

# Microsoft® Office Live Meeting Handout for Organizers: Configuring Telephone & Audio Conferencing

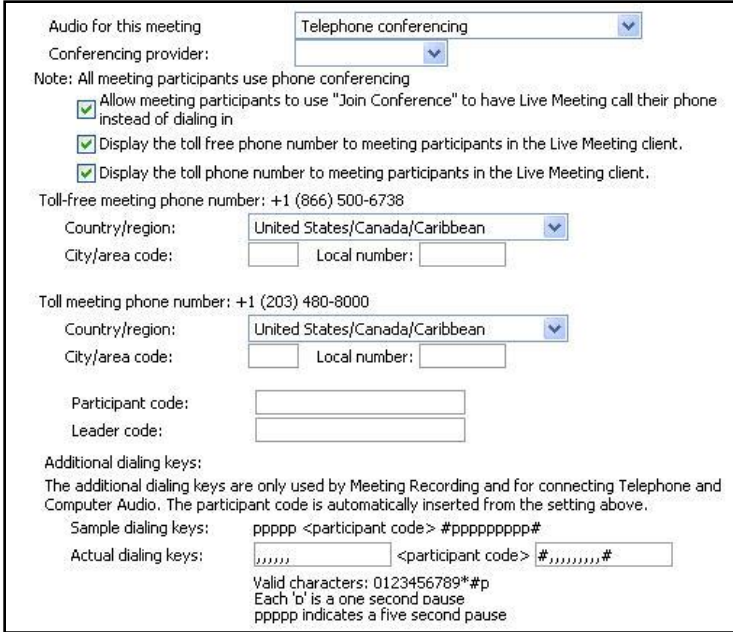
## About Telephone Conferencing

1. To use Microsoft® Office Live Meeting phone conferencing, you'll need a **phone conferencing account from your service provider**. To **configure your audio settings** you'll need the following:
  - Conferencing provider name
  - Access phone numbers
  - Leader and participant codes
2. Any special dialing keys that the Live Meeting service must use to call the conferencing provider automatically. These dialing keys are required to use Telephone and Computer Audio and to record meetings.
3. If you do not have a phone conferencing account, you must get one from your conference call provider before you can proceed. If you do not know who your conference call provider is, contact your Live Meeting account Administrator.
4. In order to use **Computer Audio**, the meeting attendees must have a PC, sound card, microphone, and speakers or a headset.

## Enable Telephone and Computer Audio Features

1. On **My Home** page, under **Meet**, click **Schedule Meeting**.
2. Click **Meeting Options**.
3. On the **Meeting Options** page, click **Audio**.
4. Under **Setup**, in the **Audio for this meeting** list, select **Telephone and computer audio conferencing**.
5. In the **Conferencing provider** list, select your conferencing provider. This will allow you to use the Join Conference feature from the Live Meeting client or to have Live Meeting call your phone instead of dialing in to the conference.
6. Select the phone conferencing options you want to enable.
7. Scroll down and enter the **correct Toll-free and Toll meeting phone numbers** for your phone conferencing account.

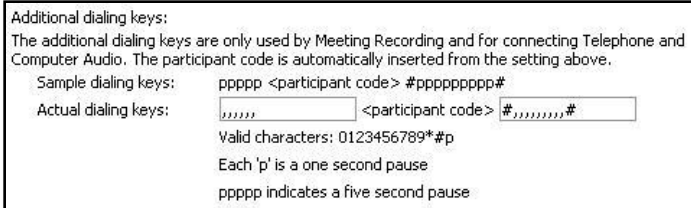
## Live Meeting Phone Conferencing Setup Options :



The screenshot shows the 'Live Meeting Phone Conferencing Setup Options' dialog box. It has two sections for 'Toll-free meeting phone number' and 'Toll meeting phone number'. Each section includes a dropdown for 'Country/region' (set to 'United States/Canada/Caribbean'), input fields for 'City/area code' and 'Local number', and checkboxes for 'Allow meeting participants to use "Join Conference"', 'Display the toll free phone number', and 'Display the toll phone number'. Below these are fields for 'Participant code' and 'Leader code'. At the bottom, there are 'Additional dialing keys' fields with sample and actual dialing key patterns, and a list of valid characters and pause indicators.

