



Quick Guide
InConference

“Makes your extension a conference room”

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About InConference

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

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.

Please check with your system administrator if you are unsure.

Setting up a Conference in CMG

This section describes how to use the CMG Office Web to setup a conference.

The screenshot shows the Astra CMG Office Web interface. At the top, there is a navigation bar with tabs: Directory, Organization, Quick Info, Activities, Forwarding, Voice, Visit, and SMS. The 'Activities' tab is selected. In the top right corner, there is a user profile for 'Hello Mary! (53588)' with a 'Log out' button. Below the navigation bar, the 'New Activity' form is displayed. The form has the following fields: 'Code' (dropdown menu set to 'InConference'), 'From Date' (240610), 'Time' (0900), 'To Date' (240610), and 'Time' (1000). There is an 'Information' section with a checkbox 'Only show info for the switchboard operators' which is unchecked. Below this is a text input field for 'PIN 1234'. There is also a 'Forward to' dropdown menu set to 'IVR'. At the bottom of the form, there is a link 'Select contact profiles' and a footer 'Powered by Astra'. On the right side of the form, there are buttons for 'New', 'Save', 'Back', and 'Help'.

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.

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.

The screenshot shows an Outlook appointment window with the following details:

- Title: InConference PIN 1234 - Appointment
- Subject: InConference PIN 1234 (circled in red)
- Location: (empty)
- Start time: 2010-06-24, 08:00
- End time: 2010-06-24, 09:00
- Reminder: 15 minutes
- Show time as: Busy
- Body text: I have booked a phone conference. Use the PIN when entering the conference. Welcome!

1. Add something that includes the word "InConference" in the **Subject** field, to enable the system to identify the

appointment as a phone conference. See the example in the figure.

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 Office Web. Click on the **My settings** link, then click **Change calendar settings**. Select where to add the PIN code and then click **Save**.

Change calendar settings

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"?

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.

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.

The service code used is PBX dependant. For more information see the phone 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.

Letting the Attendant set up a Conference

The attendant can help you to set up your conference in the attendant console NOW. The attendant can also help you if you want to set up a conference on another extension than your own.

Creating a Personal PIN Code

You can create your own PIN code by defining it in a contact profile. This might be useful when only selected people should take part in your conference.

This PIN code can be used when creating the conference in CMG or from your phone, see “Setting up a Conference in CMG” and “Setting up a Conference from Your Phone”.

To create a personal PIN code, do the following:

1. Launch and log on to CMG Office Web.
2. Select **Activities**.
3. Click on the link **Select contact profiles**.
4. Click on the link **My contact profiles**.
5. Name the profile, for example “Conference”.
6. In the **Information** field, type the PIN to be used to join conferences, for example, “PIN 8888”.
7. Select to forward calls to **IVR**.

The screenshot shows a web form titled "New contact profile". It has a "Profile name" field containing "Conference". Below it is a section "Information to switchboard operator and office users" with a text area containing "PIN 8888". There is a "Forward to" dropdown menu set to "IVR". At the bottom right, there are buttons for "New", "Save", "Back", and "Help". A link "Select contact profiles" is in the top right corner. The footer says "Powered by Astra G".

8. Click **Save**.
9. Go back to **Activities**.
10. Click on the link **Select contact profiles**.
11. Map **InConference** with the contact profile just created (in this example “Conference”).

Code	Contact profile
Lunch break	CMG IVR (System) ▼
Left for the day	CMG IVR (System) ▼
Away from desk	CMG IVR (System) ▼
Meeting	CMG IVR (System) ▼
Business trip	CMG IVR (System) ▼
Sick-leave	CMG IVR (System) ▼
Vacation	CMG IVR (System) ▼
Not available	CMG IVR (System) ▼
Back soon	CMG IVR (System) ▼
Special	CMG IVR (System) ▼
Visiting a customer	CMG IVR (System) ▼
InConference	Conference ▼

Information to Participants

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

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.

Functions during the Conference

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 button 6 below).

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

0. Get a menu presented.
1. Get information on how many current participants there are in the conference.
2. Get a list of the recorded names of the current participants. This function is only available if the conference is configured with name recordings.
3. 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.
4. Start or stop recording the conference. Everyone in the conference will be notified that the conference is being recorded or that the recording stopped.
5. Get the remaining time of the conference.
6. Increase the conference time with 15 minutes.

System Configuration Settings

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.