



TDS® *managedIP* Hosted

Meet-Me Conferencing User Guide

Table of Contents

Add a Conference	2
Assigning Delegates	4
Modifying or Delegating a Conference .	4
Creating Custom Greeting	4
Manage Recordings.....	5
Moderator Client	6
Launch Conference Moderator/Join.....	7
Turn Lecture Mode On or Off	10
Add Participant.....	11
Outlook Plug-In Installation	12
Create a Conference.....	13
Manage a Conference	15
Conference Menus and Commands ..	15
Additional Support	17



TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide

Creating Conferences

Access

Your company's *managed*IP Administrator will assign you as a Host to one or more Meet-Me Conference Bridges. Once assigned, you will be able to access the Meet-Me Conference feature in your web portal. To access an assigned Meet-Me Conference Bridge:

1. Log in to the *managed*IP web portal (<https://www.tdsmanagedip.com>).
2. Navigate to Calling Features/Meet-Me Conferencing to access your assigned Conference Bridge(s).

Note: If you do not see the Meet-Me Conference option, your System Administrator has not assigned you as a Conference Host.

To add a conference

1. Click **Add** for a one-time or reservationless conference. Recurring conferences may only be scheduled from the Outlook Plug-In. You may add an unlimited number of conferences, depending on your needs.
2. Select the Bridge Name that you desire to use.
3. Enter a descriptive title. It will appear in your portal and when using the Moderator client.
4. Optionally, enter an Account Code.

Note: If you subscribe to Account Codes with reporting, this account code will be automatically assigned to every call associated with this Conference.

5. Enter the estimated number of participants (up to 125) for the conference.
6. To restrict the number of participants, check this option and enter your desired value.
7. To mute all attendees on entry, check **Mute all attendees on entry**. This helps to prevent distracting background noises from conference participants who will primarily listen to the conference.

Note: Note that participants may unmute themselves after joining the conference, if desired.

8. To end the conference when moderator leaves the conference, check **End conference when moderator departs**.
9. To specify that the conference cannot start without a moderator, check **Moderator required to start conference**.
10. Specify how to announce that a participant has joined or left the conference by selecting **Play Tone, Play recorded name, or No notification**.
11. Select the type of conference:
 - a. One Time – establishes a unique Conference for a single meeting that you may schedule. The Conference is only accessible during the specific day and time scheduled and will expire after the meeting is complete.
 - b. Recurring – establishes a unique Conference associated with a recurring meeting that is only accessible during the scheduled day and time. No warning or notification of when conference is coming to an end. It will just continue until you end the call.
 - c. Reservationless – establishes a Conference that may be used at any time, without any restrictions.



TDS® managedIP Hosted

Meet-Me Conferencing User Guide

12. Specify the conference schedule:

- For a **Reservationless** conference, type the *Start Date* and the *End Date* in MM/DD/YYYY format or click the calendar icon to select the date. You may also select *Never* to prevent expiration of the Conference.
- For a **One-Time** conference, type the *Start Date* in MM/DD/YYYY format. Type the **Start Time** of the conference in HH:MM:SS format using 24-hour (or military) time format (e.g., 3:00 PM = "15:00:00"). Select the Duration time in hours and minutes using the drop-down menus.

13. Click **Save**.

Meet-Me Conference Add

Bridge Name: Sales MMC Bridge

*Title: Department Update Meeting

Account Code:

Estimated number of participants: 10

☐ Restrict number of participants to

☐ Mute all attendees on entry

☒ End conference when moderator departs

☒ Moderator required to start conference

When attendees join/leave: ☒ Play tone ☐ Play recorded name ☐ No notification

Type: ☐ One Time ☒ Reservationless

Schedule

Start Date: 07/01/2015

*End Date: ☒ Never ☐ Date

Cancel Save

14. Click **View** to list your available Conference(s). To determine your Conference ID and Moderator PIN access information, click the **Edit** button.

15. In the *Conference Access*, Conference ID was automatically assigned. This number must be entered by all participants joining the Conference.

16. In the *Moderator Access*, Moderator PIN was automatically assigned. This number must be entered when you are hosting a conference.

