Link
Conferencing

End User Guide
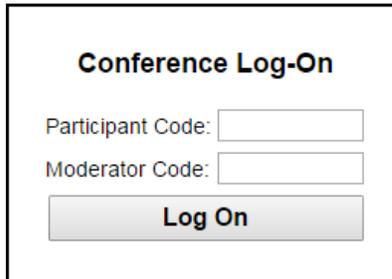
Link.bm

INDEX

Contents

1 ACCESSING THE WEB INTERFACE

To access the web interface, click on the following URL https://conference.link.bm/login.php and enter your participant code and moderator code for Link Conferencing. You will need both of these codes to log in.

You should then see the web interface logon window, which asks you for the participant and moderator codes.

Type the two codes in the appropriate edit boxes and then click the **Log On** button.

The moderator code is treated as a password, so that the characters you type are replaced on the screen by dots. This is because it gives you privileged access to moderator-only functions and should not be disclosed to any other conference participants.

When you have logged on successfully, a list of options for managing conferences appears on the left-hand side of the screen.


When you first come into the interface, the **Current Call** option is selected. This option allows you to manage a conference, as described in the following section.

2 CURRENT CALL

The Current Call window allows you to manage a conference. If this window is not already shown on the screen, click on the **Current Call** button to display it. If you have not yet started a conference, the screen shows the message "There is no conference at this time". If you need to start a conference, use the telephone to do this..

When more participants join the conference, the window appears as shown in the figure below.
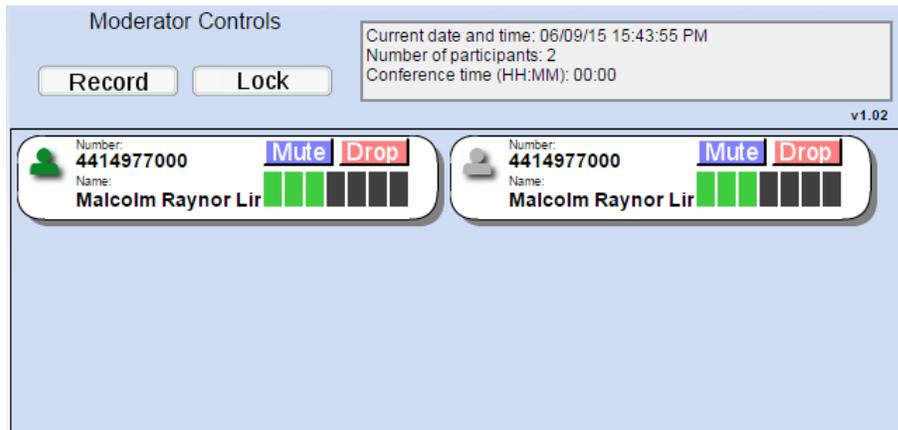
The panel at the top right provides information about the current conference. To the left of this are two buttons to control recording and locking the conference, which are described later in this section.

Each participant in the conference is represented by a panel with a telephone number at the top. The conference moderator is always represented by the panel in the top left corner. All other panels represent the other conference participants.

The panel for each participant (including the moderator) shows the following details:

- The participant's calling telephone number.

- The participant's name, if the Conferencing server can determine it. This is taken from the directory entry matching the calling number.

- A **Mute** button (blue), allowing you to mute this participant's phone so that no sound from it is played into the conference.

- A **Drop** button (red), allowing you to remove this participant from the conference.

- A gain control (green), allowing you to balance this participant's sound level so that all participants can be heard clearly.

On the left of each panel is a "person" icon representing the participant, which appears in different colors to represent the participant's status in the call:

- Gray: the participant is in the call but is not currently speaking.

- Green: the participant is speaking, or other sounds are being played into the conference from the participant's phone.

- Yellow: the moderator has muted this participant's phone.

If a participant's phone is muted, he or she can indicate a request to speak using their telephone (*9). This request is indicated by an exclamation point over the "person" icon for this participant.

a) Changing and storing participants' names:

The panel corresponding to each participant shows the participant's name, if the Link Conferencing platform can determine it. This is taken from a directory entry matching the calling number. Upon entering telephone numbers in the directory, add the area code to the participant's telephone number, i.e. 4412977000.

The participant name that you provide is solely for your own use as the conference moderator. Conference participants do not have access to the web interface, and will not be able to see the names displayed.

