

Encounter Collaborative

Single source solution provider for all
your conferencing needs

User Guide

Broadcast Audio Control Panel version 3.0

- :: **Adding Contacts**
- :: **Group Dial Out**

Audio Control Panel 3.0 - Contacts & Group Dial Out

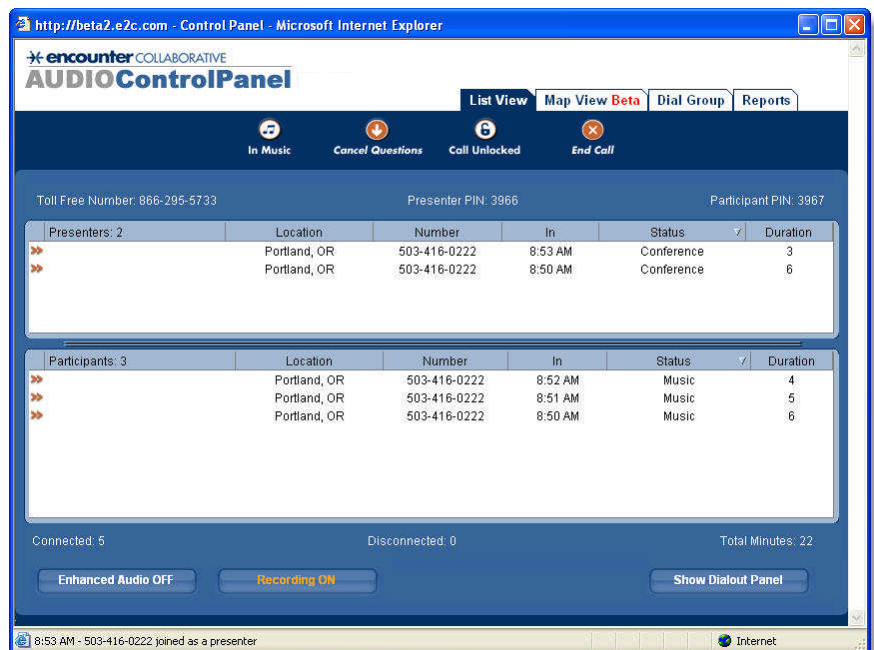
As an industry first, Encounter Collaborative's Audio Control Panel provides an integrated web page for both its audio and web conferencing solutions. Encounter's Audio Control Panel gives you all the functionality of an operator-assisted call without the cost. This user guide walks you through how to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

Why should you use Audio Control Panel for Broadcast Conferences?

This simple but powerful interface gives you the ability to control your conference calls from any web browser. Encounter's Audio Control Panel allows you to:

- :: **Move Participants** from music-on-hold into the live conference
- :: **Mute** and **Unmute** participants
- :: **Dial out to attendees** directly from Audio Control Panel, bringing last minute invitees into your conference
- :: Conduct **live Q&A** sessions
- :: **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
- :: **Lock** and **unlock** the live conference
- :: **Talk privately** with presenters prior to (or during) the live conference
- :: Generate call activity **reports**
- :: Access Audio Control Panel from a **web page** or from the Microsoft Office **Live Meeting console**
- :: View attendees either by **List View** or **Map View**
- :: **Dial out to Groups** directly from Audio Control Panel, bringing last minute invitees into your conference

NEW!



Audio Control Panel interface for Broadcast Conferences

Audio Control Panel 3.0 - Contacts & Group Dial Out

The Broadcast Audio Control Panel Interface

At-a-glance features of the Broadcast 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 Audio Control Panel interface in a Microsoft Internet Explorer browser window. The page title is "http://beta2.e2c.com - Control Panel - Microsoft Internet Explorer". The interface includes a header with the "encounter COLLABORATIVE AUDIOControlPanel" logo. Below the header are navigation tabs: "List View", "Map View Beta", "Dial Group", and "Reports". A row of control buttons includes "In Music", "Cancel Questions", "Call Unlocked", and "End Call". The main content 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. A green callout box points to the "Duration" column header in the "Presenters" table with the text "Generate Call Activity Reports" and "Click on columns to sort data". At the bottom of the interface, 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" and "Internet".

