

Encounter Collaborative

Single source solution provider for all
your conferencing needs

User Guide

Express Audio Control Panel version 3.0

- :: **Map View**
- :: **Individual Dial Out**

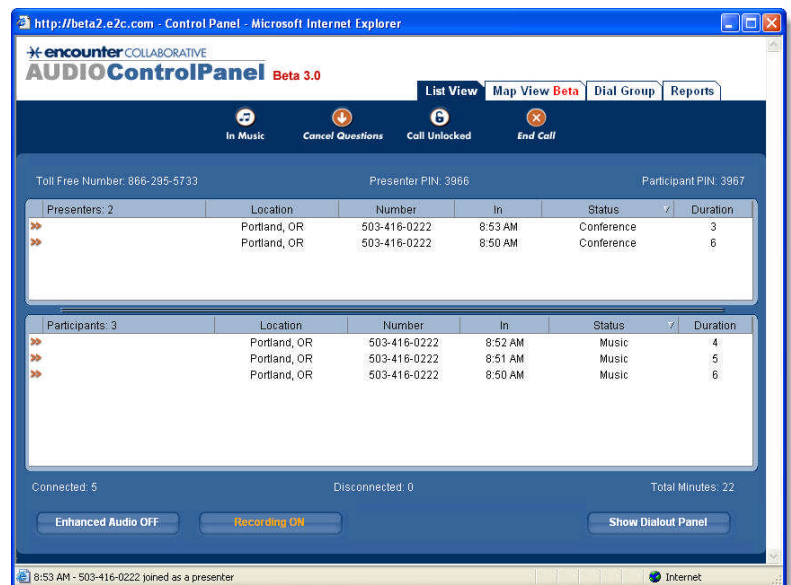
Audio Control Panel 3.0 for Express Conferences

As an industry first, Encounter Collaborative's Audio Control Panel provides an integrated web page for both its audio and web conferencing solutions. Encounter's Audio Control Panel gives you all the functionality of an operator-assisted call without the cost. This user guide walks you through how to access and use Audio Control Panel for **Express** conferences.

Why should you use Audio Control Panel for Express Conferences?

This simple but powerful interface gives you the ability to control your conference calls from any web browser. With the Audio Control Panel, you will be able to control such functions as:

- :: **Mute** and **Unmute** participants
- :: **View the name**, number and physical location of the participants that are connected to your conference
- :: **View call entry** time and call duration of participants on your conference
- :: **Disconnect** the entire call or individual participants
- :: Generate call activity **reports**
- :: **Record** your conference
- :: **Retrieve** your recordings
- :: View attendees either by **List View** or **Map View**
- :: **Dial out to Individuals or Groups** directly from Audio Control Panel, bringing last minute invitees into your conference
- :: Assign **Unique PINs** for your conferences

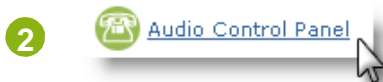


Audio Control Panel 3.0 for Express Conferences

Accessing Audio Control Panel

Follow these easy steps to access Audio Control Panel

- Go to www.encounter.net
- Click the **Audio Control Panel** icon
- After clicking the icon, the **Presenter Login** screen will appear. Enter the **toll-free conference number** and **authorization code**. Select the **Login** button.



- This information is **conference and presenter specific**. Enter the **toll-free number** and your **authorization code** to access the specific conference you will managing with Audio Control Panel



- Click **Show Present** to access your conference

Audio Control Panel 3.0 - Contacts & Group Dial Out

The Express Audio Control Panel Interface

At-a-glance features of the Express Audio Control Panel

- :: Move attendees from music-on-hold and in to the live conference
- :: Lock and unlock the conference
- :: Cancel attendee questions
- :: End the call with the click of one button

NEW!

- :: **NEW!** Choose between 'List View' and 'Map View'
- :: Add Contacts and Dial Groups

The screenshot shows the 'AUDIOControlPanel' interface in a Microsoft Internet Explorer browser window. The interface includes a header with the 'encounter COLLABORATIVE' logo and navigation tabs for 'List View', 'Map View Beta', 'Dial Group', and 'Reports'. Below the header are control buttons: 'In Music', 'Cancel Questions', 'Call Unlocked', and 'End Call'. The main area displays two tables: 'Presenters: 2' and 'Participants: 3'. The 'Presenters' table has columns for Location, Number, In, Status, and Duration. The 'Participants' table has columns for Location, Number, In, Status, and Duration. At the bottom, there are buttons for 'Enhanced Audio OFF', 'Recording ON', and 'Show Dialout Panel'. A status bar at the very bottom shows '8:53 AM - 503-416-0222 joined as a presenter'.

