Razorline
Meet-Me Conferencing Manual

Meet Me Conferencing Cheat Sheet

Codes to use while in a conference.

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Reporting Trouble with Service

To report trouble with your service, please call 877-733-1700 or e-mail us at support@razorline.com Customers have the ability to report trouble 24 hours a day 7 days a week.

Important Razorline Numbers and Web Addresses

New Orleans Main Number: 504-274-1700

Baton Rouge Main Number: 225-214-4400

Razorline Website: http://www.razorline.com

Web Portal Address: http://webportal.razorline.com

Technical Support Email: support@razorline.com

Technical Support Line: 877-733-1700

Meet-Me Conferencing

Meet-Me Conferencing provides the ability to schedule conference calls where the moderator (who has control of the conference) and the other members (internal or external) call into the conference and are connected at the appropriate time to carry on the conference call.

Moderators can do any of the following:

Schedule a conference

Cancel a conference

Modify a conference

List all conferences

Anyone can join Meet-Me Conferences from both internal and external phones by dialing the correct numbers and entering the required ID.

Note: All of the people in your list will be added to the Dial Out list, regardless of whether or not you clicked the Select box next to their name. The Select box is only for Delete. Also this list is not saved. If you log out of the Web Portal, the list is deleted.

3. The Voice Assistant window will appear with a special area at the bottom showing the phone number of the first person in your Dial Out list. 5. You can perform the following functions from this dialog:

- Select Next or Previous to go to the next or previous number in the Dial-Out list.

- Click Remove to remove the currently displayed number from the list.

- Click Dial to dial the number currently displayed. When the person answers, you must click Add to Meet-me conference to add them to the conference.

4. When you have added someone to the conference, the Dial Out display will show "Joined" next to the number.

To Schedule A Conference

1. **Dial 523 From your Cisco Phone**

   Or

   Dial 504-274-1742

   Or

   Use Webportal (http://www.razorline.com) (see Pg. 9 for information on using Webportal to conference)

2. Press 1 to schedule a conference call.

3. Enter the two-digit year of the conference, followed by the # key.

4. Enter the two-digit month of the conference, followed by the # key.

5. Enter the two-digit day of the conference, followed but the # key.

6. Enter the four-digit start time of the conference call in the 24-hour format (HHMM). All start times must be in quarter hour increments (eg, 0800, 0815, 0830, 0845)

7. Enter the length of the conference call in 5-minute increments, but with a minimum of 15 minutes, followed by the # key.

8. Enter the number of participants (conference ports to reserve) followed by the # key.

The system repeats your conference call settings.

9. Press the # key if the information is correct, otherwise press 1 to re-enter the conference call parameters.

10. The system speaks your conference call meeting IDs including the Moderator ID, Guest ID, and the dial-in number. (Press 1 to hear the information again.)

To dial out to conference participants:

1. After bringing up the Meet-Me Conference Control window, in Web Portal, click on **Conferencing > Dial Out**.

   - To add people from your Personal Attendees, click on **Add Personal Attendees**. Click the **Select** box next to the desired entries and click **Save**.

   - To add people from your Corporate Directory, click on **Add Corporate Attendees**. Click the **Select** box next to the desired entries, and click **Save**.

   - To add someone who is in neither of your directories, click Add Other and fill in the form, then click Save.

2. When you have the complete list of participants that you want to call, click Dial Out.

To Join A Conference

You can join a conference up to 5 minutes prior to the scheduled conference call time. If you call in earlier, you will hear "Your conference is not scheduled to start until (time) and (day, date). Please call back at that time."

1. Dial 522 From your Cisco Phone

Or

Dial 504-274-1741

2. Enter the ID of the conference you with to join.

(If you are the moderator of the conference, enter the Moderator ID.)

(If you are a guest, enter the Guest ID, provided by the moderator of the conference.)

