



ManageYourCall

Conference Control Center

Help File



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1. Logging In and Getting Started



1.0 Login

Note: ManageYourCall requires Internet Explorer 6.0 or greater. The Login screen is the page you land on when you visit www.ManageYourCall.com. To enter the site you will need to type your user name and password (provided by your conferencing provider) in their appropriate boxes and click Login. **Pro-Tip:** Be sure to use the dial out module to dial out to your phone line once you've logged into ManageYourCall. This will ensure that your host record in ManageYourCall is mapped with your phone line and you are granted access to the Recording, Q/A, and Voting features. See section 1.2 for instruction.



ManageYourCall

Conference Control Center

User Name:

Password:

Remember Me

ManageYourCall.com | [Help](#)

To Login to ManageYourCall type in your User Name and Password and click the Login button.

1.1 Login Functions and Labels

User Name

The User Name input box is where you type your user name. Be sure to type your user name correctly or you will not be able to enter the site.

Password

The password input box is where you type your password. While typing each character will show a black circle instead of the character you typed. This is normal and is designed to prevent others from reading your password. Make sure you type in your password correctly or you will not be able to enter the site.

Remember Me

Clicking remember me will cause your internet browser to remember your user name and password and will automatically fill in this information each time you visit the site until you clear your browser history.

Login

Once you've typed in your User Name and Password into their corresponding input boxes, click on the "Login" button to enter the site. For the next step, see section 1.2 for connecting your phone line to the conference. Doing so will allow you to interact with the conference and will grant you access to the Host functions of the ManageYourCall application.

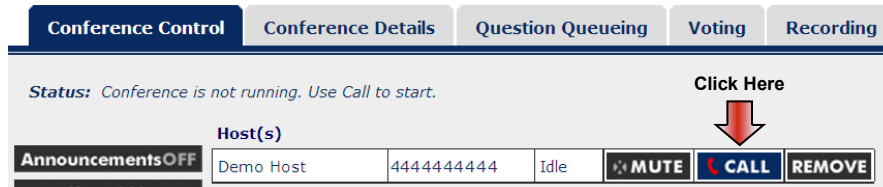
1.2 Connecting Your Phone Line



1.2 Connecting Your Phone Line

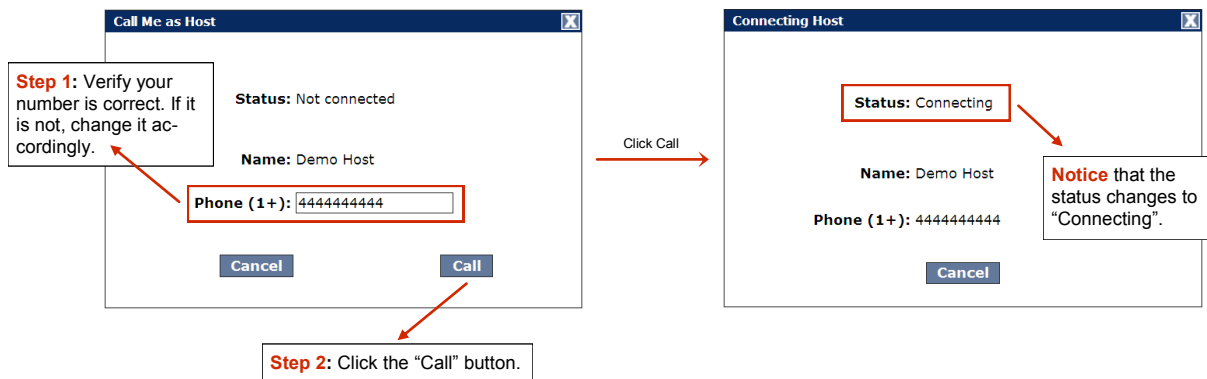
Once you've logged in to ManageYourCall (explained in section 1.0), you will need to get your phone line connected to the conference bridge in order to interact with the conference and be granted access to the moderator functions in the ManageYourCall online application. To do so, follow these steps:

1. Login to ManageYourCall (explained in section 1.0). **Note:** ManageYourCall requires Internet Explorer.
2. Click the call button next to your host record. The host record is located under the Host(s) label, as shown in the illustration below:

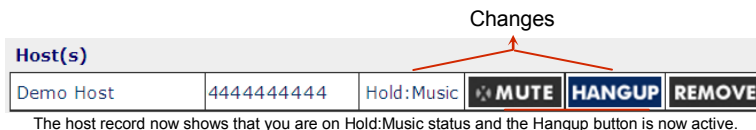


To connect your phone line, click the Call button on the Host(s) record.

3. Once you've clicked the call button you will be brought to a new screen. Make sure that the phone number in the "Phone" field is the phone number of your phone, if it is not change it accordingly (you do not need to add a 1 to your number), and click the "Call" button. The phone number shown will be the number that was given when your user was setup. If the phone field displays 555-555-5555 then no phone number was given, and you can contact support to change it. Once you've pressed the call button the system will connect you to the conference by dialing out to your phone as shown in the illustrations below:



4. Once you've made any necessary changes to your phone number and have clicked the "Call" button the system will dial out to you. If the connection is successful, your phone should ring. Once you answer the call you will be returned to the original Conference Control screen and your host record should now look similar to the following illustration:



Important Note: At this point your Status indicator (the box that says Hold:Music in the illustration above), can be any number of things. This is normal and is dependent on different variables such as how your call is setup, whether you have Roll Call enabled and if any participants (guests) are already in the conference. Just remember that regardless of what your status is, as long as it does not say idle and your phone line is connected to the system then you are where you need to be. Congratulations, you are now Logged In, Connected and Ready To Go. Continue on to learn how to use the ManageYourCall system.

2. Conference Control



2.0 Conference Control

The Conference Control tab is the main tab in the ManageYourCall system. From here you can control your conference, view your participants, initiate dialouts, print participant lists and listen to roll calls.

