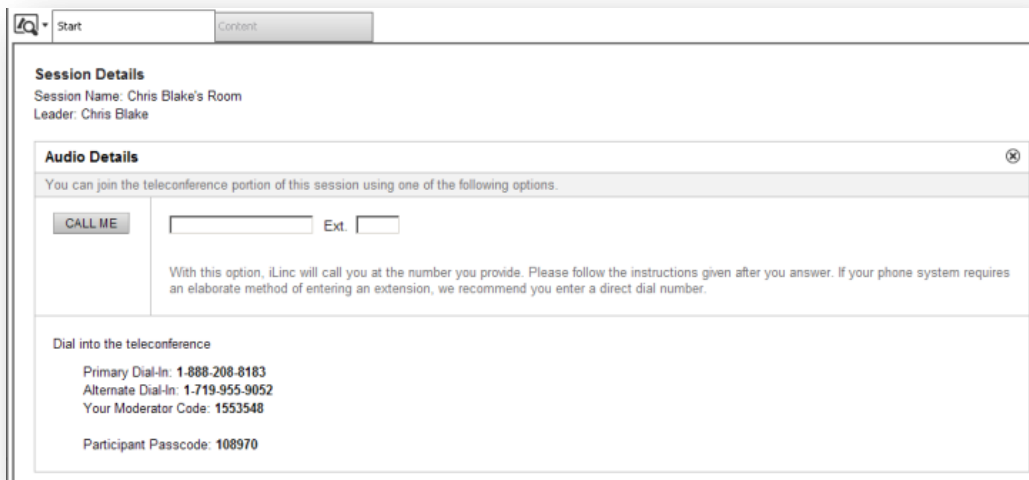


iLinc 11 | Using Integrated Audio with iLinc

When hosting online meetings, virtual classes, webinars or operating remote support, there are many cases where you would want to be able to manage each person on either the web or the phone call. With iLinc, you can now manage a person's audio and web status from a single interface: the iLinc application. By integrating the iLinc application with Premiere Global Services, you have the flexibility of utilizing iLinc to manage your audience right from the Attendee Panel.

Joining a session with Integrated Audio

When you join a session where the audio has been integrated with the web, you have a few options for connecting to the audio portion of the session. Regardless of which process you follow, you will be presented with a dialog box on which you will need to tell iLinc how you joined or will join the audio portion of the session. The same dialog box will display for either process.



The screenshot shows a web browser window with a dialog box titled "Audio Details". The dialog box contains the following information:

- Session Details:** Session Name: Chris Blake's Room, Leader: Chris Blake
- Audio Details:** You can join the teleconference portion of this session using one of the following options.
- CALL ME:** A radio button followed by a text input field and "Ext." followed by another text input field.
- Dial into the teleconference:** Primary Dial-In: 1-888-208-8183, Alternate Dial-In: 1-719-955-9052, Your Moderator Code: 1553548, Participant Passcode: 108970

If You Join the Web, then the Audio:

1. Click the join link to your session. You will be prompted to give your name and e-mail address.
2. iLinc will then install on your computer and join you into the right session.
3. When joined, you are presented with a dialog box with the ways you can join audio.
 - a. Depending on how the session is configured you may only have one option.
4. To join the audio portion, you can:
 - a. **Call me at:** Click the radio button for the first option to call out to your phone directly. Enter your direct phone number.
 - b. **Dial into the teleconference:** On your phone, you will dial the phone number, enter the Passcode and then, once you have been placed into the conference, you will need to dial *29 and enter the unique identifier on your phone's keypad (followed by the pound (#) sign).
5. Click **OK**.
 - a. If you selected the first option, iLinc will now call your direct phone line. Answer the phone, say hello and follow the voice-automated prompts.

If You Join the Audio, then the Web:

1. From your invitation, dial the phone number (if provided).
2. When prompted by the conference bridge, enter the passcode.
3. You will be placed on hold until the leader joins or entered into conference if leader is already on the phone.
4. Click the join link to the web portion of the session. You will be prompted to give your name and e-mail address.
5. When joined, you are presented with a dialog box with the ways you can join audio.
6. Choose **Dial into the teleconference** from the dialog box and, once you are placed into the teleconference, you will need to dial *29 and enter the unique identifier on your phone's keypad (followed by the pound (#) sign).
7. Click **OK**.

Running a Session with Integrated Audio: What are my options?

Ever been in a session and someone has placed their phone on hold and their hold music then plays out to everyone on the call? Or have you wanted to mute everyone at one time so that you can present your information first and then unmute everyone for a Q&A session?