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

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

:: Enhanced Audio status On/Off

:: Record status On/Off

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

:: Dial out to presenters or participants

Benefits of Using Encounter's Dial Out Features

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 and label

NEW!

Dial Out to Groups

Dialing Out to Groups

The conference host can use Audio Control Panel to dial-out to pre-established Groups of Contacts. Dial-out to a group does require some initial setup. There is a section within your Audio Control Panel account for establishing contacts and assigning them to groups. Before getting started, you will need a direct phone number (or number and extension) for each contact you want to add.

The contacts & groups that you create are saved for your Authorization code, rather than for one specific conference number. Therefore, your groups & contacts will be available for all of the conference numbers listed under your Authorization Code.

You will, however, need to log in for each conference number separately in order to view & manage its activity.

- :: Log into your Control Panel Account
- :: Go to www.encounter.net/controlpanel
- :: Enter your **toll-free conference number**
- :: Enter your **Authorization Code**
- :: Click on the link to **Manage Contacts for Authorization Code**



The screenshot displays the Encounter Control Panel interface. At the top left is the logo for "encounter CONTROL PANEL". The main header area shows "Control Panel" and "ENCOUNTER: CUSTOMER CARE" with the phone number "800-893-8790". A link "Manage Contacts for Authorization Code 102476" is highlighted with a green circle. To the right, there are "Sign out" and "Show: Present" dropdown menus, and a "Time Zone: Pacific" dropdown menu. Below this is a "Meeting List" table with the following data:

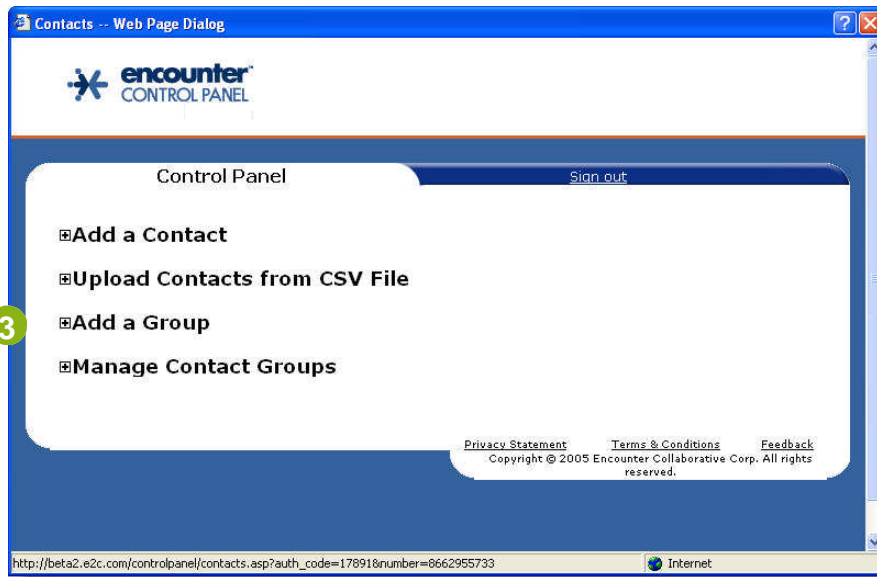
Date	Time	Duration	Presenter PIN	Participant PIN
1 Mon Jun 19 2006	10:30 AM	60	1111	2222

At the bottom of the page, there are links for "Privacy Statement", "Terms & Conditions", and "Feedback", along with a copyright notice: "Copyright © 2001 encounter Collaborative Corp. All rights reserved."

Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Adding a Group



:: Expand the **Add a Group** feature

4

☐ **Add a Group**

Group Name:

:: Enter the name for your new Group and click **Add**

5

☐ **Add a Group**

Group Name:

Group Added.

