

# Audio Console

## Getting Started – Accessing the Audio Console

1. Open your preferred browser and log onto <https://dashboard.conferencegroup.com/Dashboard.aspx>
2. (Note: the Audio Console works best in Firefox, Google Chrome, Safari and IE10 browsers)
3. Log into your Customer Dashboard Account. If you do not have a Dashboard Account, click “Register Now” to set one up.
4. Click the “Launch Audio Console” link from the Customer Dashboard to start managing your call.

Accessible via the Customer Dashboard, the Audio Console allows you to control a conference in progress via a secure web interface. This User Guide describes the steps involved to use this tool.

**Questions? We are here 24/7 to help.**  
**Call (877) 709-8255**  
**Email [csr@conferencegroup.com](mailto:csr@conferencegroup.com)**

## Placing & Starting a Call

1. Select the conference from the “My Conferences” dropdown for which you want to view and/or manage. (Scheduled conferences will not show up in the dropdown until 10 minutes before their scheduled start time. Operator Assisted and Operator Assisted Plus conferences will be accessible 25 minutes before their scheduled start time.)

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2. Once attendees (both Leaders & Participants) are in the conference they will appear in the Audio Console display. Conference Attendees can join the call by:
  - Calling into the conference using the Dial-in Access # and the Passcode provided.
  - Being “called-out” to via the Contacts Panel. (Note additional charges may apply). See Dial Out Section for instructions.
3. Click “Start Call” to initiate or start your call. This will stop the Hold Music, if it is playing, and all attendees will be able to listen and/or talk into the conference. (Note: Calls are billed based upon the time they are connected into the conference, not the time you start the call.)

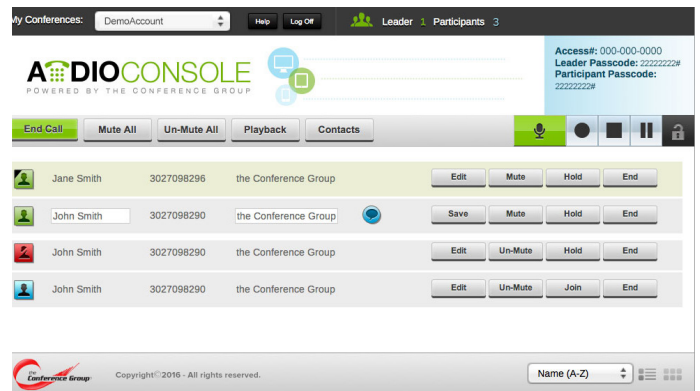


Figure A. Audio Console w/Call in Progress

**Note:** A Participant List is displayed when a Leader logs on to the Audio Console. (Figure A)

## Contacts - Dial Out

From the Contacts panel you can Dial Out to conference attendees (both Leaders and Participants). Your contacts can be uploaded via a CSV file or manually entered one at a time. You can also Dial Out to your entire contact list, or to one contact at a time. (Figure B)

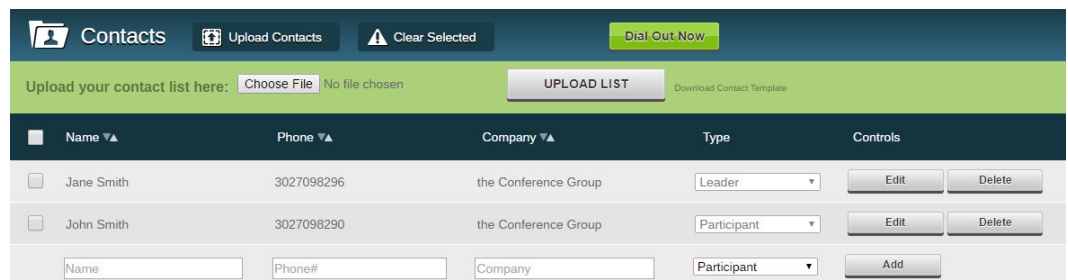


Figure B. Contacts & Dial-out

**Note:** Your Contact List will be saved and stored for future calls. Contacts will remain in the list until they are manually deleted.

