Live Conference Viewer

Host's Guide

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Introduction

1.1. About Live Conference Viewer

Live Conference Viewer (LCV) is a graphical user interface that allows conference hosts (a.k.a., moderators) to manage conferences run on ThinkEngine Networks' VSR1000 Voice Services Router. With this tool, hosts can perform functions on the overall conference (e.g., recording the conference, locking the conference, and changing the conference mode) and on individual participants (e.g., muting participants, inviting new participants, and hanging up participants).

1.2. About this Guide

This guide is intended for use by conference hosts who use LCV to manage conferences. It provides step-by-step instructions on how to perform all host functions through LCV.

1.3. Key Terms

The following table defines important terms associated with LCV.

Table 1: Key Terms

Term	Definition
LCV	Live Conference Viewer
Host	The moderator of the conference
Entry chime	The tone heard when a participant enters the conference
Exit chime	The tone heard when a participant leaves the conference
Conversation mode	Conference mode in which no participants start off muted
Q & A mode	Conference mode in which all participants except for the hosts start off muted, but participants can unmute themselves
Presentation mode	Conference mode in which all participants except for hosts start off muted, and participants *cannot* unmute themselves

2.1. Overview

This chapter explains how to log into Live Conference Viewer.

2.2. Logging into LCV

To open LCV, perform the following steps:

1. Enter the IP address of LCV in your web browser. (If you do not know the IP address, check with your system administrator.) The login screen will appear, as shown below.
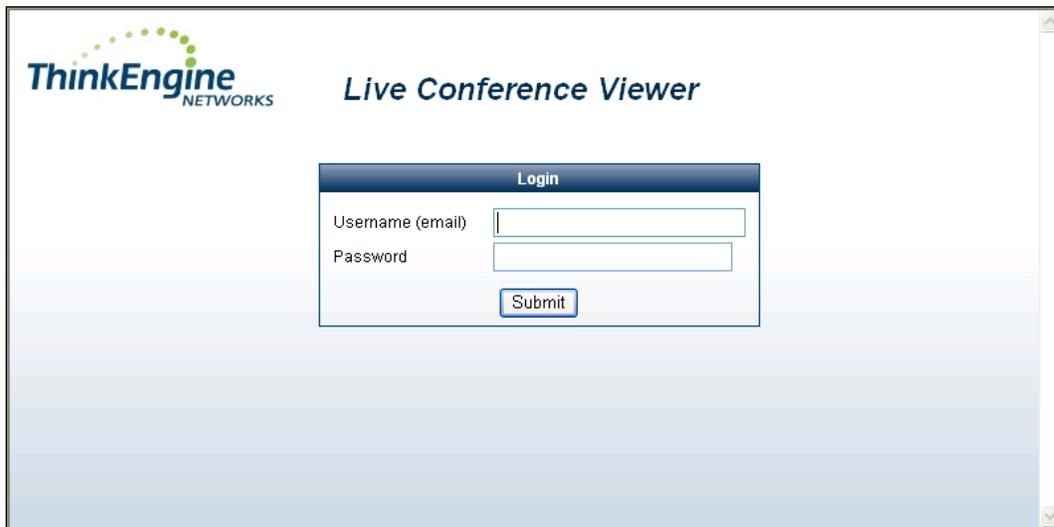
Figure 1: Login Screen

2. Enter your username and password and click **Submit**. (If you do not have a username, contact your system administrator.) The main window of LCV should open, as shown below.
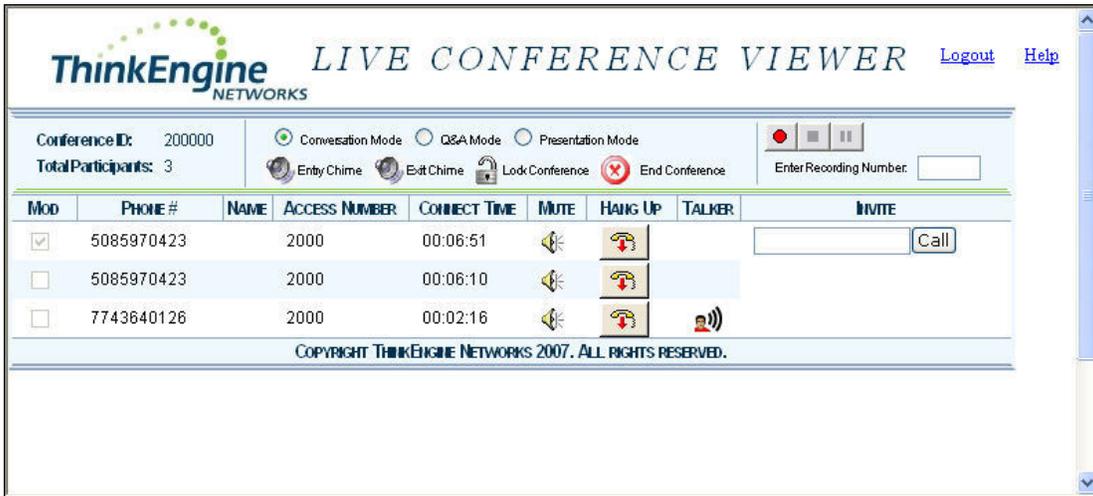
Figure 2: Main Page