Conference Access

Phone Number: 6082102414

Conference ID: 824760

Moderator Access

Phone Number: 6082102414 Start Moderator Client

Extension: 2414

Moderator Pin: 54683040



TDS® *managedIP* Hosted

Meet-Me Conferencing User Guide

Assigning Delegates

As conference Host, you may assign Delegates to any of your conferences. Once assigned, a Delegate will have certain Host privileges for that conference, including modifying the Conference in the *managedIP* web portal and launching the moderator client. The following are characteristics of the Conference Delegates:

- Only other Conference Hosts sharing the same Bridge (telephone number) may be designated as Delegates.
- The Delegate can modify all options associated with the Conference.
- The Delegate cannot delete the Conference or further Delegate the Conference.

To assign Conference Delegate(s):

1. Click **View** for available conferences.
2. Click **Edit** for the Conference you are modifying on the web portal.
3. In the Delegates section of Meet-Me Conferencing screen, search for user(s) you want to designate as delegates. Click **Add** or **Add All** to select the Delegate(s).
4. Click **Save**.

Modifying or Deleting a Conference

1. Click **View** for available conferences.
2. Click **Edit** for the Conference you want to modify on the web portal.
3. Change the desired parameter(s).
4. Click **Save**.
5. To delete a conference, click **Delete** and after step 1 above.

Creating a Custom Conference Greeting

As a Conference Host, you can create a unique Custom Conference Greeting for each of your conferences from your *managedIP* voice portal. This greeting is played to all participants when they join your conference. Once recorded, you can activate or deactivate your custom greeting at any time without a need to re-record it.

You may use the Custom Conference Greeting to welcome participants and provide them any information prior to joining the conference. For example, your custom greeting may state, "Thank you for joining the weekly project meeting regarding our upcoming office move. Please refer to the meeting agenda and project timeline on our SharePoint site sent out prior to this conference to view your assigned tasks and due dates."



TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide

To create a custom greeting:

1. Dial the voice portal from your *managed*IP phone by pressing *00 – enter your passcode, if required
2. Press **3** for the Greetings Menu
3. Press **2** to change your conference greetings
4. Enter the extension of the Bridge Number associated with your conference and press **#**. You may also dial the 10-digit phone number of your Bridge
5. Enter the 6-digit Conference ID associated with the Conference (do not enter the Moderator PIN)
6. Follow the voice portal instructions:
 - a. Press **1** to activate an existing conference greeting
 - b. Press **2** to deactivate an active conference greeting
 - c. Press **3** to record a new conference greeting
 - d. Press **4** to listen to a current conference greeting
7. Hang up

Manage Recordings

As a Meet-Me Conference Moderator (Leader), you have the ability to partially or entirely record all of your conference calls. After recording the call, you can listen via the *managed*IP web portal or download the recording (MP3 format) for up to 30 days before it expires.

To record a Conference Call from your telephone

1. Join conference call by dialing Bridge and entering Moderator PIN.
2. During conference, press “*” for Help, then “5” to hear Recording options:
 - a. Press **1** – Start Recording
 - b. Press **2** – Pause/Resume Recording
 - c. Press **3** – Stop Recording

Note: When pausing and resuming your recording, a single recording and file is created. When you stop a recording and start recording on the same conference, multiple files will be created.










TDS® managedIP Hosted

Meet-Me Conferencing User Guide

To Playback, Download or Delete a Conference Recording

1. Log in to your *managedIP* web portal.
2. Navigate to Meet-Me Conferencing.
3. Click **Listen** to display recordings.
4. Click **Playback** to play and pause conference recording.
5. Click **Download** to download MP3 recording.
6. To delete a recording, check *Delete* and click **Save**.

Meet-Me Conference Recording List						
Conference Title	Bridge Name	Start Time	File Size	Listen		Delete
MMC Conf 2	Sales MMC Bridge	10/29/2014 01:47 PM	50.68 KB			<input type="checkbox"/>
Joe's Conference Call	Sales MMC Bridge	11/07/2014 11:17 AM	82.18 KB		Playback	<input type="checkbox"/>
Joe's Conference Call	Sales MMC Bridge	11/07/2014 11:18 AM	62.07 KB		Delete	<input type="checkbox"/>
Joe's Conference Call	Sales MMC Bridge	11/07/2014 11:19 AM	71.64 KB			<input type="checkbox"/>
Joe's Conference Call	Sales MMC Bridge	11/07/2014 11:38 AM	64.04 KB			<input type="checkbox"/>

Showing 1 to 5 of 5 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Note: Conference recordings will be retained for 30 days and then automatically deleted. Please download if you need to retain them beyond 30 days.