## Start a Dial Out

Note: A signed Leader Dial-Out Authorization Form is required. (For more information, you may contact [support@conferencegroup.com](mailto:support@conferencegroup.com).)

1. Enter and/or Upload (see upload instructions below) your contact list into the Dial out section.
2. Check the box next to each contact in your list that you would like to connect. Note: Select the checkbox at the top of the Contact List to “select all” of your contacts. (**Note: A maximum of 10 Contacts may be called out to**)
3. Click “Dial Out Now” to start.
4. Click “Return to call” once the Dial Out has been initiated.

## Uploading Contacts from a CSV file (this feature is NOT available for smartphone or tablet devices)

To save time you can upload your contacts via a CSV file. Download the sample CSV file and open it in Excel or your text editor. Follow the format provided to setup your list for upload.

1. Select “Choose File” to locate your CSV file on your computer.
2. Select your file to upload.
3. Click “Upload”.

## Audio “Playback”

The Audio Playback feature allows you to playback a prior recorded conference into a live conference call.

- 1) Click “Playback” to open the Audio Playback Panel. (Figure C)
- 2) Select the recording you would like to playback from the dropdown list of available recordings.
- 3) Use the Playback control buttons to begin playing the recording. **NOTE: Initiating Playback will STOP recording IF you currently have it in progress.**

**Note: Only recording within the last 7 days will be available for Playback. It may take up to 20 minutes for a newly recorded file to become available for Playback)**



Figure C. Playback Controls

## Recording a Conference



### Start a Recording

Press the record button to start a recording. The button will turn red and conference attendees will hear a voice prompt that the Recording feature has been activated.



### Pause a Recording

Toggle the pause button to pause and un-pause a conference recording.



### Stop a Recording

Press the Stop button to end a recording. Note: You will not be able to start another recording until your next call.

### Access a Recording

Recordings will be available 7 days for “Playback” via the Audio console and 30 days on the Customer Dashboard.

***See the Customer Dashboard instructions on downloading a recording.***

4. View uploaded contacts in the contact list.

## Attendee Controls

Each call attendee (both Leaders and Participants) has individual controls associated with their line. With a simple click you can enter attendee's Contact information as well as Mute, Hold or Disconnect their line. (Figure D)



Figure D. Attendee Display

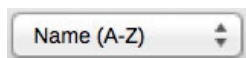
- Edit** Edit an Attendee's information. This makes it easier to keep track of who's who on the call.  
*Note: The "Name" field will display on the call detail report as well as an attendance report.*
- Mute** Disable an Attendee's microphone.  
*Note: They will still be able to listen to the call.*
- Hold** Disable an Attendee's microphone and speakers. This allows for private conversations between others on the call.  
*Note: Those on hold will hear music during this time.*
- End** Disconnect an Attendee from the conference.  
*Note: This can NOT be undone.*

## Attendee List Display Options

Choose between a grid and table view to graphically display your attendee list and sort your list according to Name, Phone Number or Company.

### Sort

Select Name, Phone or Company from the Sort Dropdown to filter your attendee list.



Grid List

### List/Grid Display Options

Toggle between a list and grid displays

## Icons & Notifications

See the icons below to properly identify notifications, attendees and alerts during your conference.

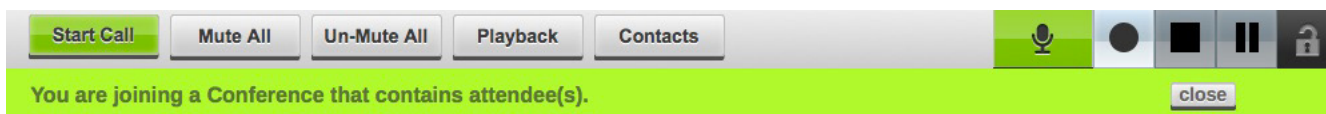
- Leader
- Participant
- Muted
- On Hold
- Active Talker (Indicates who's currently talking)
- Raised Hand (Indicates this participant has a question or comment)

## Hand Raising

- Participants can alert their conference leader when they have a question or comment by pressing star one (\*1) on their telephone key pad.
- When \*1 is pressed by a participant a hand will appear in the details on the attendee list. This lets the leader know there is a question or a comment without interrupting the call.
- Participants can "lower" the hand by pressing the pound (#) key.

