

# OfficeServ™ Meet-Me Conference User Guide

This document was designed to teach you how to use the Samsung OfficeServ<sup>™</sup> Meet-Me Conference features. It contains step by step instructions on how to logon to the conference website, how to schedule a conference call, how to cancel a scheduled conference, how to invite attendees to participate in a conference, how to send e-mail invitations, how to join a conference call, how to manage a conference call, how to download and play a recorded conference call, and how to use the paging feature.

## How to Logon to the Conference Scheduler Website

1. Access the OfficeServ Conference Website by typing the URL below in your browser.

#### http://XXX.XX.XX.XX/pwp/

XXX.XX.XX = IP address of your telephone system. <u>Contact your System Administrator or</u> <u>Samsung Authorized Partner to obtain this information.</u>

- 2. You will be prompted to upgrade your JAVA program. Please complete this step before proceeding.
- 3. The OfficeServ Conference Logon page displays.

	Conference Manager Station Password Save Station Number Dave Station		
Message [None]	[ V1.00a 2010.12.31 ]	[ None ][ None ]	Jan 14, 2011 1:36:43 PM

4. Enter your phone extension number in the **station number**, and your phone extension password in the **station password**. Click on the **Login** button.

**NOTE:** Contact your System Administrator or your Samsung Authorized Partner to obtain this information. The default password is 1234.

The **Scheduler** page displays.

								💿 <u>L</u> ogout
Office Serv Conference	e Manager							
	Card   54 67	Welcome (6740)					Deteil	Grants
Scheduler							Detail	Create
Scheduled Conference(s)	< Thi	s Week >		Jan 10, 20	11 ~ Jan 14, 201	1	Workda	ay 🔾 All Day
Scheduler History	Jan 3th AM 00	10 (Mon)	11 (Tue)	12 (Wed)	13 (Thu)	14 (Fri)	-	<b>_</b>
My Scheduler	07						-	
Active Conference Status							-	
	08						-	
	00						-	-
	AM 00						-	
	09						-	=
	AM 00						-	
	10						-	
	10						-	
	AM 00						-	
	11						-	
	PM 00						-	
	10							
	12						-	-
Message [ 105.52.21.37	1	,	[ '10.12.31 V4.53a ]		[	OfficeServ 7400 ] [	USA ] Jan 14, 20	11 1:36:14 PM

# How to Schedule a Conference Call

- 1. Click on the **Scheduler** menu option.
- 2. Moving the cursor over a selected time shows how many ports are available at any given time. Number of ports determines how many attendees can participate in a conference.

**NOTE:** The Recording and Paging features use a port each. For example: if you are planning a conference for 5 attendees, you will require 7 ports (if the Recording and Paging features are enabled).

3. Click on the **day and time** you would like to schedule a conference. Drag the mouse over the time to extend the duration of the conference.

**NOTE:** Past days of the week are displayed in red. The system only allows conferences to be scheduled in the future. The Create button is grayed out for past times.

4. Click on the Create button. The Conference Reservation Form displays.

Conference Res	ervation Form	2
Card	C1-S7	
Date	Jan 14, 2011	
Subject		
Conference ID		Check
Duration	15:30 💌	~ 15:45 💌
Repeat	Once	⊖ Weekly
# of Attendees		Available Channel: 24
Owner	6740	
Attendee List	Select	
	Send Invitation Email	
Password		
Options		
Early Entrand	e Recording	Paging
Greeting Prompt		Upload
		Submit Cancel

- 5. Enter the following information in the provided fields.
  - Conference Subject: Enter a conference description.
  - Conference ID: Enter a Conference ID (3 digits, ex 100).
     Click on the Check button to verify its availability. If the Conference ID is not unique the system provides the next available number.
  - **Duration:** Enter the **Start** and **End** time of the conference. The system does not allow users to schedule conference times past the current system time.
  - Repeat: Set the recurrence pattern for this conference (Once/Daily/Weekly).
     If you select 'Daily' the end date can't exceed 7 days from the start date. If you select 'Weekly', the end date can't exceed 28 days from start date. For example: If you set up a conference every Monday (weekly) the system allows you to repeat this conference 4 times. If you set up a conference for every day (daily) the system allows you to repeat this conference 7 times.
  - **Ch. Reserv:** Enter the number of attendees you want to invite to this conference. **NOTE:** Each attendee counts as one channel/port.
  - Owner (Host): The system will auto populate this field based on your Station Number.
     NOTE: If you are a secretary setting up a conference for your boss you will need to logon to the OfficeServ Conference Manager website using your boss' extension number. The owner is the person who will host and manage the conference.
  - Attendee List: Select conference attendees by clicking on the Select button, the Select Conference Member displays. Subscribers can be searched by phone number or name. Enter search criteria and click the Search button. Click the Select checkbox by the Subscriber name and then click the Invite Selected or Invite All buttons. Subscriber's information will be moved to the Attendee List.
  - Send Invitation Email: Send an invitation e-mail to conference attendees.
  - **Passcode:** Enter conference passcode. If the passcode field is left blank, attendees are not required to enter a password to join the conference.
  - Options:

