



Using Telephony Quick Reference Guide


The Telephony feature in Elluminate *Live!* enables you to conduct your audio communications with other session attendees via a combination of VoIP or telephone conferencing, while continuing to use your computer for all other Elluminate *Live!* features or to just participate in the audio portion of the meeting. As a telephone conference user, you will be fully integrated into the Elluminate Live! session: you can communicate with users not connected via teleconference (the traditional microphone and speaker users) and your communications will be captured in session recordings.

Telephony integration in Elluminate *Live!* is available only to Elluminate's ASP customers using the Session Administration System (SAS). In order to have this feature enabled in your account, please contact your administrator. Once you have Telephony enabled in your account, you can use your own conference call provider or your Elluminate representative can share more information on our conferencing offerings. To learn more about telephony visit the following web page: <http://www.illuminate.com/support/telephony/>.

Configuring Connection Information to a Telephone Conference

To connect a session to a teleconference, the moderator must configure the teleconference connection information within the Elluminate *Live!* session. This entails entering the telephone number(s) and PIN(s) provided by your telephone conference administrator for the desired teleconference. Teleconference information will be saved from session to session and can also be set as a default from the SAS.

To configure telephone conference connection information, follow these steps:

1. Obtain the phone number(s), PIN(s) and SIP (if required) for your teleconference from your telephone conference administrator.
2. Open the Teleconference Connection dialog and click on the  Configure Teleconference Connection Information button in the status bar (at the bottom of the window).

Teleconference Connection

Configuration

Elluminate Participant Information:
Telephone 1-877-555-1212 PIN 12345

Elluminate Moderator Information:
Telephone 1-877-555-1212 PIN 123456

Elluminate Session Information:
 Telephone 1-877-555-1212 PIN 123456
 SIP

Status
The teleconference has been active for 0 minutes (limit 120 minutes).


Save & Connect Help Save Cancel

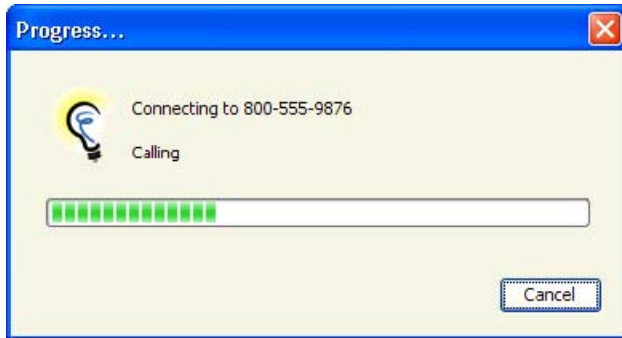
3. Enter the connection information for the teleconference.
Note: Only North America dial in numbers are permissible in the "Elluminate Session Information" field.
4. Save the teleconference information:
 - ✓ If you want to connect to the teleconference immediately, click on the Save & Connect button.
 - ✓ If you want to connect to the teleconference later, click on the Save button.

Connecting the Session to the Telephone Conference

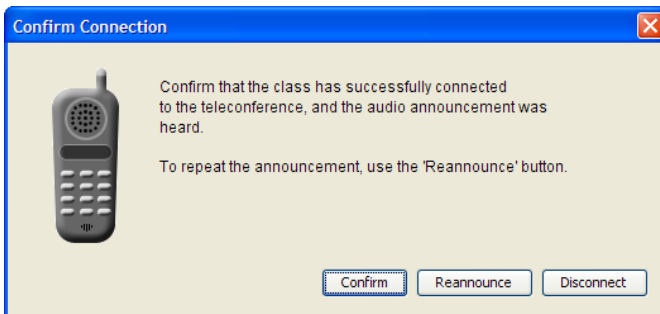
Once you have configured the connection information, the moderator must now establish the bridge (connection) between the session and the telephone conference. (Note: this is needed if this wasn't already done in Step 4 above)

To connect the session to the telephone conference, follow the steps below:

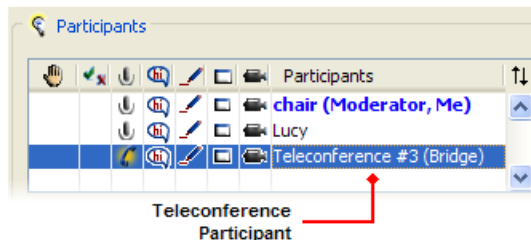
1. Click on the  Connect to Teleconference button in the status bar. A progress window will show the connection to the teleconference.