:: The red **Group Added** text indicates that your new Group was successfully added

Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Add a Contact

To create a new contact, expand the **Add a Contact** section.

- :: Enter a **Contact Name** and the Contact's **Direct-Dial** Phone Number

- :: The **main number** should be 10 digits with no dashes or spaces between numbers. It is not necessary to enter a "1" in front.

- :: Entry of an extension is optional. If an extension is provided, the system will allow an automatic 4 second pause between the dialing of the number and the entry of the extension. If a greater pause is required, you may indicate additional seconds with a "," in front of the extension. For example, a 6 second pause would be indicated with an additional 2 commas in front of the extension:
,,1234

- :: When an international number is selected, the country code will automatically be inserted, so when completing the number field, do **not** include the country code or international dialing keys in front. Also be aware that when international participants connect via dial-out, international long distance charges will be assessed and included on the conference invoice. There will not, however, be a charge to the international participant.

- :: Click **Save**, and the contact name will be added to the list on the right (Your Contacts). The list is arranged in alphabetical order by first letter. The new contact will also be available under Manage Contact Groups.

Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Update or Delete a Contact

- :: To update contact information, select the **Contact name** from **Your Contacts** list. The Contact information will populate the fields to the left. You may then make edits and click **Save**. This will apply the changes to any instance of that contact within its group(s).
- :: To delete a contact, select the **Contact name** from **Your Contacts** list. Contact information will populate the fields to the left. Click **Delete**, and the contact will be removed from your list as well as all Groups.
- :: To clear changes or to simply remove text from the entry fields, click the **Reset** button. Reset will not, however, un-do a Save or Delete.

Add a Contact

Add a new contact or click a name in your contact list to edit it.

Contact Name:

Contact Number: ext

Your Contacts

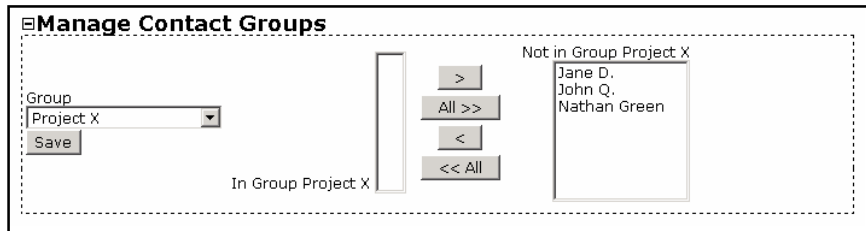
- Jane D.
- Jessica Home Phone
- John Q.
- Nathan Green**
- Phoebe Work Phone

Audio Control Panel 3.0 - Contacts & Group Dial Out

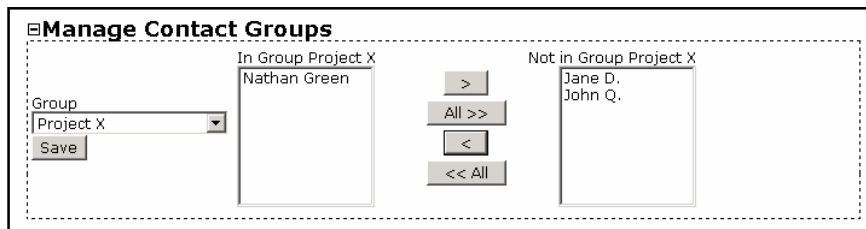
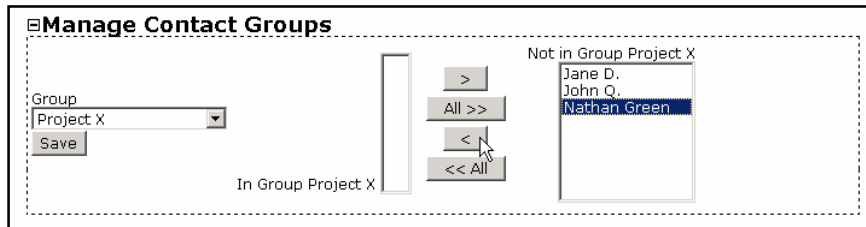
NEW!