**Early Entrance:** Allows conference attendees to enter conference 15 minutes before the starting time.

**Recording:** Determines if conference recording is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the recording function.

**Paging:** Determines if paging is allowed. If this option is selected, the system will reserve one more additional channel/port, which will be required for the paging function. Enter the page zone number. If paging is selected an entry is mandatory. The page zone number must be provided by your system administrator or Samsung Authorized Partner.

**NOTE:** Some features are set-up system wide by your system administrator or Samsung Authorized Partner and are disabled (grayed out).

• **Greeting Prompt:** After you enter the Conference ID and then the password (optional) they hear the generic greeting "This is the conference system". When setting up new conference you can choose to play a personal greeting prompt instead of this generic greeting by uploading a different file. This greeting can be recorded as a .wav file using your PC microphone and any sound recording application. When recording the greeting prompt use 8K or 8000 sampling rate.

Before it can be uploaded it must be converted to SND file format so the Meet-Me Conference card can play this greeting. Before it can be uploaded it must be converted to SND file format and so the Meet-Me Conference card can play this greeting. You can use the GoldWave or some other application you are familiar with to convert .wav files to .snd files. Visit http://www.goldwave.com/relese.php to obtain this application.

File format must be saved as (\*.snd) in Attributes menu select (u-Law, mono).

File name:	Personal Conference Greeting	~	Save
Save as type:	Raw (*.snd)	~	Cancel
Attributes:	μ-Law, mono		~

If you choose not to upload a new Greeting Prompt the system will play the generic prompt for that conference. See instructions below to upload conference "Greeting Prompt".

#### **Upload Conference Greeting Prompt**

When creating a new conference using the Conference Reservation Form:

- 1. Click on the [...] to the right of the Greeting Prompt.
- 2. Select the greeting file in the menu.
- 3. Click on the **[Upload]** button. This Greeting Prompt file will play when attendees enter this conference instead of the generic prompt.
- 6. Click on the **OK** button

## How to Invite Attendees to Participate in a Conference Call

After completing the steps on **How to Set-Up a Conference Call**, follow the instructions below to invite participants to the conference call.

1. Click on the **Select** button next to the Attendee List field on the **Conference Reservation** page. **Select Conference Member** page is displayed.

Select Conference	e Member						
Subscriber							
Phone	-			Sea	irch		
Select	Phone	9	Name		E	Email	
(No Data )							
Users Found :	0 S	elected Us	sers: 0	Invit	e Selected	Inv	ite All
Users Found :	0 S	elected Us	sers: O	Invit	te Selected	Inv	ite All
Users Found : Attendee List	0 S	elected Us	sers: 0	Invit	e Selected	Inv	ite All
Users Found : Attendee List Phone	0 S	elected Us	sers: 0 	Email	te Selected		ite All
Users Found : Attendee List Phone	0 S	elected Us	sers: 0 le Name	Email	te Selected	mail	ite All
Users Found : Attendee List Phone Select (No Data)	0 Si Phone	elected Us	sers: 0 le Name	Email	e Selected	mail	ite All
Users Found : Attendee List Phone Select (No Data)	0 Si	elected Us	sers: 0 le Name	Email	e Selected	mail	ite All
Users Found : Attendee List Phone Select (No Data )	0 Se	elected Us	sers: 0 le Name	Email	te Selected	mail	ite All
Users Found : Attendee List Phone Select (No Data)	0 S	elected Us	sers: 0 le Name	Email	te Selected	mail	ite All
Users Found : Attendee List Phone Select (No Data)	0 So	elected Us	sers: 0 le Name	Email	te Selected	imv imail	ite All
Users Found : Attendee List Phone Select (No Data )	0 S	elected Us	sers: 0	Email	te Selected	imv imail	ite All
Users Found : Attendee List Phone Select (No Data) Delete All	0 S	elected Us	sers: 0	Email	te Selected	mail	ite All
Users Found : Attendee List Phone ] Select (No Data) Delete All	0 S	elected Us Nam	sers: 0 e Name ste Selected	Email	e Selected	mail	ite All

