Managing Audio Conference Calls

Creating an Audio Conference

1. Login to the web portal by browsing to https://ux.firelinecommunications.com and entering your email and password.
2. Select Conferences from the Menu.
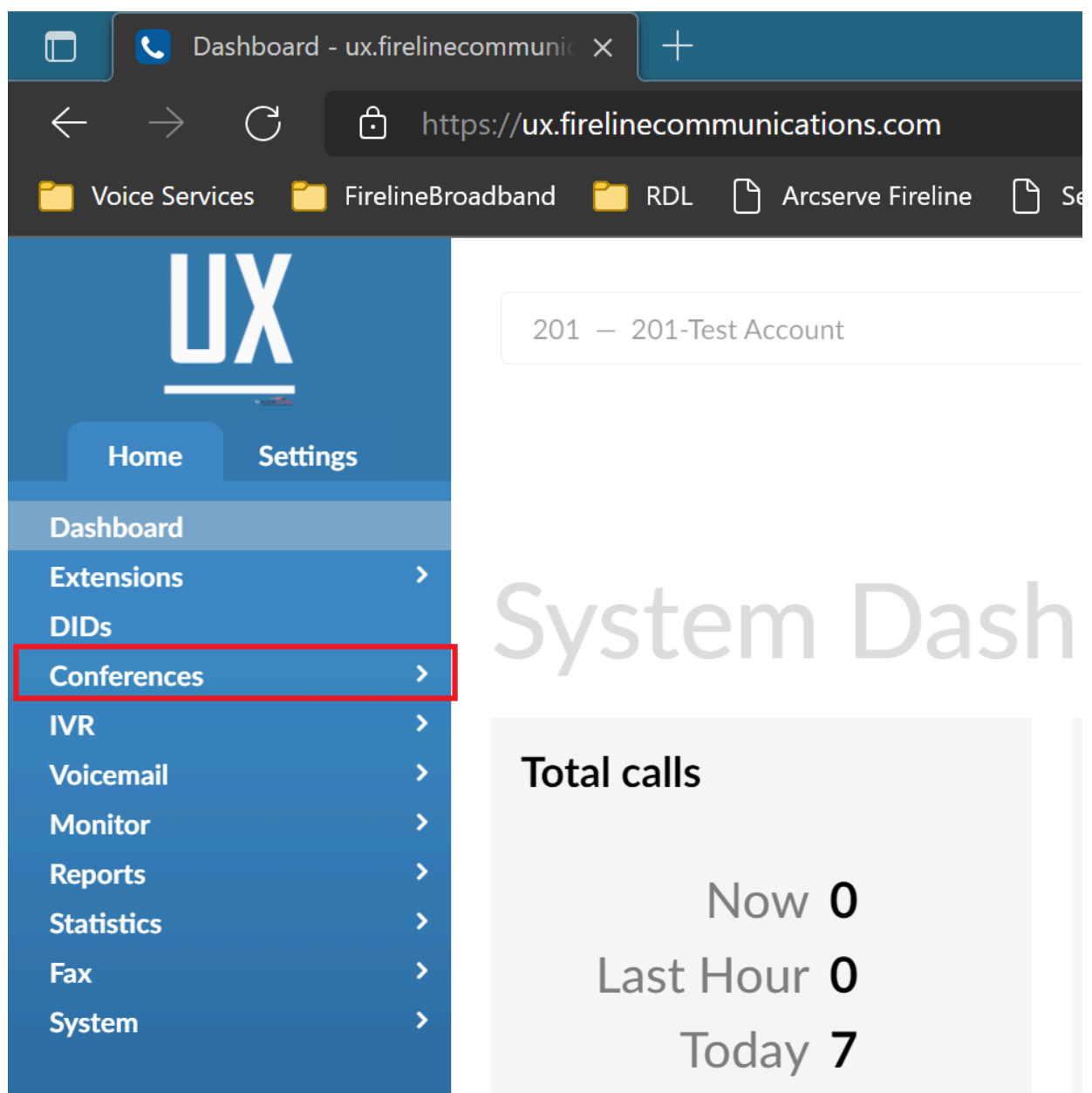
3. To create new new conference click Add Conference.
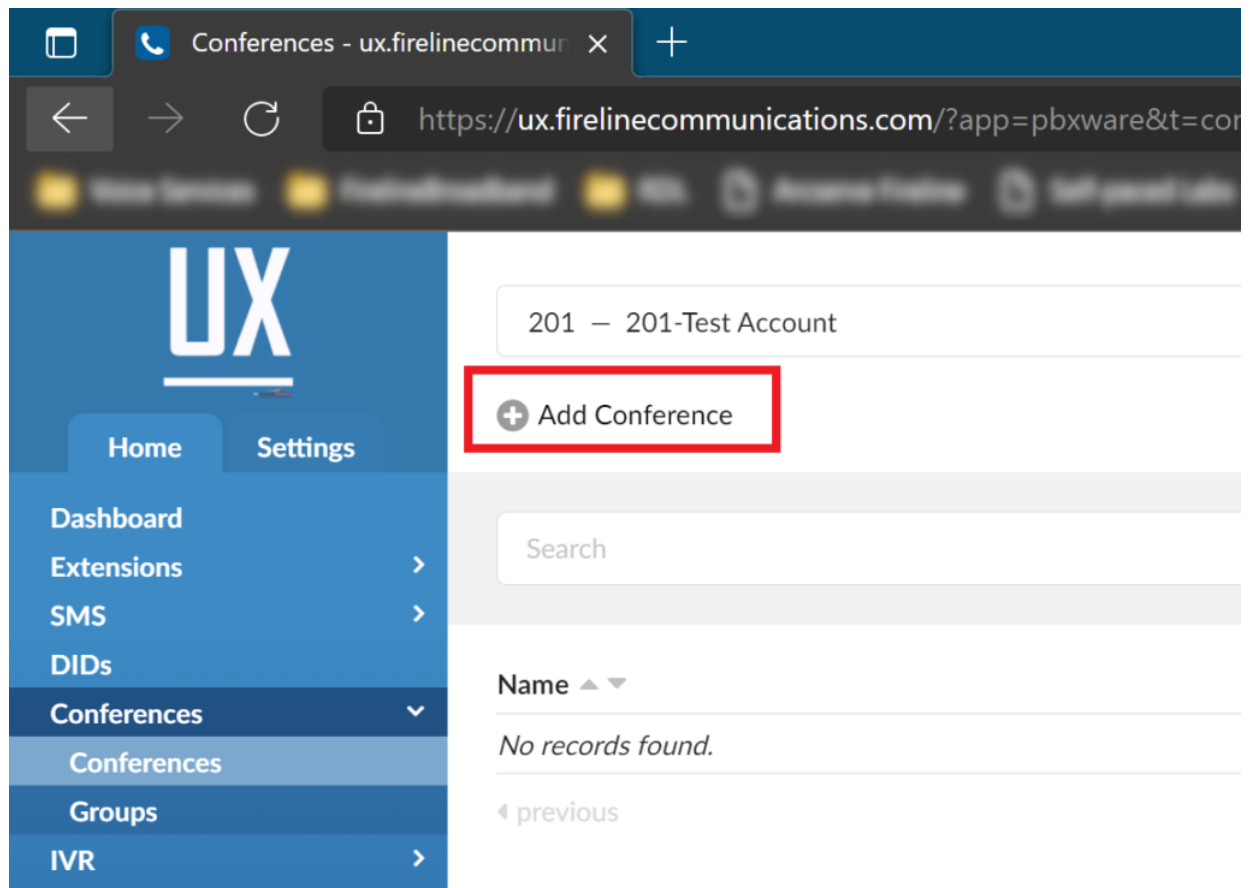
4. [Complete the form](#)
   1. **Conference Name:** The display name of the Conference which is viewable from the Communicator and Communicator Go Unified Communications App.
   2. **Conference Number:** The extension number of the Conference. *** If you are calling the Conference from a system extension, you should use this number, not the external telephone number. Only users outside of the system need to dial the 11 Digit telephone number.
   3. **Conference Group:** The Conference Group defines the options allowed in the conference and can be set by clicking the Group Menu item. More about Conference Groups below.
   4. **Maximum Number of Users:** This is the number of participants allowed in the specific conference. Total Conference users are based on your plan and is pre configured in the system. If you need more participants please contact your sales rep or email sales@firelinecommunications.com with your

request.