Manage Contact Groups

Once groups and contacts have been added, their associations can be managed from this section. To assign contacts to a group, start by selecting a group from the dropdown list.



∴ Selecting a group will bring up 2 lists. The list on the left reflects contacts that have already been added to the group. The list on the right indicates contacts that have not been added to the group.



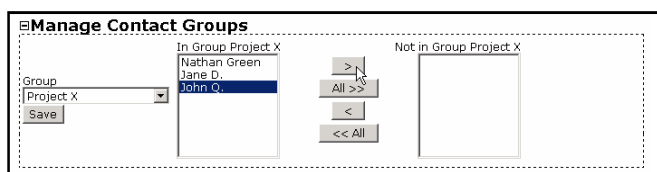
∴ Together, the 2 lists should reflect the names of all of your contacts.

∴ To assign a contact to a group, select the name from the list on the right. Then click the **left-pointing arrow** to add that contact to the group. You should see the name move from the *right-hand list to the left-hand list*.

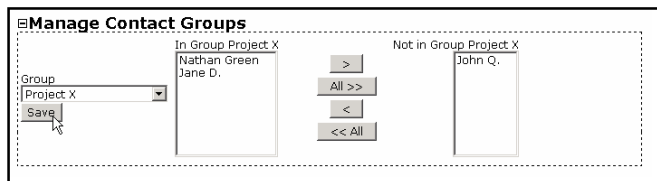
NEW!

Manage Contact Groups

:: To remove a contact from the group, select the name from the list on the left. Then click the **right-pointing arrow** to move the contact out of the group. You should see the name move from the *left-hand list to the right-hand list*.



:: Be sure to click **Save** to apply any changes.



:: **Un-select & re-select** a group to reflect any new contacts added

:: A contact can be added to more than one group

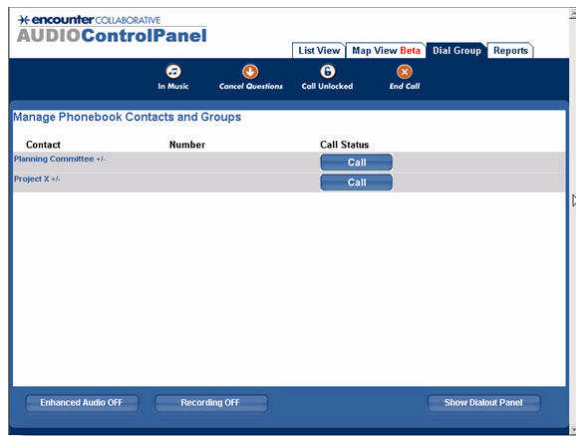
Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Dial out to Group(s)

:: From the Audio Control Panel, click on the **Dial Group** tab.

:: You will see your Groups listed in alphabetical order. Groups with no associated contacts will not be listed here.



:: From the Dial Group tab of Control Panel:

:: Click on a **group name** to expand and view its associated contacts. You will see the individual contact names and corresponding phone numbers.

Contact	Number	Call Status	
Planning Committee +/-			
		Call	<input type="radio"/> All Presenters <input type="radio"/> All Participants <input type="radio"/> Choose each
<input checked="" type="checkbox"/> Jane D.	1 8002905900 1	Not Connected	<input checked="" type="radio"/> Presenter <input type="radio"/> Participant
<input checked="" type="checkbox"/> John G.	1 4252267062	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
<input checked="" type="checkbox"/> Nathan Green	1 8002905900 1234	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
Project X +/-			
		Call	<input type="radio"/> All Presenters <input type="radio"/> All Participants <input type="radio"/> Choose each
<input checked="" type="checkbox"/> Jane D.	1 8002905900 1	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
<input checked="" type="checkbox"/> Nathan Green	1 8002905900 1234	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant

Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Dial out to Group(s)