From this page, you can perform several functions. You can record the conference, lock the conference, set exit and entry tones, change the mode, invite new participants into the conference, mute participants, hang up participants, and end the conference. The next chapter explains how to perform these tasks.

2.3. Logging Out of LCV

To log out of LCV, click the **Logout** hyperlink on the upper-right-hand portion of the window. You will be returned to the login screen.

3.1. Overview

Live Conference Viewer allows hosts to perform several functions with regard to the overall conference and individual conference participants. This chapter explains how to perform these functions.

3.2. Performing Functions on the Overall Conference

The functions that you can perform on the overall conference are as follows: You can record the conference, lock the conference, set entry and exit tones, change the mode, and end the conference. The buttons associated with these functions appear at the top of the page, as shown in the magnified view below.

Figure 3: Overall Conference Functions

This section explains how to use these functions that affect the entire conference.

3.2.1. Recording the Conference

Through LCV, you can record part or all of a conference, so that you can play it back at a later point. This can also be done through the callflow. **Be aware, however, that if you initiate a recording via LCV, you can only control that recording through LCV.** In other words, recordings initiated through LCV cannot be stopped via the callflow. The opposite also holds true: Recordings initiated through the callflow cannot be controlled through LCV.

3.2.1.1. Starting a Recording

To initiate a new recording, perform the following steps:

1. Optionally enter a recording number for the recording in the Enter Recording Number field. You will need this number if you plan to listen to a playback of the recording at a later point.

2. Click the record button ⏺. The recording will start, and the record button will become disabled. The recording will be associated with the recording number you specified in the preceding step.

3.2.1.2. Pausing a Recording

To pause a recording, so that you can append to it at a later point, click the pause button ⏸. The record button will become enabled. To resume recording, click the record button.

3.2.1.3. Stopping a Recording

To stop recording at any time, click the stop button ⏹. The record button will become enabled. Clicking the record button will start a new recording that should be associated with a new recording number.

3.2.1.4. Playing a Recording Back

You can play recordings back by calling into the playback phone number associated with the access number. (This is configured through Conference Central.) You will be prompted to enter the recording number that you assigned when you started the recording.

3.2.2. Locking the Conference

LCV allows you to lock the conference to prevent new participants from joining. To lock the conference, click **Lock Conference**. The lock icon 🔒 will display, and the conference will be locked until you or another host unlocks it.

To unlock the conference at any time, click **Unlock Conference**. The unlock icon 🔓 will display, and new participants will be allowed to join.

3.2.3. Setting Exit and Entry Tones

Entry and exit tones are played to the conference when participants enter and leave. Through LCV, you can enable or disable these tones. When the tones are enabled, the chime-on icon 🔊 is displayed. To turn the tones off, click **Entry Chime** and/or **Exit Chime** (depending on which you want to disable). The chime-off 🔇 icon will display, and the tones will no longer be played.

3.2.4. Changing the Mode

The conference mode controls the speaking privileges of participants. This section describes the three available modes and how to select a mode.

3.2.4.1. Available Modes

At any given point in time, a conference can be in one of three modes, as described in the table below.

Table 2: Conference Modes

Mode	Description
Conversation mode	No participants start off muted (i.e., all participants can be heard). This mode would generally be used for small conferences in which open discussion is desired.
Q & A mode	All participants except for the hosts start off muted, but participants have the ability to unmute themselves. This mode would generally be used when designated speakers are presenting, but those running the conference would like to allow participants to ask questions.
Presentation mode	All participants except for hosts start off muted, and participants do *not* have the ability to unmute themselves. This mode would generally be used when designated speakers are presenting, and those running the conference do not want any interruptions.

3.2.4.2. Selecting a Mode

To select a mode, click the radio button associated with that mode.

