A MITEL
PRODUCT
GUIDE

Mitel Virtual Reception

InConference Quick User Guide

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INTRODUCTION   1

InConference transforms your ordinary extension into a conference room. It allows you to set up a conference in a very simple way and all the participants need to know is your extension number and a PIN code (optional).

SETTING UP A CONFERENCE 2

This chapter contains the following sections:

- SETTING UP A CONFERENCE IN CMG
- SETTING UP A CONFERENCE IN OUTLOOK OR LOTUS NOTES
- SETTING UP A CONFERENCE FROM YOUR PHONE
- LETTING THE ATTENDANT SETUP A CONFERENCE

You can set up the conference in any of the CMG applications, in your calendar system, or from your phone. You may also let the attendant set it up on another extension.

The maximum number of participants that can join a conference is normally "10", but this value can be changed by the system administrator.

The predefined code for a conference is "InConference", but this can be changed by the system administrator.

If no end time or end date is defined for an activity or an appointment then the InConference session will end after one hour.

Please check with your system administrator if you are unsure.

2.1 SETTING UP A CONFERENCE IN CMG

This section describes how to use the BluStar Web GUI to setup a conference:

1. Select the **Activities** tab to schedule a new CMG Activity.
2. Select the Code **InConference**
3. Add a PIN code in the **Information** field, for example, "PIN 1234". This code is used by the participants when entering the conference. It is optional to add a PIN code, but it is recommended since it can prevent unauthorized participants from joining. The PIN code has to be preceded by the word "PIN".

   If there is a predefined PIN code in the system, it will be shown in the field. If you like to use an own PIN code, remove the predefined PIN code and make sure that you have mapped your own PIN code to

InConference, as described in "Creating a Personal PIN Code". Ask your system administrator if you are unsure.

If you use a PIN code you should also check the option **Only show this info for the switchboard operators,** to make sure that unauthorized people do not see it.

4. Let the participants know that they are invited to the conference, for example, by sending them an email with the conference number (your extension) and the PIN code.

2.2 SETTING UP A CONFERENCE IN OUTLOOK OR LOTUS NOTES

It is possible to use Outlook or Lotus Notes to setup a conference if your company has implemented "calendar synchronization" between the calendar system and CMG. Please check with your system administrator if you are unsure about this.

This section describes how to use Outlook to setup a conference, by creating a meeting appointment

1. Add something that includes the word "InConference" in the **Subject** field, to enable the system to identify the appointment as a phone conference. Example:

2. The maximum number of participants that can join a conference is normally "10". Ask your system administrator if you are unsure.

3. Also add a PIN code in the **Subject** field, for example, "PIN 1234". This code is used by the participants when entering the conference. It is optional to add a PIN code, but it is recommended since it can prevent unauthorized participants from joining. The PIN code has to be preceded by the word "PIN".

If you do not add any PIN code, a predefined PIN code might be used if the system administrator has defined one. If there is a predefined PIN code, make sure to inform the participants since it is not visible in the appointment. Ask your system administrator if you are unsure.

It is possible to add the PIN code in the "Body" or in the "Location" field, but first you must change this in the calendar settings in **CMG Web GUI,** follow below:

   a. Click on the **Preference.**
   b. Then click **Calendar.**
   c. Select field to add the PIN code and then click **Save.**

      ☑ Activate

  Default code | Meeting   ▾ |

  Language | English   ▾ |

      ☑ No forwarding

      Choose the fields to be included in the message text

      ☑ Subject

      ☐ Location

      ☐ Body

      ☐ Show appointments marked as "Free"

      ☐ Show appointments marked as "Private"

      ☐ Show appointments marked as "Tentative"

      [Save]

🛈 **Note**:

Selecting several fields means that you can choose to add the PIN code in any of these fields when setting up the conference.

No forwarding must be cleared in order for InConference to function correctly when booking the conference from the calendar system

4. Select the **Scheduling** tab in the Outlook appointment and invite the conference participants by adding them as attendees.

