

This Quick Start Card assumes that the Communications Center has been configured to allow the use of telephones in any Event.

Accessing an Audio Conference Event

Any Participant with the appropriate dial-in information can access an Event configured to use Interwise Audio Conferencing. Participants receive these details as they would for any other Event (such as an email invitation or via the Communications Center Catalog). The following three scenarios show the main methods of connecting to an Event configured to use Interwise Audio Conferencing:



Mary is at the office

Phone=Audio, PC=Whiteboard content



John is at the airport

Phone=Audio only, no Whiteboard content



Bob is on the way to the office

Initially Phone=Audio only, later PC=Audio and Whiteboard content

Mary is at the office next to her desktop computer and wants to join the Event using her phone. Mary is at her desk.



She connects to the Event with her computer, using the relevant link in the email invitation.



Upon connecting, she clicks the 'Use a telephone' button in the displayed window.



She then calls the relevant number, according to her location.



When prompted, she uses her telephone keypad to enter an ID. If she has an account on the ICC where the Event was scheduled, she may also be prompted to enter her personal Telephone Password.

From this point on, Mary's audio/voice is distributed via her phone, though she will still be able to see content displayed on the Whiteboard, as long as her computer remains connected to the Event.



John is not with his laptop, but does have a printout of the email invitation to the Event.



He calls the relevant access number to enter the Interwise system and then enters an ID. If he has an account on the ICC where the Event was scheduled, he may also be prompted to enter his personal Telephone Password to join the Event.



Upon connection, John will be able to communicate using the keypad characters shown below. Of course, as John is not accessing the Event with a computer, he will not be able to see any of the contents displayed on the Whiteboard.



Bob doesn't have his laptop with him but wants to connect to the Event now with his phone and then later connect with his computer.



He connects to the Event using his phone in exactly the same way as John.



Upon arriving at the office, he then connects to the Event with his computer, as per any Event (the system will recognize that Bob's phone is already connected and he will NOT be prompted to select a device). Bob can then choose to continue the Event with his PC only, or continue using the phone for audio.







The following phone keypad keys indicate some of the actions available to Bob, John and Mary in the Event:

- *1 - Raise Hand/Lower hand
- *2 - Gives the number of Participants in the Event
- *4 - Step out/Step back in the Event
- *6 - Mute/not muted
- *9 - Help (an explanation of the phone functions available is heard)

Participant/Moderator Icons

Additional icons are displayed during Events configured to use Audio Conferencing; this section lists the additional 'phone' icons for both the Participant and Moderator. The following phone icons are displayed in the Participant List (for Participants) and in the *Participant* pane (for Moderators):


-  Presenter is speaking via a phone while using their computer to display content on the Whiteboard.
-  Participant is connected with a phone only and will not see any of the contents displayed on the Whiteboard.
-  Moderator is speaking via a phone while using their computer to display content on the Whiteboard.
-  Co-Moderator is connected via a phone while using their computer to display content on the Whiteboard (if required).

Disconnecting your Phone/PC



Disconnecting your phone:

If you disconnect your phone during the Event (or you get disconnected for some reason), and you are still connected via your computer, a message is displayed. Click **OK** and then select the device with which you want to continue in the Event.

To reconnect with your phone:

- 1 Click .
- 2 From the displayed Dial-in Instructions page, dial the relevant numbers. When prompted, enter an ID. If you have an account on the ICC where the Event was scheduled, you may also be prompted to enter your personal Telephone Password (by default, the ICC is set NOT to prompt).
You can speak/listen via your phone, and you will still be able to see content displayed on the Whiteboard.

To reconnect with your computer only:

Click  (or ) if you are working with a laptop) if you want to use the microphone and speakers (or headset) attached to your computer. You will then join the Event (without the ability to speak/listen via your phone).

Disconnecting your PC:

If you disconnect your PC during the Event, and your phone is still connected, a message is displayed. If you want to connect again with your PC, try to reconnect to the Event as per usual. Alternatively, use the phone keypad (as shown on page 1) to communicate in the Event with your phone only.

Status Panel



The Status Panel indicates if you are connected to the Event with a phone, and also enables you to change your audio device.

The Status Panel to the right shows when you are connected to the Event with your PC only.



If you are connected to the Event with your telephone, 'Audio via Telephone' is displayed instead of the microphone and speaker volume controls.

To change your audio device:

- Click  if you are connected to the Event with a phone and want to use your microphone and speakers / headset.
- Click  if you are connected to the Event via your computer only and want to use your phone.

Note: For Moderators connected with a phone, the telephone status is indicated in the status bar in the Participant application window.

Changing your Telephone Details

You can change your telephone user ID and password at any time from within the Communications Center.

To change your telephone details:

- 1 From the *Your Information* menu in the Navigation bar, click **Telephone Details**.
- 2 In the displayed window, define the following fields:
 - **User Name** (with which you login to the Communications Center)
 - **Communications Center Password**
 - **Telephone User ID**
 - **Telephone Password**
 - **Confirm Telephone Password**
- 3 Click **Submit**.

Note: The Telephone User ID must be a number, between 5-15 characters in length. This ID also serves as the source of your Meeting Room ID (plus a prefix number set by your ICC Administrator), which can be forwarded to others when you initiate a Meeting Room session.

The Telephone Password must also be a number, between 4-12 characters in length.

If the Communications Center has been set not to prompt users for their Telephone Password, the **Telephone Password** and **Confirm Telephone Password** fields are not displayed.