Moderator Client

The Moderator Client is a web-based client that enables you, the leader and moderator of a Meet-Me Conference, to conveniently manage the conference from any web browser. You can moderate only one conference at a time; however, a conference may be managed by several moderators.



TDS® *managedIP* Hosted

Meet-Me Conferencing User Guide

Launch Conferencing Moderator

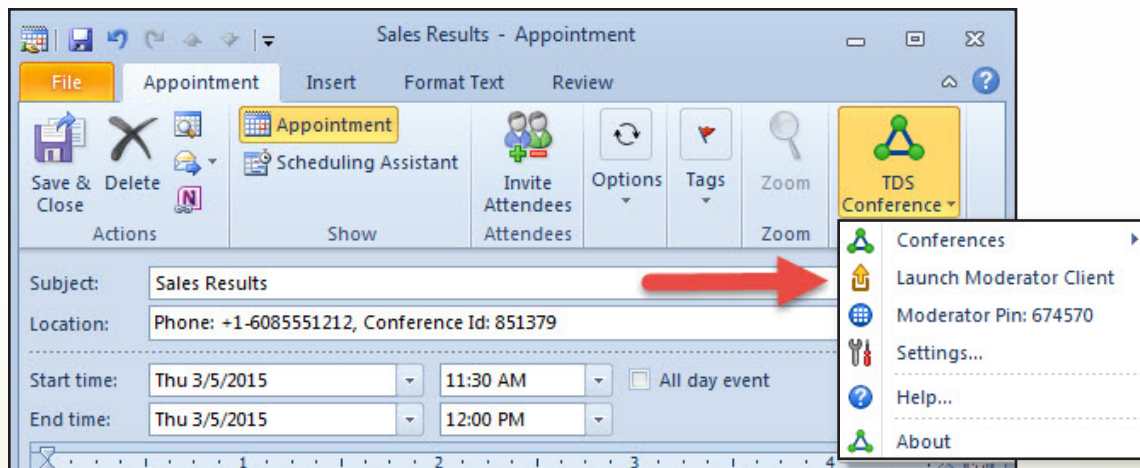
You can launch the Conferencing Moderator client either from the *managedIP* web portal or from the Outlook meeting if you included the conference to moderate in an Outlook meeting (Outlook Plug-In required).

1. Launch the Moderator client from the web portal:
 - a. Log into your *managedIP* web portal
 - b. Navigate to Calling Features / Meet-Me Conferencing
 - c. Select your Conference and click Edit
 - d. Click on Start Moderator Client

Moderator Access
Phone Number: 6082102414 **Start Moderator Client**
Extension: 2414
Moderator Pin: 54683040

Launch the Moderator Client from the Outlook Plug-In:

- a. Open your scheduled Outlook meeting with the conference details.
- b. Click on the TDS Conference button.
- c. Click on Launch Moderator Client.





TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide





Join Conference

1. Click Launch Moderator Client.
2. To join the conference, click the Join Conference Link and enter your number or dial the conference number from your phone.
3. When prompted, enter the required PIN or PINS.

User Interface

The following elements are available from the client's interface:

- **Conference Header Bar** – Displays the moderator information, conference information (such as name, ID, number and security PINS) and contains general controls. It also contains Help and Sign Out links.
- **Global Message Area** – Displays for 10 seconds any information, warning or error message that needs to be communicated to the user.
- **General Controls** – Allow you to perform actions on the conference. They are Lock/Unlock Conference, Start/Pause/Resume/Stop Recording, Lecture Mode, End Conference and Call History.
- **Dialer** – Allows you to add internal participants to the conference.
- **Message History Window** – Lists the last 15 messages that were displayed in the Global Message Area ordered from the most recent to the oldest.
- **Moderator and Participants Lists** – List conference moderators and participants, with their phone number and status:

