



Conference User Guide and Manual

UsVoxConf

2011

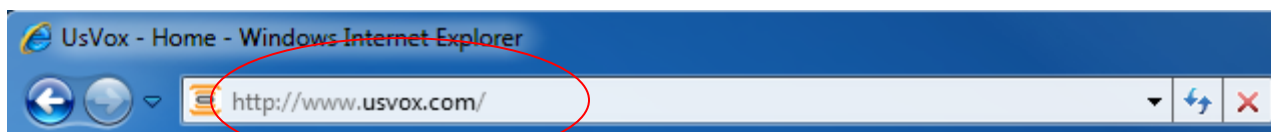
Conference Web Portal

UsVox Conference is developed specifically to meet all the conference communications needs of the small to medium sized business. UsVoxConf is a part of UsVoxUM, and UsVoxSwitch, a fully featured VoIP Communication Services Platform.

UsVoxConf allows Internet Telephony Service subscribers the ability to process Conference calls using our Conference Bridge.

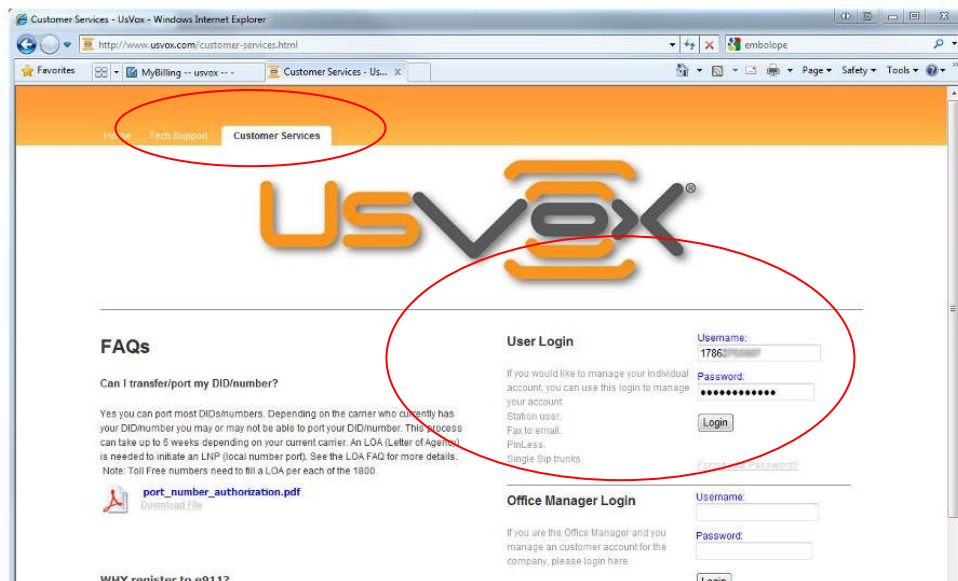
UsVoxconf provides a non-intrusive, single interface for all telephony and conference functions, and it cleverly increases staff proficiency and productivity because it is easy to use and manage.

- Open Internet Explorer on Windows
- Enter the web address www.usvox.com
Go to **Login Tap**: <http://www.usvox.com/login.html>



Under User Login

- Username: Is your conference DID number. (Phone number provide by your Provider)
- Password: The number assigned by the Administrator.