When you move away from the participant panel and click on another part of the Current Call window, the new name that you have entered is saved in a directory entry. This means that the updated information is available for future conferences. Note that anyone who dials in to a later conference using this calling number will be identified by this name, in both the Current Call window and the Conference History lists.

b) Muting participants:

Depending on the purpose of the conference, you may want to set up the conference so that all participants can talk in the conference at any time (for example in a discussion meeting), or you may be the only speaker in all or part of the conference (for example in a lecture or presentation). If you are the only speaker and do not need to allow other participants to speak in the conference, you may want to mute a participant's phone to prevent background noise picked up by this phone from being played into the conference.

The Telephone Admin Interface allows you to mute or unmute all participants' phones by pressing a single button. The Web Interface allows you to mute individual phones.

- To mute a participant's phone, click on the **Mute** button in the panel corresponding to that participant. The "person" icon on the left of this panel changes to yellow, and the participant hears an announcement that the phone has been muted.

- To remove the mute so that the participant can speak into the conference (for example when you have finished presenting and are taking questions from the audience), click on the **Mute** button again. The "person" icon on the left of this panel changes back to gray, and the participant hears an announcement that the phone has been unmuted.

- If a participant whose phone is muted wants to speak, he or she can indicate a request to speak using the telephone interface (*9). You then see an exclamation point over the "person" icon for this participant.

- To allow the participant to speak, click on the **Mute** button.

- To clear the alert, click on the "person" icon for this participant.

c) Controlling volume levels:

You can control the volume level for each conference participant individually, so that the different speakers are balanced in the conference. You may need to do this if one or more participants are calling in over poor-quality lines and other participants are having difficulty hearing them.

In the panel for each participant, the gain control appears as a set of seven vertical bars, with a number of these colored green to indicate the gain being applied to the incoming sound level. For example, one green bar (with the remaining six colored black) means that this participant's sound is turned down low, and five green bars (with the remaining two colored black) means that the sound is turned up just above a medium setting.

To change the volume level for a participant, click on the bar representing the level that you want.

d) Recording the conference:

To start a recording of the conference, click on the **Record** button in the moderator controls. An announcement will be played into the conference each time you start or stop recording, to inform the participants that the conference is being recorded. Note that it is your responsibility to ensure that you are not in breach of any legal requirements to notify participants of you recording the conference, or other restrictions on how recordings can be used.

If you are the only participant in the conference and on-hold music is playing, the music stops when you click on the **Record** button to start recording. This allows you to record introductory information about the conference (for example the date of the meeting, its purpose, and the expected participants) before the other participants have joined.

To stop recording, click on the **Record** button again. The recording is saved on the Link Conferencing server. You can download it later, either to listen to it or to save it to your local computer.

If you start and stop recording more than once in the same conference, the recordings are saved as separate files.

e) Locking the conference:

To lock the conference so that no further participants can join it, click on the **Lock** button in the moderator controls at the top of the window. You may want to do this if you want to restrict the number of participants on a first come, first served basis.

If you lock the conference and then perform a soft exit, you will still be able to join it by dialing in as the moderator. However, nobody will be able to join it as a participant.

To unlock the conference so that further participants can join it, click on the **Lock** button again.

f) Removing participants from the conference:

You may need to remove a participant from the conference, for example if he or she has obtained the participant code without your permission and is not authorized to be in the conference. To do this, click on the **Drop** button in the panel corresponding to that participant.

You are prompted with a **Yes** / **No** pop-up to confirm or cancel removing the participant. If you choose **Yes**, the participant hears an announcement that the moderator has removed him or her from the conference, and the participant's telephone call into the conference ends. The panel representing this participant disappears from the Current Call window.

3 DIRECTORY

The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for a past conference. These names are stored for future use, so that anyone who dials in to a later conference using the same calling number will be identified by this name, in both the Current Call window and the Conference History lists. In particular, two different participants dialing in on the same telephone number (for example two people calling from the same company) cannot be distinguished, so you may want to change the directory entry to identify the company rather than a specific caller.

Click on the **Directory** button to display this window.

Directory Entry

Phone Number:	
Name:	

Save Entry

Conference Directory

Del	Phone Number	Name
☐	441-297-7059	Ernest Dill
☐	441-297-7179	Kijana Millett-Pratt
☐	441-300-7165	Malcolm Raynor (mobile)
☐	441-400-4020	QuantumOps
☐	441-400-4028	JuwanQTest
☐	441-405-5700	Rick O'Donnell
☐	441-497-7000	Malcolm Raynor (Link)

Delete Selected

When you edit the name of a conference participant in the Current Call window, the name that you specify is associated with the participant's telephone number and stored in a directory entry.

