Call Manager, the moderator controls what a Listener can and cannot do.

❏   Connecting and Disconnecting All Listeners

❏   Holding a Sidebar Conversation with a Listener

❏   Permitting a Listener to Speak

❏   Canceling a Listener's Request to Speak

❏   Putting a Listener On Hold and Disconnecting a Listener

❏   Changing the Volume of a Speaker for All Listeners

Connecting and Disconnecting All Listeners

The Moderator can wait until all speakers are present, then dial-out to all Listeners. The Moderator can also disconnect all Listeners at once.

➤   **To connect or disconnect all listeners at once**

   1   Click the **Options** button.

   2   Select **Connect All Listeners** (or **Disconnect All Listeners)**.

Connecting or Disconnecting All Listeners

Holding a Sidebar Conversation with a Listener

The Moderator can hold a private or "sidebar" conversation with a listener to determine whether to allow the Listener to speak.

➤ **To start a sidebar conversation**

❑ Select the Listener, right-click and select **Sidebar Conversation**.
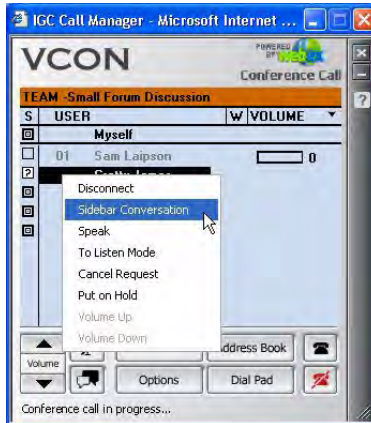
Starting a Sidebar Conversation

➤ **To end a sidebar conversation**

❑ Select the Listener, right-click and select **To Listen Mode**.
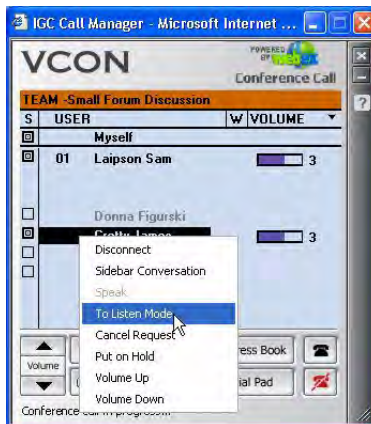
Ending a Sidebar Conversation

Permitting a Listener to Speak

The Moderator can allow a Listener to speak. However, the Listener does not receive the other privileges accorded to Speakers, and the Moderator continues to maintain control over the Listener's right to participate in the call.

➤ **To permit a listener to speak**

❏ Select the Listener, right-click and select **Speak**.
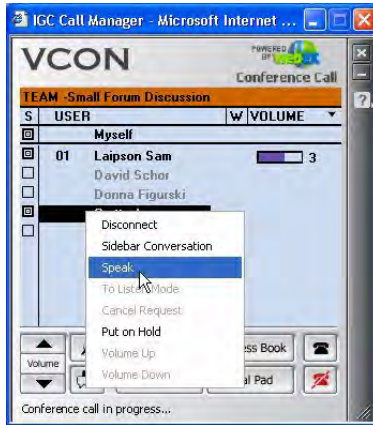
Permitting a Listener to Speak

➤ **To return a listener to Listen Only mode**

❏ Select the Listener, right-click and select **To Listen Mode**.
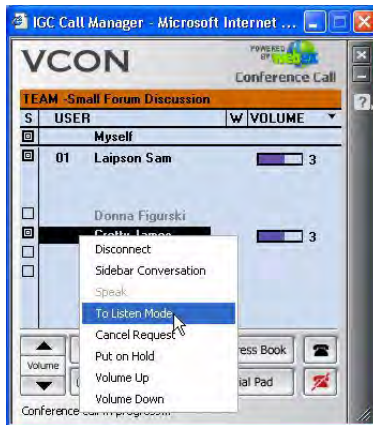
Returning a Listener to Listen Only Mode

Canceling a Listener's Request to Speak

The Moderator can cancel a Listener's request to speak.

➤ **To cancel a listener's request to speak**

❑ Select the Listener, then right click and select **Cancel Request**. The question mark signalling a request to speak then disappears.

Canceling a Listener's Request to Speak

Putting a Listener On Hold and Disconnecting a Listener

The Moderator can put a Listener on hold at any time without disconnecting the Listener. The Moderator can also completely disconnect a Listener from the call.

➤ **To put a listener on hold**

❑ Select the Listener, right-click and select **Put on Hold**.

Putting Listener On Hold

➤ **To disconnect a listener**

❑ Select the Listener, right-click and select **Disconnect**.

Putting Listener On Hold

Changing the Volume of a Speaker for All Listeners

The Moderator can change the volume by which all Listeners hear the person speaking (whether the speaker is a "Speaker" or a "Listener" asking a question).

➤ **To change the volume by which all Listeners hear each speaker**

❑ Select the Speaker and click the volume control.
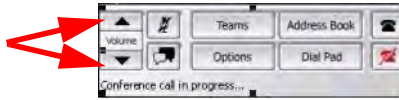
Volume Control

7.3   Speaker Operations

A Speaker can perform all Call Manager operations other than the one described in "Placing a Call to One of Your Personal-Users" on page 59. For details, see "Call Manager Operations" on page 53.