↓

Conference ControlConference DetailsQuestion QueueingVotingRecording

Status: Conference in progressLOGOUT

Announcements ONUNMute AllUNHold AllLOCK ConferenceRoll Call To ALLRoll Call To MEEND Conference

Host(s)

Host	555-5555	Talk:Conf	MUTE	HANGUP
----------------------	----------	-----------	--	--------

Guest List +ADD GUESTS Print

John Doe	555-5555	Talk:Conf	MUTE	HOLD	HANGUP	REMOVE
Jane Doe	555-1212	Mute:Conf	UNMute	HOLD	HANGUP	REMOVE
John Q. Public	555-5555	Hold:Music	MUTE	UNHOLD	HANGUP	REMOVE
Jane Q. Public	555-5555	Idle	MUTE	HOLD	CALL	REMOVE

2.1 Conference Control Tabs

At the top of the conference control box there are five tabs. These extend the functionality of ManageYourCall and can be accessed by clicking on them. They are outlined as follows:

- **Conference Control**
The conference control tab allows you to view your conference and control how your participants interact with it.
- **Conference Details**
The Conference Details tab shows conference information, such as conference name, host passcode, guest passcode and billing code. **Covered in Section 3.**
- **Question Queueing**
The Q&A tab shows an interface for controlling a Question and Answer session. Web users can start and stop the Q&A, promote or remove questioners, and pro-mote and remove moderators. **Covered in Section 4.**
- **Voting**
The Voting tab provides an area for configuring and conducting a voting (polling) session. **Covered in Section 5.**
- **Recording**
The Recording tab provides an area for starting and stopping an audio recording of the conference. **Covered in Section 6.**














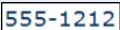
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2.2 Conference Control Functions and Labels



2.2 Conference Control Functions and Labels










The Conference Control tab of ManageYourCall has many functions and labels that can be used to control and monitor your conference. This allows you to watch over your conference and control how your participants interact with it. ManageYourCall supports the following conference control options:

2.2 Conference Control Functions and Labels		
Function	Button/Label	Description
Status		<p>This label displays the state of your conference, and will show one of the following states:</p> <ul style="list-style-type: none"> Conference in Progress: The conference is open and has participants. Conference is not running. Use call to start: The conference has no participants.
Logout		If you want to leave your web session you can press the logout button. Doing so will log you out of ManageYourCall but will not end or effect your conference in any way (your telephone keypad commands will still work). This is a safe way to leave the site.
Announcements On / Off	 	These options will allow you to disable the announcements and tones that play into the conference when someone joins or exits the conference. It is not possible to turn them back on once they've been turned off using this function.
Mute All / UNMute All	 	These options will mute and unmute all participants in the conference with the exception of hosts. When using MuteAll the message "The Conference is Now in Presentation Mode" will be announced into the conference.
Hold All / UnHold All	 	These options will place all participants--including the host--on Hold listening to music. If all participants are already on hold, this option will take them off hold and stop the music from playing.
Lock / Unlock Conference	 	These options will lock and unlock your conference. When your conference is locked, no operators or additional participants may join the conference. This is an excellent option for securing your conference.
Roll Call to All / Roll Call to Me	 	These options will play a roll call (list of all recorded names) either into the entire conference (Roll Call to All) or just to you (Roll Call to Me). If Roll Call was not enabled when the conference began, the system will play a party count (number of participants in the conference) instead.
End Conference		This option will disconnect all parties, including the Host and end the conference. The web user must click OK in a confirmation window before all of the participants are disconnected.
Host		This Host is the moderator of the conference. A Host has the ability to control their conferences using ManageYourCall.
Guest \ Guest List		Guests are typically people you invite to participate in the conference. When they join they are added to the guest list and you can control their ability to speak and listen to the conference.
Phone		The column to the right of the host and guest list contains the phone numbers of the people who joined the conference.

2.2 Conference Control Functions and Labels



2.2 Conference Control Functions and Labels (continued)

2.2 Conference Control Functions and Labels		
Function	Button/Label	Description
Participant Status	<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 2px;">Talk:Conf</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 2px;">Mute:Conf</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 2px;">Hold:Music</div> <div style="border: 1px solid black; padding: 2px; display: inline-block;">Idle</div>	<p>To the left of the phone number is the participant status field. This displays the current state of the participants in your conference. The supported states are defined as follows:</p> <p>Talk Conf: When a participant is in Talk:Conf status their line is open and they are able to speak and listen to the conference.</p> <p>Mute Conf: When a participant is in Mute:Conf status they are able to hear the conference but cannot speak into it.</p> <p>Hold: Music: When a participant is in Hold:Music status they are listening to music and are unable to speak into or listen to the conference. This can happen if they are the first person to dial into the conference or if you put them on hold using either the Hold or the HoldAll buttons.</p> <p>Idle: When a participant has a status of Idle they are not connected to the conference. This can happen if they call in and disconnect or if you add them to the conference using the Add Guests button (section 2.3.1). When a participant is Idle you can call them using the Call button.</p>
Add Guests		The Add Guests button opens the Add Guests Form (section 2.3.1) which allows you to add guests that you can later dial out to from the conference. This is useful for adding participants directly to your conference via the ManageYourCall system.
Print		Clicking the Print option on the Conference Control tab will take you to a new window where you will be able to print your conference list. To print click File > Print in your browser and click OK at the bottom of the dialog box that appears (section 2.3.5).
Mute / Unmute	 	These options allow you to mute and unmute individual participants in the conference. Once a participant is muted they will still be able to listen to the conference but they will no longer be able to speak.
Hold / Unhold	 	These options allow you to toggle an individual participants hold status. When a participant is on hold they will no longer be able to speak or listen to the conference and will hear hold music instead.
Call / Hangup	 	<p>Call: Allows you to call a participant and join them to the conference.</p> <p>Hangup: Allows you to disconnect a participant from the conference.</p>
Remove		When a participant either disconnects or is hung up by a moderator their participant status goes to idle and this button appears next to their line. By pressing it, you can remove their disconnected line record from the conference. This is useful if you want your conference list to only show active parties.

