

## Conferences Panel



A **conference bridge** acts like a *device* such as a user's phone or soft phone. It can be the single device of a user or it can be one of multiple devices belonging to a user. However, a user must be created before adding a conference. Typically, a special user and dedicated number (DID) will be assigned to a conference bridge or bridges. This allows the user to manage a conference without interrupting normal communication. Additionally, a dedicated conference *user device* can be shared with other users.

Click on **Add Conference** to add a conference bridge.

**Dedicated** and **Owned** are the new conference types to distinguish dedicated conferences and user owned conferences. The **Dedicated** Conference type is a standalone conference with its own unique extension. The **Owned** Conference type is a user owned conference that will be accessible through the user's portal. **Owned** Conference type allows for basic users to monitor and edit their own conference bridge.

### Definitions

- **Dedicated Conference Bridge** is a type of conference bridge that has its own extension.
- **Owned Conference Bridge** is a type of conference bridge that is owned by a user.
- **Direct Dial** is an option for an Owned Conference Bridge and allows for on-net dialing directly into the conference bridge.

### Rules

- If type Dedicated Conference Bridge is selected and the desired extension already exists, the conference will override the "Forward Always" rule for that extension and direct it to the conference bridge.
- Direct Dial must be set for an Owned Conference Bridge to be dialed directly like a user extension.
- Owned Conference Bridge type must be chosen for the conference bridge to appear in the owner's user portal.
- Choosing the Dedicated Conference Bridge type is best for when you want a shared conference bridge that many can use. This Conference is managed by an Office Manager scope or higher.
- Choosing the Owned Conference Bridge type is best for when you want a conference bridge for an individual user. The owner can then manage the participants and settings from their user portal.
- Once an extension is assigned to a conference bridge it cannot be changed.

### Procedure

The Manager Portal allows you to configure two types of conference bridges: Dedicated Conference Bridge and Owned Conference Bridge. The type can be chosen in the Manager Portal.

### Configure a Dedicated Conference Bridge

1. In the Manager Portal from the Office Manager view navigate to **Conferences**.

2. Click the **Add Conference** button. This will load a modal box to add a conference bridge.
3. Enter a name for the conference bridge.
4. Under the Type heading, **Dedicated** conference bridge should already be select. If not, select the **Dedicated** conference bridge option.  
The modal box should look like the following:

5. After selecting the **Dedicated** conference bridge type, the Extension field should be available to edit.
6. Enter an extension. If the extension already exists, this will override the extension's "Always" forward rule and forward to the conference bridge instead.

**Note:** For Dedicated conference bridges please use the 7000 ranges

7. Continue filling out the rest of conference details.
8. Click the **Save** button.

You will need to enter a name and owner for the Conference. The **PIN options** are not required but can be used to limit who can and cannot enter the call (participant PIN) or to invoke special mid-conference actions (leader PIN). The **minimum participants to start** option decides how many people need to be present to begin the call; i.g, until the number is reached all participants will hear music on hold if the conference owner has uploaded it. The last few options may require a leader to log in before the call can begin or prompt participants for their name which can be played when they arrive or depart.

## Configure an Owned Conference Bridge

1. In the Manager Portal from the Office Manager view navigate to **Conferences**.
2. Click the **Add** button. This will load a modal box to add a conference bridge.
3. Enter a name for the conference bridge.
4. Under the Type heading, select the **Owned** conference bridge option. This will show the Owner and Direct Dial fields.

The modal box should look like the following:

**Add a Conference** [X]

Name:

Type:  Dedicated conference bridge  
 Owned conference bridge

Owner:  **New** Note: Owner cannot be changed

Direct Dial:

Direct Phone Number:

Leader PIN:

Participant PIN:

Max Participants:  (Unlimited, 50, 99)

Minimum participants to start:

Options:  Require a Leader to start  
 Prompt all participants for their name  
 Announce participant arrivals/departures

5. Enter the extension of the desired owner.
6. It is required to enter a number into the **Direct Dial** field. This will allow someone to dial the conference bridge like they would with an extension. You can use a no-existent 7000 range number as a direct dial.
7. Continue filling out the rest of conference details.
8. Click the **Save** button.

The conference bridge needs an answering rule that pushes calls into the bridge via the conference owner. Navigate to the **user / conference owner** and click on **Answering Rules**.



Inside the **Edit Answering Rule** screen: Click in the 'Always' check box and start typing in the text box. A drop down will appear. Click on the conference that belongs to the user / conference owner (Conference - User Name (User) ). Remember to click on the blue save button.

### Edit Answering Rule ✕

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Time Frame   
This is when your answering rule will apply

**Enabled**

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Do not disturb

Call screening

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**Call Forwarding**

Always

When busy

When unanswered

When offline

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Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

+

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Just ring user's extension

Once the Conference bridge has been added the following will be seen on the Conferences page. Clicking on the number in the Participants column will show the active participants during a conference.

Name ▲	Owner	Participants	Minimum to Start	Leader Required	Request Name
Test Conference Bridge	1011	0	2	×	✓

[Add Conference](#)

### Extras:

Once a Conference is active, you can click on the Participants to monitor and see who has joined. You can also add an external participant to join on-demand by entering the phone number on the bottom and clicking the + sign. This will call the number dialed and join them in the live conference.

#### Participants in sales conference

Name	Number	Leader	Status	Duration
There are no participants in this conference.				

Enter a number to add participant  [+](#) [Close](#)