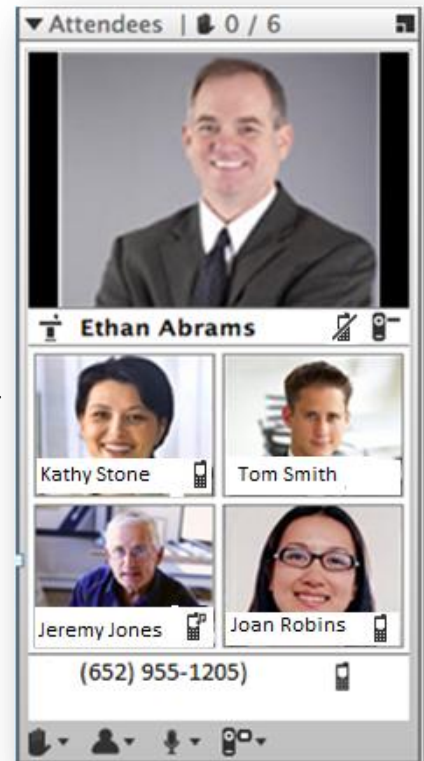
As the leader, with iLinc and Premiere Global, you can now manage these and other situations directly from the iLinc application. This section discusses how you can manage an attendee's audio.

In-Session Audio Status

The people that have joined your session will display in a list in the Attendees Panel, located in the upper left of the application's window. Within this list, the status of each attendee will display to you so that you can monitor and manage anyone or everyone's status at any time.





Using the Status Indicators, (outlined in the next section entitled 'List of Attendee Status Indicators for Audio') the individuals in this session are:

- Ethan Abrams = Muted
- Jeremy Jones = On Hold
- Kathy Stone = Unmuted
- Joan Robins = Unmuted
- Tom Smith = Not On Audio
- (652) 955-1205 = Unmuted



Note: In this example, Tom Smith is represented twice in the Attendees Panel; as a Web Entry (the picture labeled "Tom Smith") as well as an Audio Entry (the listed phone number (652) 955-1205.) Tom did not use the Self Identification function (see Audio & Web Identification for information on this functionality) upon entering the meeting which would have automatically 'connected' both Audio and Web Entries. To manually 'connect' these two entries, follow the instructions found in the section below called 'Audio Audio & Web Identification' > 'Identify or Rename'.

List of Attendee Status Indicators for Audio

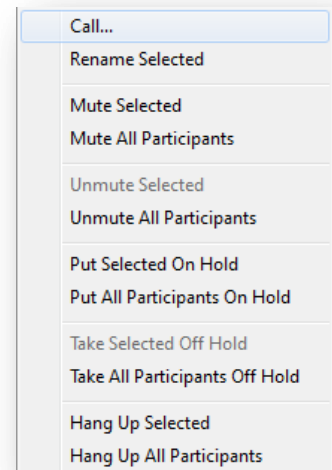
1.  **On Hold:** Indicates the specific attendee has been placed on hold by the leader or assistant.
2.  **Unmuted:** Indicates the specific attendee is not muted and can freely talk during the session.
3.  **Muted:** Indicates the specific attendee is muted and is unable to freely talk during the session. The person could have placed themselves on mute or the leader/assistant could have muted the attendee.
4.  **Not On Audio:** Indicates the specific attendee on the web is not currently on the audio portion of the call, or an incoming number has not become connected to this web attendee.

Managing Attendee Audio

As a leader of an iLinc session, you may have reason to change the audio status of one or more members of your audience. Through the Attendee Panel menu for Audio, , you may use any of the following functions throughout the duration of your session.

As a leader, you can:

1. **Call...:** Dial out to a specific web attendee or to dial out to an audio only attendee.
2. **Rename Selected:** Rename an audio only attendee to something other than the phone number so everyone in session can refer to the attendee by name.
3. **Identify Selected:** Connect an audio only attendee and a web only attendee into a single record in the attendee list. This can be done by selecting an audio only attendee and matching to a web only attendee or by selecting a web only attendee and matching to an audio only attendee.
4. **Mute Selected:** Mute one or more attendees at a time.
5. **Mute All Participants:** Mute everyone in session except for the leader and assistants.
6. **Unmute Selected:** Unmute one or more attendees at a time.
7. **Unmute All Participants:** Unmute everyone in session except for the leader and assistants.
8. **Put Selected On Hold:** Place one or more attendees on hold. (In most cases, the attendee would then hear hold music, although this is dependent on the teleconference bridge functionality.)
9. **Put All Participants On Hold:** Place everyone in session on hold except for the leader and assistants. (In most cases, the attendee would then hear hold music, although this is dependent on the teleconference bridge functionality.)
10. **Take Selected Off Hold:** Take one or more attendees off hold.
11. **Take All Participants Off Hold:** Take everyone in session off hold except for the leader and assistants.
12. **Voice Level Up:** Increase the inbound volume of one or more attendees.
13. **Voice Level Down:** Decrease the inbound volume of one or more attendees.
14. **Hang Up Selected:** Hang up one or more attendees.



