

Training anSwitch V7

# AUDIO CONFERENCE

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# INTRODUCTION & MOTIVATION

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This training covers the topics:

- ▶ Audio conference

After this training, the trainee is enabled:

- ▶ To configure an audio conference
- ▶ To understand how to join an audio conference
- ▶ To configure the access to the conference portal



*IT'S NOT  
MAGIC  
IT'S "KNOW  
HOW"*

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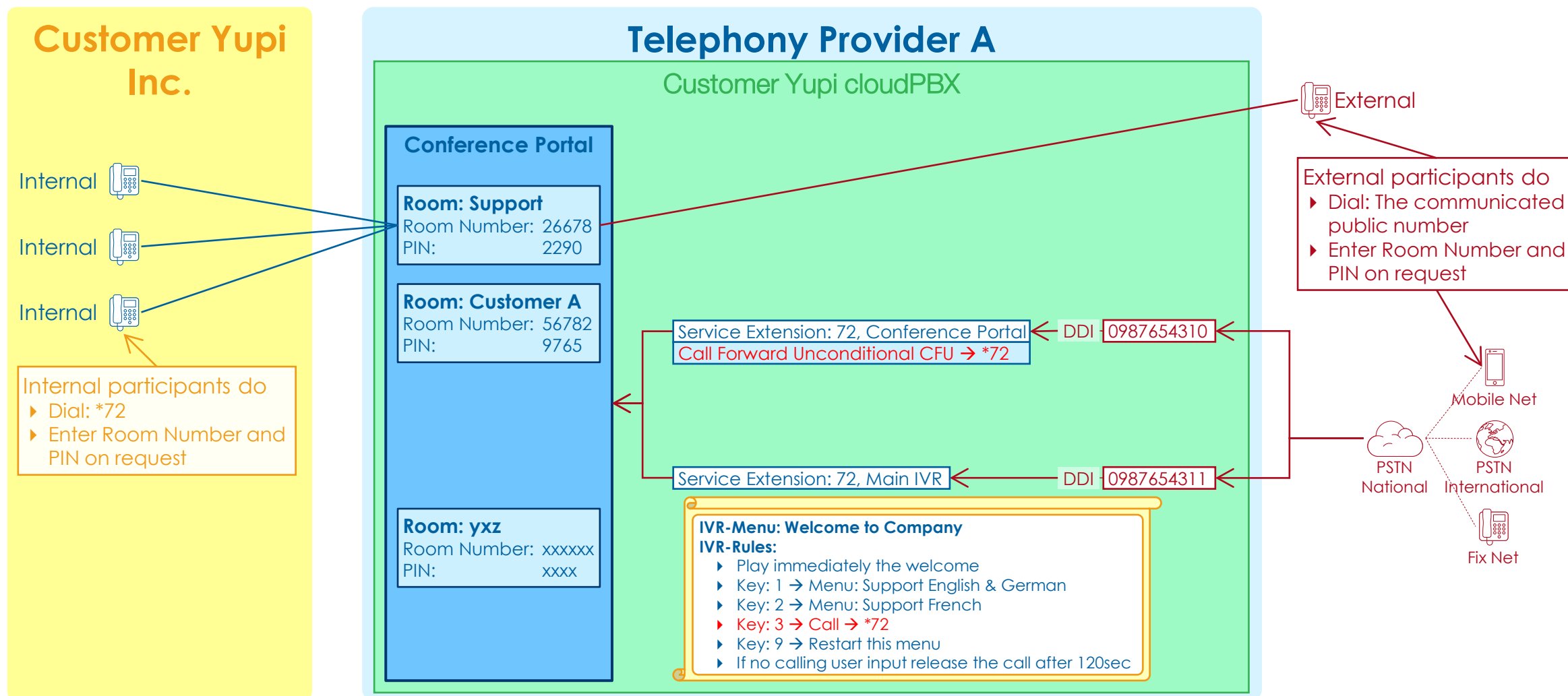
# 1 OVERVIEW AUDIO CONFERENCE

## OVERVIEW AUDIO CONFERENCE

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- ▶ The audio conference feature offers:
  - ▶ To create a conference room where up to 10 participants can meet in an audio conference.
  - ▶ To define a unique room number with an entry PIN for security.
  - ▶ To reuse a conference room until it is deleted.
- ▶ The participants enter a conference room by:
  - ▶ Call up the Conference Portal (\*72)
  - ▶ Joining the conference by entering the room number and the PIN.