5. **Conference PIN:** Number users will enter to gain access to the conference. This can be changed at any time.
6. **Conference Admin PIN:** When users enter the Admin PIN, they dynamically gain administrative rights for the conference that they are dialing into.
7. **Conference Marked User PIN:** When users enter the Marked PIN, they dynamically gain marked user rights for the conference that they are dialing into.
8. **Conference Language:** Allows you to note the language of the conference. Has no affect on conference.
9. **Rings to answer:** Sets the number of rings before the conference answers.
10. **RTP Delay (sec):** Set the delay before audio is played. If your users are not hearing the beginning part of the system messages, you can increase this value. Default 1.
11. **Color:** Sets the color of the conference in Communicator.
12. **Send E-mail after conference:** If enabled the system will send an email notification when the conference has completed.
13. **Notification E-mail: Allows you to define the email address in which notifications will be sent. Only 1 address can be entered. If you would like to send to multiple addresses, we suggest creating a distribution group address that the system can send to and let the distribution group distribute the email to its members.**
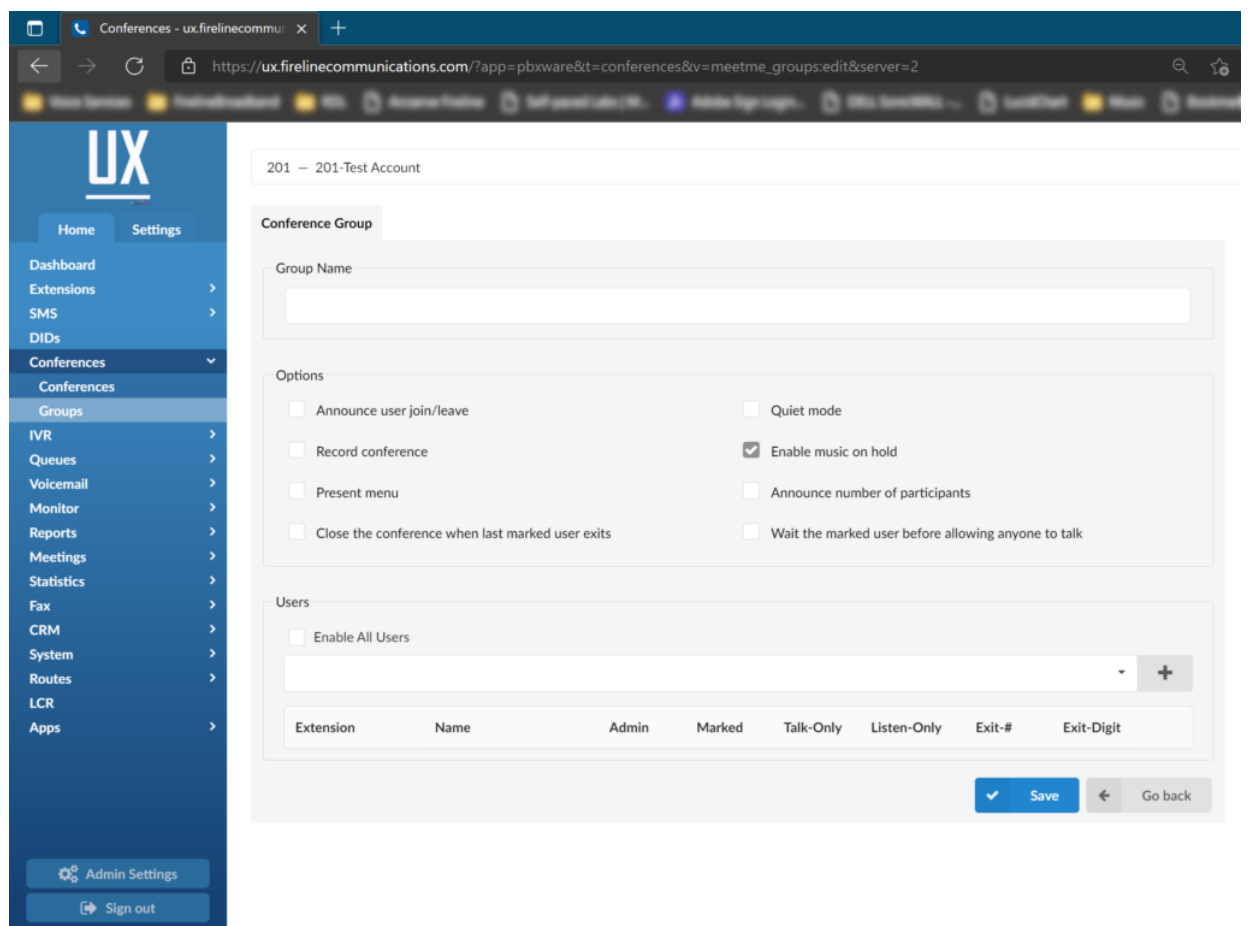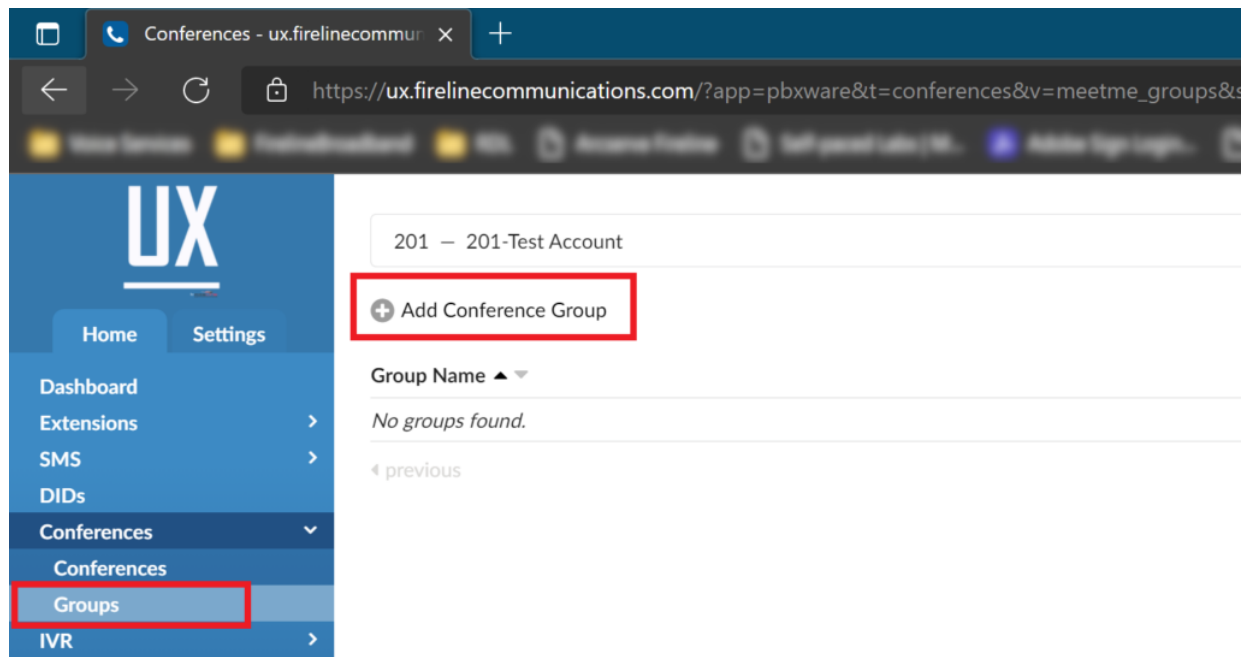
5. Click   Save.
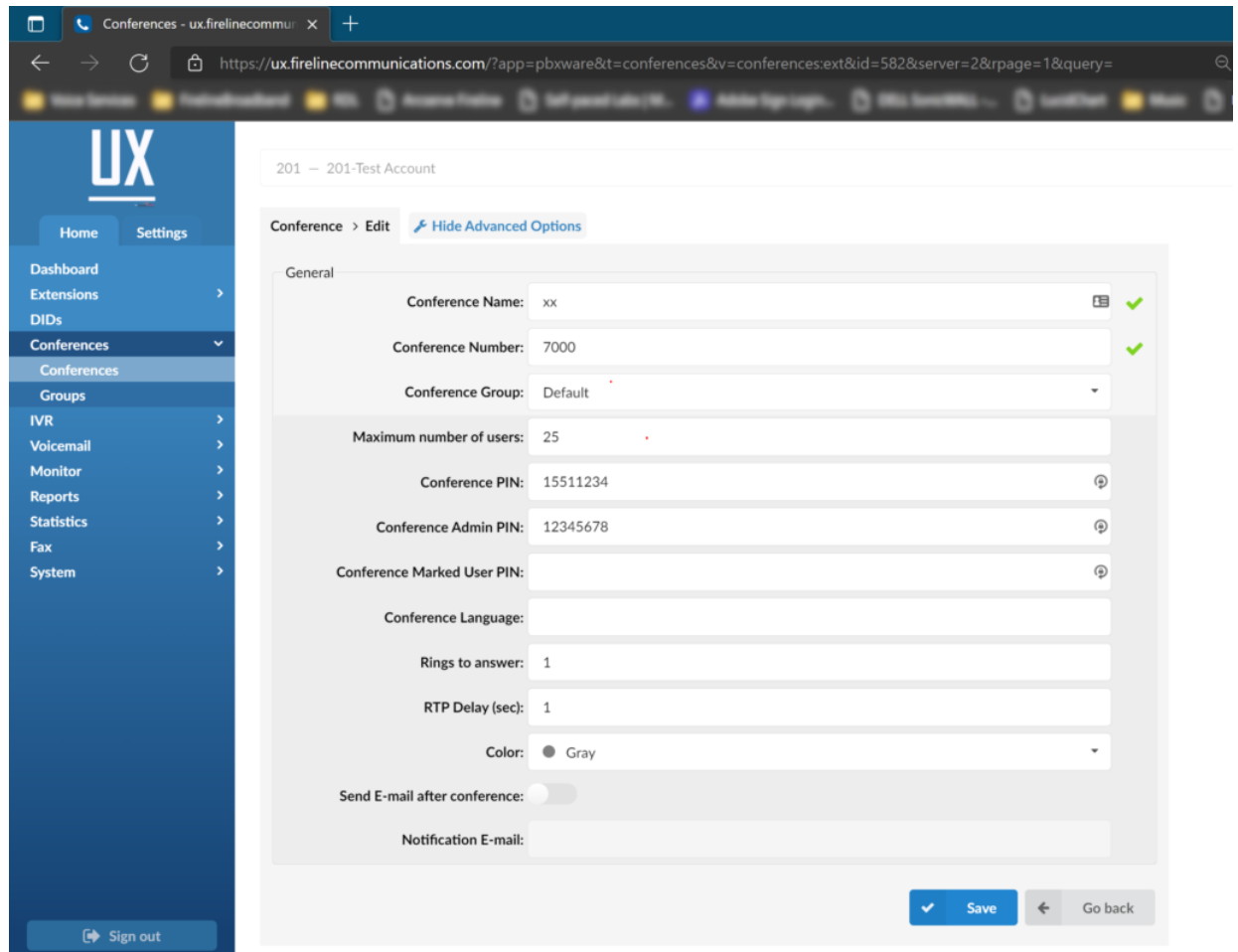
Conference Groups