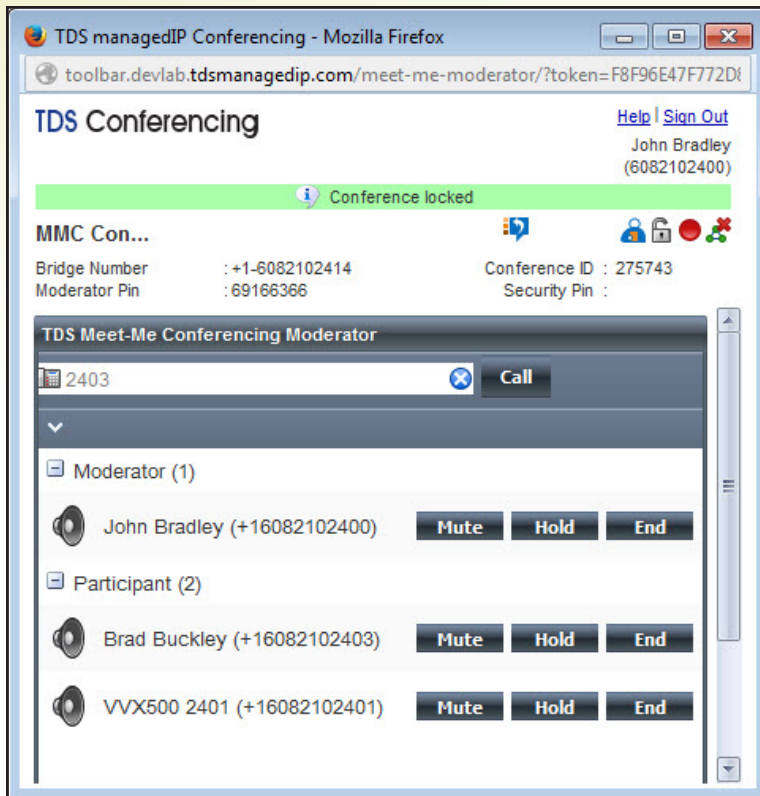
-  Active Talker
-  Muted
-  Unmuted
-  On Hold

- **Action Buttons** – Allow you to perform actions on a selected moderator or participant. The buttons are Mute/Unmute, Hold/Unhold and Drop. In addition, on moderators' rows only, there is Lecture Mode On/Off. These buttons appear when the row for a person is in focus and when the actions they represent can be performed.




TDS® managedIP Hosted

Meet-Me Conferencing User Guide



View Message History

To view recent messages that were displayed in the Global Message Area, click the Message History button . The Message History window appears.







TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide



Turn Lecture Mode On or Off

When Lecture Mode is turned on, new participants are automatically muted upon joining the conference.

- To turn on Lecture Mode, click Lecture Mode . You become the lecturer and the remaining participants are muted.
- To turn off the Lecture Mode, click Lecture Mode again .





Note: In Automatic Lecture Mode, a maximum of 100 participants can be unmuted. Unmuting participants from the Conferencing Moderator enables the users (or Moderator) to unmute the conference, even though the users remain in a muted state. When muting is activated in the Lecture Mode, users are prevented from unmuting their calls.

Lock or Unlock Conference

- To lock or unlock the conference, click Lock Conference  or Unlock Conference  on the Conference header bar. When the conference is locked, no new participants can join the conference.

Start, Stop, Pause, Resume Recording

You use the Start/Stop/Pause/Resume buttons on the Conference header bar to manage conference recordings.

- To start recording, click Start Recording . A confirmation message appears in the Global Message area. The Start Recording button changes to the Pause Recording button and the Stop Recording button appears on the Conference header bar.
- To stop recording, click Stop Recording .
- To pause recording, click Pause Recording . The Pause Recording button changes to Start Recording button.
- To resume recording, click Start Recording . The Start Recording button changes to Pause Recording button.

Note: Participants joining a conference in progress will be notified that the conference is being recorded.

End Conference

- On the Conference header bar, click End Conference.



