



Meet-Me Conferencing – User Guide

VERSION 1.0

Table of Contents

Contents

Product Summary 2

Logging In..... 3

Conference Features 4

Moderating a Conference..... 5

Interactive Conference Options 5

Product Summary

Meet-Me Conferencing is a great way to connect multiple callers at different locations into the same live call. Conference numbers are shared across multiple users within a group.

Logging In

Visit <https://portal.voiceflow.com.au>, and click Client Login to log in to the Voiceflow User Portal.



Log in to your account

Log in

You're awesome.
The Voiceflow platform is for awesome people.

Need help? Click the link below to view our training guide library.

[Training Guides](#)



From the User Dashboard, select “Conference Rooms”.



Conference Features

You will see a list of all the conference rooms that you have permission to view.

Conference Rooms

Name	Moderator	Participant	Record	Secure	Announce	Mute	Count	Tools	Enabled	Description
Demo Conference Bridge	6857	727	OFF	ON	ON	OFF	0	View Sessions	ON	Weekly Demo Conference

See below for a brief description of each conference bridge field:

Name: The name of the conference bridge

Moderator: The moderator PIN for the conference

Participant: The participant PIN for the conference.

Record: Will the conference be recorded “True or False”

Secure: Do all users need to wait for the moderator before they are able to talk.

Announce: Announce if set to “True” will ask conference members for their name and announce to all participants that they have entered the conference.

Mute: If set to “True” will mute all participants as they enter the conference.

Count: The number of participants currently in the conference.

Tools:

- *View: View conference meet-me interface*
- *Sessions: View past conference call details and listen/download conference recordings**

Enabled: Is the conference bridge enabled True/False

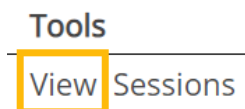
Description: Short description of the conference bridge.

*Contact the Voiceflow support team to enable this feature at support@voiceflow.com.au

Moderating a Conference

There are a number of features conference moderators can use while on a conference call. To become a conference moderator dial the phone number or extension assigned to the conference bridge, and enter the moderator PIN.





In the user portal - conference section select “view” on the conference bridge.



From the “Interactive Conference” screen you can view the following information:

- Conference moderators.
- Conference participants
- Is the conference being recorded.
- Caller ID Numbers.
- Capabilities (Can they talk and listen).
- Who is currently talking.
- How long ago did they join the conference.
- How long has the conference member been quiet.

The screenshot shows the 'Interactive Conference' interface. At the top left, it says 'Members: 2' with an arrow pointing to a 'Moderator Icon' (a red person icon). At the top right, a box says 'Total Conference Members'. Below this is a table with columns: 'CID Name', 'CID Number', 'Capabilities', and 'Joined'. The first row shows a red person icon, '234', a speech bubble icon, '234', a microphone and speech bubble icon, and '00:04:35'. The second row shows a blue person icon, '223', a speech bubble icon, '223', a microphone and speech bubble icon, and '00:04:53'. Arrows point from 'Participant Icon' (blue person icon) and 'Currently Speaking' (microphone and speech bubble icon) to their respective icons in the table.

	CID Name	CID Number	Capabilities	Joined
	234	234		00:04:35
	223	223		00:04:53

Interactive Conference Options

As a moderator you can perform the following actions:





- Lock the conference so that no more participants can enter.
- Mute or Unmute all participants.
- End the conference.
- Mute or Unmute individual participants.
- Kick individual participants out of the conference.
- “Deaf” individual participants from the conference (when enabled nobody within the conference will be able to hear that participant).

Members: 3

Bright Red = Recording
Dark Red = Not Recording



Lock Unmute All End Conference

CID Name	CID Number	Capabilities	Joined	Quiet	Has Floor			
 Chelsea Lee	212	 	00:00:21	00:00:18	No	Mute	Deaf	Kick
 234	234		00:01:15	00:00:00	No	Unmute	Deaf	Kick
 223	223		00:01:36	00:00:00	Yes	Unmute	Deaf	Kick