2.3 Conference Control Sub Menus



2.3 Conference Control Sub Menus

The Conference Control tab includes features that can only be accessed through their Sub Menus. These features include Add Guests, Name Guests, Print Guest List and Call. Clicking on these functions will bring you to a separate page where you can utilize them. This section will explain how each Sub Menu works starting with the add guest form:

2.3.1 Add Guest Form

When you click **Add Guests** from the Conference Control tab the Add Guests Form will appear. From here you can add as many guests to your conference that you wish to dial out to. Every guest that you add here will also be added to your guest list in the Conference Control tab. Once you've added all your guests and have clicked finish, you are taken back to the Conference Control tab. From there you can dial out to each user by clicking the Call button located next to their names. Doing so will open the Call Guests Form where you can dial out to them (section 2.3.3).

2.3.2 Add Guest Form Functions and Labels

Name

Type the name of the person you wish to add to the conference.

Phone

Type the phone number of the person you wish to add to the conference. It is important to input the correct information in this field because this the number the system will use to call the participant.

Add as Guest

Once you've entered the name and phone number of the participant you wish to dial out to click the Add as Guest button to add them to the current guest list. Once you've added a guest with the "Add as Guest" button you will remain in this window so you can add more.

Current Guest List

This box displays all the that are guests currently in your guest list. This list includes idle participants along with any other participants you wish to add by using this form.

Finished

Once you've added all the participants you wish to dial out to, click the Finished button to return to the Conference Control Tab. Once there, you can dial out to each participant by clicking the Call button next to their names. Doing so will take you to the Call Guests Form where you can initiate the dialout.

Phone List / Add Selected As Guest

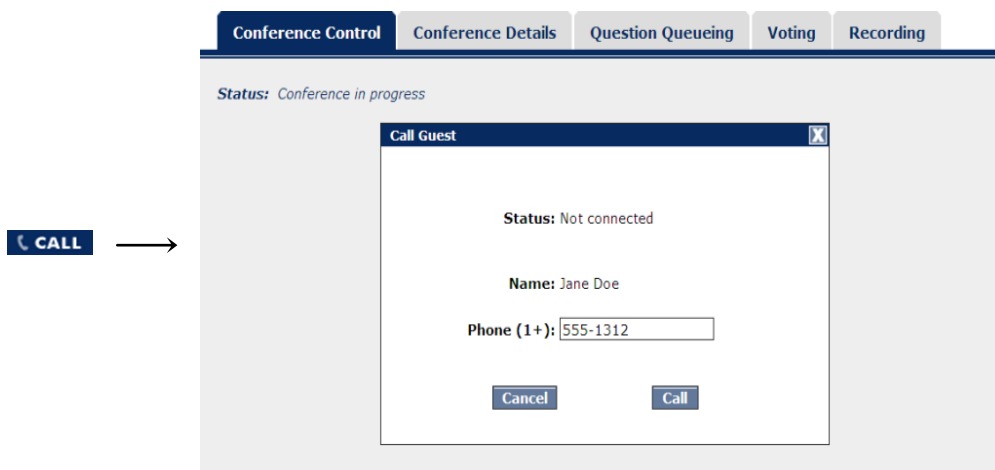
These functions are not supported.

2.3.3 Conference Control Call - Sub Menus - Call Guest Form



2.3.3 Call Guest Form

When you click the **Call** button next to a participant in the Conference Control tab the Call Guest Form will appear which will allow you to call them. From here you add or change the phone number of the person you wish to join to the conference and initiate the call. This is useful for dialouts in addition to calling idle parties (callers who have disconnected from the conference) to return them to the call.



2.3.4 Call Guest Form Functions and Labels

Status

This shows the status of the participant listed in the Name field, and can be one of the following:

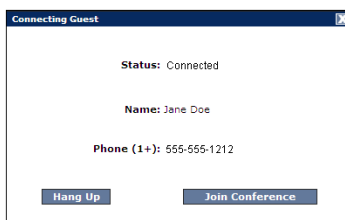
- **Not Connected:** The participant listed in the Name field has not been dialed out to.
- **Connecting:** You have initiated the call by clicking the Call button and are waiting for the participant to answer their phone.
- **Connected:** You have successfully dialed out to the participant.

Cancel

Clicking cancel will cancel your request to call the participant and will return you to the Conference Control tab.

Call

Clicking call will cause the status in the Call Guest Form to change from 'Not Connected' to 'Connecting' and the system will dial out to your participant. If successful the status will change to 'Connected' as illustrated in the following image:



Once you are connected to your guest the cancel and call buttons will change and allow you to choose to either hang them up or join them to the conference. If you join choose to hang them up you will remain in the Call Guest Form so you can try another number if you want. If you join them to the conference you will be returned to the Conference Control tab and your guest will now be in the conference in Talk/List mode (able to speak). **Important Note:** In certain circumstances it can take up to two clicks to join someone to your conference using the 'Join Conference' button.

2.3.5 Conference Control - Sub Menus - Print Form



2.3.5 Print Form

When you click the Print button in the Conference Control tab a new browser window or tab will open and display a printable list of all the participants in your conference (shown below).



Name	Phone	Company
Host Port 1-13-6-9	854-825-4735	
John Doe	555-555-1212	
Jane Doe	555-555-0493	
John Q. Public	555-555-1234	
Jane Q. Public	555-555-4321	

2.3.6 Print Form Functions and Labels

Print

You can print the list with any of the three following methods:

- Press CTRL+P on your keyboard and click the Print or OK button at the bottom of the dialog box that appears.
- Press the print button located in your browser toolbar then click the print or OK button at the bottom of the dialog box that appears.
- Select the File menu at the top of your internet browser and click Print, then click the Print or OK button at the bottom of the dialog box that appears.

When you have finished printing just close the Print List window to return to the Conference Control tab.

2.3.7 Conference Control - Sub Menus - Edit Host/Guest Form



2.3.7 Edit Host/Guest Form

When a guest or host joins your conference a generic record will be for them created in the Conference Control tab. If you want to change the record to something more helpful such as the name of the guest or host, you can do so by clicking on the record you want to change in the Conference Control Tab. This will bring you to the Edit Host/Guest form shown below, where you will be able to modify the record to something more useful to you.