Presenter vs. Participant

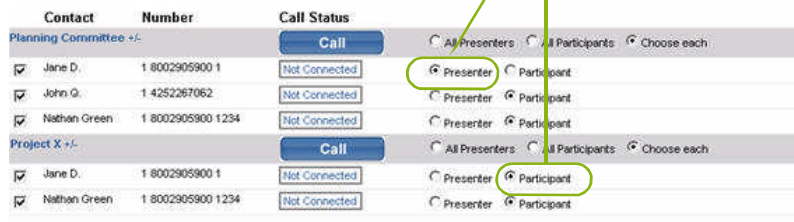
:: You can designate whether contacts within a group should be connected to the call with Presenter (speaker) or Participant (listen-only) access.

:: By default, each new contact is added as a **Participant**

:: A designation can be made for the group as a whole or on an individual contact basis. These selections are automatically saved and applied to subsequent calls - although you have the ability to change the settings at any time.

:: Presenter & Participant assignments can only be viewed & modified from the **Dial Group** tab of the Control Panel.

:: Presenter & Participant designation **can be set separately for each instance of a contact**. In other words, if a contact appears in more than one group, he/she can be assigned as a Presenter in one group, and a participant in another.



Contact	Number	Call Status	Assignment
Planning Committee +/-			<input type="radio"/> All Presenters <input type="radio"/> All Participants <input checked="" type="radio"/> Choose each
<input checked="" type="checkbox"/> Jane D.	1 8002905900 1	Not Connected	<input checked="" type="radio"/> Presenter <input type="radio"/> Participant
<input checked="" type="checkbox"/> John G.	1 4252267062	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
<input checked="" type="checkbox"/> Nathan Green	1 8002905900 1234	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
Project X +/-			<input type="radio"/> All Presenters <input type="radio"/> All Participants <input checked="" type="radio"/> Choose each
<input checked="" type="checkbox"/> Jane D.	1 8002905900 1	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant
<input checked="" type="checkbox"/> Nathan Green	1 8002905900 1234	Not Connected	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant

Audio Control Panel 3.0 - Contacts & Group Dial Out

NEW!

Dial out to Group(s)

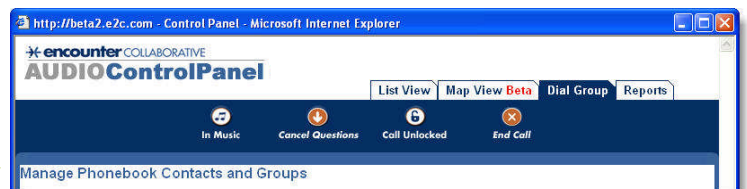
:: The checkbox to the left of a contact can be **un-selected** to exclude that contact from the group dial-out. When the Control Panel is refreshed, all contacts default back to being checked.

Contact	Number	Call Status	
Planning Committee +/-			
<input checked="" type="checkbox"/>	Jane D.	1 8002905900 1	<input type="radio"/> All Presenters <input type="radio"/> All Participants <input checked="" type="radio"/> Choose each
<input checked="" type="checkbox"/>	John Q.	1 4252267062	<input checked="" type="radio"/> Presenter <input type="radio"/> Participant
<input type="checkbox"/>	Nathan Green	1 8002905900 1234	<input type="radio"/> Presenter <input checked="" type="radio"/> Participant

:: Click the **Call** button to begin simultaneous dial-out to all selected members of the group. Connection status will be reflected on the **Dial Group tab** as well as the **List View tab**.

:: You may dial-out to more than one group at a time. If a contact appears in more than one group, they will receive just one call, but their connection will be reflected in both group lists.

:: If you wish to make changes to contacts or groups, you may access your Control Panel Account by clicking **Manage Phonebook Contacts and Groups**, which appears at the top of the Dial Group tab.



:: Changes made in the Control Panel account will take effect immediately, but will not be reflected in the Control Panel view unless the window is refreshed (F5).