8. Enter the **Participant code** and the **Leader code** assigned to your phone conferencing account.
9. Enter **any Additional dialing keys** required for automatically dialing your conferencing provider and joining a phone conference.

In the first Actual dialing keys box, each “p” creates a one-second delay, allowing Live Meeting to pause for the phone conferencing prompts to finish, such as “Please enter your participant code followed by the pound sign.” Live Meeting then sends the participant code. Type any dialing keys that should follow the participant code in the second Actual dialing keys box.



This screenshot shows the 'Additional dialing keys' section of the dialog box. It includes the same explanatory text as the previous screenshot, followed by a 'Sample dialing keys' field with the pattern 'ppppp <participant code> #ppppppppp#', an 'Actual dialing keys' field with a similar pattern, and a list of valid characters and pause indicators.

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10. Click **Save As Default** to save the current meeting options as the defaults for future meetings.



11. To close the **Meeting Options** page, click **OK**. Or, click **OK** to set the meeting options for the current meeting and close the Meeting Options page.

## Connecting the Console to the Audio Bridge from within the Live Meeting Console

1. Open the **Voice and Video** pane.
2. Inside the **Voice and Video** pane click **Connect Telephone and Computer Audio**.
3. Verify conference call numbers and passcode are correct.
4. Click **Done**.

**NOTE:** These numbers are configured in your meeting options. Click **Connect**.

**NOTE:** You should hear the Live Meeting Console connecting to the conference bridge from your computer speakers.

- **Allow meeting participants to use "Join Conference" to have Live Meeting call their phone instead of dialing in:** Select this option so meeting participants can click *Join Conference* in the Live Meeting client to have the conferencing service call their telephone, rather than dialing in to the conference call themselves.
  - **One-way Internet Audio Broadcasting (IAB):** IAB provides a one-way audio broadcast from the presenter over the Internet, which enables attendees to hear the audio through their computers. The presenter's Audio Video pane will automatically join the computer audio (VoIP). They must still join the conference call and connect the console to the conference bridge.
  - **IAB vs. VoIP—Understanding the difference:** Computer Audio or VoIP is two-way audio. IAB allows the attendee to hear but not talk during a conference, whereas VoIP allows the attendee both to listen and to talk.
- NOTE:** Click One-way Internet Audio Broadcasting if you only want the meeting attendees to be able listen to the audio using their computer and not to speak.
- **Display the toll free phone number to meeting participants in the Live Meeting Console:** Select this option to display the toll-free phone number that you are using in the Voice & Video pane or Meeting Information pane for all meeting participants to see.
  - **Display the toll phone number to meeting participants in the Live Meeting Console:** Select this option to display the toll number you want to display in the Voice & Video pane or Meeting Information pane for all meeting participants to see.

# Microsoft® Office Live Meeting Handout for Presenters: Managing Telephone & Computer Audio Conferencing

As a **Presenter**, use **Telephone and Computer Audio Conferencing** if you want to give meeting attendees the option to use their telephone to dial in to the audio portion of the meeting or connect to the audio using their computer.

Depending on how the meeting organizer has set up the meeting, you can communicate with the other attendees either through your computer or through a telephone conference call.

1. If the meeting uses **Computer Audio**, you can connect to the meeting and use your computer's speakers and a microphone, or you can use a headset with a microphone.
2. If the meeting uses **Telephone Conferencing**, you can have the conferencing service call you, or you can use your telephone to dial into the conferencing service.

**TIP:** To ensure that your speakers work properly, use **Set Up Audio and Video** after you first connect to the meeting by pressing **CTRL + T**. (You can also access the setup options in the **Voice & Video** pane by clicking **Options**, and then clicking **Set Up Audio and Video**.) Follow the instructions in the wizard to specify and test your speakers, microphone and webcam.

## Connect to Computer Audio

1. Connect **speakers** to your computer to listen to the meeting. If you plan to talk in the meeting, connect a **microphone**. Alternatively, you can use a headset with built-in earphones and microphone.
2. Audio should be on by default. If audio is not on, click **Voice & Video** to open the Voice & Video pane, and then click **Join Audio**.



