



## Elluminate Feature Report

### Feature Name: Phone Bridging

#### Customer Need

Web conferencing systems today are quickly becoming a standard means of communication in many businesses. Elluminate *Live!* participants and moderators speak to each other through standard microphones connected to their computers. Elluminate *Live!* incorporates state-of-the-art voice-over-IP technology, which delivers incredibly clear and crisp audio on bandwidths as low as 28.8Kbps.

In some cases users may not have sound cards in their computers. By employing a phone bridge, Elluminate *Live!* users without sound cards can participate fully in a live session. This also enables people who do not have access to a computer to listen and speak to participants in an Elluminate *Live!* session.

#### Solution

Bridging communication between an Elluminate *Live!* session and a phone or conference call is achieved using third-party hardware, and is moderated manually by a single user.

Using a phone bridge with Elluminate *Live!*, it is possible to offer the following:

1. Participants speaking and listening on a phone or conference call can hear and be heard by participants using voice-over-IP.
2. Participants speaking and listening on voice-over-IP can hear and be heard by participants using a phone or conference call.

It also allows multiple moderators to speak simultaneously and be heard by users on both phone or conference call and voice-over-IP.

#### Specifics of Phone Bridging

Elluminate accommodates the bridging of telephone and Voice-over-IP communication using an Andrea Electronics (<http://www.andreaelectronics.com>) Personal Computer Telephone Interface (PCTI 3). The PCTI-3 is a device into which a headset and telephone input cable may be plugged. Users may switch the headset between telephone and computer, or allow both to operate simultaneously. In this way, telephone communication can be broadcast to a computer, and computer audio may be fed back into a telephone conversation.

The exact setup instructions for installing and using a phone bridge will depend upon the specifics of the brand purchased. In the case of the PCTI-3, setup is quite easy.

1. Insert headset plugs into the microphone and speaker inputs
2. Unplug handset from phone and plug handset into handset plug on PCTI-3
3. Plug telephone input cable of PCTI-3 into telephone base
4. Plug computer input cable of PCTI-3 into the appropriate microphone / speaker inputs of computer's sound card



To use the PCTI-3 in an Elluminate *Live!* environment:

1. Set the headset/handset option to allow audio from telephone and computer
2. Set the mode selector option to switch between computer, telephone or both. The both position allows for **full duplex** conferencing between the user, a computer and a telephone **simultaneously**.
3. Click the Talk button in Elluminate *Live!* to transmit all audio (computer, telephone and user) into a live session. While off the air, all audio from the live session is transmitted to the user, computer and telephone.
  - The bridge moderator presses the Talk button to transmit audio to and from users on voice-over-IP and the conference call.

### **Solution Restrictions**

- Participants on a phone or conference call cannot be heard in the Elluminate *Live!* session without the intervention of the bridge moderator, who must activate and deactivate the Talk button.

### **Availability**

Elluminate users can purchase a phone bridge and host their own events. Alternatively, Elluminate Professional Services (EPS) Team offers an Event Hosting Service. For customers offering Elluminate events, EPS can help with the rollout of the event. EPS will:

- Conduct a private Elluminate *Live!* training session for the moderator(s) of the event
  - Provide tips on increasing interactivity and on content design
- Participate in a dry-run of the session and provide feedback and suggestions to the moderators
- Assist in creating the meeting room and sending invitations to the attendees
- Set up a conference call number for the phone bridge attendees
- Provide online technical support one hour before and for the duration of the event.
- Elluminate Event Moderators help keep your event running smoothly so you can focus on your presentation. Moderators will:
  - Welcome the audience and introduce the presenters
  - Provide audience members with an overview of the interface including how to ask questions and complete surveys
  - Coordinate and answer text chat and verbal questions from the audience
  - Moderate the conversation through voice-over-IP and the phone bridge

### **Contact Information**

For more information about phone bridging and the Event Hosting Service, visit [http://www.lluminate.com/event\\_hosting.jsp](http://www.lluminate.com/event_hosting.jsp).