The Directory window allows you to manage these entries while you are not in the conference. For example, you may want to fill in full names if you did not have time to do so during the conference, or to add names of expected participants in advance of the next conference. The list of existing directory entries is shown at the bottom of the window.

- To update the name or phone number of an existing directory entry, click on the phone number in this list. The **Phone Number** and **Name** edit boxes at the top of the screen change to show the current contents of this entry. Edit the contents as required, and then click on **Save Entry**.

- To add a new directory entry, click on **New Entry** to clear the edit boxes at the top of the screen if any data is shown in them. (You do not need to do this if you have just moved to the Directory window and the boxes are empty.) Type the phone number and name, and then click on **Save Entry**.

- To delete one or more existing directory entries, click on the **Del** checkbox next to each entry that you want to delete, and then click **Delete Selected**.

The information in these directory entries is solely for your own use as the conference moderator. Conference participants do not have access to the web interface, and will not be able to see the names displayed.

If you edit a participant's name in the Directory window while a conference is in progress, your changes do not appear in the Current Call window for the conference, but they will be used for future conferences. To ensure that your changes take effect immediately, edit the participant's name in the Current Call window instead of the Directory window.

4 HISTORY

The History window allows you to view a list of past conferences that you have managed. Click on the **History** button to display this window.

Recent Conferences			
Started	**Name**	**Conference Duration**	**Max Participants**
Wed June 10 2015, 10:02:02 AM		00:01:17	2
Wed June 10 2015, 09:59:23 AM		00:02:15	2
Tue June 09 2015, 04:33:35 PM		00:00:19	1
Tue June 09 2015, 03:42:57 PM		00:01:16	2
Tue June 09 2015, 03:03:56 PM		00:00:01	1
Tue June 09 2015, 11:15:42 AM		00:09:34	2
Mon June 08 2015, 03:34:20 PM		00:05:29	2
Mon June 01 2015, 05:08:01 PM		00:00:05	1
Mon June 01 2015, 05:07:27 PM		00:00:05	1
Mon June 01 2015, 05:05:49 PM		00:00:59	2
Mon June 01 2015, 02:53:21 PM		00:02:54	2

For each conference, the following information is displayed.

- An optional name for this conference. This name can include accented / international characters. The conference appears in this list (with a blank name) as soon as it starts, so you can provide a name while the conference is in progress, or return to this window to provide a name later when the conference has finished.

- The time at which the conference started.

- The total duration of the conference. This starts when the moderator has successfully dialed in and provided the moderator code and a recorded name to start the conference.

  If the conference is still in progress, no duration is shown, but you can check the conference time shown in the Current Call window.
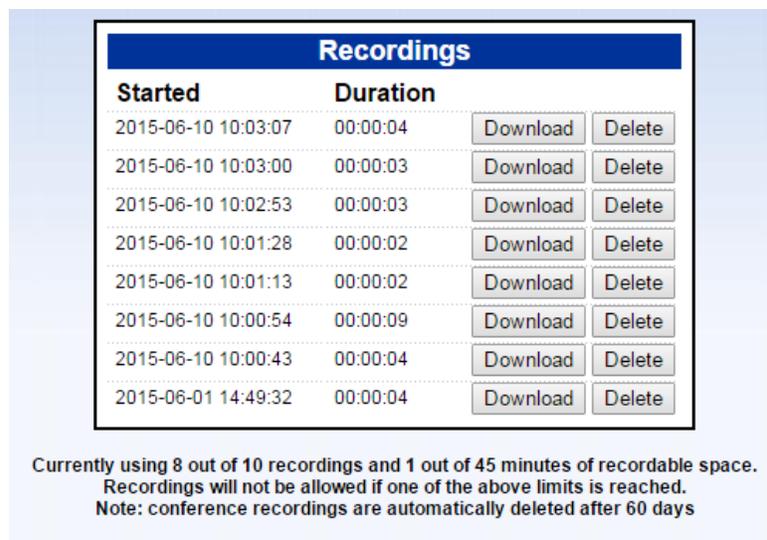
- The maximum number of participants, which may include yourself as the moderator, who were in the conference at any time. This may not match the total number of participants who took part, if they were not all in the conference at the same time. (Note that this does not include participants who were invited in using outdial.)