## A Note About Scheduled Calls Without A Leader Code

When using Audio Console with a conference that does not have a leader code some of the tool's functionality will be limited. Not having a leader code disables the use of full conference functions including; Start Call, Mute All, Un-Mute All, Playback, Lecture, Record, and Lock. (If you wish to have access to these functions please request a leader code when scheduling your conference.)



Note-When you have a conference without a leader passcode the message "You are joining a conference that contains attendess(s)" stays displayed and slowly blinks the entire duration of the call.

The screenshot displays the Audio Console interface. At the top, it shows 'My Conferences: DemoAccount' with a dropdown arrow, 'Help', and 'Log Off' buttons. A status bar indicates 'Leader 1' and 'Participants 3'. The main header features the 'AUDIO CONSOLE' logo, 'POWERED BY THE CONFERENCE GROUP', and a list of access codes: 'Access#: 000-000-0000', 'Leader Passcode: 22222222#', and 'Participant Passcode: 22222222#'. Below this is a row of buttons: 'End Call' (1), 'Mute All' (2), 'Un-Mute All' (3), 'Playback' (4), and 'Contacts' (5). To the right are icons for microphone (6), mute (7), and lock (8). A 'PLAYBACK' section (11) includes a 'Select a Conference:' dropdown showing '01:17:05 AC123456' and playback controls. The main area (12) is an attendees list with columns for name, phone number, and group, and buttons for 'Edit', 'Mute', 'Hold', and 'End'. The bottom footer shows the 'the Conference Group' logo, 'Copyright © 2016 - All rights reserved.', a dropdown for 'Name (A-Z)' (13), and a grid/list toggle (14).

**1 Start/End Call**

Click "Start Call" to initiate or start your call. This will stop the Hold Music, if it is playing. Click "End Call" to end your call (Note: This will hangup everyone in the call).

**2 Mute All**

Mute ALL attendees in the conference (Note: ALL Leaders & Participants will be muted).

**3 Un-Mute All**

Un-Mute ALL attendees in the conference (Leaders & Participants will be un-muted).

**4 Playback**

Opens the Playback Panel from which you can "playback" audio recordings of a previous conference.

**5 Contacts**

Opens the Contacts Panel and Dial Out Section. From here you can upload and save conference call attendees and Dial Out to one or more attendees from your contacts list.

**6 Lecture Mode**

This feature can be toggled on and off. Participants are placed into a "listen only" mode where only the leader(s) can be heard.

**7 Recording**

A Recording can be started anytime during the conference. There is also the ability to Pause and/or Stop the recording. (Note: If a recording is stopped prior to the end of the call it can NOT be restarted until the next call.)

**8 Lock Conference**

When initiated this feature prohibits further entry of any new Participants into the conference. *Note: If you choose to record your call, this feature can ONLY be initiated AFTER a recording has been started and must be release BEFORE recording can be stopped.*

**9****Conference Selector**

A full list of active Conferences will be listed here. You may switch accounts while monitoring a live call.

**10****Attendee Count Display**

View the number of Leader and Participants in your call.

**11****Playback Panel**

Toggled on and off by the Playback button. See "Playback Instructions" for details.

**12****Attendees Panel**

View all attendees as they enter and exit the call. From here you can edit Attendee information and control participation.

**13****Attendee Sort**

Sort your Attendee list by Name, Phone Number or Company.

**14****Attendee Grid/List Display**

Control how you display your attendee list. You can choose from a Grid or List (default) view.