2.3.8 Print Form Functions and Labels

Name Input Box

This input box that controls the name for the record you clicked on to get here. What you type in this box will determine what you see for this record when you return to the Conference Control Tab.

Phone Label

This label displays the phone number of this user and can be helpful when trying to determine the name of this participant.

Announce Name

This button is available if your conference has the Roll Call feature enabled. If Roll Call is enabled then anytime a participant joins your conference (both hosts and guests) the system will ask them to speak their name after the tone and will record what is said. This button will allow you to hear that recording which can be a very helpful when determining what to name your participants. Contact your service provider for more information on the Roll Call feature.

Cancel

Clicking Cancel will discard any changes you have made to the Name Field and will return you to the Conference Control tab.

Accept Changes

Once you've entered the name of your party into the Name text box, click Accept Changes to save the information and return to the Conference Control tab.

3. Conference Details



3.0 Conference Details

The Conference Details tab displays the host name, billing code and Host and Guest passcodes or your current ManageYourCall session and allows the you to change the billing code for the conference.

Conference Control | **Conference Details** | Question Queueing | Voting | Recording

Status: Conference in progress

Conference Subject: Demo Conference
Host Name: John Demo
Confirmation Number: 874
Host Code: 123456
Guest Code: 654321
Billing Code: **Save**

3.1 Conference Details Functions and Labels

Conference Subject

The Conference Subject is typically your card name.

Host Name

The Host Name is typically the name of the person the conference code was assigned to.

Confirmation Number

The Confirmation number is a reference number that is assigned when your conference code is created.

Host Code

This is the code that has control of the conference. This code grants the user the ability to use Telephone Keypad Commands that allow you some control over your conference. Contact your conference provider for more information.

Guest Code

This code is typically given to guests who you wish to join your conference.

Billing Code

The Billing Code is the reference code you assign to your conference when you request codes. You can change it here.

Save

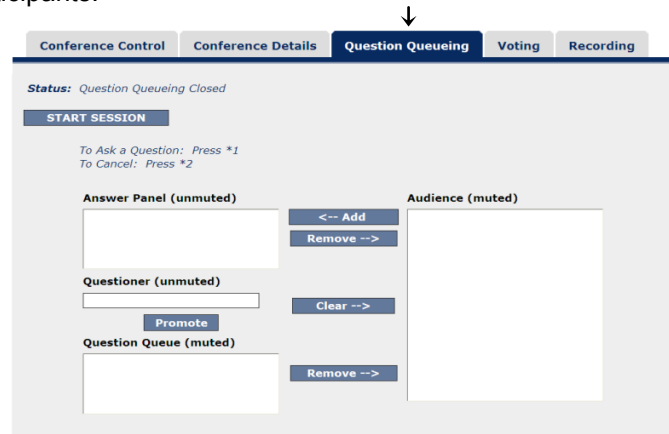
Once you have typed in a new Billing Code click Save to save it.

4. Question Queuing



4.0 Question Queuing

When you click the Question Queuing tab in the Conference Control tab you will be brought to the Question and Answer section of ManageYourCall (shown below). Here you will be able to conduct Q&A sessions with your participants.



4.1 Question Queuing Walkthrough

Question Queuing can be a useful utility for conducting Question and Answer sessions without the need of an operator. As the host of the conference, using Question Queuing will allow you to create a question queue and allow your participants to ask questions one at a time in the order in which they arrive (or any order you choose). Question and Answer sessions are typically used at the end of a lecture or presentation to allow your participants to ask specific questions related to the presentation. How to use this function will be covered in the following steps:

1. To begin a Question Queuing session simply click the Start Session button in the Question Queuing Tab. Once the Question Queuing session has started you'll notice that the Status label will change from Question Queuing Closed to Question Queuing Active. In addition, the Start Session button will change to Stop Session. These two indicators are a good way to tell that a Question Queuing session is in progress.
2. With the Question Queuing session in progress the Audience (muted) box will be populated with all of the muted parties in your conference. These are your potential question seekers.
3. In addition to the Audience (muted) box being populated with your muted participants, the Answer Panel (unmuted) box will get populated with the unmuted participants in your conference. These unmuted participants are the ones who can answer the questions from your Audience. If you see someone in this box that should be in the Audience box but isn't, you can click on their line in the Answer Panel (unmuted) box and put them in the Audience (muted) box by clicking the top Remove button. Conversely, if you see someone in the Audience (muted) box that should be answering questions, you can click on their line and add them to the Answer Panel (unmuted) box by clicking the Add button.
4. Now that you've started your session and have your participants in their correct boxes, you can instruct the participants in the Answer box to press *1 on their phones if they wish to ask a question.
5. Any participants that pressed *1 on their phones from the previous step will be moved to the Question Queue (muted) box in the order in which they entered *1. This step is important because it lets you know who, if anyone, needs to ask a question by moving them to the Question Queue (muted) staging area.
6. Once you have a participant in the Question Queue (muted) box you can allow them to ask their question by clicking on their line in the Question Queue (muted) box and clicking the Promote button. Doing this unmutes their line and puts them in the Questioner (unmuted) box. With their line unmuted they are free to speak to the conference which allows the Answer Panel to hear them and respond, whereas before when they were muted, no one in the conference would have been able to. It is important to note that promoting participants from the Question Queue (muted) box to the Questioner (unmuted) box can only be done one participant at a time. This is good because it prevents multiple participants from asking questions all at once.

