

Accessing an Audio Conference Event

Any Participant with the appropriate dial-in information can access an Event configured to use AT&T Connect 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 AT&T Connect Audio Conferencing:



Mary is at the office

Phone=Audio,
PC=Whiteboard content

Mary is at her desk, and wants to join the Event using her phone and computer.



She clicks the link in the email invitation to join the Event with her computer. She chooses the 'Use a Telephone' option when the AT&T Connect Participant Application starts.



Using her phone, she dials the access number to enter the AT&T Connect system and keys in her ID. She may also be prompted for her personal Telephone Password.



Audio for the Event is routed through Mary's phone, and she can see content displayed on the Whiteboard as long as her computer remains connected to the Event. She can use the Participant Application on her PC or the keypad of her phone to communicate with others in the Event.



John is at the airport

Phone=Audio only,
no Whiteboard content

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



He calls the access number to enter the AT&T Connect system and keys in an ID. He may also be prompted for his personal Telephone Password to join the Event.



Upon connection, John can communicate using the keypad. Because John is not accessing the Event with a computer, he cannot see any of the contents displayed on the Whiteboard.



Bob is on the way to the office

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

Bob doesn't have his laptop. He wants to connect with his phone, and then switch to his computer.



He connects to the Event by phone just like John.



Bob initially joins as a voice-only participant like John. Upon arriving at the office, he connects to the Event with his computer—the AT&T Connect system recognizes that Bob's phone is already connected and does not prompt him to select an audio device. Bob can then choose to route audio through his PC, or continue using his phone.







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

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 Event ID. You may also be prompted to enter your personal Telephone Password.

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 this option to use your PC's microphone and speakers (or headset). 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 prompt is read. To reconnect with your PC, try to enter the Event as usual. You can, 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.

To change your audio device:

From the toolbar, click .



Click this option if you want to use your telephone for audio



Click this option to use your PC's microphone and speakers (or headset).

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 Navigation bar, click **My Information**. Your account details are displayed.
- 2 In the *Telephone Access Information* section you can define the Telephone Password (the Telephone User ID field may not be editable) by clicking the Change Telephone Password link. You can also change other details, such as your PC Login Information.

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 ACC 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.