MITEL

Quick Conference

Mitel Quick Conference® is a simple, easy-to-use software solution providing excellent conferencing power with minimum user setup. Simply choose a bridge number for your conference and communicate it to all conference participants. The moment they dial the bridge number, conferencing begins. Various audio and access controls are available to all participants.

If you require additional capabilities for a conference, a Moderated Conference feature is available with options for custom welcome messages, name announcement, participant PINs and enhanced control using the web interface.

This guide includes information about accessing and using Quick Conference. For more information about Quick Conference administration, refer to the Quick Conference Software Blade Guide

Quick Conference Sessions

There are two types of Quick Conference sessions:

- An **ad hoc, non-moderated** conference with participants joining as they arrive and all participants having equal control of conference services.
- A **moderated conference**, with
  - reserved bridge number
  - custom greeting
  - one or more Moderators who retain control of conference options and can access web-based controls
  - a choice of queuing participants for Moderator arrival
  - an option for name announcement
  - an option for a participant PIN

Creating or joining an ad-hoc conference

1. Dial the Quick Conference access code supplied by your Administrator.

   You will hear a welcome message.
2. To create a conference, enter any unreserved bridge number

   OR

   To join a conference, enter the bridge number that your conference organiser has supplied.

3. If prompted, enter the system access code.

   If you are the first participant in an ad-hoc conference, you hear an audio tone until a second participant joins. The two of you are connected and any participant who dials in subsequently is connected immediately.

Creating a moderated conference

1. Dial the Quick Conference access code. You will hear a welcome message.
2. Enter a previously unreserved bridge number.
3. If prompted, enter the system access code.
4. Press *8 to reserve this bridge number and establish yourself as the Moderator.
5. Follow the prompts to assign the Moderator PIN (3–10 digits followed by #).
6. Follow the prompts to record a custom title for your conference.

Your bridge number is reserved for three months. Follow the same instructions to reserve as many bridge numbers as you need. Then, simply communicate the appropriate bridge number (and optionally the participant PIN) and conference time to your participants.

Joining a moderated conference

1. Dial the Quick Conference access code. You hear an initial welcome message.
2. Enter the bridge number that your conference organiser has supplied.
3. You will be prompted to press # to join the conference

   OR
4. Optionally, you will be prompted to enter your participant PIN, and/or announce your name.

   You will hear an audio tone until the moderator joins, unless the moderator has configured conferencing to start as soon as a second participant joins.

Conference Control Options

While participating in a Quick Conference session, you can access conference control services using the telephone keypad. The conference type and your role determine the options available.

Available options for all users:

- Mute/unmute yourself (for phones without a dedicated mute button)
- Headcount

Additional conference control options available for conference moderators or participants in ad-hoc conferences:

- Mute/unmute all other participants
- Initiate conference recording (if licensed)
- Close the conference to prevent additional participants from joining and open the conference again, if necessary
- Terminate the conference and disconnect all participants
- Become moderator of the conference

Press * at any time to get a list of available conference options.

Telephone Keypad Options

Digit	Action	User
0	List Attendees	All users
1	Mute Yourself	All users
2	Unmute Yourself	All users
3	n/a	All users
4	Mute all others	Ad-hoc, Moderator
5	Unmute all others	Ad-hoc, Moderator
6	Start/Stop Recording*	Ad-hoc, Moderator
7	Close/Open	Ad-hoc, Moderator
8	*Moderator Functions*	All users
9	Terminate	All users
*	Replay Options	All users
#	Exit Options	All users

*Recordings of ad-hoc conferences can be obtained from your System Administrator.

Note: If hold music, ringback tone or other distracting background sound is piped into a conference from one of the external participants, use option *4 (Mute All) to shut it off. Individual participants can then dial option *2 (Unmute Self) as required when they wish to speak.

Moderator Options

You can perform the following Quick Conference moderator tasks using the web interface (see Figure 1). As conference moderator, you can:

- Create conferences — reserve bridge numbers and configure moderator options (*Reservations Tab*)
- Monitor conferences — actively monitor moderated conferences in progress (*Activity Tab*)
- Manage conferences — access recordings and reports pertaining to reserved bridge numbers (*Recording and Reports Tabs*)
- Plan conferences — schedule future conferences (*Planner Tab*)

Using the Moderator Web Interface

To access the web interface:

1. Access the URL supplied by your administrator: *http: <IP address or DNS name of conference bridge>/ conferences/bridge*
2. Enter your bridge number and click Continue. (**Note:** If your bridge number is not reserved, you are redirected to the Reservations tab.)
3. If prompted, enter a system access code.
4. Enter your Moderator PIN when prompted and click **Login**. The Moderator web interface opens as shown in Figure 1.

Press the Help icon ⑦ at any time for a list of available conference options.

Setting Moderator Options

Use the Reservations tab to set up a new bridge number reservation (click **Reserve this Bridge**) or to modify the following details of an existing bridge number reservation. You can:

- add a conference description
- add an email contact address
- change the moderator PIN
- add an optional participant PIN
- choose a language for your voice prompts
- choose a pre-programmed audio signal or upload a custom signal for all participants in moderated conferences to hear prior to moderator arrival.
- enable conference entry/exit notification
- determine whether your conference can start without a Moderator
- determine if participant announces name

☞ We suggest you use the web interface to reserve your bridge number and then use the keypad control options to record your welcome message. Press *8 to identify yourself as Moderator and then access Moderator options. See below.

Keypad Reservations Options

If a moderator wants to use the telephone keypad instead of the web interface to reserve a bridge, use these options.

Digit	Action
0	n/a
1	Change the PIN
2	Change the bridge number
3	Set participant PIN
4	Enable or disable prompting for participant names
5	Stop/Restart Announcing Participants
6	Re-record the Title
7	Play the Title
8	n/a
9	n/a
*	Replay Reservation Options
#	Exit Reservation Options

Monitoring Conferences

Use the Activity tab to display your conference details in real time. You can use the following icons.

Icon	Action
✕	Drop a participant by clicking the icon to the left of the name. Terminate conference by clicking icon in upper row on right side.
▢	Lock/unlock your conference to additional participants.
🎤	Mute/unmute a participant. Click icon beside participant's name.
💾	Start or stop recording for current conference.
👤+	Add one or more participants to the conference.
📋	Add notes to the conference.
⑦	Access help.

To edit a participant's name, click on the name to make the changes.

Monitoring Conferences

Note: When you click the diskette icon on the Activity tab to record your conference, Quick Conference plays a message for all participants, warning them that the session is being recorded.

Managing Recordings

Click the filename link of any recording on the Recording tab to play back a conference recording.

Viewing Reports

Use the Reports tab to view usage reports for your specific bridge number. You can:
- review past conference activity
- see a detailed or summary view of participants
- add notes to a specific conference

Planning Conferences

Use the Planner tab to access the Web Interface to add a conference as a planned event in your PC calendar application.

Note: This does not reserve system capacity.

Figure 1: Moderator Web Interface