# OVERVIEW AUDIO CONFERENCE



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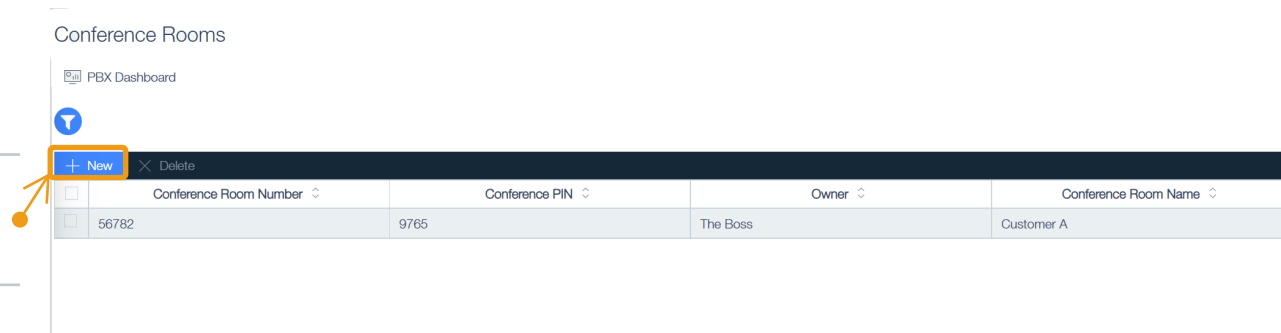
# 2 CREATE A CONFERENCE ROOM



# CREATE A CONFERENCE ROOM

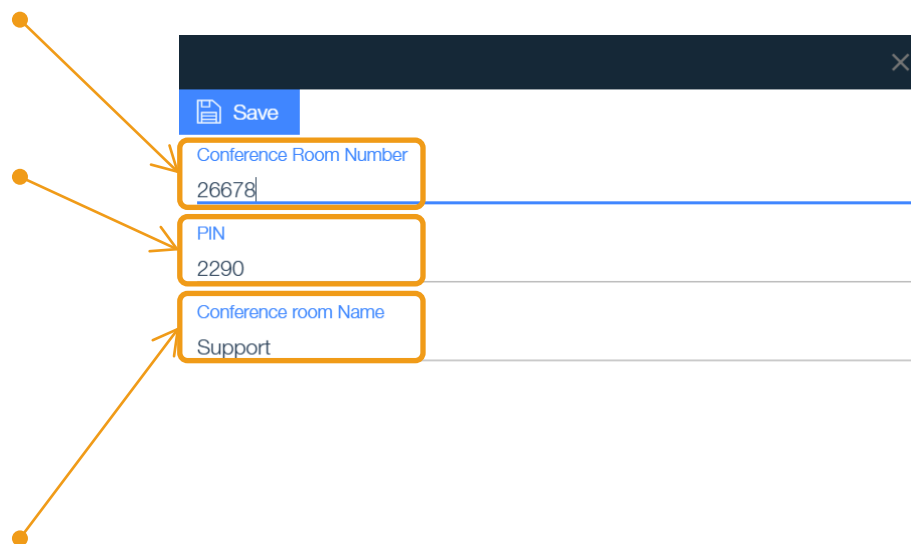
- ▶ A PBX member can create and organize a conference room:

- > Menu: PBX
  - > Sub-Menu: Conference Rooms
    - > Click button: New



- ▶ Configure the conference:

- ▶ "Conference Room Number"  
A number with min. 2 and max. 16 digits
- ▶ "PIN"  
An optional number with min. 1 and max. 16 digits.  
If no PIN is configured, then a conference participant is connected immediately to the conference room.
- ▶ "Conference Room Name"  
Any string



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# 3 JOINING A CONFERENCE ROOM