- Subscribers can be searched by phone number or name. Enter search criteria and click the Search button. Click the Select checkbox by the Subscriber name and then click the Invite Selected or Invite All buttons. Subscriber's information will be moved to the Attendee List.
- 2. To invite attendees, who do not show on the Subscriber's List, input their **phone number**, **name**, and **e-mail address**, then click on **Add**.
- You can also delete attendees by clicking on the Select checkbox and then clicking on Delete Selected or Delete All buttons.
- Click on the OK button. Attendees' information will show on the Attendee List section on the Conference Reservation page.

# How to Send an E-Mail Invitation to Attendees

To send an e-mail invitation to attendees, select the **Send Invitation Email** checkbox in the **Conference Reservation** page.

The **Meet Me Conference Invitation** page is displayed.

Conference Subje			2
	ect Test 123		
Email Subject			
####### CONFE	RENCE INVITATION M	AIL ########	-
TITLE : Test 1: DATE & TIME : 20 PASSWORD : N	23 110/Dec/21 (13:15 - 13: 10 PASSWORD	30)	
Internal Members:	RENCE INSTRUCTO	NS #######	
the MJOIN feature telephone.	key on your		
External Members	Call-in phone		
number. 972-000	-1212		
When prompted er	nter the Meeting		
ID (3 digits) plus th (2 digits) if known	ne Member ID		
by the "3". Attention	n: If ID is		
mistakenty entered	d the call will		
	and you will		
be disconnected, a have to try again.			
be disconnected, a have to try again.	Phone	Email	
pe disconnected, a have to try again. Name Name	Phone 6730	Email r iones@samsung.com	-

- 1. Enter the E-Mail Subject.
- 2. Edit body text of the E-Mail.

**NOTE:** Make sure to include all necessary information, such as phone number, password, date and time, including time zone, and any special instructions in the e-mail invitation.

- 3. Review the attendees' e-mail list.
- 4. Click on Send.

## How to Join a Conference Call

 Outside Callers: Dial the phone number listed in the e-mail invitation provided by the conference host.

Inside Extensions: Press the MJOIN key on your phone.

#### NOTES:

- a. The MJOIN key must be programmed on your phone by the System Administrator.
- b. <u>If you are using an analog telephone you must dial the feature code provided by the System</u> <u>Administrator.</u>
- 2. Enter the Conference ID and Member ID number, if known, followed by "#".

#### NOTES:

- a. Conference ID (3 digit number) and Member ID (2 digit number) are listed in the e-mail invitation sent by the conference host.
- b. If you do not know your Member ID, you will show as an Anonymous participant in the "My Current Meet Me" Page.
- c. If you are the **conference host** you should use **99** as your Member ID. If the host does not enter member number 99, he/she will not receive audible tone indicating 3 minutes remains before the conference ends warning message.
- 3. Enter the **Conference Password**, followed by "#", if requested.
- 4. Announce your Name, after the beep, followed by "#".
- 5. Conference call is now in progress! The host can now manage the conference call by following the steps on the "How to Manage a Conference Call" section.

## How to Cancel a Scheduled Conference Call

- 1. Click on the Scheduled Conference(s) menu.
- 2. Click on the Select radio button by the conference call you want to cancel.
- 3. Click on the Cancel Reservation button.
- 4. Enter the cancellation Reason on the provided area.
- 5. Select Send E-Mail to notify participants.
- 6. Click on the **OK** button.
- 7. The scheduled conference is deleted from the Scheduled Conference(s) page.

## How to Manage a Conference Call

Hosts can manage and monitor the status of a conference in progress.