Requested the account passwords by sending an email to: Info@usvox.com

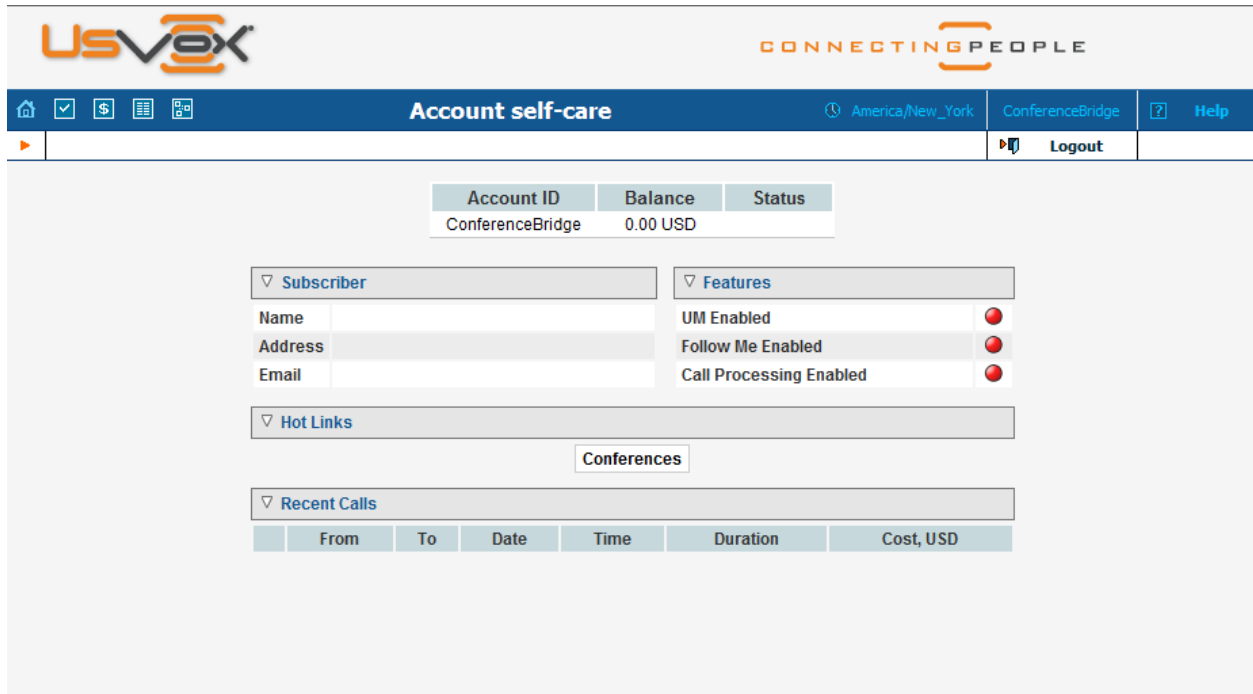


Basics

Clicking the Home Icon: open Account Self-care main page.

Top 5 left Icon button: Move the mouse over the shortcuts icons to show menus.

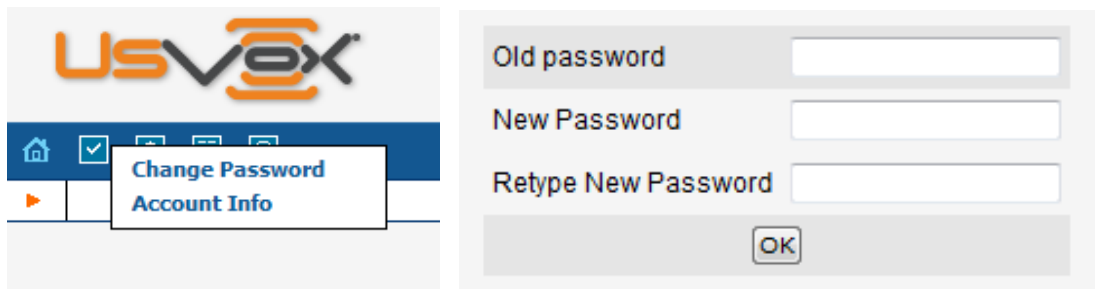
Conference button (Center of page): open conference portal.



Account ID	Balance	Status
ConferenceBridge	0.00 USD	

From	To	Date	Time	Duration	Cost, USD
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Change password and Account information:



To **reset password**, Type the old password and type the new one.

Company Info:

The user is responsible to fill the Subscriber information.

Life Cycle	Subscriptions	Service Features	Follow Me
Account Info	User Interface	Subscriber	Additional Info

Company Name	<input type="text"/>	Contact	<input type="text"/>
Mr./Ms./...	<input type="text"/>	Phone	<input type="text"/>
First Name	<input type="text"/>	M.I.	<input type="text" value="1002"/>
Last Name	<input type="text"/>	FAX	<input type="text"/>
Address	<input type="text"/>	Alt. Phone	<input type="text"/>
Province/State	<input type="text"/>	Alt. Contact	<input type="text"/>
Postal Zip	<input type="text"/>	E-mail	<input type="text"/>
City	<input type="text"/>	Description	<input type="text"/>
Country / Region	<input type="text"/>		

Service features:

If the account user needs a specific **Music on hold**, not set by the system administrator, it can be uploaded (files under 5 mb) .

The 'Music on Hold' appears only when you open settings of created rooms.
The behavior of the music track playing within your conference can be configured here.

This music is only used by the conference bridge and not by the Hosted PBX system.