TDS[®] managedIP Hosted

Meet-Me Conferencing User Guide

Add Participant

This is available if you have enabled individual outdials for the bridge.

Note: Outdialed numbers are limited to extensions within your organization. External numbers may not be outdialed.

- In the Dialer, enter the person's number and click the Call button that appears to the right.

A screenshot of the 'TDS Meet-Me Conferencing Moderator' interface. It features a dark grey header with the title. Below the header is a light grey input field containing the number '2403'. To the right of the input field is a blue button with a white 'x' icon and a dark grey button labeled 'Call'. Below the input field is a dark grey bar with a white downward-pointing arrow.

Mute or Unmute Participant

- Move the mouse over the participant and click Mute or Unmute.

Put Participant on Hold or Resume a Held Participant

- Move the mouse over the participant and click Hold or Unhold.

Drop Participant

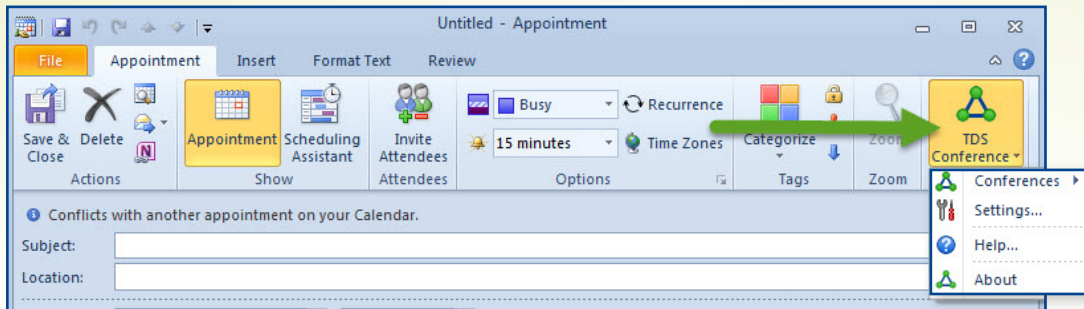
- Move the mouse over the participant and click End. Move the mouse over the participant and click End.



TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide

Meet-Me Conferencing Outlook Plug-in



Installing the Outlook Conferencing Plug-In

To install the Outlook Plug-In, visit the TDS *managed*IP Hosted support site at <http://support.tdsmanagedip.com/hosted> and download the client. Launch the installation and follow the instructions provided.

Configure Your Credentials

The Conferences menu option is disabled until you configure your *managed*IP credentials.

1. Click **Settings**.
2. When User Settings window appears, enter your TDS *managed*IP web portal user name and password. These are also the same credentials used for the Assistant – Toolbar client.
3. Click Advanced link and verify that the Server Connection Information is populated (this information auto-populates for you when you install the TDS Conferencing Outlook Plug-In).
4. Click **OK**.

TDS Conferencing Outlook Plugin Settings

Account Sign-In Information

Username: 6085551212@domain.net

Password: [Redacted]

Service Connection Information

Host Address: toolbar.tdsmanagedip.com

Host Port: 2208

Moderator client url: http://toolbar.tdsmanagedip.com/m

[Hide Advanced](#) [OK] [Cancel]



TDS® *managedIP* Hosted

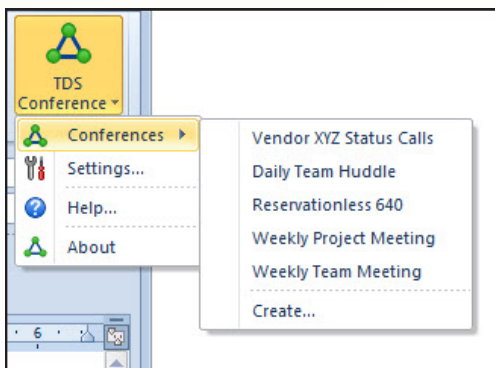
Meet-Me Conferencing User Guide

Login Process

You do not have to manually log in to the Meet-Me Conferencing Outlook Plug-In. If you configure your credentials, the Plug-In logs you in as soon as you open a meeting. If the login fails (e.g., your credentials are entered incorrectly), the conference icon is grayed out.