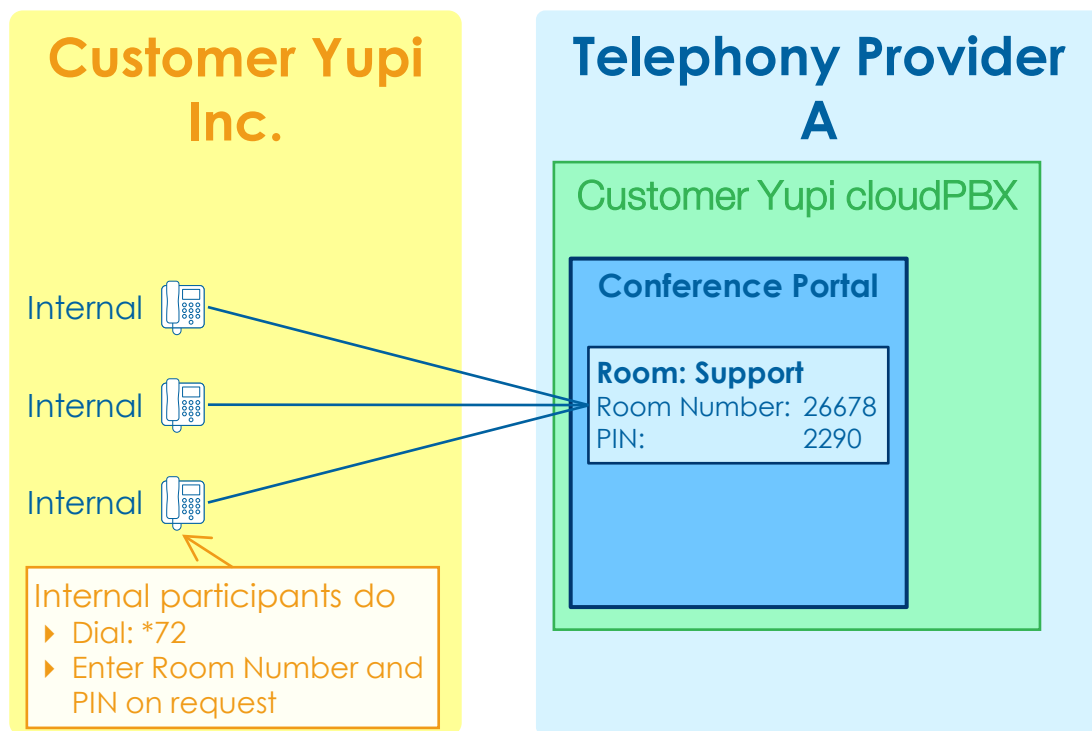
## HOW TO JOIN A CONFERENCE ROOM

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- ▶ As a conference participant you must have been informed by the conference organizer about:
  - ▶ Room number
  - ▶ PIN
  - ▶ Additionally for the external participants:  
The public number for calling up the Conference Portal
- ▶ It is up to the conference organizer to provide the above conference information over any channel e.g.:
  - ▶ Email
  - ▶ Messenger
  - ▶ Phone call
  - ▶ etc.

# JOINING A CONFERENCE ROOM AS INTERNAL PARTICIPANT

- ▶ If you are a PBX internal participant:
  1. Dial \*72 from any phone of the PBX
  2. You are connected to the conference portal and will be requested to enter the room number and PIN.

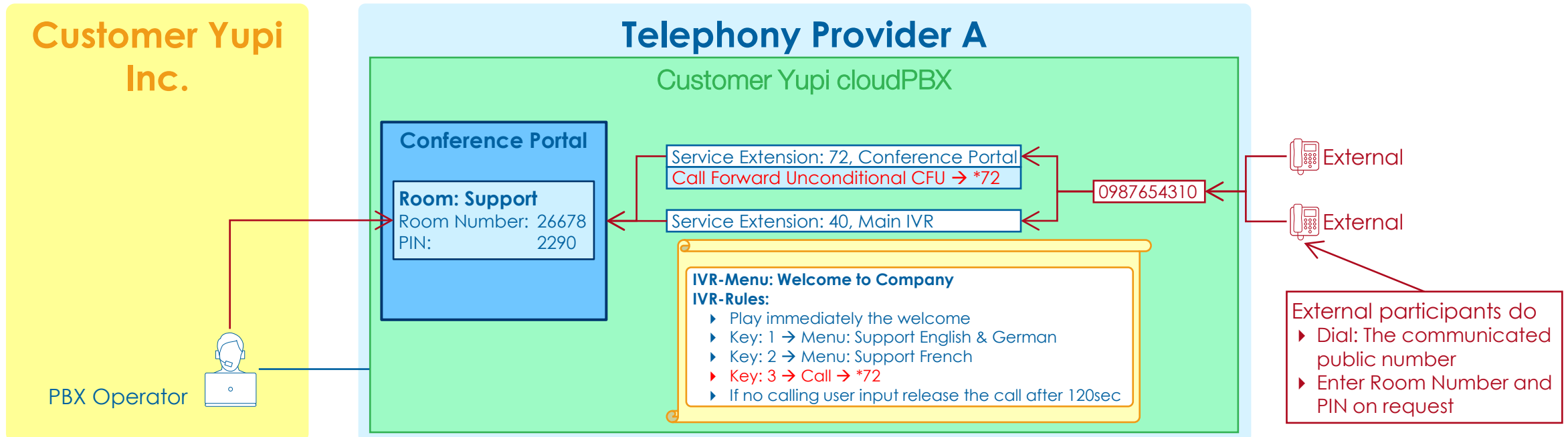




# JOINING A CONFERENCE ROOM AS EXTERNAL PARTICIPANT

## ► If you are an external participant:

1. Dial the public number that you got from the conference organizer.
2. Depending on the PBX settings you will be forwarded to the conference portal either:
  - Directly
  - Guided by an IVR
  - By a call transfer of a PBX member
3. When you are connected to the conference portal then you will be requested to enter the room number and PIN.

