






Configuring Connection Information to a Telephone Conference

To connect a session to a teleconference, you 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.

 You can configure teleconference connection information only if telephony has been enabled for the session by the session creator in the Elluminate *Live!* Scheduling Server.¹ If the telephony icons ( and ) do not appear in the status bar, you will not be able to connect to a telephone conference.

 This guide assists you with connecting to an teleconference that has already been set up – it does not instruct you how to set up a teleconference. For assistance with an existing teleconference, or to have a new teleconference created, consult your telephone conference administrator.

To configure telephone conference connection information, follow the steps below:

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 in one of the following ways:
 - ✓ From the Tools menu, select Telephony > Configure Telephone Conference.
 - ✓ Click on the  **Configure Teleconference Connection Information** button in the status bar (at the bottom of the window).

¹ Session Administration System

The screenshot shows a 'Teleconference Connection' dialog box. It is titled 'Teleconference Connection' and has a close button in the top right corner. The dialog is divided into two main sections: 'Configuration' and 'Status'.
The 'Configuration' section is further divided into three sub-sections:
1. 'Eliminate Participant Information': Telephone: 877-555-1212, PIN: 1234
2. 'Eliminate Moderator Information': Telephone: 877-555-1212, PIN: 1234
3. 'Eliminate Class Information':
- Radio button for 'Telephone' is selected. Telephone: 877-555-1212, PIN: 1234
- Radio button for 'SIP' is unselected. Telephone: (empty), PIN: 1234
The 'Status' section contains the text: 'The teleconference has been active for 0 minutes.'
At the bottom of the dialog are four buttons: 'Save & Connect', 'Help', 'Save', and 'Cancel'.

3. Enter the connection information for the teleconference.
 - a. Enter the telephone number and PIN for Elluminate Participants. The information is for display purposes only (so Participants know what telephone number and PIN to use to connect to the teleconference).
 - b. Enter the telephone number and PIN for Elluminate Moderators. The information is for display purposes only (so Moderators know what telephone number and PIN to use to connect to the teleconference).
 - c. Enter the telephone number or SIP (Session Initiation Protocol) URI² and PIN for the Elluminate Session (the Teleconference Bridge). The information entered in these fields is processed by the teleconferencing bridge and sent over the connection to the telephone network.



If the Teleconference Bridge will be used to simulate the role of Teleconference Chairperson, enter the Teleconference Chairperson's PIN in the PIN field.

If programmed responses to the teleconference are required during the connection phase (e.g., to skip roll call, wait for an announcement to complete, wait for an intermediate connection to occur, etc.) then those codes must be entered into the Session PIN field. Consult your teleconference provider for details.

² A SIP URI should have the following format: sip:xxx@host.domain. See your teleconference administrator for further details.



A SIP URI should be used where possible, as it avoids per-minute gateway service charges. Some well-known teleconference numbers may be automatically mapped to a SIP URI by Elluminate. Please contact your Elluminate administrator to see if a SIP connection is available through your teleconference provider.



The Elluminate Session is the bridge that connects the Elluminate *Live!* session to the telephone conference. It is listed as a session attendee in the Participants List.

A Note on Telephone Number Formats

Telephone numbers must match the domestic North American format: 1-###-###-####. (International numbers are not supported.) The 1 and hyphens are optional; spaces and parentheses can be used instead. The following are valid telephone numbers:

1-877-555-1212

877-555-1212

(877) 555-1212

(877) 555 1212

A Note on the PIN and Programmed Responses

The Elluminate Session PIN field may be used to provide programmed responses. Many call centers provide interactive functions to their users via the telephone keypad. Typically, such commands are a # followed by two or three digits. For example, #42 might be "skip roll call" and #13 might be "re-record my roll call entry". Of course, the codes will vary from provider to provider so you should consult your teleconference administrator for details.

You can also program pauses into your PIN to leave time for the completion of an automated greeting or to include a programmed response. To enter a pause, type a comma.

The following are valid entries in the PIN field:




,, 1212

#421212

,#42,1212

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.

 Note that, when the teleconference is fully configured (with at least session and participant data), the  **Configure Teleconference Connection Information** button (in the status bar) is replaced by the  **Connect to Teleconference** button.