Life Cycle	Subscriptions	Service Features	Follow Me
Account Info	User Interface	Subscriber	Additional Info

Service Type	Associated Number	<input type="text"/>
Voice Calls	Legal Intercept	<input type="text" value="Customer's default"/>
Incoming Calls	RTP Proxy	<input type="text" value="On NAT"/>
Outgoing Calls	Music On Hold	<input type="text" value="Upload new music"/>
	Upload	<input type="text"/> <input type="button" value="Browse..."/>
	Music Name	<input type="text"/>

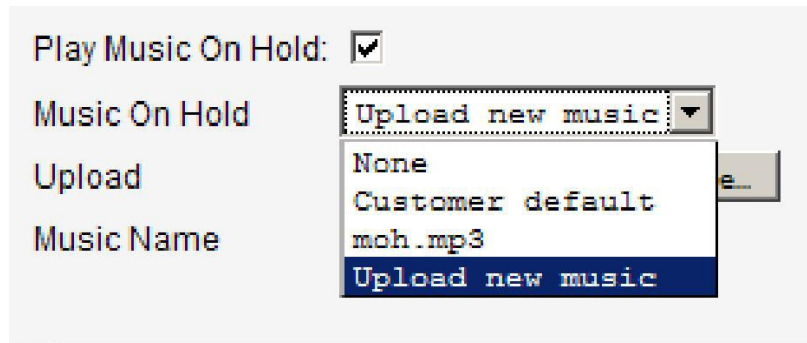


Definitions of the 'Music On Hold' tab fields:

Play Music On Hold: Enables all 'Music On Hold' functionality for the room.

Music On Hold: Allows selecting a pre-defined MOH file from the drop-down list.

Upload: Allows uploading of a new MOH file to use for 'Music On Hold'.



To upload a new file, click the 'Music On Hold' list and select 'Upload new music'.

Then click on 'Browse' and select a file you like:



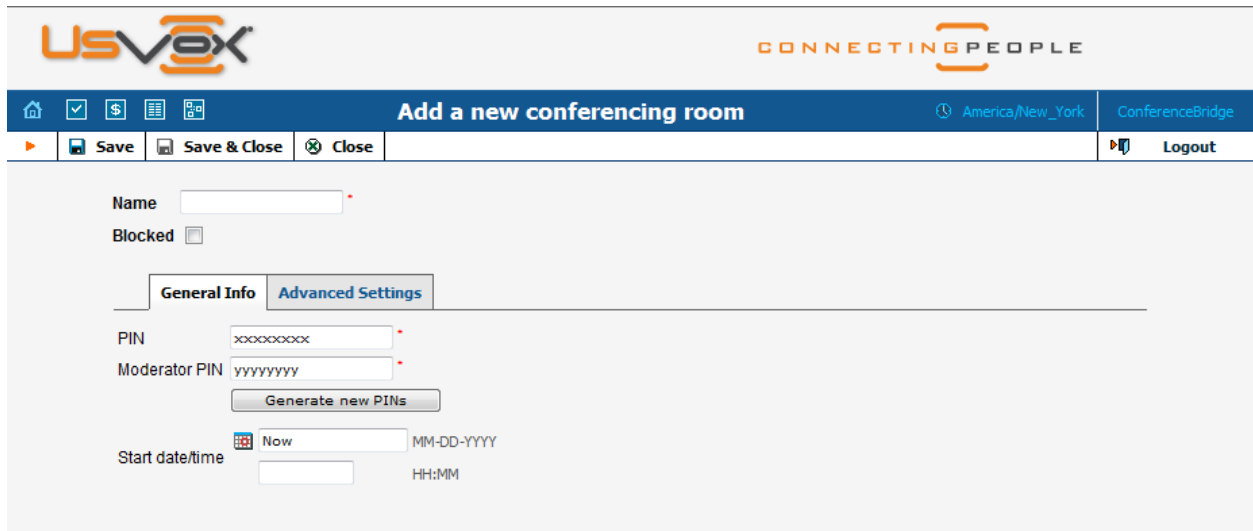
Save settings and select the file from the list1.

Music Name: Defining a custom name for the file to be uploaded.



Set Conference and Features:

Press **Add** at top right of the page  **Add** to set the **conference room**:



The screenshot shows the 'Add a new conferencing room' interface. At the top, there is a navigation bar with the UsVox logo and 'CONNECTING PEOPLE' tagline. Below this is a blue header with the title 'Add a new conferencing room' and a 'Logout' button. The main form area contains several fields: 'Name' (required), 'Blocked' (checkbox), 'PIN' (required), 'Moderator PIN' (required), and 'Start date/time' (with a calendar icon and 'Now' button). There are two tabs: 'General Info' (selected) and 'Advanced Settings'. A 'Generate new PINs' button is located below the PIN fields.