4.1 Question Queueing Walkthrough



4.1 Question Queueing Walkthrough (continued)

7. Once a participant has been promoted to the Questioner (unmuted) box and has asked his or her question, you can clear them from the Question Queue and put them back on mute in the Audience (muted) box by clicking the Clear button. From here you can continue on to the next question by selecting the next participant in the Question Queue (muted) box and clicking the Promote button.
8. Repeat steps 4 through 8 until all the questions have been asked and answered and the Question Queue (muted) box is empty.
9. If you do not wish to hear a question from specific participants in the Question Queue (muted) box you can take them out of the queue without them knowing by clicking their line and clicking the bottom Remove button. This is useful if you have an annoying or disruptive participant whose goal is to disrupt the conference. In addition to removing him or her from the Question Queue (muted) box, you can also ignore his or her line by not Promoting them and instead selecting other participants.
10. Once all of the questions have been asked you can end the Question Queue session by clicking the Stop Session button. This will close the Question and Answer session and remove anyone left in the Question Queue (muted) box from the queue and disables their ability to press *1 to ask a question (does not remove them from the conference). You can start another Question and Answer session at anytime by pressing the Start Session button.
11. If a participant enters the question queue by mistake by pressing *1 or they have their question answered by someone else's question you can instruct them to press *2 to cancel out of the Question Queue. This will put them back in the Audience (muted) box. From there they can still ask another question at anytime by pressing *1.

4.2 Question Queueing Functions and Labels

Status

This label shows the following Question Queueing states:

- **Question Queueing Closed:** A Question Queueing service has not been started.
- **Question Queueing Active:** A Question Queueing service is running.

Start Session

Clicking the Start Session button will start a Question Queueing session. This is the starting point for running and Question and Answer session.

Stop Session

Clicking the Stop Session button will end the Question Queueing session and clear the Question Queue. You can start a new Question and Answer session at anytime by clicking the Start Session button.

To Ask a Question Press *1

Once a Question Queueing session has begun, instruct your participants to press *1 on their phones if they wish to ask a question. Pressing *1 will move the participant from the Audience (muted) box to the Question Queue (muted) box. Once there, you can unmute their line and let them ask their question by clicking the Promote button.

To Cancel Press *2

If a participant has entered the Question Queue to ask a question by pressing *1 and realizes they don't want to ask a question after all you can instruct your participant to press *2 on their phones to remove themselves from the Question Queue. This is useful if a participant gets their question answered by a different participant asking the same question or if they just decide later not to ask one.

Add

If there is a guests in the Audience area that should be a speaker you can move them to the Answer Panel by selecting their line and clicking the Add button. Doing this unmutes their line and marks them as a speaker. This is useful for having guests answer questions as well.

4. Question Queuing Functions and Labels



4.2 Question Queuing Functions and Labels (continued)

Answer Panel (unmuted)

This is the area where the speakers of the conference will remain throughout the Question and Answer session. It is important to remember that anyone in the conference that is not muted will be put in this area by default. While in the Answer Panel, they will not be able to use the *1 and *2 commands on their phones to enter the Question Queue as their lines are already unmuted and they are free to speak into the conference. Use the Add and (top) Remove buttons to add and removed participants to and from the Answer Panel (unmuted) and the Audience (muted) areas of the Question Queuing tab.

Audience (muted)

This is the area where the guests of the conference will remain throughout the Question and Answer session when they aren't in the Question Queue or Questioner areas. It is important to remember that anyone in the conference that is muted will be put in this area by default. While in the Audience area they will be able to use the *1 and *2 commands on their phones to enter the Question Queue, and from there you can Promote them to ask their questions.

Question Queue (muted)

This is the area where the guests will appear who have entered *1 on their phones to ask a question. From here, you can select them individually and Promote them to the Questioner (unmuted) box where their line will be opened and they will be able to speak into the conference to ask their question. It is important to remember that until you select them and promote them, they will not be able to speak into the conference. If you do not wish for a specific participant to ask a question you can remove them from the Question Queue (muted) box by selecting their line and clicking the bottom Remove button. This moves them back to the Audience (muted) box without their knowledge. This is useful to help prevent rowdy users from disrupting the conference.

Questioner (unmuted)

Once you've promoted a guest from the Question Queue they will appear in the Questioner (unmuted) box and their line will be unmuted to allow them to talk and ask the speakers in the Answer Panel their question. Once the question has been answered you can clear the participant out of the Questioner box by selecting their line and clicking the Clear button. This re-mutes their line and moves them back into the Audience area. It is important to remember that once back in the Audience area, the participant can still re-enter the Question Queue by once again pressing *1 on their phone.

Promote

Clicking the Promote button after you've selected a participant in the Question Queue will move them to the Questioner area and unmute their line so they can ask their question. It is important to remember that the only way you can have a guest ask a question is if you first promote them from the Question Queue area. Once promoted they will be able to ask their question. Once done, click the Clear button to move them back to the Audience area.

Clear

After you've promoted a guest from the Question Queue and they are finished with their question you should clear them from the Questioner Queue by clicking the Clear button. Doing this moves the guest back to the Audience area and mutes their line. This allows you to continue on to the next question in the Question Queue. It is important to remember that you must first use the Clear function in order to proceed to the next question.

Remove (Bottom of Question Queuing Tab)

If there are unwanted participants in the Question Queue (muted) box you can remove them by selecting their line and clicking the remove button. This is useful for clearing the Question Queue of unwanted questions from guests.

Remove (Middle of Question Queuing Tab)

If there is a Speaker in the Answer Panel area who should not be allowed to speak into the conference you can move them to the Audience section by selecting their line and clicking the top Remove button. Doing this mutes their line and marks them as a guest.

5. Voting



5.0 Voting

When you click the Voting tab in the Conference Control tab you will be brought to the voting section of ManageYourCall (shown below). Here you will be able to conduct voting (polling) sessions with your participants.

VOTING TOTALS		
Number	Choice	Results
1		0
2		0
3		0
4		0
5		0
6		0
7		0
8		0
9		0

5.1 Voting Overview

Voting can be a useful utility for getting opinions on any topic you choose from your guests. For instance, you may want to get your guests opinion on the effectiveness of the conference. You can do this in the Voting tab by first configuring your question along with its' possible responses then starting the Voting Module and asking each participant to press the * key on their phone followed by the appropriate number. Once they do this, the Voting Form will refresh with the results. Please note that you can only configure one Voting question per Voting session, but you can have as many Voting sessions as you need. The Voting module is broken down into a number of different web forms which will be explained in the following sections.