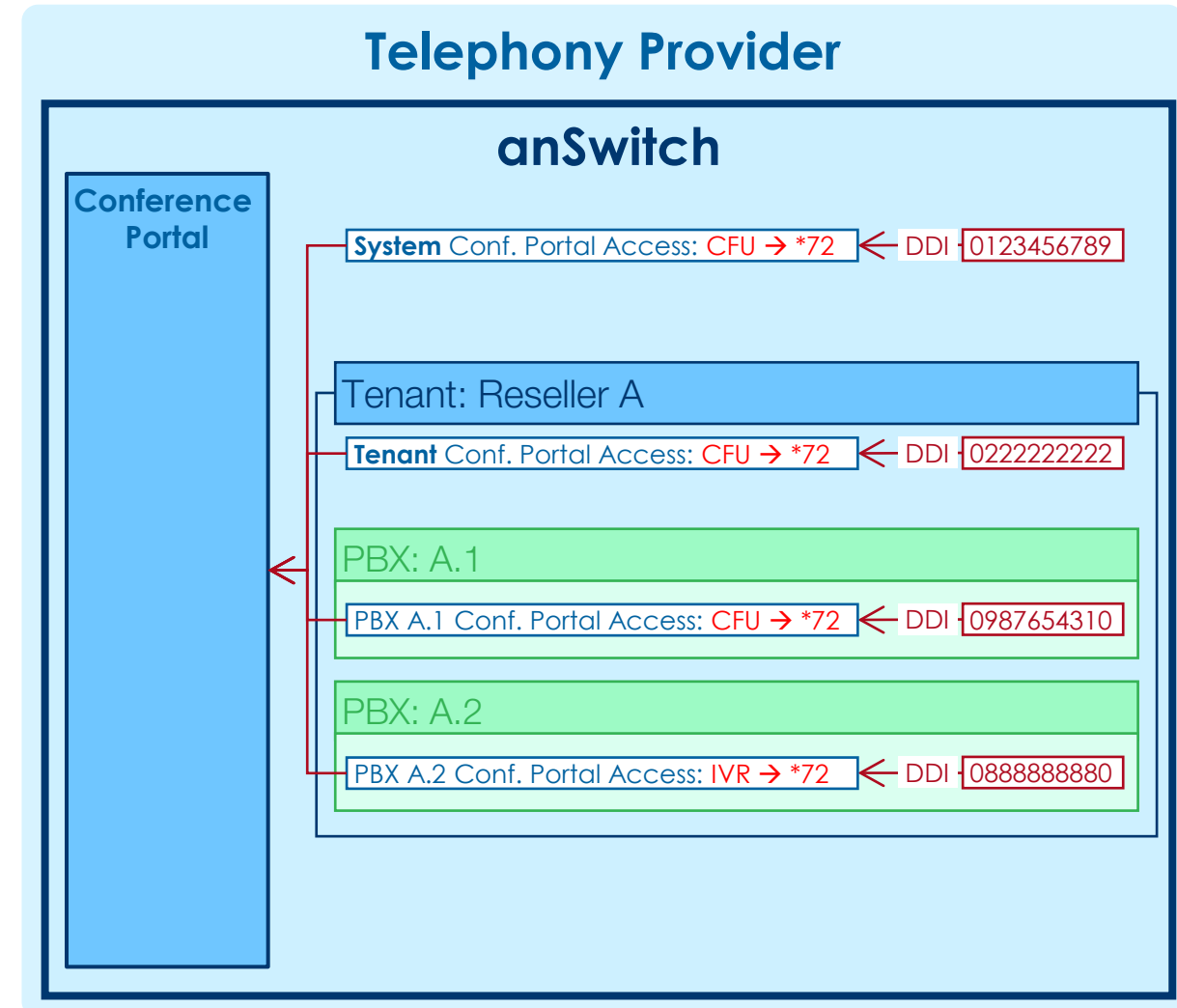


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# 4 CONFIGURING THE ACCESS TO THE CONFERENCE PORTAL FOR EXTERNALS

# PRINCIPLE FOR ACCESSING THE CONFERENCE PORTAL FOR EXTERNALS

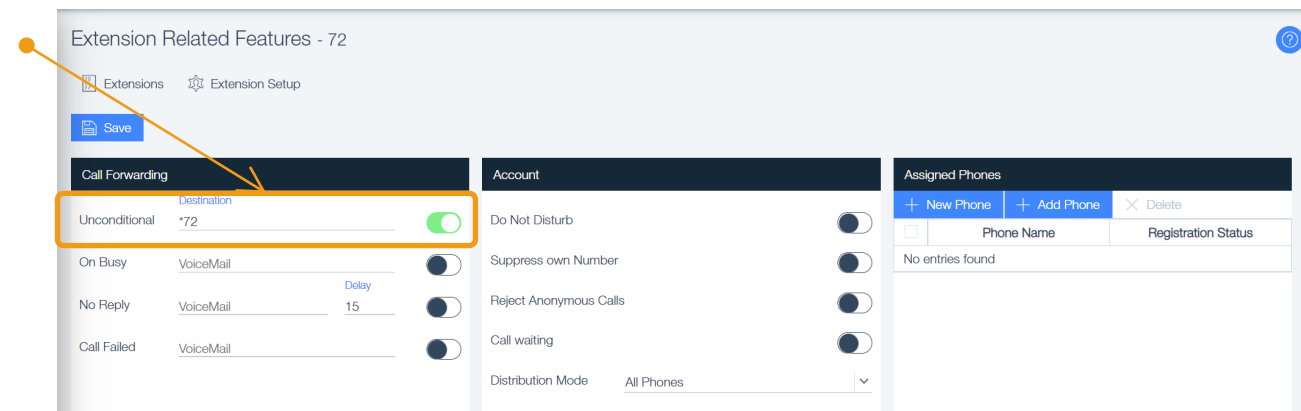
- ▶ Automatic access to the conference portal for external participants is based on the principle that incoming calls to defined public PSTN numbers of the anSwitch are forwarded to the conference service number: **\*72**
- ▶ Public numbers for the conference portal access can be defined and concurrently configured by the:
  - ▶ Telephony provider on system level
  - ▶ Resellers on tenant level
  - ▶ PBX Administrators on PBX level



# FORWARDING VARIANT: UNCONDITIONAL CALL FORWARDING CFU

- ▶ Forward incoming calls from the PSTN with Unconditional Call Forwarding CFU:

1. Create a PBX service extension e.g.: "72, Conference Portal"
2. Assign the defined public number as DDI to the PBX extension.
3. Configure and activate Unconditional Call Forwarding to the conference portal service number: \*72





# FORWARDING VARIANT: IVR-RULE WITH CALL FORWARDING

- ▶ Forward incoming calls from the PSTN with an IVR-Rule with Call Forwarding:
  1. Use an existing suitable IVR-menu or create a new PBX service extension e.g.: "72, Conference Portal" with a new IVR-menu.
  2. Configure an IVR-rule that forwards the caller to the conference portal service number: \*72

Interactive Voice Response IVR 72 Access Conference Portal