Press the # Key

3. Record your name and press the # key within 5 seconds.

Extending the Conference Duration

Five minutes prior to the end of the call, the system plays a message to the moderator that the conference will end in five minutes. Instructions are provided to the moderator on how to extend the conference call, if desired. The moderator can extend the conference in increments of 5 minutes at any time during the call by **pressing *6** for as long as needed or until the next scheduled conference call.

Roll Call

During the conference call, the moderator may initiate a roll call of the participants that have signed in by **pressing *2**. All conference call participants will hear the amount of people in the conference and the recorded names for the participants.

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ing this link will put the hands down of all of the participants in the conference.

Hand Down— The user can put their hand down by pressing #9 on their phone or by clicking this link. Clicking this link will put the hand down ONLY for the participant who is highlighted in the right panel.

Mute—Mutes only the person who is currently selected.

Mute All—Mutes the phones of all participants in the conference.

Play Name—Plays the name of the participant that is currently selected in the right panel.

Play All Names—Plays the names of all participants in the conference.

Change Name—Lets you change the name show in the Conference Control Window.

Drop—Lets you drop from the conference the participant who is highlighted in the right panel.

Lock Conference—Locks the conference so that no other participants can join using the phone. However, anyone with the Conference ID can still view the conference by bringing up the Conference Control window from the Web Portal.

End Conference—Ends the conference and drops all participants.

Dialing Out to Add Conference Participants

If your phone is configured with Moderator permissions, then you can use Web Portal to dial the people you want to join your conference who have not logged in yet. The Dial Out tab under Conferencing allows you to select people from your Personal and Corporate Directories to call and add to the conference one at a time.

Note: This function requires that you have the Meet-Me Conference Control application running.

Caller ID—Caller's telephone number, if known.

State— Indicated whether the caller is active in the conference (Connected) or has left the conference (Idle).

Joined—Indicated the time the conference member joined the conference. If a caller leaves and re-enters the conference, this field will show the time of the latest entry into the conference.

Moderator's Participant Control Options

The area below the header on the screen lists all of the conference participants currently logged in by phone. The person who logged into the conference by phone who is using the Moderator ID will be shown in bold. The entries can be sorted by clicking on the headings of the columns.

When you first open the Conference Control window, the only options listed in the left panel will be Mute All, Play all names, Lock conference and End Conference.

However, after you click on one of the names of the conference participants, then the list on the left displays additional option. All of the options are described in the following table.

I want to...
- All hands down
- Hand down...
- Mute...
- Mute all
- Play name...
- Play all names
- Change name...
- Drop...
- Lock conference
- End conference

There is a unique feature called a "Hand Raise" that can be used by the participants to signal the conference moderator.

The participant can **dial #8** on their phone keypad to "raise their hand". This can be used to take a vote or when the participant has been muted, it will allow them to signal that they want to be un-muted. When a hand is raised, the first two options in the table below will be displayed. The participant can also **enter #9** to put their hand down.

All Hands Down—Only displayed when one or more conference participants have "raised their hands" Click-

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Adding More Ports to an Active Meet-Me Conference

During an active conference call, the moderator may add more ports if needed.

To add more ports, do the following:

Press *3

Enter the number of ports to be added, then press the # key.

Dropping a Conference Call

A moderator may end a conference call while in progress. Reasons for dropping the conference call may include participants becoming loud, not allowing others to talk and a lack of courtesy. To drop a conference call, **press *7**. The call will terminate immediately.

Muting a Conference Call

Only the moderator of the meet-me conference can mute or un-mute all parties in the meet-me conference call. The mute function is toggled from the keypad by **pressing *5** to enable or disable the mute function.

When mute is in effect, the moderator can still speak to all members of the conference, but the members cannot be heard.

Locking a Conference Call

Locking a meet-me conference prevents additional callers from joining the conference.

The lock function is toggled from the keypad by **pressing *4** to enable of disable the lock function.

Raising/Lowering Hands in a Conference Call

(Moderator must be using the Meet-Me Moderator Floor Control Application in the Web Portal to see and acknowledge raised hands.)

If you are a member of a meet-me conference you can ask to be recognized or respond to a moderator's question by raising or lowering your hand in a virtual manner.

