ConferenceManager2

The Operator Console is designed to help Operators to manage multiple conferences and assist conference participants. Your system administrator must designate you as an Operator and provide you with the **conferencing system URL**, your **Conference ID**, and your **PIN**.

Launching the Operator Console

Step 1. Open a browser and navigate to the conferencing system URL.

Step 2. Click **I am a host**.

Step 3. Enter your **Conference ID** and **PIN**.

Step 4. Click **Log In** to access your My Conferences page.

Step 5. Click **Operator Console** at the bottom of the page.

The Operator Console opens in a new browser window; it has three main sections:

❖ The **Operator Conference** is the area from which you dial out to participants and answer help requests.

❖ The **Conference Tabs** list Live and Scheduled conferences, and allow you to create new Ad-hoc conferences. Select the **Display** check box to open its conference panel.

❖ The **Conference View** contains a panel for each conference you are monitoring

About the Operator Conference

You must connect to the Operator Conference before you can answer help requests, start new dialouts, or join conferences.

Step 1. If you have not entered your phone number on your My Account page, click ⚙ to display the settings pop-up, enter the **Phone Number**, and click **Save**.
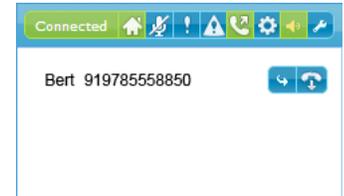
Step 2. Click 👤 Call Me.

The upper-left section of the Operator Console is the Operator Conference panel, which contains the following controls:

Control	Description
👤 Call Me	Dials out to you from the Operator Conference, provided your number is configured in the Settings window. The 👤 Call Me button reflects call status from Dialing to Answered to Connected.
🏠 Return to Op. Conference	Disconnects you from a conference or private call, if connected, and returns you to the Operator Conference (displays 🏠 when active).
🎤 Mute Operator	Mutes your voice (displays 🎤 when active). Mute is activated by default when you join a conference.
❗ Incoming Help Requests	Displays a list of help requests from participants who have dialed in to the system and pressed ***00**. Appears green (❗) when selected if there are no requests, or red (❗) when there are active unanswered requests.
⚠ Participant Help Requests	Displays a list of help requests from conference participants who have pressed ***00**. Appears green (⚠) when selected if there are no requests, or red (⚠) when there are active unanswered requests.
📞 New Dialout	Allows you to dial out to a new participant and bring them into the Operator conference (displays 📞 when active)
⚙ Settings	Displays the Operator Console Settings window.
🔊 Sound	Click to toggle between help request sounds on (🔊) or off (🔈)

Dialing Out from the Operator Console

Step 1. Click 📞.

Step 2. Enter the dialout information manually or click **Addr Book** to select a contact from the Address Book.

Step 3. Click **Call**.

You can subsequently drag the contact into an existing conference or click ⬆ to hang up.
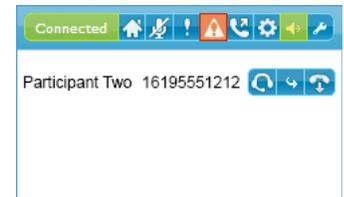
Answering Help Requests

Callers can initiate Help requests either by dialing ***00** while in the process of joining a conference (those requests appear in the ❗ section), or from within a conference (those requests appear in the ⚠ section).

When a help request is received, a tone sounds (as long as sound is enabled 🔊); click ❗ or ⚠ as appropriate to view those requests.
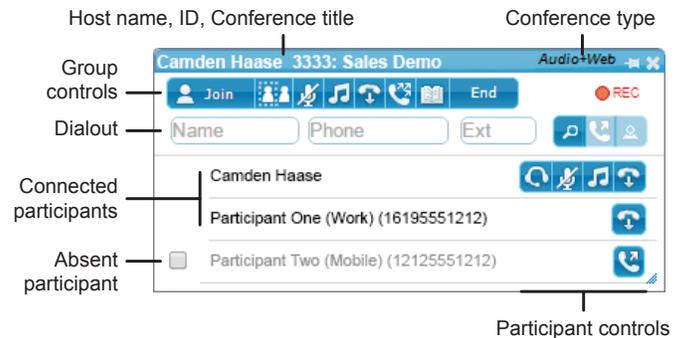
Click 📞 to connect to the caller (you must be connected to the Operator Conference). After assisting them you can click ↩ to move them into the conference or click ⬆ to disconnect them.

About the Conference View

The Conference view has two sets of controls: one that affects all participants, and another that affects individuals.

You can move participants between main and private conferences, or from one conference room to another simply by dragging them. Note that you are moving participants between *audio* conferences, and existing web conference connections will not be interrupted.

Host name, ID, Conference title — Conference type

Group controls

Dialout

Connected participants

Absent participant

Participant controls

Group		Description
Join	Join	Places you into the conference with your audio [optionally] muted. Click 🏠 to return to the Operator Conference.
	Private	Creates a new private conference, into which you can drag participants.
	Mute All	Mutes all participants except the host.
	Hold All	Places all participants on hold, except the host.
	Disconnect All	Disconnects all participants, except the host.
	Blast Dial	Blast Dials selected contacts.
	Address Book	Displays the Address Book.
End	End	Disconnects all participants and ends the call.
● REC	Recording Indicator	Indicates that a conference is scheduled to be recorded or that a conference recording is in progress.

Dialout		Description
	Address Book	Displays the Address Book.
	Call	Dials out to the number in the Dialout fields (entered manually or via the Address Book).
	Call and Join on Answer	Dials out to the number in the Dialout fields and joins it to the conference upon answer.

Participant		Description
	Connect to Party	Places you into a private conference with the participant. Click 📞 to rejoin the main conference or 🏠 to return to the Operator Conference.
	Mute	Mutes an individual participant.
	Hold	Places an individual participant on hold.
	Disconnect	Disconnects an individual participant.
	Dial	Dials out to an unconnected contact.