Presenters: 2	Location	Number	In	Status	Duration
>>	Portland, OR	503-416-0222	8:53 AM	Conference	3
>>	Portland, OR	503-416-0222	8:50 AM	Conference	6

Participants: 3	Location	Number	In	Status	Duration
>>	Portland, OR	503-416-0222	8:52 AM	Music	4
>>	Portland, OR	503-416-0222	8:51 AM	Music	5
>>	Portland, OR	503-416-0222	8:50 AM	Music	6

:: Generate Call Activity Reports

:: Click on columns to sort data

:: View location, number, connection start time, status and duration of presenters and participants

:: Enhanced Audio status On/Off

:: Record status On/Off

:: Dial out to presenters or participants

:: **NOTE:** Enhanced Audio and Recording functions need to be scheduled in advance for Broadcast conferences

Audio Control Panel 3.0 for Express Conferences

NEW!

Map View

- :: Click on the **Map View** tab to view the location where your Presenters and Participants are dialing from.

:: Navigation Key →

:: Map Key

- :: Use the **Map Key** to learn the status of Presenters and Participants who have dialed into your conference.

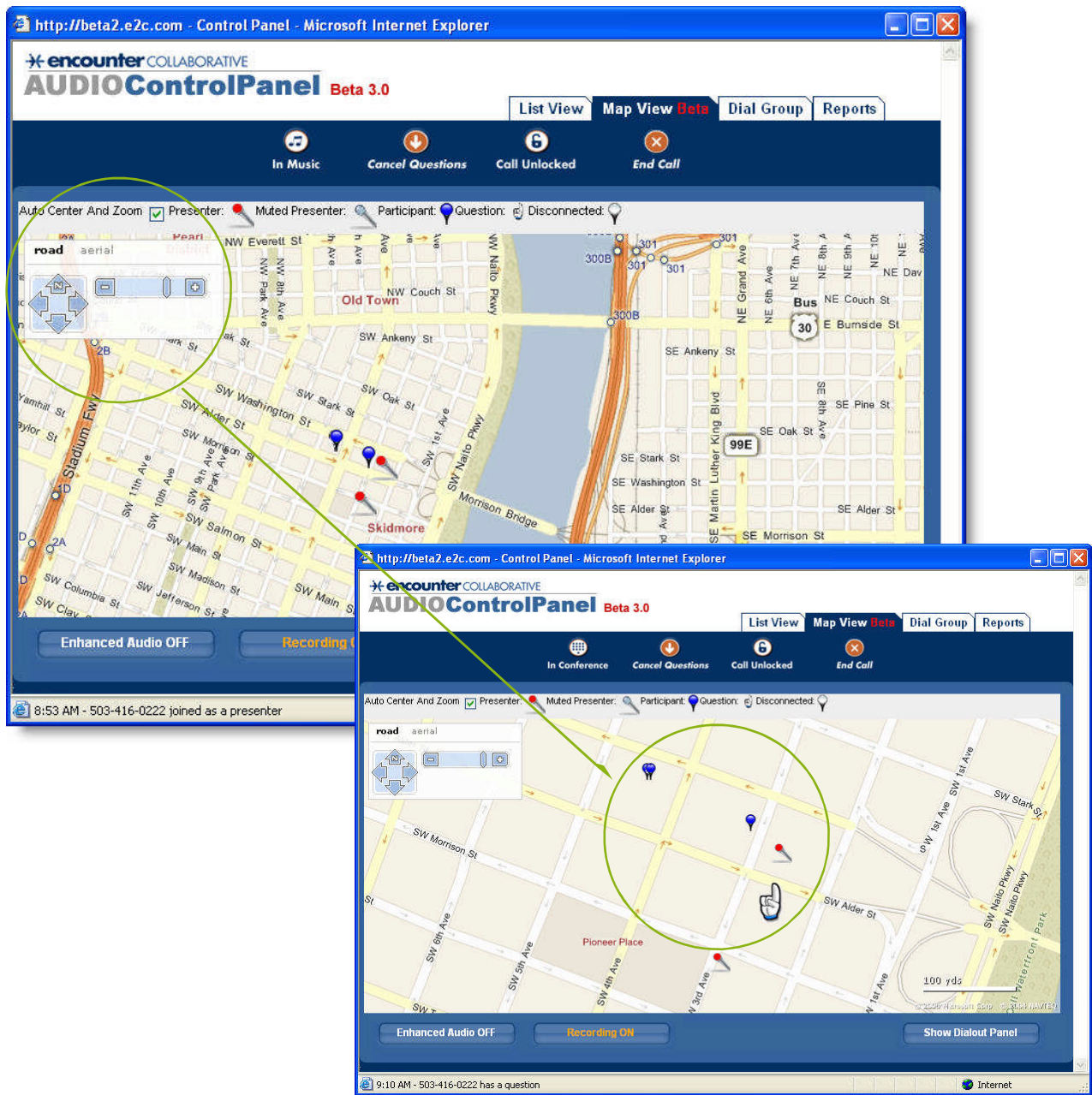


Audio Control Panel 3.0 for Express Conferences

NEW!

Map View

- Use the **Navigation Key** to zoom in on the location of your Presenters and Participants.



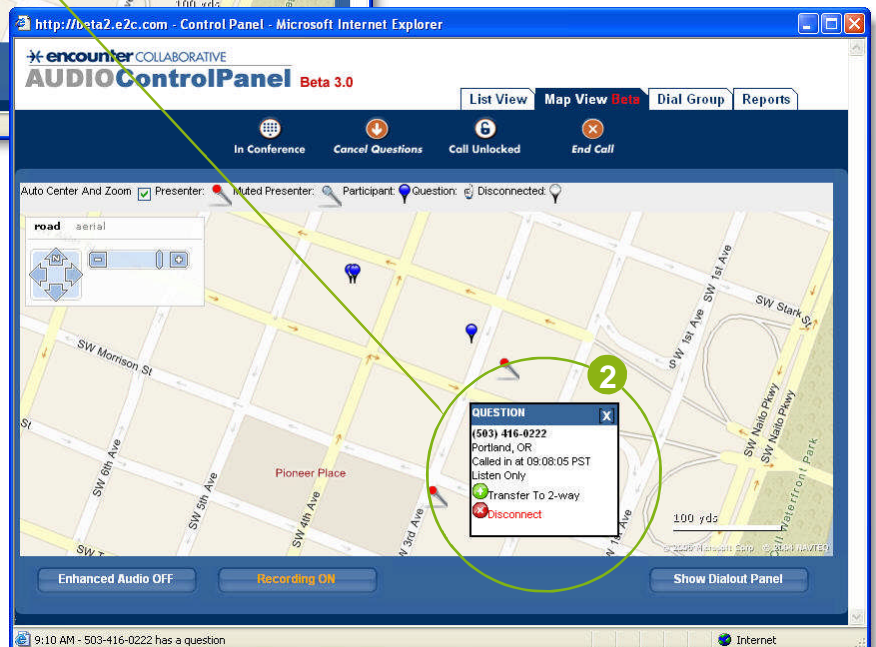
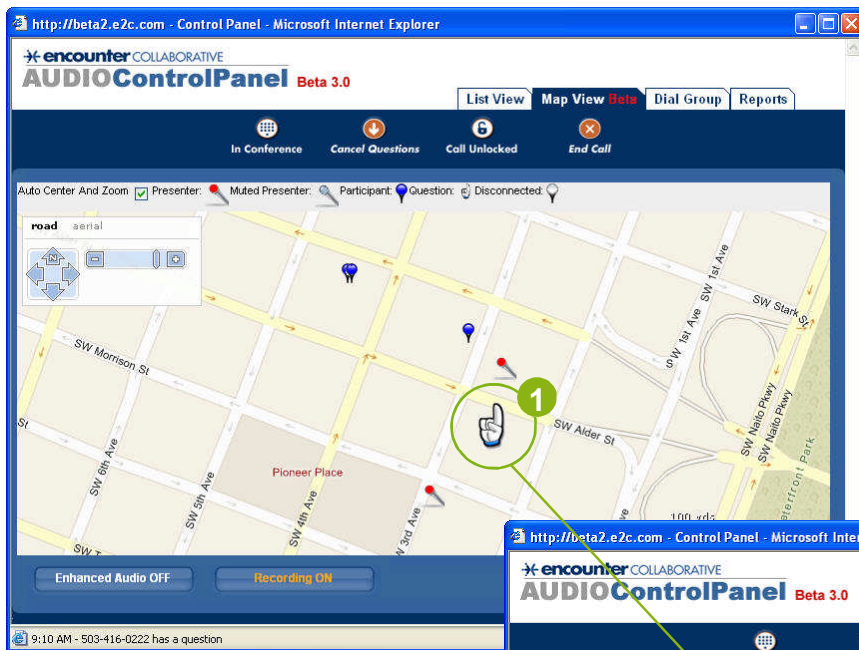
Audio Control Panel 3.0 for Express Conferences

