

Mitel® Audio and Web Conferencing

About AWC

Mitel Audio and Web Conferencing allows you to schedule and manage conferences through a Web-based interface.

With audio conferences, you can:

- Upload documents to present to callers during a conference call.
- Mute, drop, and add participants, and place individual participants on hold while the call is in progress.

With Web conferences, you can:

- Upload documents, transfer files, record the conference, chat online, and broadcast videos.
- Share applications or your desktop, use white board features, and co-browse the Internet with attendees.

Published Area

This view in AWC allows anyone to access conferences, documents, and recordings placed here. You do **not** need to log in or have an AWC account to access these tabs on Published Area page:

- **Conferences:** When you create a conference, you have the option to publish it and allow anyone access to the conference.
- **Documents:** Documents associated with a published conference are shared to this area, where they can be viewed and downloaded.
- **Recordings:** Recordings associated with a published conference are shared to this area. You can play back and view published recordings from here.

Join a Conference



Note: The first time you join a Web conference you are prompted to install the Collaboration Client on your computer. Follow the prompts provided to install the client.

To join a conference:

- **E-mail invitation:** Sent by the leader/host to participants. Invitations include:
 - *Dial-in number and access code:* (Appears only if the conference includes an audio portion.) Use your phone to dial into the conference. Follow the instructions in the audio prompts to join the conference.
 - *URL:* Click the link in the invitation to open the Join page. Follow the instructions on the page to connect to the conference.
- **Home tab:** As a leader/host, your reservationless and in-progress conferences are listed on this page. Also listed are all Published conferences. From the list, click **Join**.
- **My Conferences tab:** All of your current (active) conferences are listed on this page. If available, click **Join** to connect to the conference.

Instant Conference

You can quickly create an unscheduled, single session conference.

To start an Instant Conference:

1. From the Home tab, set the type of conference: audio and Web, audio only, or Web only.
2. Complete the required information for the type of conference, and then click **Start Conference**.

Participants Tab

Go to My Conferences – **Participants**. As the leader, this page allows you to monitor participants while a conference is in-progress.



Note: The Participants tab is available when the conference includes an audio portion. Use the Attendees tab in the console for the Web portion.

The page shows the phone number of each participant and their name, when a name is provided. As the conference leader (or delegate), you can access these conference options:

- Mute participants
- Put participants on hold
- Drop participants from the conference
- Add a participant to the conference
- View active speaker (if the feature is set)

Schedule a Conference

You can schedule a conference type to meet your specific needs. From the Home tab, select a conference type, and then complete the information to schedule your conference. The conference types are:

- **One-time conference:** Occurs once for the set date and set start time, with a maximum duration of 24 hours. The access code is only valid for this one-time conference.
- **Recurring conference:** Has a set start time with a maximum duration of 24 hours. The conference is scheduled to be on the set days, with the same start time and duration. The conference is scheduled for the next six months with the same access code used for every occurrence.
- **Reservationless conference:** Has a set start date and end date. The start time and duration are not set for this conference type. You can use the access code any time up to the scheduled end date.

To schedule a conference:

1. From the Set Up a Conference tab, click the link or button of the conference type you want to create.
2. Complete the information on the conference form, and then click **OK**.

To edit a conference after it is scheduled:

1. From the list on the My Conferences tab, click **Change** next to the conference you want to edit.
2. Update the information, and then click **OK** to save the changes.



Outlook Form Template (OFT)

(Optional) After you save and configure the OFT on your computer, you can use your Microsoft® Outlook® calendar to schedule AWC conferences. Your phone numbers, access codes, and Web links are generated the same way as when you log in and schedule a conference through AWC.

Refer to the AWC online Help for details about how to install and configure the OFT.

Record a Conference

As the conference leader/host, after you join the conference, you can use AWC to record it.

Audio Only Conference

To record an audio conference:

1. Log into your AWC account, and then click My Conferences – **Participants**. The Start Recording link is above the conference tabs.

The Start recording link is **not** active until at least one other participant is in the conference with you.

2. Click **Start Recording**, the link changes to Stop Recording.



Note: If the conference includes both audio and Web, use Recorder on the Host console to record the conference.

Audio and Web, and Web Only Conference

The Recorder feature allows you to record a Web (or audio and Web) conference, and then save it to your computer or to the AWC server.

To record a Web conference:

1. From the Host console menu bar, click Recorder – **Show Recorder**, and the control panel appears at the bottom of the Host console.
2. Click  to start recording.

Collaboration Player

The Collaboration Player is a stand-alone application with some of the same controls as on the Host console. It is installed when the Collaboration Client is installed.

You can make a recording with the Collaboration Player, and then save it locally on your computer or network. This allows you to create a recording to publish at a later date or play it while in a Web conference.

To open the Collaboration Player:

From your computer, click Start – All Programs – Mitel Collaboration – **Collaboration Player**.

Host Console

When you join a Web conference as the host, the Host console provides features that help you facilitate the meeting. The (default) Host console includes:

- **Menu Bar:** Appears at the top of the Host console. The menu bar includes:
 - *Preferences:* Allows you to set your Host console preferences.
 - *Invite:* Opens a dialog box to send out a meeting invitation.
 - *Recorder:* Allows you to select and record different options for your Web conference.
 - *Help:* Opens the online Help.

- **Controls Toolbar:** These buttons are below the Menu bar, and allow you to access the features described in the table below.

Button	Description
	Desktop Sharing: Allows you to show your desktop to all of the attendees in a Web conference.
	Application Sharing: Allows you to share the open applications on your computer with conference attendees.
	Video: Allows you to include video conferencing in the Web conference.
	Polling: Allows you to ask questions and get real-time feedback from attendees.
	File Transfer: Allows you to share a folder or files to some or all attendees in the Web conference.
	Document Manager: Provides an interface to the AWC server where you can store and retrieve files.
	Co-Browse: Allows you and conference attendees to browse Web sites together (Internet Explorer only).

- **Attendees tab:** Shows a list of attendees in the Web conference. Use the check box next to the name of the attendee to select them for Web conference interaction. Conference feature icons appear on this tab.
- **Chat tab:** Includes two panes: one to type text messages that you send to communicate with other attendees, and one that shows the chat conversation history.

Client Console

When you join a Web conference as an attendee, the Client console opens. The Client console is similar to the Host console, but it does not have any conference control features. The Client console includes:

- **Chat tab:** Allows you to chat with the host and other attendees in the Web conference. Type your comments in the text pane, and then press **Enter** on your keyboard to send your comments.
- **Attendee tab:** Shows the host and attendees in the Web conference. The name of the host appears in red text.

Undock and Dock

The Host and Client consoles have multiple that can be undock and docked.

To undock panes from the console:

- **Undock panes as a group:** To undock a group of windows, click on the top of the frame or the title bar above the window, for example Attendees or Chat tabs, and then drag the entire group to a place on your desktop.
- **Undock a specific pane:** Each active pane appears as either a separate tabbed pane or a toolbar. To undock a specific pane so that it appears in a tabbed pane, click on the tab and drag it onto the desktop.

To dock a pane:

Double-click on the top of the frame or drag the frame back into position.