Conference Groups define the options allowed for a conference.

1. Select Groups under the Conferences.
2. Select   Add   Group.

3. Provide a name for the Group
4. Select the Options to apply to all conferences in this group.
   1. Announce user join/leave: If this option is checked/enabled, all new conference members will be asked to say their name and press the '#' key

before they enter the conference. This name will be recorded and played to other conference members when a caller joins/leaves the conference. After a user presses the '#' key, the following menu will be presented:

1. Press 1 to accept your name and enter the conference
2. Press 2 to listen to your name
3. Press 3 to re-record your name

2. Quiet Mode: If this option is checked/enabled, conference members will not hear the enter and leave sound.
3. Record Conference: This option will enable recording the conference so you can download the recorded file. NOTE: You can download the recorded file from Report's > CDR's
4. Enable Music on Hold (MOH): Plays Music on Hold for the first user that enters the Conference. Once a second caller enters the MOH will stop.
5. Present Menu: Plays Conference options when '*' is dialed while in a conference.
6. Announce Number of Participants: Announces the number of conference participants when a user enters the conference.
7. Wait for the Marked User Before Allowing Anyone to Talk: Does not let anyone join the conference until the marked user enters the conference.
8. Close the Conference when the last Marked User Exits: Closes the conference once the last marked user exits, no matter how many participants are still active in the conference conversation, their calls are immediately dropped.