Definitions of the General Info tab fields:

Name: Type name, Group name, or any information from the conference.

Block: Check mark to block the conference.

PIN: The code which should be entered by a participant to enter the room.

Moderator PIN: The code used by the Moderator.

Generate new PIN: This button generates new PINs for participants and the Moderator.

Start date/time: Specifies the time when a room can be first used. By default, a room can be used right after its creation ('Now').

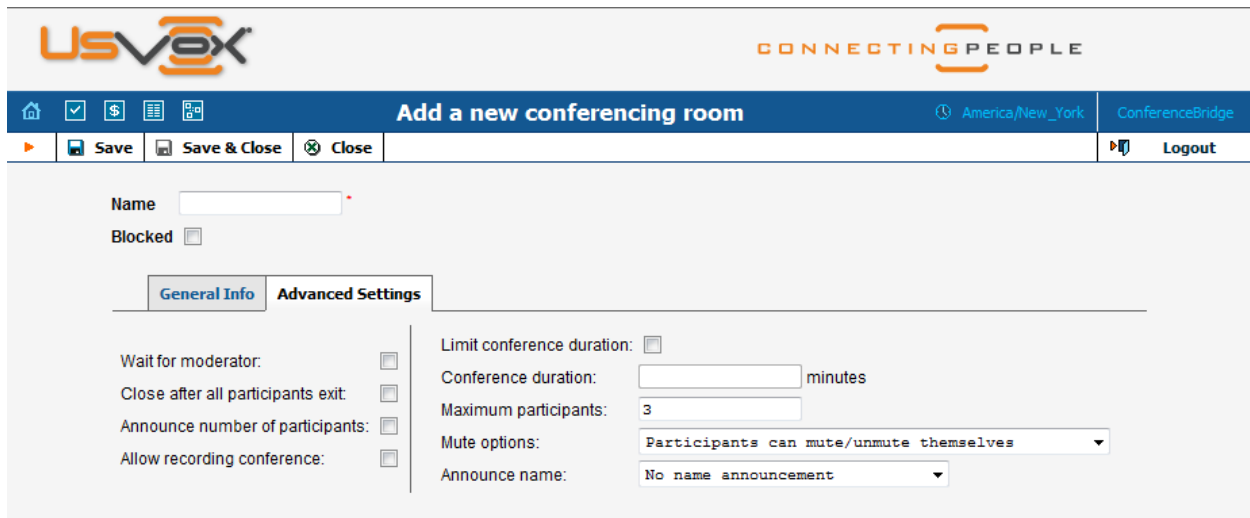
Otherwise, 'Start date/time' should be configured by clicking the icon and selecting an appropriate date/time.

Required fields marked by *.

Select the conferencing settings under the "Advanced Settings" tab, after reviewing the definitions list below.



Set Advance Setting and Features:



The screenshot displays the 'Add a new conferencing room' interface. At the top, there's a header with the UsVox logo and 'CONNECTING PEOPLE' tagline. Below the header is a navigation bar with 'Add a new conferencing room' and a 'Logout' button. The main content area has a 'Name' input field, a 'Blocked' checkbox, and two tabs: 'General Info' and 'Advanced Settings'. The 'Advanced Settings' tab is active, showing options for 'Wait for moderator', 'Close after all participants exit', 'Announce number of participants', and 'Allow recording conference' (all with checkboxes). It also includes 'Limit conference duration' (checkbox), 'Conference duration' (input field), 'Maximum participants' (input field), 'Mute options' (dropdown menu), and 'Announce name' (dropdown menu).

Definitions of the Advanced Settings tab fields:

Wait for Moderator: Participants cannot join the room if the Moderator is not there yet.

Close after all participants exit: When the last participant exits the conference, the room will be blocked automatically. To unblock the conference room, the “Blocked” box should be unchecked.

Announce number of participants: At the time of joining the conference, announces the number of participants in the room.

Allow recording conferencing: If selected, the conversation can be recorded by the Moderator via the touchtone keypad. The record is available for downloading for the next 14 days.

Limit conference duration: Sets a limit for the conference duration. All participants will be notified 5 minutes before the end of the conference.

Conference duration: Set in minutes.