- The number of participants, if any, who were rejected because the conference had already reached the limit on the number of participants in a conference.

- To see more information about who took part in the conference, or about rejected participants, click on the number in the **Max Participants** or **Rejected Participants** column. The screen shows the following information for each participant:

  - The telephone number from which the participant dialed in, or the dialed number if you dialed out to invite the participant into the conference.

  - The name of the participant stored in the Directory. This name appears only if the participant's calling telephone number, or the number you used when dialing out to invite the participant into the conference, exactly matches the number stored in the Directory.

  - For rejected participants only: The date and time at which this person attempted to join the conference.

If one or more participants withheld their telephone number when dialing in, there will be a single entry "ID withheld" in the list of participants. If two or more participants dialed in using the same telephone number (for example if they dialed in from the same company), there will be only one entry for this number.

5   RECORDINGS

The Recordings window allows you to view and manage any conference recordings that you have made.

Click on the **Recordings** button to display this window.

The screen shows the start time and duration of each recording. You can download these recordings to your local computer if you need to store them for future reference.

- To listen to a recording or save it to your local computer, click on the **Download** button next to the recording.

- To delete a recording when you no longer need it, click on the **Delete** button next to the recording.

- The screen also shows the following information:

  - The number of recordings you currently have stored on the Link Conferencing server, compared with the maximum permitted number.

  - The total time of recordings you currently have stored on the server, compared with the maximum permitted time.

You will not be able to start recording a conference if you have reached the maximum number of recordings permitted or if you have less than one minute remaining of the maximum recording time permitted. Also, if you are recording a conference and you reach the maximum recording time permitted, the current recording will stop. In these cases, you will need to delete one or more recordings that you no longer need, in order to make room for new ones.

6   OPTIONS

The Options window allows you to view and manage options that control how your conferences operate. Click on the **Options** button to display this window.

The **Conference Options** section at the top of the screen allows you to control how your conferences operate. After changing any of these options, click on **Save Options** to save your changes.

Field	Description
Joining Announcements	Specify whether you want an announcement to be played when a participant joins or leaves the conference. Note that **Joining Tones** must be turned on for **Joining Announcements** to be played. Turning **Joining Tones** off will automatically result in Joining **Announcements** being turned off. ▪ If you select **On**, the name that the participant recorded when dialing in is played after the tones indicating that a participant has joined or left. ▪ If you select **Off**, the series of tones is still played, but without the announcement.
Joining Tones	Specify whether you want a tone to be played when a participant joins or leaves the conference. ▪ If you select **On**, a series of tones is played when a participant joins or leaves the conference. ▪ If you select **Off**, this series of tones is not played.
Use On-Hold Music	Specify whether you want music to be played to participants who join the conference before it has started. This music is also played if you are the first to dial in, while you are waiting for the first participant to join you. ▪ If you select **On**, music is played. ▪ If you select **Off**, participants hear silence until the conference starts.
Music On Hold Resource	You can upload your own on-hold music, select **Choose File** if you want to do this. The on-hold music must be stored as a WAV (.wav) or MP3 (.mp3) file on your computer or on a network-accessible drive. If you know the path to the folder where the file is stored, you may be able to locate the file more quickly by typing this path in the edit box. Only one file can be in use at any time. If you upload a second file, it replaces the first one.

9

The **Conference Access Details** section at the bottom of the screen displays the access details for your conferences:

- One or more access telephone numbers for the Conferencing service. For example, there may be separate local and toll-free numbers for callers in different locations.

- The participant code that is currently used for your conferences.

- If you need to change the moderator code and/or the participant code, for example because the code has been disclosed to unauthorized users, click on **Generate New Moderator Code** or **Generate New Participant Code** to generate a new code. The new code appears on the screen in red. Note that if you change the moderator code, make a note of the new code immediately, because you will need it for future access to Link Conferencing.

7 LOGGING OFF

The Log Off button ends your use of the Web Interface. Click on this button when you have finished using the interface.

If there is a conference in progress, logging off does not end the conference. You can continue to manage the conference using the Telephone Admin Interface, or log on again to continue using the web interface.

For security reasons, you should always log off the Web Interface when you have finished using it. This ensures that another user cannot gain access to your conferencing facilities from your computer.

If you leave the web interface running for 30 minutes without using any of the controls or clicking on any button, the Link Conferencing server logs you off automatically. This is an additional security feature, to avoid unauthorized access if you leave your computer without logging off.