5. Select if you would like to enable all users to enter the conference.
6. If you would like only certain users to have the ability to enter the conference select the dropdown and select the users.
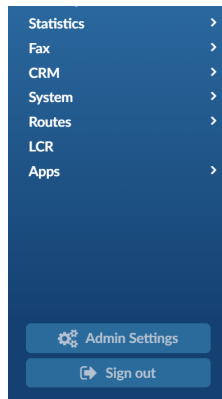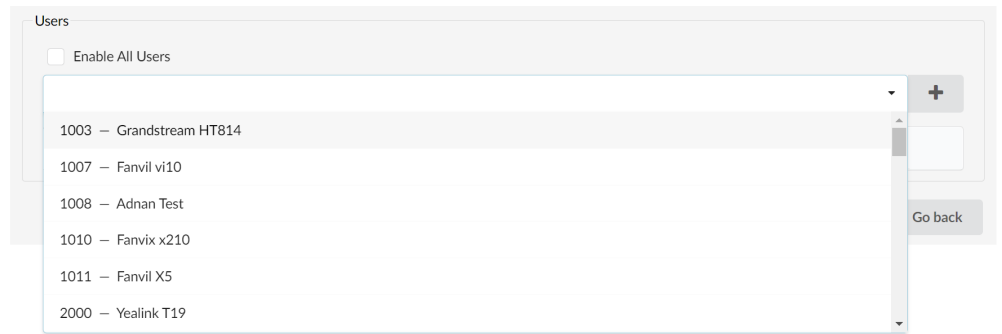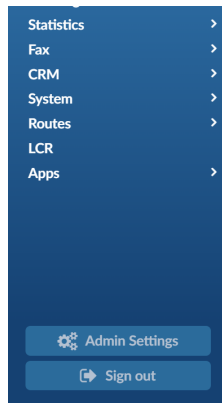
7. To add the selected users click the + button.
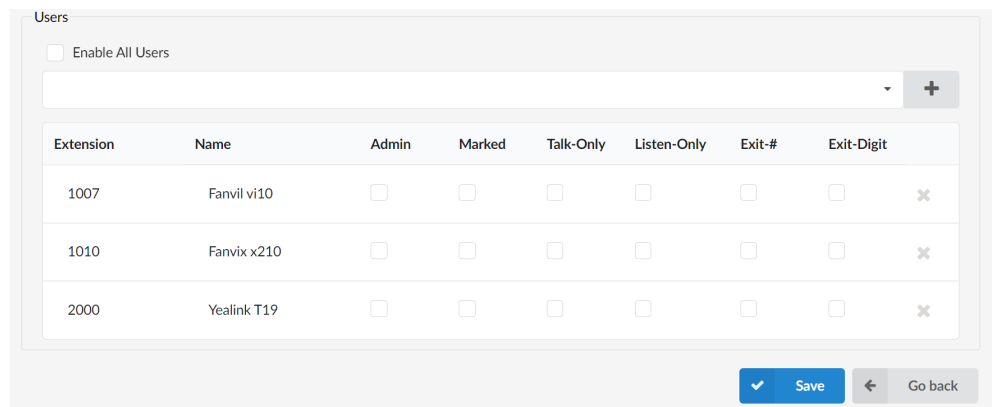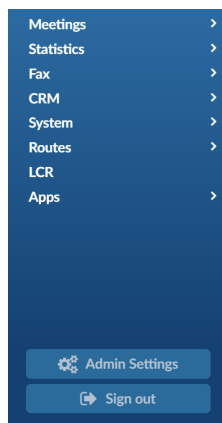
8. Click Save to save and exit.
9. You can now apply the newly created group to any conference you want to follow these options. (See step [4c.from Creating a Conference](#))