Maximum participants: New participants will be rejected if the limit is reached. Moderator can enter the room in any time, even if the limit was reached.

Mute options:

Participants can mute/unmute themselves: All participants can mute/unmute themselves via the touchtone keypad.

Non-Moderators muted by default, can unmute: Only a Moderator is unmuted; other participants are muted by default, but can unmute themselves.

Non-Moderators muted by default, cannot unmute: Only the Moderator is allowed to speak during the conference. The rest of participants cannot unmute themselves (i.e. ‘Lecturing mode’).



Announce name options: Announces the name of a new participant when he enters the room.


No name announcement: A new participants enters the room without any announcement.

Announce name with review: A new participant is prompted to record their name before entering the conference. The name is then replayed to the new participant as they enter the conference room. Participants who are already in the room also hear this announcement.



Announce name without review: A new participant is prompted to record their name before entering the conference. When the new participant enters the room, only participants who are already in the room hear this announcement.

Conference

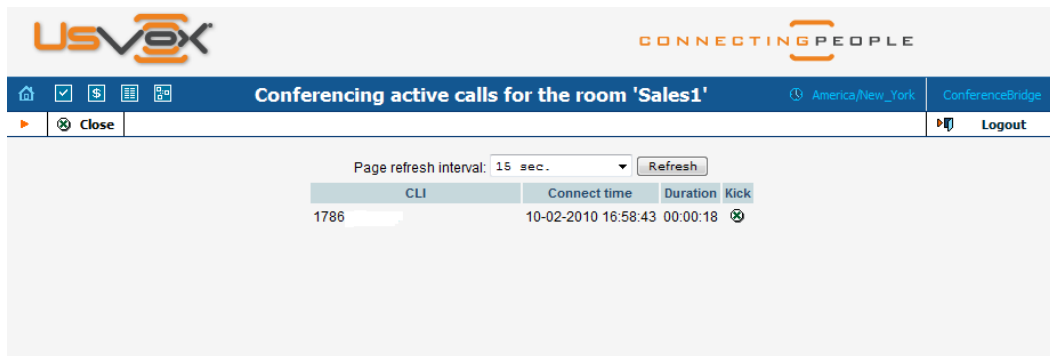
After conference is created, the name of the conferace or conferances will show in a list.


Used the Active Calls icon  to manage all calls in the conference



Active Calls	Name	Recordings	Status	Delete
	Sales1			

Active calls



CLI	Connect time	Duration	Kick
1786	10-02-2010 16:58:43	00:00:18	

CLI: list the caller id of each guest.

Connected: it shows the date and time for the guest call.



Duration: shows the time of guest in the conference.

Kick button: used to remove guest from conference.

Accessing the conference

Once all configuration tasks described above are completed, you can call the access number, and start using the service.

Although the account in this configuration can be used as an access number for the conference, it is possible to use separate accounts for access numbers.

To start using the conference room configured above, you need to follow these simple steps:

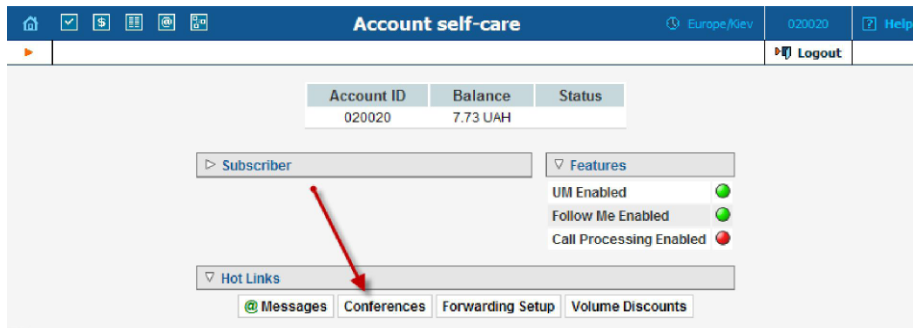
1. Dial an access number.
2. After voice prompt, enter the PIN, and the system will recognize which room you want to enter.
3. If the PIN was correct and you have been authorized to reach the room, you will hear MOH and then will be connected to the conference.