7.4   Listener Operations

A Listener can request to speak by pressing the star (*) key on the telephone. A question mark (**?**) appears in the box beside the Listener's name in the Call Manager.

8 GUEST OPERATIONS

Guests are allowed to dial into a team call and to use the Call Manager. The email that you forward to Guests contains instructions on how to dial in. If the team holds future team calls, the caller can use the same dial-in phone number, Conference ID and PIN for future Meet-Me calls. Afterwards, you can simply notify the caller of the time of future calls.

➤ **To dial in as a Guest**

1 Dial the IGC User Meet-Me phone number.

2 After IGC User answers, dial the 5-digit Conference ID.

3 After IGC User asks for the PIN, dial the 4-digit PIN.

4 Listen for the Web ID. You can retrieve it at any time during the call by dialing 007.

➤ **To enter the Call Manager**

Guests have the option to use the Call Manager, but are not required to do so in order to participate in the call.

1 Click the URL in the email inviting you to the team call. This automatically fills in the Conference ID and PIN fields. Alternatively, type the URL directly into your browser, then type these details manually.

2 Type whatever name you want to be known by during the call. This is the name that IGC User will use to announce when you enter and leave the call. It will also appear in the Call Manager of other participants.

3 Type the 4-digit Web ID that IGC User gives you when you join the team call. You can retrieve it at any time during the team call by dialing 007.

9 IGC AGENT FOR MICROSOFT OUTLOOK

The IGC Agent for Microsoft Outlook is a Microsoft Outlook plug in that allows you to initiate Meet-Me calls directly from Microsoft Outlook. It requires Microsoft's Outlook Collaboration Data Objects (CDO) feature.

If the CDO feature is not installed, an **Error creating MAPI session** error will appear when you try to activate the IGC Agent for Microsoft Outlook. If this occurs, install CDO according the instructions in "To install Windows CDO feature" on page 119.

➤ To install the IGC Agent for Microsoft Outlook

1 From the top of the **Administration** menu, click **Downloads**.

Click "Downloads"

2   Click the **Microsoft Outlook** link.

Click the "Microsoft Outlook" Link

3   Click the **Download IGC's Outlook Agent** link.

Download IGC's Outlook Agent

4   Save the file.
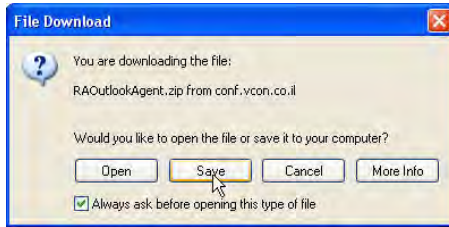
Save the IGC Agent Installation File

5   Once the download completes, click **Open**.
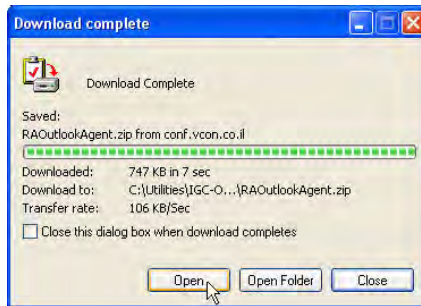
6   Make sure Outlook is closed and double-click *RAOutlook.exe*.
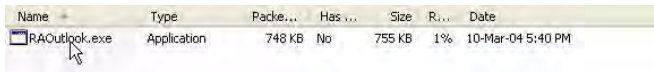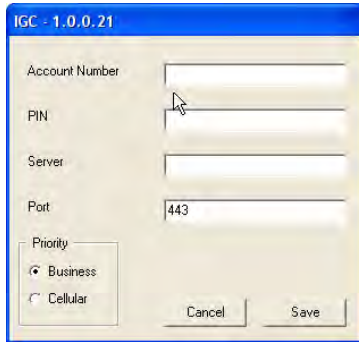
Double-click RAOutlook.exe

7   Wait for the installation to begin and click **Next** (or **Finish**) in each of the installation menus.

8   Open Microsoft Outlook to complete the installation.

9   Depending on your Microsoft Outlook configuration, you may be asked to insert your Microsoft Office Installation CD.

10   Once Outlook loads, click the IGC Agent icon in Outlook's toolbar.

11 Type in your IGC account number, PIN, and the URL given to you by the IGC administrator in your company. The **Priority** field determines which phone number IGC tries first when your address book contains both a business phone and cell phone number for one of your contacts.

Click the IGC Agent Icon

12 Click **Save**. This automatically opens a contact selection menu for you to initiate a call.

➤ **To initiate a Meet-Me call from Microsoft Outlook**

    1   Click the IGC Agent icon in Outlook's toolbar.
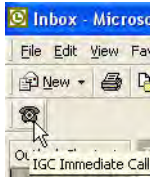
IGC Agent Icon in Outlook's Toolbar.