Press #8 to raise your hand.

Press #9 to lower your hand.

Raising your hand can be used to ask for permission to speak when the conference has been muted. It can also be used if the moderator wants to poll participants and asks for a show of hands. Both guest participants and the moderator can raise/lower their hands using these codes.

Canceling a Meet-Me Conference

You may cancel a conference reservation at any time; however, conference reservations are frozen 30 minutes before the start time and cannot be cancelled after that time.

1. Dial 523 or 504-274-1742
2. Press 2 to cancel a conference call.
3. Enter the Moderator ID of the conference you wish to cancel followed by the # key.
4. Press the # key to confirm the cancellation.

Moderator Conference Control

When the Meet-Me Conference Control window appears, you will be able to see anyone that is logged into the conference. The person logged in as moderator (from the phone) will show in bold.

Subject—Shows a title for the conference

Group ID—Shows the Guest ID that can be used to log in as a guest to the conference.

Date/Time—Displays the date and time that the conference was scheduled to start

Length—Displays the amount of time allotted for the conference. The conference time can be extended by clicking on the Add icon.

Dial-In Number—Displays the direct inward dial (DID) number to be used to dial into the conference.

Ports—Shows the number of ports currently allocated to this conference. More ports can be added to the conference by clicking the Add Ports icon.

State—Indicated the current state of the conference.

Name—Caller's name if known. If caller Id is blocked, this field will show Private. You may change the caller's name displayed on the screen by selecting the caller, click Change Name in the "I want to" column and entering the new name in the dialog box that appears.

Meet-Me Conference Control

The Meet-Me Conference Control application allows the moderator of a Meet-Me conference to see all participants and control the meeting from the Web Portal. Conference guests can also use the Conference Control window to see who is in the conference and other details, but they will not be able to control the conference.

Conference Control Startup

If you have either the guest ID of moderator ID for a scheduled conference you can use it to bring up the Meet-Me Conference Control Application.

To start the Conference Control Application:

1. Login to **Web Portal**

2. Click on **Conferencing**, the click the **Join** tab.

3. In the **Conference Id** field, enter either the moderator ID or guest ID.

4. Click Go

Note: If you scheduled the conference, you can also access the Moderators Conference Control window by clicking on Conference Meet-Me and clicking the Conference ⚏ button.

The area at the bottom of the Conference ⚏ Control Window displays status and information about the conference.

Modifying a Meet-Me Conference

You may modify a conference reservation at any time up to 5 minutes before the start time. The moderator may modify the conference while it is in progress (add ports, add participants, etc.)

1. Dial **523** or **504-274-1742**

2. Press 3 to modify a conference call.

3. Enter the Moderator ID that was received when the conference was scheduled followed by the # key.

4. Press the # key to confirm you want to modify the reservation.

5. Enter the two-digit year of the conference, followed by the # key.

6. Enter the two-digit month of the conference, followed by the # key.

7. Enter the two-digit day of the conference, followed by the # key.

8. Enter the 4-digit start time of the conference call in the 24-hour format (HHMM).

9. Enter the length of the conference call in 15-minute increments (15, 30, 45, etc.) followed by the # key.

10. Enter the # of participants followed by the # key.

Press the # key if the information is correct.

Getting a List of Meet-Me Conferences

You can listen to a list of Meet-Me Conferences you have scheduled as a moderator.

1. Dial 523 or 504-274-1742

2. Press 4 to listen to all conference call reservations

Using Web Portal for Meet-Me Conferencing

From Web Portal you can do the following:

Schedule, Join, Modify, or Delete a Conference

Send email notification of the conference listing

Control a conference using Meet-Me Conference Control

Dial out to conference participants

Login to Web Portal

1. Connect to http://webportal.razorline.com using Internet Explorer
2. Enter your 10-digit telephone number. (Area Code + Number)
3. Enter your Web Portal password.

Configuring Your Web Portal

1. Login to Web Portal using instructions above.
2. Click Options Tab
3. Click Profile Tab
4. Set the following options.
   5. Rows Per Page = 99
   6. Check "Click to Call"
   7. CA Address 1 & 2 = 204.11.8.140
8. Click Submit

Installing Active X Controls

The first time you click on the Conferencing tab, you may get a message at the top of the browser asking to install the ActiveX control (as shown in Figure 1). Click on the yellow bar and answer the prompts that follow to install the control software.

Figure 1: Installing ActiveX Controls for Conferencing

Scheduling a Conference:

9. Send Message

NOTE: You can also notify participants by clicking the [icon] button, followed by **Send**. Your email client will then start an email with the conference information, and you can manually input the desired email addresses.

Join a Conference

To join a conference call, **you must dial in to the conference using your phone**. However, the Web Portal provides links to allow you to "click to join" a conference.

1. Click on **Conferencing** Tab
2. Click **Join** Tab
3. If you are joining a conference that is internal to the company, Click **522**. If you are joining a conference from outside the company, Click **504-274-1741**
4. Enter your Conference ID

Modify a Conference

1. Click **Conferencing** Tab
2. Click **Meet-Me** Tab
3. Click Edit icon located below the Functions Column for the conference you would like to modify.
4. Modify Date / Time / Length & Participants as needed.
5. Click Save

Delete a Conference

1. Click **Conferencing** Tab
2. Click **Meet-Me** Tab
3. Click the **Delete** (red x) icon for the conference you would like to delete.
4. Confirm that you want to delete the conference.

1. Click on the **Conferencing** tab

2. On the **Meet-Me** tab, click **Add**

3. Enter conference **Subject.**

4. Click the **Hide Subject checkbox** to hide the subject of the conference from anyone except the Moderator. You may use this if the conference subject is so sensitive that you do not want the participants to know what it is about until they dial in.

5. Set the dates and times for the conference using the pull-down lists.

   Date: Selects the month, day, year

   Time: Selects the conference start time in hours and minutes

6. Length: Selects the conference duration in hours and minutes. The length must be at least 15 minutes.

   Times can only be specified in 5-minute increments. Time fields use a 24-hour clock.

7. Enter the number of expected participants in the Participants field.

8. Click the **Recurring checkbox** if the conference will occur on a regular basis.

   a. Under Recurrence Type, select one of the radio buttons and use the pull-down lists to choose the frequency that the meetings will occur.

   b. Under Recurrence End Date, select one of the radio buttons to specify how long the meeting will recur.

   c. The After # occurrences field must be a value between 1 and 365.

   d. The By date must be greater than or equal to the Date field, and cannot go beyond a year past the Date.

10. Click **Check Availability.**

   a. If there are enough ports on the conference bridge to support your conference at the chosen time, you will see the Check Availability screen and it will show the conference

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as Available. Click Save.

   b. If there are not enough ports, you will see a screen that allows you to select another time. Click on the clock icon to change the Date/Time on the left.

   c. The time will increment based on the pull-down menus next to the clock icon.

   d. The time pull-down menu can set the increment up to 120 minutes.

   e. The "later" pull-down can be changed to "earlier".

   f. When an available time is reached, the screen will change to the Available screen shown in Step a.

   g. Click **Save** when you have found an available conference time.

11. The Meet-Me tab will be displayed showing the new conference listing.

12. The Moderator ID is the password that allows you to access the conference settings through the Meet-Me Setup telephone number.

13. The Guest ID is the password that allows callers to access the conference through the Meet-Me Join telephone number. You should provide the Guest ID and Meet-Me Join telephone number to those persons who are supposed to attend the Meet-Me Conference.

Notify Participants By Email

1. Click **Conferencing**

2. Click **Meet-Me** Tab

3. Find your newly created conference and click the **Notify** button located under the functions column for the conference.

4. Click **Add Emails**

5. If your participants are listed in this list, check the box to the right of the user.

6. Click **Save**

7. Click **Send**

8. Your email client will start an email that will allow you to add additional participants from your email client address book.