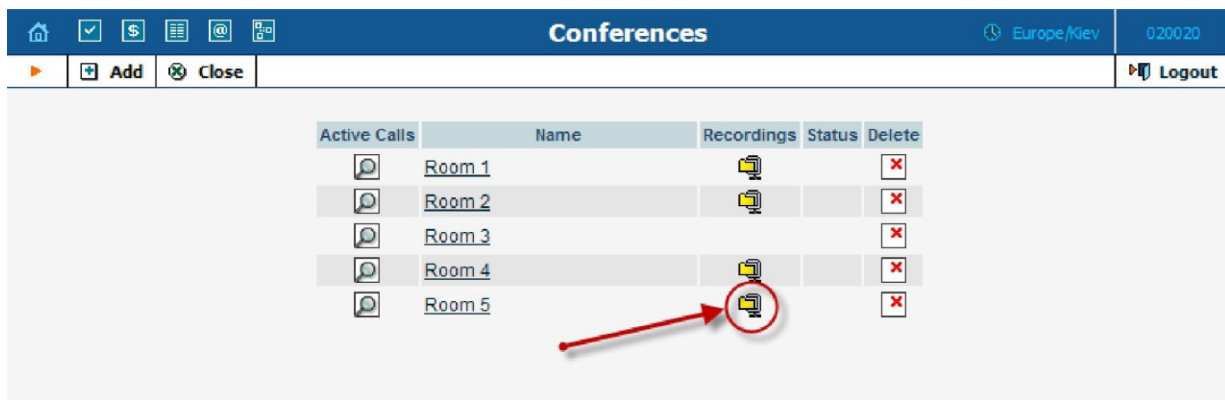
UsVoxConf features

Conference Call Recording

UsVoxConf allows recording any or all conference calls. This feature is available to the Moderators only. Conference call recording can be started by pressing “**” on the Moderator touch-tone keypad during the conference call. The recording will stop automatically when the conference call is finished. To download a record, open Account self-care, and click the ‘Conferences’ tab on the bottom of the page.



Click the Recordings icon next to the room that you need to start downloading.



Digital recording is available for download in MP3 format for 14 days following the conference.

Key codes

The following commands are available to control conference calls from the touch-tone keypad:

‘*1’: Self-Mute

To mute your line, so that others in the conference cannot hear you, enter ‘*1’.

To unmute your line, enter ‘*1’ again.

‘*2’: Lock/Unlock conference

This feature allows the Moderator to lock the conference so that no additional participants can join the conference. To lock the conference, the Moderator should enter '*2'. To unlock the conference, the Moderator should enter '*2' again.

*3': Disconnect last participant that joined the conference.

*4': Increase the listening volume of the headset.

*5': Extend the conference by 15 minutes.

*6': Decrease the listening volume of the headset.

*7': Decrease the talking volume from the headset.

*8': Access the Exit menu.

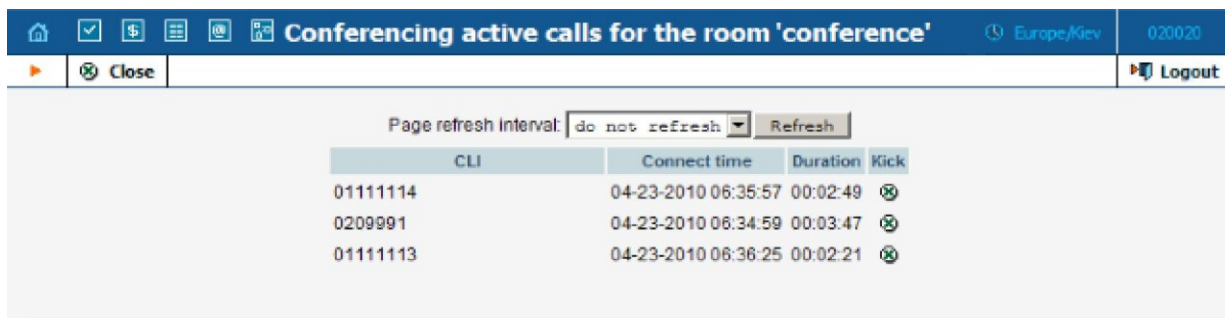
*9': Increase the talking volume from the headset.




**': This feature allows Moderator to start recording the conference.


Recording will stop automatically when the conference call is ended.

Active Calls

The 'Active Calls' screen contains information about the conference participants, the connection duration and Connect times.



CLI	Connect time	Duration	Kick
01111114	04-23-2010 06:35:57	00:02:49	
0209991	04-23-2010 06:34:59	00:03:47	
01111113	04-23-2010 06:36:25	00:02:21	

Additionally, this page enables a user to drop any participant by clicking on the 'Kick' icon ().





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