**NOTE:** When you first join a meeting as a participant you can hear the meeting audio, but your microphone is muted. If you want to speak during the meeting, remember to un-mute your microphone first.

## Call Me Option

A participant may also connect to telephone conferencing by having the conferencing service call him or her.

1. Log on to the meeting as a Presenter. Click **Voice & Video** on the menu bar to open the pane.
2. Click the *down* arrow next to the **Join Audio** button, then click **Call Me**.



3. If this is the first time you have joined a telephone conference or if you want to be called at a different number, use the **New Phone Number** and enter your area code and your phone number.
4. In the **Enable Call Controls** dialog box, if you are a participant, click **Join**. If you are the conference leader, select the **Leader** radio button, type the leader or PIN code, and then click **Join**.

**NOTE:** The Leader Code is provided by your Live Meeting Organizer.



# Microsoft® Office Live Meeting Handout for Presenters: Managing Telephone & Computer Audio Conferencing

## Connect to Telephone Conferencing by Dialing into the Live Meeting Service

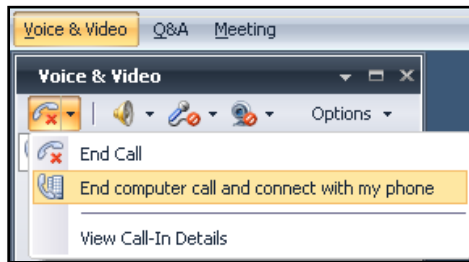
1. Click **Voice & Video** to open the Voice & Video pane.
2. Click the *down* arrow next to **Join Audio**.
3. Click **View Dial-In Details**, and then use your telephone to dial the numbers listed.



## Connect to Computer Audio and Telephone Conferencing During a Meeting (Hybrid Audio):

1. Join the meeting as a **Presenter**.
2. If you are automatically connected to computer audio, click **Voice & Video**. In the **Voice & Video** pane, click the *down* arrow next to the phone icon, then click **End call and connect with my phone**.

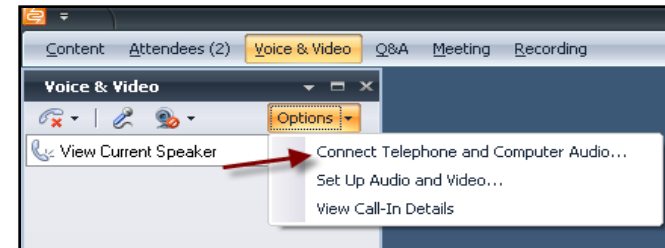
**NOTE:** If this is the first time you have joined a telephone conference, the **New Phone Number** dialog box will appear. Type your area code and your phone number, and then click **OK**.



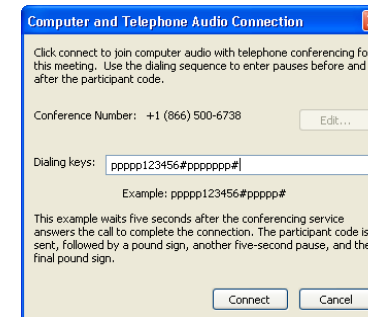
3. In the **Enable Call Controls** dialog box, if you want to activate the telephone conference, select the **Leader** button, type the leader code, and then click **Join**. Attendees can select the **Participant** button, and then click **Join**.

4. In the **Voice & Video** pane, click the **More (>>)** button if necessary, click **Options**, and then click **Connect Telephone and Computer Audio**.
5. In the **Dialing keys** text box, type the participant code along with any necessary pauses and additional characters. A one-second pause is represented by a “p.” For example, entering `ppppp123456#ppppp#` does the following:

- Pauses for 5 seconds after the conference center telephone number is dialed.
- Sends the participant code 123456 and a pound sign (#).
- Pauses 5 more seconds (for example to allow a user to speak his or her name) and then sends another pound sign (#).



7. Click **Connect**. All participants will be able to hear and talk with each other, whether they are using **Computer Audio** or **Telephone Conferencing**.



**NOTE:** Successful connection of computer and telephone audio may take approximately 30 seconds to establish while the conferencing provider confirms additional dialing keys.