View Conferences

To view conferences for which you are a host or delegate, select Conferences from the TDS Conferencing Outlook Plug-In. To view more details about your conferences, log in to your *managedIP* web portal.



Create A New Conference

You must have access to a Conference bridge to be able to create a Meet-Me Conference from Outlook.

Note: Your *managedIP* Administrator must assign you as a conference Host for each conference bridge you must access. Only scheduled conferences may be created in Outlook specific to the time schedule of the meeting you are scheduling. To include Reservationless conferences in your scheduled meeting, create the Reservationless conference first in the *managedIP* web portal.

1. In the Conferences view menu (see above), select **Create**.

Create a new conference

Bridge name: MMC 645

Conference name: Review Project Issues

Account code:

Estimated number of participants: 10

☐ Mute all attendees on entry

☒ End conference when moderator depart

☒ Moderator required to start conference

☐ Security PIN

When attendees join/leave:

☒ Play tone

☐ Play recorded name

☐ No notification

OK Cancel



TDS® managedIP Hosted

Meet-Me Conferencing User Guide

2. Enter the required information. For details, see *Add Conference* section in this User Guide.
3. Click **OK**. The conference is created and the meeting invitation is populated with conference information.

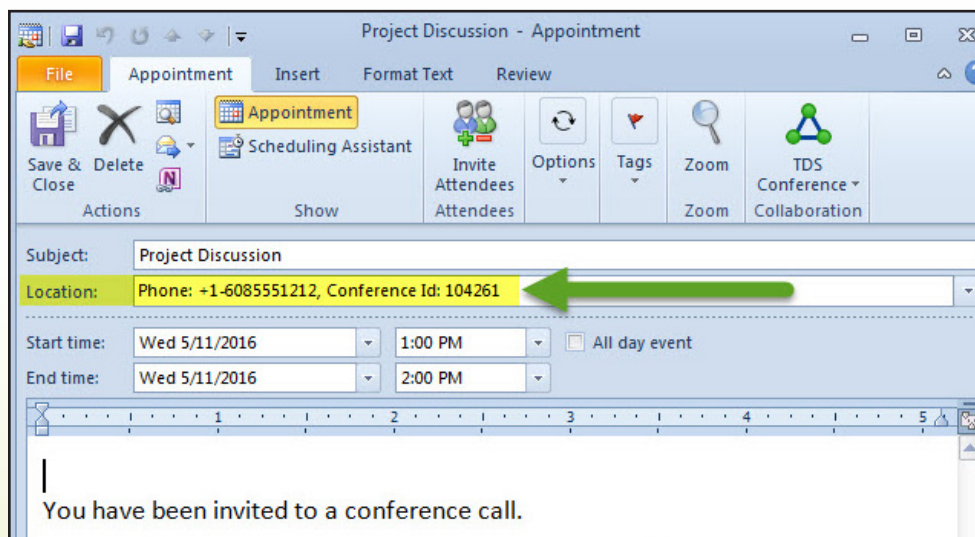
Include a Reservationless Conference in Meeting

Although you are unable to create a new Reservationless conference from Outlook, you may include an existing one in your scheduled meeting.

While scheduling a meeting in Outlook, from the TDS Conferencing menu, click Conferences, and then select an existing Reservationless conference from the list.

The body of the Outlook meeting invitation is populated with the conference invitation text. The text includes:

- Phone number of the bridge and Conference ID.
 - Though displayed as a 10-digit phone number, the participant may dial the associated extension number for the bridge if dialing from within your Enterprise.
 - The Conference ID is a six-digit code that must be entered by all participants when joining the conference.
 - The Moderator Pin is not displayed here, but may be obtained by clicking on the TDS Conference button with the Outlook meeting open.
- Security PIN is not supported at this time.
- The "Location" Field of the Outlook meeting will auto-populate with the phone number and Conference ID of the scheduled conference. You may either leave this information intact, or replace it with other information.