Extension Related Features

Save

**Settings**

Selected timetable: Permanent

Waiting music: Waiting Music

Start menu: Welcome to Company

**Menu**

+ New X Delete

A menu contains IVR-rules that control the call and determine how to react to user input.

- ☐ Welcome to Company
- ☐ Support English & German
- ☐ Support French

**Audio Files**

+ New X Delete

These audio files can be used by the IVR-rules.

- ☐ Waiting Music 0:01
- ☐ Welcome Company 0:01
- ☐ Support English & German 0:01
- ☐ Support French 0:01

**Menu**

Save + New IVR-Rule X Delete IVR-Rule(s)

Name

Welcome to Company

- ☐ Start immediately and play the notification **Welcome Company**, and repeat the notification every 20 seconds.
- ☐ Start on key(s) 1 and change to menu **Support English & German**
- ☐ Start on key(s) 2 and change to menu **Support French**
- ☐ Start on key(s) 3, then call the number **\*72**
- ☐ Start after 120 seconds delay then release the call.

**IVR-Rule**

Specify when this IVR-rule shall be executed:

If a key is pressed

The IVR-rule starts if one of the following keys is pressed: 3

Multiple keys can be specified as: 0-3, 9, \*, #

To match all digits, use: 0-9

Specify what to do when the IVR-rule is executed:

Call a number

The number to call is: \*72

You can specify a menu that will be used if the call fails.

The new menu if the call fails: -

# LAST PAGE

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Empty Page