



Conferencing telephone controls

You can use the following commands when using Nortel Multimedia Conferencing (NMC) or Office Communicator.

Chairperson commands

- * 1 Enable or disable audio emoticons
- * 3 Toggle Entry/Exit Notifications for current conference only
- * 4 Lock conference, disabling new users from joining it
- * 5 Unlock conference
- * 6 Mute line
- * 7 Unmute line
- * 8 Toggle conference continuation upon my exit
- * 9 Control conference recording (toggle action valid only during an active conference)
- 5 1 Toggle conference fast start
- 5 2 PIN change
- 5 3 Toggle entry/exit notifications for future conferences
- 5 4 Save current conference settings
- 5 5 Enable or disable chairperson instant messages for current and future conferences
- * # Query number of parties in the conference
- # # Mute all other parties in the conference
- 8 8 Mute all participants. Participants can unmute themselves
- 9 9 Unmute all participants
- 2 0-9 Play audio emoticon
- 1 1 Terminate conference immediately
- 0 0 Transfer to an operator
- * * Help

Participant Commands

- * 6 Mute line
- * 7 Unmute line
- * # Query number of parties in the conference
- 2 0-9 Play audio emoticon
- 0 0 Transfer to an operator
- * 0 Bring up a chairperson logon prompt. Available only if chairperson is not logged on.
- * * Help

Troubleshooting telephone control errors

The following table includes common telephone control errors.

Problem	Solution
Invalid access code	Enter the access code again. If you exceed the maximum number tries, the call is disconnected and you must contact the administrator.
Invalid PIN	Enter the PIN code again. If you exceed the maximum number tries, the call is disconnected or transferred to an operator.
Not enough resources	Contact the administrator.
Not enough resources or capacity to start conference	Contact the administrator.

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Using NMC 6.0 with Microsoft Live Meeting 2007

To use the Microsoft Live Meeting 2007 to host conferences on your NMC bridge, you must first configure conferencing information. Contact your conference administrator for these details. You must be set up as a subscriber for NMC 6.0 to create a conference.

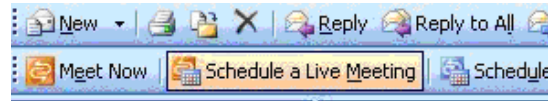
Configuring Live Meeting 2007 with conferencing details

1. On the Live Meeting Console 2007 client **Welcome** window, click **Meet Now Options** to open the Live Meeting Audio Options dialog box.
2. Under **Choose the type of audio connection for the meeting**, select **Dial into the meeting using a telephone conferencing service**.
3. In the **Provider** box, type the name of the static route, as configured on OCS, to reach the NMC 6.0 Audio Conferencing Provider (ACP) server.
4. (Optional) In the **Toll-free Number** box, type the toll-free public switched telephone network (PSTN) number of the NMC 6.0 service.
5. In the **Toll Number** box, type the toll PSTN number of the NMC 6.0 service.
6. In the **Participant Code** box, type the NMC 6.0 conference access code.
7. In the **Leader Code** box, type the NMC 6.0 chairperson PIN.
8. Click **OK**.

Scheduling a conference using Microsoft Outlook

Use the Microsoft Outlook *Outlook Conference Add-In* to schedule a conference.

1. In the Main Microsoft Outlook client view, click **Schedule a Live Meeting**.
2. A meeting invitation window appears. The body of this invitation is populated with instructions for joining the conference. Enter the **participants**, a **subject**, and the **date and time** of the conference. When finished, click **Send**.



Starting a conference as a chairperson

1. On the Live Meeting 2007 Welcome window, select **Meet Now**.
If you are using Live Meeting to connect to a conference for the first time, or wish to use a different number, you will need to enter your phone number details.
2. After entering details (if required), click **Join Conference**.
3. On the **Enable Call Controls** window, select **Leader**.
4. In the **Leader/Pin Code** box, type your chairperson PIN and click **Join**.
5. A request to create a conference is sent to NMC, which will then call you on the number entered as the dial-out number.



Adding participants to a conference using e-mail

1. In the **Attendees** window, select **Invite > By E-mail**. An e-mail invitation appears. The body of the invitation is pre-populated with the conference information.
2. In the **To** box, enter the e-mail address of the participants you want to invite to the conference.
3. Click **Send**.

Adding participants to a conference using the Call Someone feature

Participants added using the Call Someone feature will be audio-only and will not be able to use the Live Meeting participant features.

1. In the Attendees window, select **Invite > Call Someone**.
2. On the **Call someone on the phone** dialog box, enter the **Name**, **Country/ Region**, **City/Area code**, and **Local number** for the participant you want to add to the conference.
3. If you are entering a private dialling plan number (UDP or CDP):
 - a. From the **Country/Region** list, select **+1 United States/Canada/Caribbean**.
 - b. Leave the **City/Area code** field blank.
 - c. In the **Local number** field, type the number.
4. Click **Call Now** to start call.

Using conference controls (general)

- To set up video, in the Voice and Video window, select Options > Set Up Audio and Video.
- To mute or unmute your line, click the microphone icon in the Voice & Video window.

Using conference controls as a chairperson.



- To mute a participant, in the **Attendees** pane, right-click the participant and select **Mute**
- To mute all participants, in the **Attendees** pane, select **Voice > Mute All Except Me**.
- To remove a participant, in the **Attendees** pane, right-click the participant and select **Remove from Meeting**.
- To lock a conference, in the **Meeting** pane, click **Lock**.
- To end a conference, in the **Meeting** pane, click **Exit and End Meeting**.

Using conference controls as a participant

To join a Live Meeting/NMC conference as a participant, click the link provided in a meeting invitation. As a participant in a Live Meeting conference, you can:

- View the general conference roster (participant information and call status)
- Mute or unmute your own line
- Exit the meeting
- Use the collaboration features of LMC 2007 (for example, Q&A, feedback, and sharing) that are not available through NMC.