TDS® *managedIP* Hosted

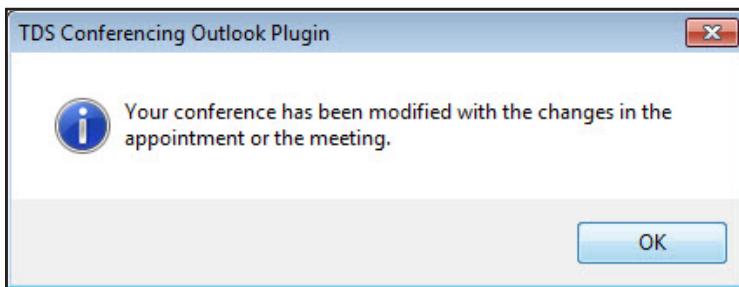
Meet-Me Conferencing User Guide

Managing a Conference

If you desire to manage your conferences, including creating Reservationless conferences, modifying existing conferences, assigning delegates, or deleting conferences, please access the Meet-Me Conferencing function in your *managedIP* web portal described in this guide.

Outlook Integrations

- When scheduling a meeting or recurring meeting with the Outlook Conferencing Plug-In, note the following:
 - Scheduling a new meeting or recurring meeting will create a new scheduled or recurring conference that corresponds to your scheduled meeting.
 - If you update your scheduled meeting in Outlook, the scheduled Conference will automatically update to correspond to your Outlook update.
 - When you delete an Outlook meeting that has a scheduled Conference, the Conference will be automatically deleted.
 - If the meeting is recurring and you delete one occurrence or if the conference is Reservationless, the conference is not modified.
 - These interactions require that you are logged in to the TDS Conferencing Plug-In while these Outlook functions are performed.
- Upon successful modifications of your Conference, you will see a dialog box that confirms your change(s):



TDS Conferencing Menus & Commands

Telephone keypad conference control commands are available to both moderators and participants.

Moderator Menu

You can invoke the Conference menu at any time during the conference by pressing “*”. Only you hear the menu, while other participants continue talking in the conference; however, you do not hear the conference while invoking a command.



TDS[®] managedIP Hosted

Meet-Me Conferencing User Guide

The following functions are available to moderators through the keypad menu:

- * - Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute or unmute this line
- 2 – Participant count, followed by roll call (when “play recorded name” option is selected)
- 3 – Turn on or turn off Lecture Mode
- 4 – Lock or unlock conference
- 5 – Recording submenu
 - 1. Start Recording
 - 2. Pause/Unpause Recording
 - 3. Stop Recording
- 6 – Invite a new participant by calling the participant’s extension
- 8 – End conference
- # - Turn off music-on-hold or To return to the conference

Participant Menu

Control functions are also available to conference participants (who are not moderators) and are accessible via a telephone keypad menu. You can invoke the menu at any time during the conference by pressing “*”. Only you hear the menu, while other participants continue talking in the conference.

The following functions are available to participants through the telephone keypad menu:

- * - Repeat the menu options
- 0 – Transfer to Operator
- 1 – Mute or unmute myself (toggle)
- 2 – Participant count, followed by roll call (when “play recorded name” option is selected)
- 9 – Log in as moderator
- # – Turn off music-on-hold or To return to the conference



TDS® *managed*IP Hosted

Meet-Me Conferencing User Guide

Notes

If you do not want to listen to the menu, you can invoke an option by pressing "*" followed by the digit(s) for the option you want. For example, you can press "*0" to be transferred to the operator. If you enter any other digit, you are returned back to the conference.

Log in as Moderator

When a participant invokes this option, they are asked for the moderator PIN. If the PIN is correct, they become a moderator and can execute moderator commands. A moderator may immediately join the conference as a moderator by entering their moderator PIN instead of the Conference ID.

Mute/Unmute

A participant can only mute or unmute their own line. If a moderator has muted a participant's line, the participant cannot unmute it.

Music-on-Hold

The first participant (or moderator) to join a conference will hear music until the second party joins the conference. To disable this music, a moderator or participant may press "#".

Also, if any participants within your Enterprise place an active conference on hold, the system will automatically disable the music to prevent distraction to the conference.

Note: If the Moderator placing phone on hold, the music is not disabled.

Transfer to Operator

This function disconnects you from the conference and transfers you to a phone number defined by your *managed*IP Administrators for the conference bridge.

Additional Support

- Contact the *managed*IP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources