

# Conference Place<sup>SM</sup> Audio Controls Users' Guide



**For more information:**  
800.374.2441  
[www.intercall.com](http://www.intercall.com)

Conference Place's integrated audio controls enable you to control your Reservationless-Plus<sup>SM</sup> audio conference from within the meeting console. Using these controls, you can manage all of the features and functions of your conference right from your desktop providing a more efficient and streamlined meeting experience. Your attention remains focused on your meeting rather than switching back and forth between your computer screen and your telephone keypad.

Using the Reservationless-Plus integrated audio controls, you can have the conference dial out to you instead of dialing in, identify unnamed attendees, dial out to additional participants and mute/unmute individual attendee's lines or the entire group.

## Connecting to the Audio Conference

- 1 Once you have logged into your meeting, select Audio then Join Conference Settings from the top menu.
- 2 Select your Country/Region from the drop down menu then enter the area code and phone number at which you wish to be called in the Call me at fields.

**Audio and Recording Setup**

You will be called at +1 (123) 456-7890

Country/Region:  
+1 United States/Canada/Caribbean

Call me at: 123 4567890 Conference entry / exit:

Using audio from +1 (888) 802-6589 00:00:00

Show this dialog when Live Meeting starts

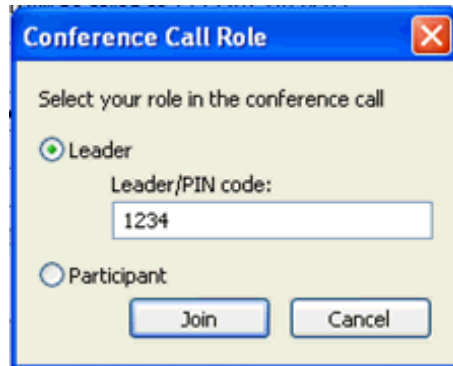
- 3 Click Join Conference.
- 4 Select the Leader radio button then enter your Reservationless-Plus Leader PIN.
- 5 Click Join

 InterCall is a subsidiary  
of West Corporation

AAP/EOE

*Microsoft and the Microsoft Office Logo are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.*

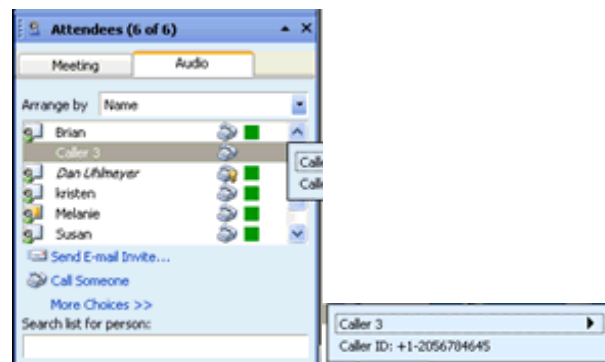
Last modified on: 5/10/2007



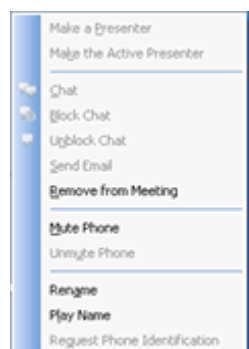
- 6 To confirm the connection, make sure that your name appears on both the Meeting and Audio tabs in the Attendees panel of the Conference Place console.

## Identifying Unnamed Attendees in the Audio Tab

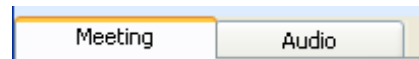
- 1 On the Audio tab, highlight the unidentified attendee's row and click the black arrow to the right of the phone icon. A fly-out window containing the unidentified attendee's caller number and phone number will appear.



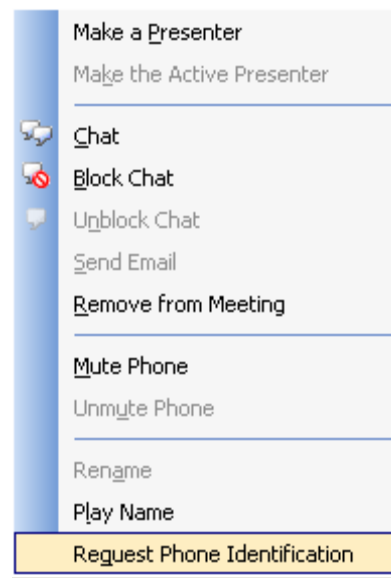
- 2 Click the second black arrow to the right of the caller number.
  - If you do not recognize the phone number associated with the caller, click Play Name. You will hear the caller's name as recorded when he or she entered the conference call.
  - After listening to the recorded name or if you recognize the phone number associated with the caller, click Rename.



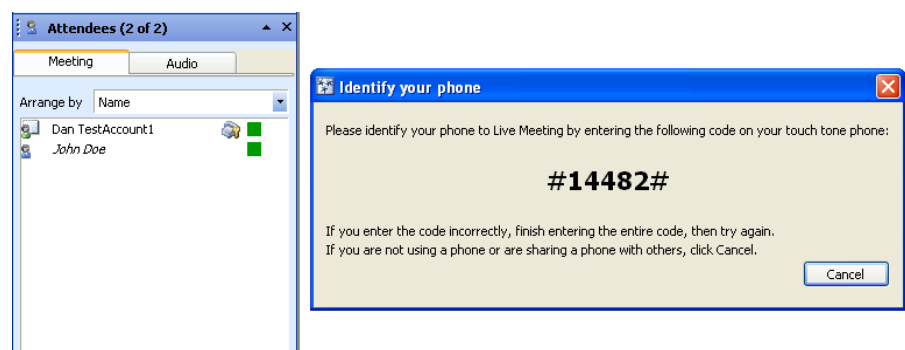
- 3 Enter the caller's name in the Rename Participant dialog box then click OK. The name you entered now appears on the Audio tab.
- 4 If participants dial directly into the audio conference versus having the service dial out to them, their name will not appear under the Audio Tab. They will show up as a generic caller. In addition, the audio icon will not appear next to their name under the Meeting Tab. As a presenter, you can reconcile their names on both participant tabs (Meeting and Audio Tab), using the Request Phone Identification feature.



