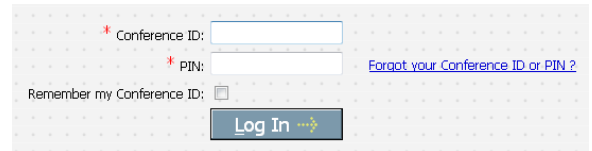


The Operator Console is designed to help Operators to manage multiple conferences and assist conference participants. Your system administrator must designate you as an Operator and provide you with the **conferencing system URL**, your **Conference ID**, and your **PIN**.

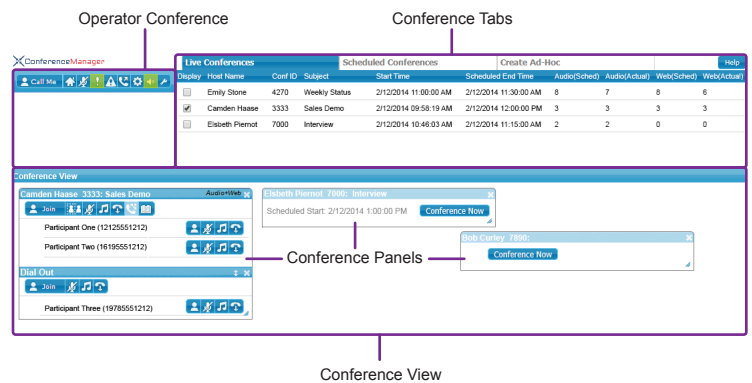
Launching the Operator Console

- Step 1. Open a browser and navigate to the conferencing system URL.
- Step 2. Click **Host Log In**.
- 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 central area from which you monitor conferences, 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 active conference, from which you can monitor and interact with its participants



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 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 automatically 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 ()

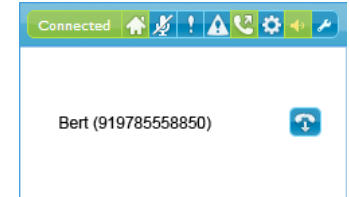
Dialing Out from the Operator Console

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.

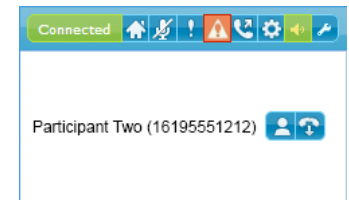


Answering Help Requests

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.

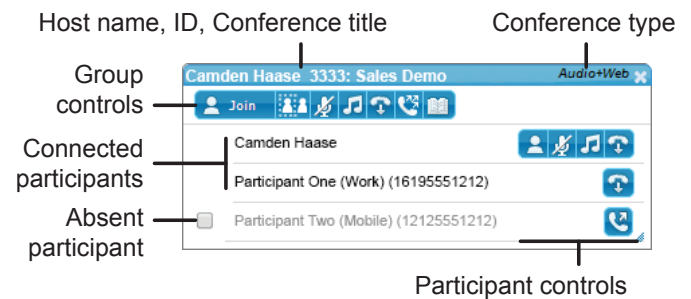
Click  to connect to the caller (you must be connected to the Operator Conference). After assisting them you can drag them back into a conference, or click  to disconnect them.


















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.



Group Control	Description
 Join	Places you into the conference with your audio muted. Click  to return to the Op. 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.

Participant Control	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.