    2   Move the contact to call to the right pane and click **OK**. You move the contact by either double-clicking or selecting the contact and clicking the **IGC** button.
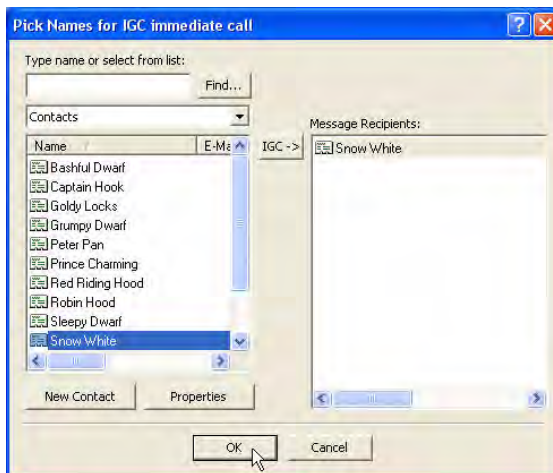
Select Contact

3 In the **Initiate A Call** window, click **Call**.
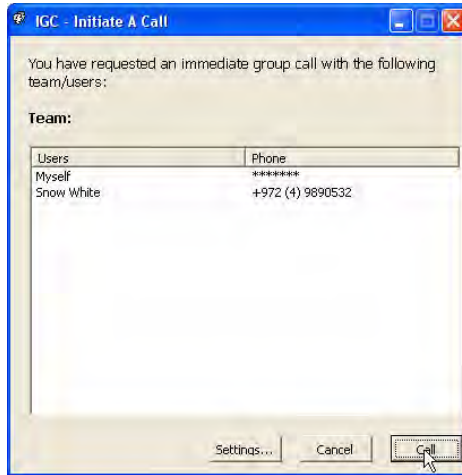
Initiate the Call

4 IGC initiates the call, sends an email to the selected members with a link to the Call Manager, and opens the Call Manager.

IGC Initiates the Call

➤ **To install Windows CDO feature**

1   Open Windows **Control Panel** > **Add/Remove Programs** >**Microsoft Office**.

2   Click **Change**.

3   Select Add or Remove Features.
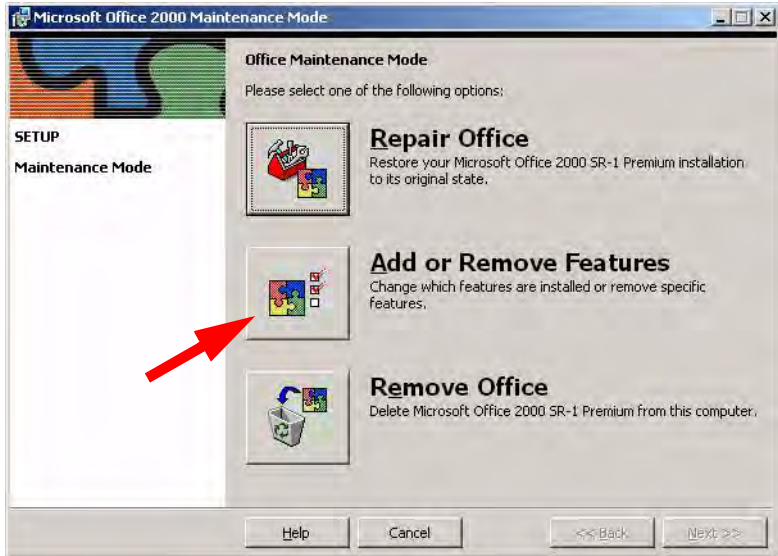
Add or Remove Features

4   Expand the **Microsoft Outlook for Windows**.

5 Click **Collaboration Data Objects** and select **Run from My Computer**.
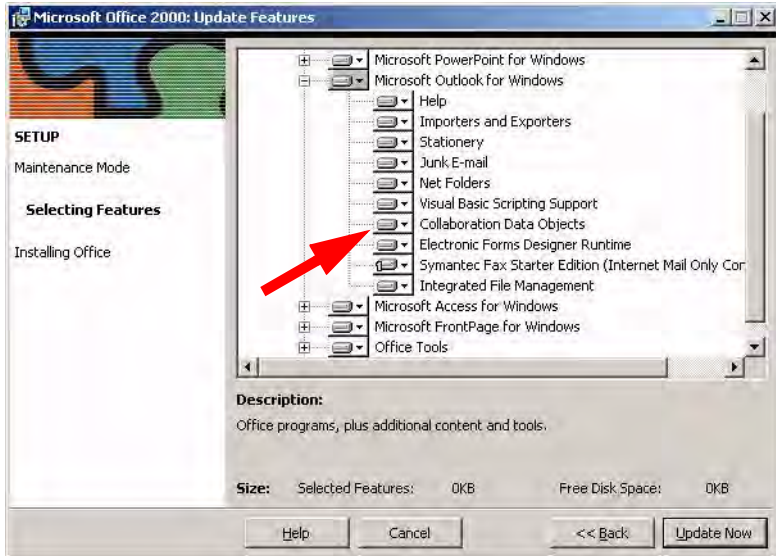
Collaboration Data Objects

6 Click the **Update Now** and wait until installation is complete

7 Exit the Control Panel and restart Outlook.

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