2.3   SETTING UP A CONFERENCE FROM YOUR PHONE

If the system is configured to map InConference with a PBX code (for example 9), it is possible to set up a conference call from your phone or Aastra Mobile Client (AMC) by using, for example, *23*9#. The conference will start immediately and end after a predefined time which is normally one hour. Check with your system administrator if you are unsure.

Important! The service code used is Call Manager dependant.For more information, see the telephone user manual.

A predefined system PIN code will automatically be used for the conference if you have not defined an own PIN code as described in "Creating a Personal PIN Code". Ask your system administrator if you are unsure.

Let the participants know that they are invited to call in to the conference, for example, by sending them an email with the conference number (your extension) and the PIN code.

2.4   LETTING THE ATTENDANT SETUP A CONFERENCE

The attendant can help you to setup your conference in the attendant console "InAttend client". The attendant can also help you if you want to set up a conference on another extension than your own:

1. Launch and log on to **InAttend Client.**
2. Choose an **Extension** from the search result.
3. Click on the **Appointment tab** on the right side.
4. Choose **InConference** from the list of drop-down activities.

INFORMATION TO PARTICIPANTS $\qquad$ 3

Send the following information about how to join the conference to the participants:

1. Call the person who organized the conference (or another extension if the attendant set up the conference).
2. If the organizer provided you with a PIN code, you will be met by a voice asking you to enter the code.
3. You might be asked to tell your name, which will be presented to the other participants.
4. You will then join the conference. If the conference is being recorded, you will be informed before joining.

STARTING THE CONFERENCE 4

At the time of your conference, the following happens:

1. The first participant calls your number and is presented with a menu, where the first option is to join the conference.
2. The participant might be asked to enter a PIN code and to record the name.
3. Your phone rings and when you answer you are asked to join the conference. The conference will then start. If you do not answer the call, the conference will start without you and you need to call your own number to join the conference later on.
4. When a new participant joins the conference, the already present participants will be informed by a voice.

> **ℹ Note**:
>
> If all participants (including the organizer) are leaving the conference, the conference will end 30 seconds after the last participant has left. If a new participant enters the conference during these 30 seconds the conference organizer will NOT be called by the conference system.

FUNCTIONS DURING THE CONFERENCE

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During the conference the following messages are read out to the participants:

- **Joining participants -** The names of the participants are read out when they join the conference, if this has been configured.
- **Recording -** When the organizer starts and stops the recording (see button 4 below), this is read out to the participants.
- **Near end warning -** When the conference is about to run out of time, a notification will be read out. For you as an organizer it will be followed by instructions of how to increase the length (see bullet 6 below).

You as an organizer can do the following using the respective buttons (numbers) on your phone:

1. Get a menu presented.
2. Get information on how many current participants there are in the conference.
3. Get a list of the recorded names of the current participants. This function is only available if the conference is configured with name recordings.
4. Dial a new participant. You will be asked to dial the number of the new participant and end with square. The new participant's phone will ring, and when answering a welcome phrase with the option to select to join the conference is read out. If the call fails, for example if the person does not answer, you will be notified about the reason for that.
5. Start or stop recording the conference. Everyone in the conference will be notified that the conference is being recorded or that the recording stopped. When you want to record a conference then it is mandatory that the organizer extension have a voice mail box in CMG Speech or Virtual Reception.
6. Get the remaining time of the conference.
7. Increase the conference time with 15 minutes.

SYSTEM CONFIGURATION SETTINGS   6

The system administrator can do the following settings in CMG Speech Configuration Manager:

- Number of participants: Define the maximum number of conference participants. The predefined size is set to 10.
- Graceful End: If the conference shall end abrupt or not at the end of the conference. If this option is used, the conference will end after the last participant has left the conference, even if the time limit has been exceeded.
- Name Recording: If the conference should ask participants to record their names prior to joining the conference.

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