NEW!

Taking Questions from Map View

From the Map View, Presenters can accept questions from Participants (just as they can in the List View).

- When a Participant has a question, the **Raised Hand** icon will appear
- Right-click** the **Raised Hand** icon to view information about the Participant and accept their question



Participant Information box shows:

- > Dial-in number of Participant
- > Location of Participant
- > Time Participant dialed in
- > Status of Participant (listen only or two-way)
- > Option to accept Participant question by transferring Participant into two-way portion of conference
- > Option to disconnect Participant from conference

Audio Control Panel 3.0 for Express Conferences

Dial out to an Individual

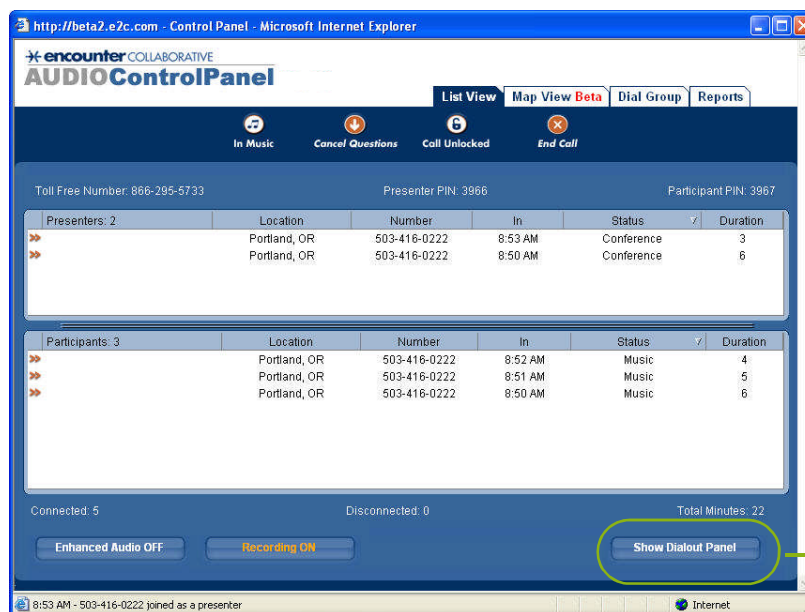
What is Dial-Out?

Traditionally, participants have attended a telephone conference by picking up the phone and dialing into a conference number, then entering an access code to connect to the call. With dial-out, participants actually receive a phone call from the conference and connect by responding to a recorded message. There are several benefits to using dial-out, whether it is to an individual or to a group:

- ∴ It is a way to ensure that participants do not miss the conference by simply forgetting to call in.
- ∴ It is convenient for participants. Because the conference calls out to them, it is not necessary for participants to keep track of a call-in number or access code.
- ∴ Dial-out allows the host to better control attendance - if everyone will be connected via dial-out, the host may choose to withhold dial-in information
- ∴ Monitoring call connections is made easier, because all participants connected via dial-out are given a name/ label

1 Open Dialout Panel

To call someone from the Audio Control Panel, simply press the **Show Dialout Panel** button on the Audio Control Panel interface.



Show Dialout Panel

Audio Control Panel 3.0 for Express Conferences

Dial out to an Individual

2 Enter Information

Enhanced Audio OFF Recording ON Hide Dialout Panel

Dial Individual

Enter a name:

Dial a number: ext. [What's this?](#)

Country:

Join as a: **Presenter** **Participant**

The **Dial Individual** dialogue box will open at the bottom of the Audio Control Panel.

