

# Allworx Conference Center Guide



-PAGE INTENTIONALLY LEFT BLANK-

## Table of Contents

|   |                              |   |
|---|------------------------------|---|
| 1 | INTRODUCTION .....           | 1 |
| 2 | MY CONFERENCES .....         | 2 |
| 3 | SCHEDULE A CONFERENCE .....  | 5 |
| 4 | JOINING A CONFERENCE .....   | 6 |
| 5 | CONFERENCE TERMINATION ..... | 7 |

## 1 Introduction

The Allworx® Conference Center provides a method of reserving the conference nodes for immediate or future use within the Allworx servers. It also offers password-restricted access to the conference for attendees.

The Allworx Conference Center allows for both scheduled and unscheduled conferences. Unscheduled conferences are considered unplanned or not previously scheduled using the scheduling feature. Specific Conference IDs have been designated for the unscheduled conferences. Check with your System Administrator before using the conferences, since an Administrator can change the passwords.

The Conference IDs for unscheduled conferences are available with the initial passwords shown in the table below.

| <b>Server</b> | <b>Conference ID</b> | <b>Password</b> |
|---------------|----------------------|-----------------|
| 6x, 24x       | 480                  | 480             |
| 24x           | 481                  | 481             |
| 24x           | 482                  | 482             |
| 24x           | 483                  | 483             |

Note: The Conference Center is not supported by the Allworx 10x.

## 2 My Conferences

Conferences can be scheduled using the Allworx Intranet website. Open a browser and enter the server's default URL of <http://192.168.2.254>, or current LAN IP address for the server.

Note: The LAN IP address may not be the same, see your System Administrator for the correct LAN IP address of the server being used.

An Allworx username and password is required to gain access to the user features on the directory page. The password will be the same password used to access the Message Center via a handset.

Select the My Conferences link. In order to schedule a conference a user has to be given permission to do so. If permission has not been given, the add conference link will not be provided at the top of the My Conferences table. Contact your System Administrator for permission to create conferences.

The Conference Center feature has not been purchased or installed if the following message appears: "The Conference Center Feature is not currently installed on your Allworx server. The purchase and installation of a Feature Key is required to enable the Conference Center." See your System Administrator for more information.

### 2.1 Scheduled / Unscheduled Conferences

Any conferences, scheduled or unscheduled, that the user is the Creator or Moderator of will be listed on the page. If using this feature for the first time, a message will be displayed stating "You are not the creator or moderator of any conferences." However, if conferences have been created, the following information will be viewable for each conference:

- Conference Description – Explanation associated with the conference to identify its purpose.
- Conference ID – Unique numeric identifier, automatically assigned by the system, to be used by attendees to gain access to the conference.
- Conference Password – Numeric PIN code used to restrict access to the conference for the attendees.
- Creator – User who scheduled the conference. Can modify, delete, and end a conference, view statistics, and disconnect participants.
- Moderator – Can modify, delete, and end a conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences.
- State
  - Active – A scheduled conference that is available to be joined by attendees. It will remain active until the duration has been reached and all attendees have exited.
  - Queued – A conference that has not reached its scheduled start time.

- Expired – A conference that is past its scheduled duration with no attendees in the conference.
- Cancelled – A conference that was ended by either the Creator or Moderator.
- Enabled – An unscheduled conference that the System Administrator has made usable for all callers to access.
- Disabled – An unscheduled conference where the System Administrator has restricted access for any callers.
- Date and Time – Will not be displayed on unscheduled conferences.
- Repetition – How often the conference will occur.

The image below shows an example of four conferences:

- Feature Team Meeting – A conference with two users joined.
- Quarterly Meeting – A conference scheduled to repeat daily.
- Conference A – An unscheduled conference that the user is the Moderator of.  
Note: The System Administrator is always the Creator of any unscheduled conferences.
- Sales Conference – A scheduled conference that is past its scheduled duration. The conference date and time can be modified to a future time in order to keep the same Conference ID and password for convenience.

