



# Conference Options

First, you must access your account online from the VoxSun portal <https://www.portal.voxsun.com>, then access your conference extension to begin configuring in the following steps.

Once the configuration is done, the internal users will simply dial the conference extension on their phone followed by the PIN chosen by the conference organizer and external users will dial the organizer's phone system's number, followed by the conference extension and the PIN.

To schedule a new conference, click the **Schedule new conference** button available in the `Tools` area and fill in the following details:

- **Conference Schedule**

- **Name** - Use this text box to set the conference descriptive name.
- **Administrator PIN** - Use this text box to set the PIN code for the conference administrator.

- **Note**

- Although it is highly recommended that you set up an administrator PIN, you can leave this field empty. If you choose to leave the `Administrator PIN` field empty the system behaviour changes as follows:

- You cannot set up a participant PIN.
      - NO PIN is requested when users enter the scheduled conference.
      - ALL users join the conference as members.
      - NO administrator is able to join the conference.

- **Participant PIN** - Use this text box to set the PIN code used by participants to this conference.
- **Conference room size** - Use this text box to set the maximum number of users that can join the conversation. You can fill in any number between 2 and 99.
- **Conference type** - Three options are available:
  - **One type** - When this option is enabled, the conference is scheduled one time between `Start hour` and `Scheduled end hour`.
  - **Anytime** - When this option is enabled, the conference is permanent.
  - **Recurring** - When this option is enabled, the conference is scheduled to take place as specified by `Weekday`, `Day of the month`, `Month`

between `Start hour` and `Scheduled end hour`.

- **Start hour** - Use this text box to specify the scheduled start time for one time or recurring conferences.
- **Scheduled end hour** - Use this text box to specify the scheduled end time for one time or recurring conferences.
- **Start date** - Use this text box to specify the date the one time conference will start. Also, you can click the  icon to choose the date from the calendar.

### Note

This option is useful when having a conference scheduled to start at 22:00 and to end at 01:00 the next day.

- **Weekday** - Use this text box to specify the day of the week when a recurring conference is scheduled to take place.
- **Day of month** - Use this text box to specify the day of the month when a recurring conference is scheduled to take place.
- **Month** - Use this text box to specify the month when a recurring conference is scheduled to take place.
- **Conference Details**
  - **Play sound {folder} {sound} before connecting to conference center** - When the check box is selected, use the  icon to select the sound that will be played for the caller before he is connected to the extension. A pop-up panel listing all the available sounds matching the name specified in the text box is displayed.

The following information is provided:

- **Listen** - Use the available    controls to listen to the sound file. Its total length is displayed as well, using the `hours : minutes : seconds` format.

If you want to download the file on your hard drive, click the  icon and confirm your choice.

- **Name** - The name of the sound file. Click the link to select it.

- **Folder** - This column displays the file's folder location.

**Note**

The path will display the folder name and also its origin:

//// placed before the name of a folder signals the admin's default folder.

/// placed before the name of a folder signals the reseller's default folder.

// placed before the name of a folder signals the client's default folder.

/ placed before the name of a folder signals the extension's default folder.

If you are searching for a particular sound, you can use the available controls.

In order to display all the sounds available in the system for all the events, click the  Show all link.

You can navigate through the sound list by clicking the page number displayed in the right side of the table. The total number of records is shown in the left side.

- **Enable music on hold** - When this option is selected, VoxSun Professional plays the files located in the `Default music on hold` folder if there is only one user present in the conference.
- **Close the conference when all conference moderators exit** - When this option is enabled, VoxSun Professional terminates all calls when all the conference moderators log out.
- **Announce user count on joining conference** - When this option is selected, VoxSun Professional announces any new participant about the number of users in the conference call.
- **Announce users joining/leaving** - When this option is selected, VoxSun Professional announces the users about any participant joining or leaving the conference call.
- **Record conference conversations** - Select this option if you want VoxSun Professional to record all your conferences.

Click **OK** to schedule a new conference. Click **Cancel** to go back to the previous page without any change.

## Initializing a Conference



To initialize a conference from a local `Phone terminal` extension that has the Conference function enabled, dial `8{your_number}` (e.g.: if your short number is 001, dial 8001). A new conference room will be created.

## Joining a Conference

- Joining a conference initialized by a local extension

To join a conference created by a certain `Phone terminal` extension, you must dial 8 followed by the extension's short number. If the conference is password protected, then you will be asked to enter the password.

- Joining a scheduled conference

To join a scheduled conference, you must dial the extension number (from local) or the public number (from external) of the conference. You will be asked to enter the conference ID and, if the conference is password protected, the password.

## Conference Functions

The conference options are grouped into a menu that can be accessed by pressing the # key at any time during the conference. All these options can be triggered during the conference by dialing the assigned key combinations, like \*1, \*2 instead of simply pressing 1, 2 as it was before. This redesign is meant to avoid accidental requests that may occur when the user presses a key by mistake.

### Note

The scheduled conferences can be created by the `Conference` extensions only!

After the conference starts, a message informing you that the # key can be pressed at anytime to enter the conference menu is played. Some conference options are available both to the simple users and to the moderator, but some of them can only be used by the conference moderator.

## Conference Member Functions

During a conference, if you are logged in as a simple user, you can press the # key to enter the conference menu. The following options are available:

- \*1 - Mute/unmute conference

This key combination can be dialed during the conference to mute the channel. To unmute, press \*1 again. A specific message will be played, informing you about the conference status.

- \*2 - Enable/disable new member announcements

When the new member announcements are enabled, you can dial this key



combination to stop the system informing you about the new members joining the conference. If this option is disabled, press the same keys to enable it.

\*3 - Conference members list

If you want to find out who else is available in the conference, dial this key combination. A message will be played, listing the members' names recorded when they joined the conference.

\*7 - Increase volume

If you want to increase the conference volume, press \*7. No message will be played.

\*9 - Decrease volume

If you want to decrease the conference volume, press \*9. No message will be played.

0 - Repeat options

To repeat the entire menu, press 0. The corresponding messages will be played again. # - Quit menu

To return to the conference, press #.

Note

The announcements are disabled ONLY for the user pressing the keys.

Note

All these options are available to the conference moderator as well.

## Conference Moderator Functions

During a conference, if you are logged in as a moderator, you can press the # key to enter the conference menu. Besides the member options, the following extra features are available:

\*8{extension\_number} - Invite another extension to the conference The {extension\_number} is the short number of the extension you wish to invite to the conference, for example 001.

A recorded message is played until the system establishes the connection with the invited extension. If not available, another message will be played, informing you that the contact person could not be reached. Also, a specific message is played when the number of attendees currently in the conference exceeds the maximum conference size.

\*30 - Kick out all

Use this key combination to remove from the conference all the attendees, except



for the one who typed the command. A specific message is played. The members who have been removed from the conference will hear a simple Good bye message.

\*31 - Kick out last joined

A message will be played, informing you that the last attendee who joined the conference was kicked out. The name of that user is the one he recorded when he entered the conference, if available. All the users who have been removed from the conference will hear a message saying You have been kicked out from the conference.

\*21 - Lock conference A specific message will be played, telling that the conference is now locked and no new attendees can join it.

\*20 - Unlock conference

To unlock the conference and allow new members to join in, dial \*20. A message will be played, informing you that the conference was successfully unlocked.

\*11 - Mutes all members Use this key combination to mute all the other attendees, except for the

one who typed the command. A specific message is played.

\*10 - Unmutes all members Use this key combination to unmute all the other attendees, except for the one who typed the command. A specific message is played.