∴ Enter the **Name** of the person you want to call. The name you enter **will appear** in the Audio Control Panel

∴ Select if you want this person to join the conference as a **Presenter** or **Participant**

∴ If you are dialing someone outside the United States, select the **Country** you will be dialing to.

When selecting a country other than the United States, Audio Control Panel will populate the correct country dialing code in the control panel interface.

∴ Enter the **area code** and **telephone number** of the person you wish to call in the number field. You may also enter the telephone extension if you are not dialing direct to someone.

∴ Select the **Call** button to start the dialout process.

∴ After you begin the dialout process, you will see the **Dialout Status** of your call. From this section, you can:

Name	Number	Status
Bob Smith	1 5033210117	<div style="width: 50%; background-color: green;"></div>

>> **Cancel** the dial out

>> **View** successfully completed dialouts

>> **Retry** unsuccessful dialouts

Audio Control Panel 3.0 for Express Conferences

Dial out to an Individual

3 Successful Dialout

There are several indications that appear on the Broadcast Audio Control Panel which illustrate a successful dialout. Those indications are:

- :: Connection appears in either the Presenter or Participant section (as indicated from previous step)
- :: Dialout number and entry type indicated in **lower left corner** of Audio Control Panel

The screenshot displays the Audio Control Panel 3.0 interface within a Microsoft Internet Explorer browser window. The page title is "http://beta2.e2c.com - Control Panel - Microsoft Internet Explorer". The interface includes a navigation bar with "List View", "Map View Beta", "Dial Group", and "Reports" tabs. Below the navigation bar are icons for "In Conference", "Cancel Questions", "Call Unlocked", and "End Call".

Key information displayed includes:

- Toll Free Number: 866-295-5733
- Presenter PIN: 3966
- Participant PIN: 3967

Two tables show the status of presenters and participants:

Presenters: 2	Location	Number	In	Status	Duration
>>	Portland, OR	503-416-0222	8:53 AM	Conference	67
>>	Portland, OR	503-416-0222	8:50 AM	Muted	70
>>	Portland, OR	503-416-0222	9:08 AM	Out at 9:14 AM	6

Participants: 3	Location	Number	In	Status	Duration
>>	Portland, OR	503-416-0222	8:52 AM	Conference	68
>>	Portland, OR	503-416-0222	8:51 AM	Conference	68
>>	Portland, OR	503-416-0222	8:50 AM	Conference	69

Summary statistics: Connected: 5, Disconnected: 1, Total Minutes: 348.

Buttons: Enhanced Audio OFF, Recording ON, Hide Dialout Panel.

Dial Individual section:

Enter a name:
Dial a number: ext. What's this?
Country:
Join as a: Presenter Participant

A small table shows the dialout details:

Name	Number	Status
Bob Smith	1 5033210117	<input checked="" type="checkbox"/> <input type="button" value="Cancel"/>

System message at the bottom: 9:16 AM - 503-416-0222 has disconnected.

Audio Control Panel 3.0 for Express Conferences

Call Activity Reports

- Click the **Reports** tab to access Call Activity Reports for your conferences. You have the option to **Print** or **Email** the report.

The screenshot shows the Audio Control Panel 3.0 interface in a Microsoft Internet Explorer browser window. The main window displays the conference controls and a table of presenters. The overlaid window shows the 'Meeting Activity' report, which includes a table of presenters and participants with their respective call durations.

Presenters:

Name	Caller #	Start Time	End Time	Duration
	503-416-0222	6/15/2006 8:50:05 AM		171 min
	503-416-0222	6/15/2006 8:53:02 AM		168 min
	503-416-0222	6/15/2006 9:08:05 AM	6/15/2006 9:14:48 AM	6 min
Bob Smith	503-321-0117	6/15/2006 10:01:56 AM	6/15/2006 10:02:17 AM	1 min
Presenter Duration				346 mins

Participants:

Name	Caller #	Start Time	End Time	Duration
	503-416-0222	6/15/2006 8:52:25 AM		169 min
	503-416-0222	6/15/2006 8:51:31 AM		170 min
	503-416-0222	6/15/2006 8:50:48 AM		171 min
Participant Duration				510 mins
Total Duration				856 mins