5.2 Voting - Initial Form

When you first enter the voting section of ManageYourCall the voting module will be disabled and will look like the above picture. Notice that the status is currently set as Voting Closed. To configure a voting session you must first click the Configure Vote button, but before you do that, take a minute to familiarize yourself with the definition for each of the items pictured above:

5.2.1 Voting - Initial Form Functions and Labels

Status

The Status label shows the following Voting Session states:

- **Voting Closed:** A Voting session has not been configured or has been Terminated.
- **Voting Inactive:** A voting session has been configured, but has not been started.
- **Voting In-progress:** A voting session has been configured and has been started using the Start Vote button. When in this state, the system is waiting for your guests to enter their answers using their phones (* followed by their voting choice).
- **Voting Completed:** Once all of your guests have entered their voting responses, you can complete the voting session by clicking End Vote. This changes the status to Voting Completed and from here you can configure a new voting session with another question by clicking Configure Vote or you can continue monitoring the conference by returning to the Conference Control tab.

Voting Subject

The Voting Subject displays the question you want to ask your guests once it is configured. To configure your subject, click the Configure Vote button and type your Voting question in the Question text box.

5.2.1 Voting - Initial Form Functions and Labels



5.2.1 Voting - Initial Form Functions and Labels (continued)

Number of Participants

The Number of Participants label displays the number of guests and hosts that are currently in your conference. When you start a voting session each of those participants can cast a vote on the question you choose. It's important to remember that while a host can cast a vote, this is not required.

Votes Pending

Once a Voting session has been configured using the Configure Vote form and has been started using the Start Vote button in the Voting Control Form, this label will display the number of people who are in conference that have not yet voted and will count down by one for each vote cast. Once this number reaches zero, all potential votes have been cast, and the Voting session can be completed by choosing the End Vote function in the Voting Control Form. Note that this number may never reach zero if your hosts choose not to cast a vote.

Voting Totals Chart

Once a Voting session has been configured and started, this chart will show the results of the session. For each option you configured, you will see the number of times someone voted for it in the results column. The chart is further explained below:

- **Number:** These represent the options (or answers) you chose for your Voting Question when you configured the vote using the Configure Vote Form. For example, if you chose options on a scale of one to five, you might ask your participants to press *1 for "Poor" through *5 for "Excellent". The options they chose would then show up here in their corresponding Voting Totals row as illustrated below. **Note:** These numbers correspond to the **Digit** column in the Configure Vote Form (which you can access by clicking the Configure Vote button).
- **Choice:** This box will display the option (or answer) you chose for the corresponding number. Going back to our one thru five scale from the previous example, the first choice textbox might be the lowest rank and may say "Poor" with the fifth choice being the highest rank with "Excellent". **Note:** The choices in these boxes correspond to the **Choice** boxes in the Configure Vote Form.
- **Results:** This is where the options that your participants select (by pressing * followed by the appropriate number on their keypads) will be tallied. For instance, if you chose the one to five scale as your possible choices and everyone on the call chose "Excellent" as their response (by pressing *5 on their telephone keypads), then the votes would all get counted in the "Excellent" row and of the results column and the rest would remain at zero. **Pro-Tip:** Each participant can only vote one time, but they can change their vote after they've voted by voting again with a * followed a different number.

VOTING TOTALS		
Number	Choice	Results
1	Poor	1
2	Fair	1
3	Good	1
4	Very Good	0
5	Excellent	1
6		0
7		0
8		0
9		0

In this picture a voting session has completed with the results. Notice that no one voted that the conference was "Very Good".

5.3 Voting - Configure Vote Form



5.3 Voting - Configure Vote Form

When you click the Configure Vote button Voting tab you will be brought to the configure vote section of the Voting module (shown below). This is the form you will use to configure the question you will be asking your participants and the choices they can select to answer your question.

Digit	Choice
1	Poor
2	Fair
3	Good
4	Very Good
5	Excellent
6	
7	
8	
9	

Looking at the above picture notice that the Configure Vote chart has three main elements. These are Question, Digit and Choice:

- **Question:** This is where you type the Question you want to ask your participants. For instance, if you wanted to know the effectiveness of the conference you just conducted you might choose something like: "On a scale of one to five, please rate the efficacy of this conference."
- **Digit:** This column determines what number your participants will enter into their telephone keypad when they are asked respond to your question (remember, your participants must first press the star key before entering their response). For instance, if you decide to use a scale of one to five as the possible responses to your question, you could configure the **Digit** text box for 1 to be the lowest score, and the **Choice** text box for 5 to be the highest. You can map any **Digit** to any response by putting the appropriate answer in the box next to the **Digit** you want it to represent.
- **Choice:** There can be anywhere from 2 to 9 responses for any Question you want to ask. To configure these choices you must first enter them into their appropriate text boxes next to the **Digit** you want them to represent. For instance, if you were using a scale of one to five, your Configure Vote Chart may look like the following:

Digit	Choice
1	Poor
2	Fair
3	Good
4	Very Good
5	Excellent
6	
7	
8	
9	

Using this for a Voting example you would ask your participants to rate the efficacy of your conference on a scale of one to five. You would then read to them the scale, starting with one being poor and ending with five being Excellent.

5.3 Voting - Configure Vote Form



5.3 Voting - Configure Vote Form (continued)

Once you have configured your Voting session using the Configure Vote Form your next step will be to accept your three choices (Question, Digit and Choice) by clicking the Done button. You also have the option to discard your changes by clicking the Cancel button. Doing so will prevent your three choices from being saved and will return you to the Initial Voting Form.

Done: Once you've entered chosen your Question and the possible responses to it, click the done button to be taken to the Start Vote Form.

Cancel: If you decide not to hold a voting session or simply want to discard your changes and start again you can click the Cancel button. Doing so will discard your changes and return to the Initial Voting Form.

5.4 Voting - Start Vote Form

If you've made it this far, that means that you came to the Initial Voting form by clicking the Voting tab at the top of the Conference Control Panel and then clicked the Configure Vote Button so you could setup your Voting session. You then filled out the Configure Vote Form by first entering the Subject for your Voting Session in the **Question** textbox followed by whatever responses you chose for your question in the **Choices** textbox. You aligned each of these responses with their appropriate **Digits** then clicked the **Done** button so you could start your vote.