15. **Hang Up All Participants:** Hang up everyone in session except for the leader and assistants.

Locking the Session (Audio & Web)

Additionally, you may need to lock the teleconference and online session to prohibit other people from joining when all your required attendees have joined. To lock the session:

1. Click the **Session** menu.
2. Choose **Lock Session**.

Audio & Web Identification

When people join your session (either by joining audio first and then the web, or vice versa), each person is presented with a dialog box on which they need to make a selection of how they have joined the audio portion of your session.

Self-Identification

If your attendees join the web first and choose the **Dial into the teleconference** option, and they identify themselves by entering the Unique Identifier into the call via the phone keypad, the iLinc application will be updated to connect and combine the Audio entry in the Attendee Panel to an existing Web entry. For the leader and others that can see Audio Status, this identification will now adjust the display of the Web entry to include the Audio Status indicator (as applicable). All changes to Audio Status for this attendee can now be executed by selecting the attendee's name from the list and choosing the appropriate action from the Audio Menu .

You may assist your callers in identifying themselves by directing them to click the **Controls** Menu and then **Teleconference Info**. From the dialog box, they should locate the **Unique Identifier** code and type that in to the keypad on their phone.

Identify or Rename

If your attendees join the web first, but do not choose to identify themselves by entering the Unique Identifier into the call via the phone keypad, you can still adjust the display of that person so that all attendees see a name and not the phone number identifier.



To Identify:

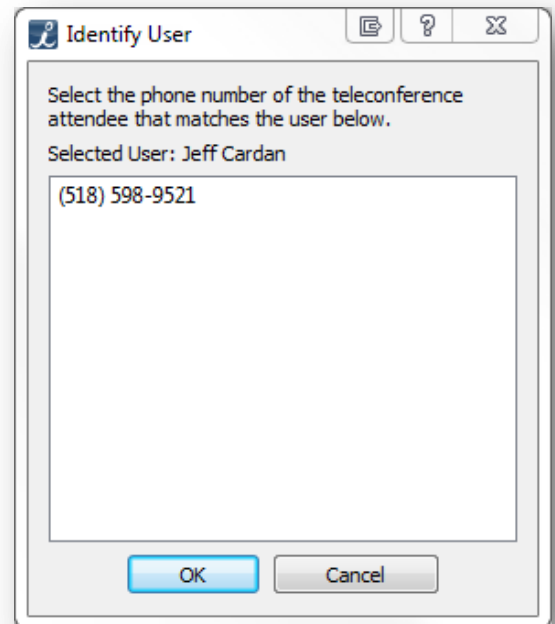
You may choose to try to connect a Web entry with no audio status indicator with their audio line, or a separate Audio entry with an existing Web entry.

To identify attendees:

1. Select either the person's name (without a phone status indicator) or phone number entry.
2. Click on the Audio Menu .
3. Choose **Identify Selected**.
4. From the dialog box, select the appropriate phone number or name in the list and click **OK**.


Any current Web entries that are not currently connected to an Audio entry will display in the list. You can then work with your attendees to determine who remains unconnected.

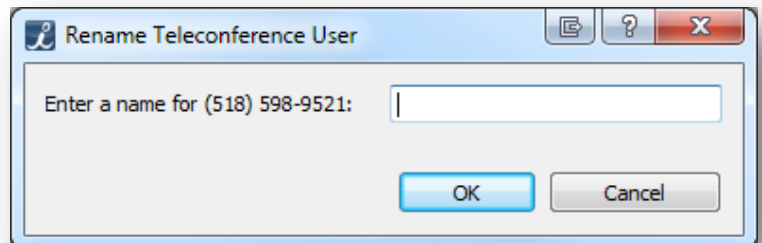
Once you press OK, any attendee in session that can view the Attendee List will automatically have their list updated to not display a separate Audio entry.



To Rename:

If an unconnected Web entry in the list is not available, but you have an additional Audio entry, you can rename the phone number to a name so that you and all people in your session may refer to that person by name rather than phone number.

1. Select that item from the list.
2. Click the Audio Menu. 
3. Choose the **Rename Selected** option.
4. Type in the name to appear in the Attendee List.
5. Click **OK**.



The Attendee List for any attendees in session that can view the List will be updated to display the name of the person instead of the phone number.