2. Click on Confirm to confirm the connection.




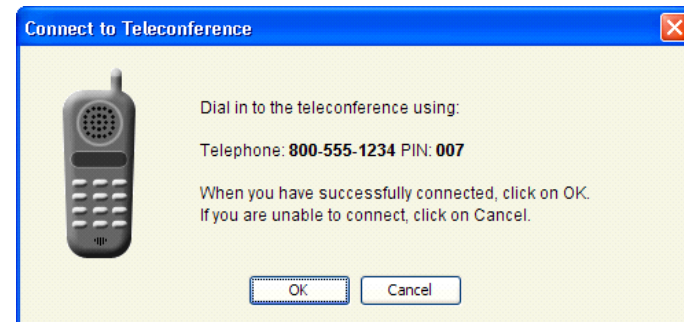
3. Note that a new "Participant" called Teleconference appears in the Participants List.



Joining a Teleconference

Now that the Elluminate session is configured for the telephone conference, any session attendee (Moderators and Participants) can join a teleconference. To join a teleconference, follow the steps below:

1. Click on the  Use Telephony button in your Audio panel. The Connect to Teleconference dialog will open. If audio is being transmitted in the session using VoIP, you will not be able to hear it while this dialogue box is open and you are dialing into the teleconference.



2. Using your telephone, dial the teleconference telephone number displayed in the Connect to Teleconference dialog.
3. Enter the teleconference PIN when prompted to do so by the teleconference (if required).
4. When you've successfully connected to the teleconference, click on OK in the Connect to Teleconference dialog.

Adjusting the Sound & Muting the Teleconference

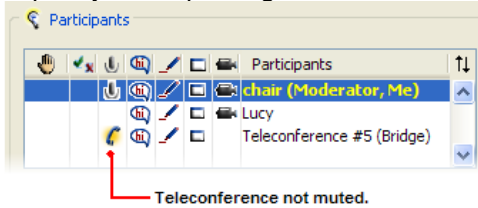
While you are in your session, you can prevent the audio from the teleconference from entering the session by muting the teleconference. This will prevent everyone who is on the audio conference from talking to others in the Elluminate session on VoIP. However, the teleconference participants will continue to hear and talk to each other and will still receive audio from the session.

To mute the teleconference:


1. Click in the Audio column of the Telephony Participant. The Telephone icon will be interdicted to indicate that the sound from the teleconference is muted in the session.

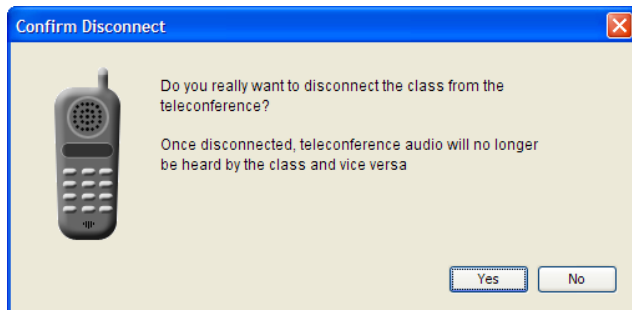


- To un-mute the teleconference, click in the Audio column of the Telephony Participant again.







Disconnecting the Session from the Telephone Conference

Only a Moderator can disconnect the session from the telephone conference. To disconnect, click on the  Disconnect from Teleconference button in the status bar. You will be presented with the Confirm Disconnect dialog. Click on Yes to disconnect The Participant called Teleconference will no longer be listed in the Participants Window



Audio Activity Indicators

Activity Indicator	Description
	A microphone icon in the Audio column indicates that the Participant or Moderator has Audio permissions.
	A microphone icon with a yellow halo indicates that the Participant or Moderator is currently talking using the microphone (has engaged the Talk button).
	A telephone icon with a yellow halo next to a Moderator or Participant indicates that the Participant or Moderator is currently connected to a telephone conference and that the Teleconference participant is not muted. If the icon appears next to the Teleconference participant, it means that the Teleconference participant is connected and not muted.
	An interdicted telephone icon next to a Moderator or Participant means the Participant or Moderator has switched to Telephony for audio communications but the session is currently not connected to a telephone conference or the teleconference has been muted. If the icon appears next to the Teleconference participant, it means that the Teleconference participant is muted or not connected to the teleconference.

Tips for using Telephony

- ✓ Manage participant interaction using the same session etiquette if participants are on VoIP or Telephony or a mix of both. Ask participants to raise their hands before speaking. This will facilitate better communications and will let you know who on the Teleconference is speaking
- ✓ Mute teleconference users during the presentations to avoid interruptions and the broadcast of unwanted audio.
- ✓ As a best practice, use the Moderator PIN in the Elluminate Session Information field in the Teleconference Connection dialogue box so that as soon as the session joins the conference those on the teleconference no longer hear music and a Moderator in the teleconference is not explicitly needed.