Now that you're here you can use The Start Vote form to activate your polling session and observe the results, which appear on-screen in real-time. If you've been following along and using our example Subject and one to five scale, the Start Vote form will look like the following:

VOTING TOTALS		
Number	Choice	Results
1	Poor	0
2	Fair	0
3	Good	0
4	Very Good	0
5	Excellent	0
6		0
7		0
8		0
9		0

Starting from the top, notice that the Status is currently "Voting Inactive". This simply means that while the Voting session has been configured, you haven't yet started the Vote. To do so, click the Start Vote button at the bottom of the form. **Pro-Tip:** Until you click the Start Vote button your participants will not be able to enter their selections into their telephone keypads, and if they try their votes will be discarded and they will have to re-enter them once the Start Vote button has been pressed. Once done however, the Status will change to "Voting In-Progress" and your participants will be free to enter their selections (* followed by their selection number). The remainder of the form is explained in the following section.

5.4.1 Voting - Start Vote Form Functions and Labels



5.4.1 Voting - Start Vote Form Functions and Labels

Subject

The Voting Subject displays the question you want to ask your guests once it is configured.

Number of Participants

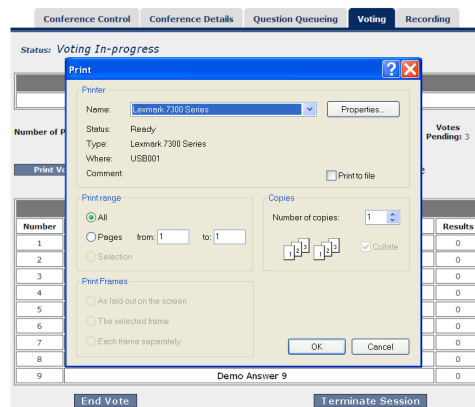
This shows the number of participants who are eligible to vote in the Voting Session. All active participants are eligible.

Votes Pending

Each participant can place one vote. As your participants vote, this number will be decreased accordingly until there is not one left to cast a vote. This number shows zero at the moment because the Start Vote button has not been pressed and the voting has not started. Once the Start Vote button is pressed this number will change to the number of eligible participants who can vote in your conference (4 in this example).

Print Voting Results

This function will allow you to print the voting results of your voting session. Do not use this function until you've started your voting session (by clicking Start Vote) and all of your participants have already voted. Doing so beforehand would be a waste of ink and paper.



Voting Totals

Once a Voting session has been configured and started, this chart will show the results of the session. For each choice you configured (scale of one to five in this case), you will see the number of times someone voted for it in the results column.

- **Number:** These represent the options (or answers) you chose for your Voting Question when you configured the vote using the Configure Vote Form. For example, if you chose options on a scale of one to five, you might ask your participants to press *1 for poor through *5 for excellent. The options they chose would then show up here in their corresponding Voting Totals row. **Note:** These numbers correspond to the **Digit** column in the Configure Vote Form (which you can access by clicking the Configure Vote button).
- **Choice:** This box will display the option (or answer) you chose for the corresponding number. Going back to our one thru five scale, the first choice textbox might be the lowest rank and may say "Poor" with the fifth choice being the highest rank with "Excellent". **Note:** The choices in these boxes correspond to the **Choice** boxes in the Configure Vote Form.
- **Results:** This is where the options that your participants select (by pressing * followed by the appropriate number on their keypads) will be tallied. For instance, if you chose the one to five scale as your possible choices and everyone on the call chose "Excellent" as their response (by pressing *5 on their telephone keypads), then the votes would all get counted in the "Excellent" row and of the results column and the rest would remain at zero.

5.4.1 Voting - Start Vote Form Functions and Labels



5.4.1 Voting - Start Vote Form Functions and Labels (continued)

Configure Vote

Clicking Configure Vote will return you to the Configure Vote Form with the current information and will allow you to reconfigure it.

Start Vote

Clicking Start Vote will begin the Voting Session. Once started, it is time to ask your participants the question you've configured in the Subject field, read to them all of their choices followed by the digits they correspond to and ask them to vote on the subject using their telephone keypads. **Pro-Tip:** Each participant can only vote one time, but they can change their vote after they've voted by voting again with a * followed a different number.

Terminate Session

Clicking Terminate Session will discard all of your pre-configured information and will return you to the Initial Voting Form. Only use once your voting session has completed and you have recorded the results—if you wish to do so.

5.5 Voting - End Vote Form

Once you've started the voting session by clicking the Start Vote button the Voting Session will be activated and the Start Vote form will change to the End Vote form.

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting Inactive

VOTING SUBJECT

How would you rate the efficacy of this conference?

Number of Participants: 4 | Votes Pending: 0

Print Voting Results | Press * followed by your digit choice to Enter Vote

VOTING TOTALS		
Number	Choice	Results
1	Poor	0
2	Fair	0
3	Good	0
4	Very Good	0
5	Excellent	0
6		0
7		0
8		0
9		0

Configure Vote | Start Vote | Terminate Session

Vote Form before the Start Vote button has been pressed.

Start Vote →

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting In-progress

VOTING SUBJECT

How would you rate the efficacy of this conference?

Number of Participants: 4 | Votes Pending: 4

Print Voting Results | Press * followed by your digit choice to Enter Vote

VOTING TOTALS		
Number	Choice	Results
1	Poor	0
2	Fair	0
3	Good	0
4	Very Good	0
5	Excellent	0
6		0
7		0
8		0
9		0

End Vote | Terminate Session

Vote Form after the Start Vote button has been pressed but no participants have voted.

One thing you might notice right off the bat is that the End Vote form is very similar to the Start Vote form. In fact, the only visual differences between the two involve the buttons at the bottom of the form and a couple of the labels. Looking at the pictures above, notice that the Start Vote form on the left has “Configure Vote”, “Start Vote” and “Terminate Session” buttons, while the End Vote form only has “End Vote” and “Terminate Session” buttons. Also notice that the Status has changed from “Voting Inactive” on the left to “Voting In-progress” on the right and that the Votes Pending have changed from 0 to 4 (there are four eligible voters in our conference). These differences should serve as a visual queue that your Voting Session has begun and it's time to ask your participants to start voting (press * followed by the Digit of their choice)—if you haven't already.