3.2.5. Ending the Conference

Ending a conference disconnects all hosts and participants from that conference. However, a new conference using the same conference account can be initiated at any time.

To end a conference, perform the following steps:

1. Click **End Conference**. The following confirmation message will appear:

2. Click **OK**. All participants will be disconnected. A new conference can be initiated at any time.

3.3. Performing Functions on Individual Participants

Functions that you can perform on individual participants are as follows: You can invite new participants into the conference, mute participants, and hang up participants. The fields associated with these functions appear in the participant rows, as shown in the magnified view below.

Figure 4: Participant Rows

3.3.1. Muting Participants

When a participant's line is not muted, the unmuted icon ⬤ is displayed in the participant's row. To mute the participant, click the icon. The participant's line will be muted, and the muted icon ⬤ will display.

To unmute the participant, click the muted icon. The unmuted icon will display, and the participant can be heard in the conference.

3.3.2. Hanging up Participants

To hang a participant up, click the hang-up icon 🔽 associated with that participant. The participant will be disconnected, and the associated row will disappear from LCV.

3.3.3. Determining the Active Talker

The "active talker" is the participant who is speaking loudest (or generating the most noise) at any given point. LCV indicates the active talker by displaying the active talker icon 📢 in the Talker column of the Participant List. This information can be useful, for example, when noise from a participant's line is disrupting the conference. With the active talker icon, the host can identify the troublesome line and mute or disconnect it.

NOTE: This feature must be enabled through the Operator Interface, and the Operator Interface must be running in order for the active talker to be displayed.

3.3.4. Inviting Participants

LCV allows you to dial out to a party and invite them into the conference. To do so, perform the following steps:

1. Type the phone number of the party you want to invite in the Invite column of your row and click the **Call** button. The system will dial the phone number, and the **Join** and **Cancel** buttons will display in LCV, as shown below.
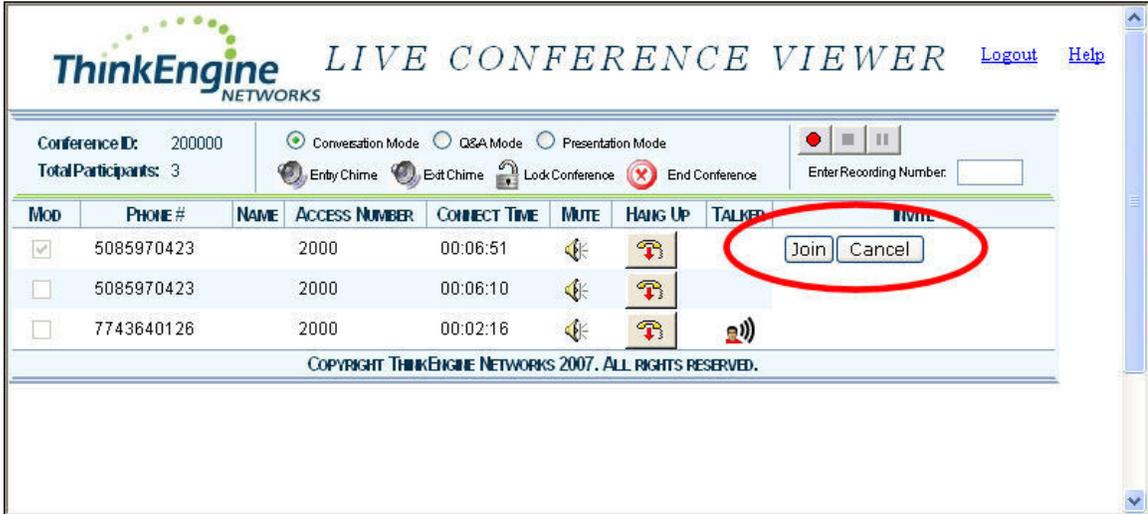
Figure 5: Inviting a Participant

2. If the call does not connect for whatever reason, you can end the invite at any time by clicking the **Cancel** button. If it does connect, you will be placed into a private conversation with the invitee. You can ask the invitee if he or she would like to join the conference.

3. If the invitee agrees to join the conference, press the **Join** button in LCV. He or she will be added to the conference. If the invitee does not agree to join, click the **Cancel** button.

NOTE: If you initiate an invite through LCV, you must complete the invite through LCV. In other words, if you initiate the call by clicking the Call button in LCV, you must use the Join button in LCV—not the DTMF keys in the callflow—to bring the invitee into the conference. The opposite is also true: If you initiate an invite through the callflow, you must complete it through the callflow.

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