1. Click on the Active Conference Status menu while conference in progress.

OfficeServ Conference	Manag	ier <sub>w</sub>	elcome (6740	)						
Scheduler	Card C1-S	7 🔻								
Scheduled Conference(s)	Conference	e ID : 111	Start Time : Jan	14, 2011 15:00 🔻	End Time : Jan 14,	2011 15:	15 Ext	tend Time		
Scheduler History	Subject	Subject CNF24 Card Introduction								
	Phone		Name	Email	Attendance Time	Mute	Op	eration		
My Scheduler	6740		[Anonymous]		Jan 14, 2011 14:45		In	Remove		
			[ monjmonoj				Not In			
Active Conference Status										
	Recording	) Disabled	Paging Disat	Terminate	2					

- 2. During the conference call the following features are available:
  - **Extent Time:** Extend the duration of the conference.
  - Lock: Lock participants from calling in.
  - Action
    - Remove: Forces a participant to leave the conference call.
    - Clear: Clears the channel/port status to allow a new participant to join in.
    - Mute: Mutes the participant.
  - Status: Displays the status of each participant: In, Not In, or Exited.
  - **Recording:** If this option was enabled during conference call scheduling, click on the **Recording** button to **Start/Stop** recording the call.
  - Paging: If this option was enabled during conference call scheduling, click on the Paging button to Start/Stop paging participants in the selected page zone.
  - Terminate: Click on Terminate button to finish conference call.

## How to Download and Play the Recorded Conference Call

Completed recorded conference calls can be downloaded and played by the **Host** by following the steps below:

- 1. Logon to the OfficeServ Conference Manager.
- 2. Click on the Scheduler History menu. All your completed and terminated conference calls are listed.

OfficeServ Conference Manager Welcome (6740)										
Scheduler	Card C	1-\$7	•							
Scheduled Conference(s)	<			Jan 14, 2011 00:00 ~ Jan 14, 2011 23:59						
	Select	Card	Confere	e Subject		Status	Start Time	End Time	Record	Owner
Scheduler History	0	C1-S7	111	CNF24 Card Intr	oduction	Completed	Jan 14, 2011 15:00	Jan 14, 2011 15:15	No	6740
2020-2020 March 1992 (1993) - 100 (1993) - 1	۲	C1-S7	445	CNF24 Product I	Launch	Completed	Jan 14, 2011 15:15	Jan 14, 2011 15:30	Yes	6740
My Scheduler									1000	
	Conference Details		nils V	iew Reason Download		d Record	Delete Record	Delete		Delete All
Active Conference Status										

- 3. Select the **radio button** by the recorded conference you want to download (**Record** field value must show **Yes**, indicating this conference was recorded).
- 4. Click on the **Download Record** button. The Download Record button is enabled only when the selected conference is completed or terminated.
- 5. Select the **location** on your computer where you would like to **save** the recording. Recorded file is saved as a **wav** file.
- 6. **Double click on the file name to play** the recording using Windows Media Player or any available player you have installed on your computer. Recorded conference file can be e-mailed as an attachment.

## How to Use the Paging Feature

Hosts can use the paging feature while a conference call is in progress by following the steps below.

- 1. When scheduling a conference call, select the **Paging** option. For more information on how to schedule a conference call refer to **How to Schedule a Conference Call** section.
- 2. Enter the Page Zone Number.

**NOTE:** Contact your System Administrator or your Samsung Authorized Partner to obtain the Page Zone Number information.

- 3. Click on Active Conference Status menu while the conference call is in progress.
- 4. Click on the Paging Start button to start paging members of the selected page zone.

#### NOTES:

- a. All members of the conference call, if members of the page zone will hear the paging. All idle page zone members will also hear the paging.
- b. If member is on a call, not associated with the conference call, member will not hear the paging.
- b. The paging feature occupies one conference channel/port.

OfficeServ Conference	Manager	Welcome (6740)					
Scheduler	Card C1-S7	•					
Scheduled Conference(s)	Conference ID :	112 Start Time : Jan	14, 2011 15:30 💌	End Time : Jan 14,	2011 15:	45 Ext	tend Time
Scheduler History	Subject E-Ma	ail Message Feature				Lo	ck
Scheduler History	Phone	Name	Email	Attendance Time	Mute	Op Status	eration Action
My Scheduler	6740	[Anonymous]		Jan 14, 2011 15:18		In	Remove
Active Conference Status		(Page)				Deactivat	Clear
Active conterence status						Not In	
						Not In	
						Not In	
	Recording Disa	abled Paging Sta	rt Termina	te			

#### 5. Click on the Paging Stop button to stop paging.