5.5 Voting - End Vote Form



5.5 Voting - End Vote Form (continued)

Revisiting the Votes Pending label, the reason for the 0 to 4 change is that, because in the left image the conference hadn't begun by that point, no one was allowed to vote and so there were zero votes pending. However, once the conference had started on the left, everyone in the conference who was eligible to vote became one of the votes pending. **Pro-Tip:** As your participants cast their votes, the Votes Pending number will decrease until it is zero (unless you, as the host, decide not to vote) and there are no votes left to cast as shown in the following illustration:

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting In-progress

VOTING SUBJECT
How would you rate the efficacy of this conference?

Number of Participants: 4 | Votes Pending: 0

Print Voting Results | Press * followed by your digit choice to Enter Vote

VOTING TOTALS		
Number	Choice	Results
1	Poor	1
2	Fair	1
3	Good	1
4	Very Good	0
5	Excellent	1
6		0
7		0
8		0
9		0

End Vote | Terminate Session

In this picture a voting session has completed with the results. Notice that no one voted that the conference was "Very Good".

In the above image everyone who is eligible to vote has already done so, and you know this because the Votes Pending label is now set at zero. Also notice that the Results column now has some results—this is what you're here for! If you would like to save your results you can either print them using the Print Voting Results button or write them down.

Now that you have the results from the Voting session you can end your Vote by clicking the End Vote button or the Terminate Session button:

- **End Vote:** Use this button if you would like to create another voting session with the same or a different question. Using this button will take you back to the Start Vote form where you can reconfigure the voting options (Question, Digit Options) using the Configure Vote button, and start another vote. Here is the process:

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting In-progress

VOTING SUBJECT
How would you rate the efficacy of this conference?

Number of Participants: 4 | Votes Pending: 0

Print Voting Results | Press * followed by your digit choice to Enter Vote

VOTING TOTALS		
Number	Choice	Results
1	Poor	1
2	Fair	1
3	Good	1
4	Very Good	0
5	Excellent	1
6		0
7		0
8		0
9		0

End Vote | Terminate Session

→ End Vote

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting Inactive

VOTING SUBJECT
How would you rate the efficacy of this conference?

Number of Participants: 4 | Votes Pending: 0

Print Voting Results | Press * followed by your digit choice to Enter Vote

Configure Vote | Start Vote | Terminate Session

→ Configure Vote

Conference Control | Conference Details | Question Queueing | **Voting** | Recording

Status: Voting Closed

Configure Vote

Question:
How would you rate the efficacy of this conference?

Digit Choice:

1 Poor
2 Fair
3 Good
4 Very Good
5 Excellent
6
7
8
9

Cancel | Done

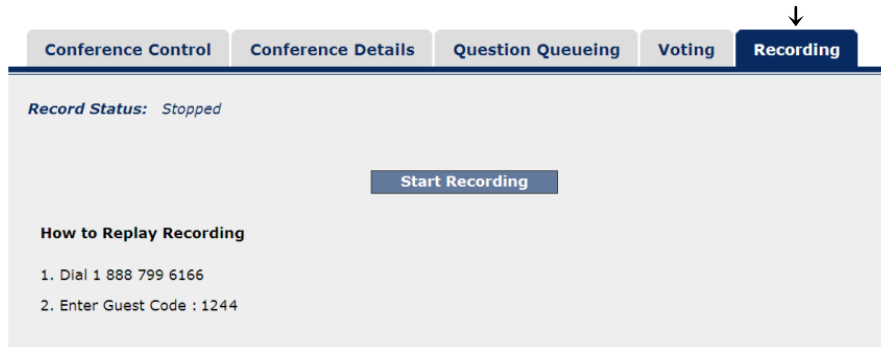
- **Terminate Session:** This button resets the Voting Session and returns you to the Initial Vote form. Use this when you are done with your Voting Questions.

6. Recording

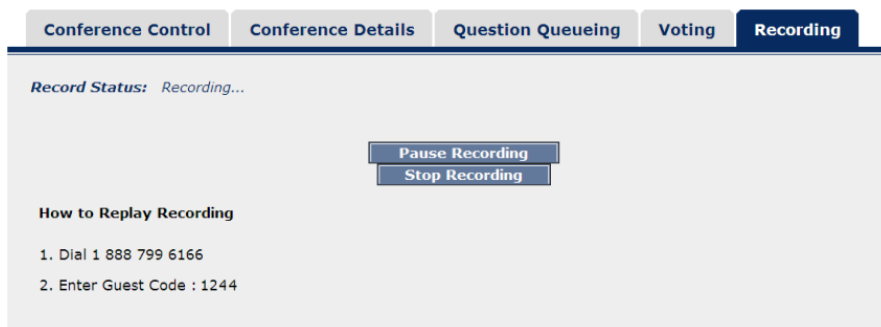


6. Recording

ManageYourCall has recording functionality that can be used to record the audio portion of your conference. To start a recording click the Recording tab at the top of the Conference Control panel and you will be brought here:



At the top notice that the Record Status is currently set to “Stopped”. To start your recording click the Start Recording Button and the Recording form will change to the following:



Now that you’ve clicked the Start Recording button the form has changed and the Record Status has now changed to “Recording...”, which indicates that your conference is now being recorded. (Contact your conference provider once the conference has completed to retrieve it.)

At this point you have two options:

- **Pause Recording:** Pausing the recording will stop the recording from recording your conference until you resume it using the Start Recording button. This is useful if you want to keep part of your conference off the record but want the entire conference to be delivered in one file. Also note that when you Pause a recording the Record Status changes to “Paused”
- **Stop Recording:** This option will stop the recording. This is useful if you only wanted to record a part of the conference or if you want your conference broken up into multiple files. Once a recording is stopped the Record Status will revert back to “Stopped”. If you choose to start another recording, the new recording will be recorded created in a new file.