- Presenter clicks on "Request Phone Identification."



- "Identify your phone" dialog box appears on the individual caller's screen, requesting that he or she enter a numeric code surrounded by pound signs (e.g., #14333) on his or her touch-tone phone.



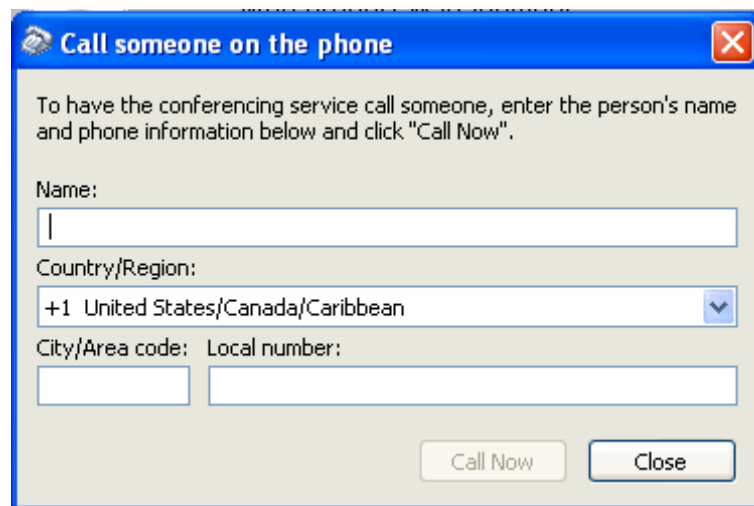
- The caller enters the code on his or her touch-tone phone. A phone icon now appears next to his or her name on both the "Meeting" and "Audio" tabs on the "Attendees" pane. Even though the caller joined the audio portion of the conference independently of the web, the presenter can now control the caller's audio from within the web meeting.



- Request all users to identify phone - The presenter clicks on "Request All Users to Identify Phone." An "Identify your phone" dialog box appears on all participants' screens.

## Dialing Out to Participants

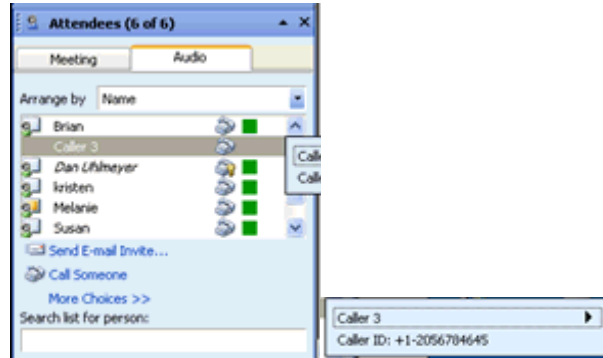
- 1 On the Attendees panel, click Call Someone. The Call someone on the phone dialog box appears.



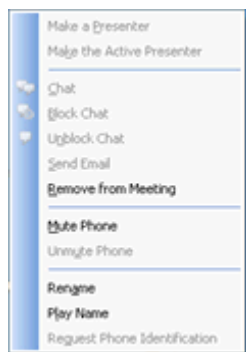
- 2 Enter the name of the person you would like to call, select the Country/Region in which he or she is located from the drop down menu then enter the area code and phone number.
- 3 Click Call Now.

## Muting and Unmuting Individual Participant's Lines

- 1 On the Audio tab, highlight the attendee's row that you wish to mute/unmute and click the black arrow to the right of the phone icon. A fly-out window containing the attendee's name and phone number will appear.



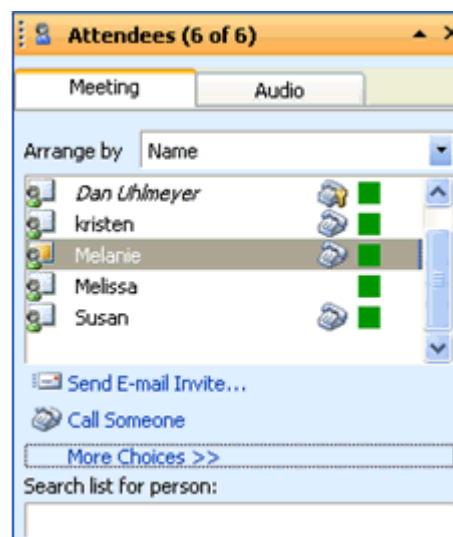
- 2 Click the second black arrow to the right of the attendee's name.
- 3 To mute the attendee's line, select Mute Phone.



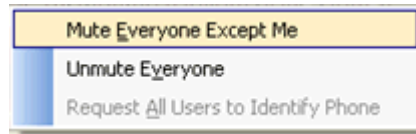
- 4 If the line is already muted, select Unmute Phone to open the attendee's line.

## Muting and Unmuting the Group

- 1 On the Attendees panel, click More Choices.



- 2 To mute the entire group, select Mute Everyone except Me.



- 3 To unmute the group, select Unmute Everyone.