My Conferences [add conference](#)

[refresh page](#)

|  |
|--|
| <b>Feature Team Meeting</b> <a href="#">end conference</a> <i>active</i>   |
| February 2, 2007 2:25pm - 2:40pm   |
| ID: 8428 Password: 1234  |
| Creator: u0 Moderator: u0  |
| user 1 (101)<br>Entered: 2:27pm <input type="button" value="Remove"/>      |
| User 55 (6000155)<br>Entered: 2:27pm <input type="button" value="Remove"/> |

|  |
|--|
| <b>Quarterly Meeting</b> <a href="#">modify</a> <a href="#">delete</a> <i>queued</i> |
| February 3, 2007 10:00am - 10:30am<br><i>(repeats every 28 days)</i>                 |
| ID: 1483 Password: 1234  |
| Creator: u1 Moderator: u0  |

|  |
|--|
| <b>Conference A</b> <i>(unscheduled)</i> <a href="#">modify</a> <i>enabled</i> |
| ID: 480 Password: 480  |
| Creator: admin Moderator: u0   |

|  |
|--|
| <b>Sales Conference</b> <a href="#">modify</a> <a href="#">delete</a> <i>expired</i> |
| February 2, 2007 2:10pm - 2:25pm   |
| ID: 6785 Password: 1234  |
| Creator: u0 Moderator: u0  |

Note: All historic (expired or cancelled) conferences older than 30 days will be automatically deleted on the next reboot of the server.

## 2.2 Creator / Moderator

The Creator and Moderator of a conference can:

- End an active conference, which will disconnect all members currently logged in.
- Modify a conference.
- Delete a conference.
- View the participants currently in an active conference and time joined.
- Disconnect an attendee by selecting the Remove button.

Note: The My Conferences page will not automatically populate to show participants that have joined a conference, use the Refresh link to view newly entered conference members and changes to conference states.

### 3 Schedule a Conference

1. Select the My Conference link on the Allworx intranet website, then click the add conference link. If the link is not shown, you do not have permission to create conferences
2. Enter a description.
3. Assign a password to be given to all conference parties or use the default password provided.
4. Designate a Moderator from the drop down list of current users in the Allworx system. If you do not want another user to have rights to the conference, choose your own user ID (Default).
5. Select the month, day, and year the conference is to begin. The default is the current date.
6. Use the drop down lists to modify the start time of the conference. The default time is rounded down to the nearest 5 minutes of the current time to allow a conference to start immediately, if desired.
7. Choose the anticipated duration of the conference between 15 minutes and 10 hours. Duration times are in intervals of 15 minutes.
8. Set the pre-join time, which gives attendees the ability to call into a conference before the scheduled conference start time. The default is set to 5 minutes.
9. Select how often the conference is to take place.
  - 0 – One time only (Default)
  - 1 – Daily
  - 7 – Once a week
  - 14 – Every 2 weeks
  - 21 – Every 3 weeks
  - 28 – Every 4 weeks

Note: The conference ID is assigned automatically once the Add Conference button has been selected.

The 6x server only allows for one (1) conference to be scheduled and active at a time, whereas the 24x allows four (4) conferences to be active during the same time. The Available Times box on the right side of the page will show the allowable time frame for scheduling a conference to avoid any conflicts with previously scheduled conferences by yourself or other users. A list of any conflicting conferences will appear below the add conference form.



## 4 Joining A Conference

The Conference Center is accessed through extension 408:

- Dial the extension from any internal or remote handset.
- If calling from an outside line:
  - Dial the extension while in the Auto Attendant
  - Have another user transfer the incoming call to the extension.

Note: If a busy signal is heard when calling extension 408, it is possible that the Conference Center feature has not purchased or implemented. See your System Administrator for more information.

When the caller arrives to the Conference Center, a welcome message will be played, followed by a prompt asking for the Conference ID. If the Conference ID is valid (maximum of three tries before disconnection) and there are available seats (limit of 8 attendees per conference), a prompt will play asking for the corresponding password. If the password is valid (maximum of three tries before disconnection), the caller will be placed into the conference.

Any callers currently present in the conference will hear a ding announcing the entrance of a new caller and a dong when a current member leaves.

## 5 Conference Termination

Scheduled conferences are guaranteed to last their full duration and will automatically be extended while users are still logged into the conference. However, once a conference has gone beyond the scheduled end time it is subject to termination.

### Allworx 6x

A scheduled or unscheduled conference that is currently being used will automatically be terminated when another conference is scheduled to begin. An unscheduled conference will not be able to terminate a scheduled or unscheduled conference that is in session. Termination is more probable with the 6x, since the system only allows for one conference to run at a time.

### Allworx 24x

Note: In order for a conference to be terminated, all four (4) available conferences have to be in use, whether scheduled or unscheduled.

When all conferences are being used, the unscheduled conference with the oldest start time will be terminated first. If none of the unscheduled conferences are being used (i.e. All conferences used were scheduled), the active conference to be terminated will be the one that is the farthest past its scheduled duration. An unscheduled conference will not be able to terminate a scheduled or unscheduled conference that is in session.