Redback Connect

TCP Comprehensive User Guide

The Teleconferencing Control Portal
The TCP system is a program that brings your teleconference onto the web. This allows you to control a large group of attendees at an individual level.

1. Dial into your teleconference.
2. Log into your Account Management Portal (AMP) and click "TCP List" on the left hand menu.
3. Find your conference call listing then click the "TCP Link" just underneath. Your browser will automatically log you into the TCP in a new window.

Tab 1: Live Conference Functionality

		Caller ID		Caller Name		Location		Arrived		Duration		Activity		Host		Muted	
☐	☆	+61272000400	∨	Unknown		Australia		10:21 AM		2 min		🔊		☑		☐	
☐	☆	+61272000400	∨	Unknown		Australia		10:23 AM		0 min		🔈		☐		☐	

Live Conference | History & Recordings | Settings | Caller List | User IDs | Bridge Info | Help | Logout
Mode: Conversation ∨ | Security: Unlocked ∨ | Entry Alert: Chime ∨ | Exit Alert: Chime ∨ | Recording: On ∨
☐∨ | Mute All | Un-Mute All | More ∨ | Callers: 2 | Started: 10:21 AM | Duration: 00:02:24 | ⊗ | 💬 | 📞 | | 🔍

- **Mode** – Defines speaking privileges during conference
- **Conversation Mode:** All callers can speak freely.
- **Presentation Mode:** Hosts can speak. All other callers are muted.
- **Question & Answer:** Hosts can speak. All other callers begin muted, but can un-mute themselves by pressing star six (*6). More information can be found here: Managing a Question and Answer Session
- **Hosts Only Mode:** Hosts engage in a private conversation. All other callers are placed on hold.
- **Security** – Allows the moderator to secure the conference, blocking anybody trying to access the teleconference once activated.
- **Entry Alert** – Allows the conference have the option of an audible alert turned on indicating when a new participant joins.l
- **Exit Alert** – Allows the conference have the option of an audible alert turned on when a participant leaves.
- **Recording**– Provides the option to record the conference.
- **Start Conference** – Allows the teleconference to start.
- **Mute All** – Allows the moderator to mute all attendees. The moderator will still be audible.
- **Un-Mute All** – Allows the moderator to un-mute all attendees. The participants will then be audible.
- **More** – By selecting calls via the first column and marking with a 'tick' this will give the ability to see 'more' actions, they are detailed below:
- Add Star (favourite)
- Remove Star
- Send to sub-conference

- Promote To Host
- Take Off Hold
- Place On Hold
- Drop Caller(s)
- Lower Hand
- **Callers** – The number of attendees on your teleconference (including moderator)
- **Started** – The time the first caller connected
- **Duration** – The total time of the call from the first connection to the last connection
- **End Conference** – Disconnects all lines from the teleconference.
- **Edit Reference** - You can specify any alphanumeric label associated with the active conference call. This label is contained in the post-conference report, the conference listing in the History & Recordings tab, and downloadable conference records. It could be a description or purpose of the call, project code, etc. This label can be subsequently edited via the History & Recordings tab.
- **Dial Out** – If enabled on your account, this icon will be displayed. Clicking on this icon will prompt you to enter the phone number of the invited participant. **The Dial-Out feature is NOT enabled on your account unless you contact customer support with a request to enable the feature and have your business sign off on incurring charges at a premium rate.**
- **Filter (Search Bar)**– You can place a value in the Filter box near the top right corner of the Live Conference display, which will remove all callers from the display which do not match the filter criteria.
- **Caller ID** –Shows the number of the caller .
- **Caller Name** – Displays the name information provided by the caller's phone company. You may assign or edit the name, which is stored in the Caller List. Stored names are linked to the Caller ID number.
- **Location** – Where the caller is located.
- **Arrived** – The time the host or participant joined the call.
- **Duration** – The duration of the host or participant since they joined call.
- **Activity** – Will show the active talker or if the participant is on hold.
- **Host** - Shows the caller(s) designated as a host
- **Muted** - Shows if the callers line is muted.

Tab 2: History and Recordings

The History & Recordings tab allows you to view past activity on your conference line and download details and recordings. You can view activity for a particular date range by selecting the dates and clicking the Show button. Click on the checkbox labeled Recorded conferences only to hide the listings for conferences that were not recorded.

Click on the spyglass icon to view the details for a particular conference, as shown below.

Live Conference	History & Recordings	Settings	Caller List	User IDs	Bridge Info		Help	Logout

Start Date		End Date		Show	Print	Download CSV	Recorded Conferences Only

Time Zone (GMT+10:00) Canberra, Melbourne, Sydney ▾

	Start Date / Time	End Date / Time	Callers	Duration	Minutes		
🔍	Apr-17-2018 09:23 AM	Apr-17-2018 10:10 AM	4	47 min	159 min	💬	▶
🔍	Apr-17-2018 09:02 AM	Apr-17-2018 09:17 AM	7	15 min	66 min	💬	▶
🔍	Apr-17-2018 09:02 AM	Apr-17-2018 09:02 AM	1	1 min	1 min	💬	
🔍	Apr-13-2018 11:33 AM	Apr-13-2018 11:38 AM	1	6 min	6 min	💬	
🔍	Apr-12-2018 03:28 PM	Apr-12-2018 03:51 PM	1	23 min	23 min	💬	
🔍	Apr-12-2018 02:48 PM	Apr-12-2018 03:18 PM	1	31 min	31 min	💬	

Tab 3: Settings

| Live Conference | History & Recordings | **Settings** | Caller List | User IDs | Bridge Info | | Help | Logout |

Conference Mode	Conversation ▾	Defines speaking privileges during conference ❓
Conference Start	When host joins ▾	When participants are placed into an active conference
Conference End	1 min after host leaves ▾	When an active conference ends
Entry Notice	Chime ▾	Audible alert indicating when a new participant joins
Exit Notice	Chime ▾	Audible alert indicating when a participant leaves
Record Conferences	Yes ▾	Records the conference (downloadable .mp3 file)
Prompt Callers for Name	No ▾	Prompts callers to record their name upon arrival ❓
Announce Caller Count	No ▾	Tells new entrants how many callers are in the conference
Music on Hold	Yes ▾	Plays prior to conference start
Participant Access	Allow all participants ▾	Requires callers to be pre-registered in the Caller List ❓
Require User IDs	No ▾	Prompts callers to enter an assigned User ID code ❓
Time Zone	(GMT+10:00) Canberra, Melbourne, Sydney ▾	

Save   Cancel

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- **Question & Answer:** Hosts can speak. All other callers begin muted, but can un-mute themselves by pressing starsix (*6).
- **Hosts Only Mode:** Hosts engage in a private conversation. All other callers are placed on hold.
- **Conference Start** – When participants are placed into an active conference.
- **Conference End** – When an active conference ends.
- **Entry Notice** – Audible alert indicating when a new participant joins.
- **Exit Notice** – Audible alert indicating when a participant leaves.
- **Record Conferences**– Records the conference (downloadable .mp3 file).
- **Prompt Callers for Name** – Activating this prompt will record the caller's name. To play the recorded name when the caller joins and/or leaves the conference call, select **Name** for the Entry/Exit Notice..
- **Announce Caller Count** – Tells new entrants how many callers are in the conference.
- **Music on Hold** - Plays music prior to conference start.
- **Participant Access** – If the participant's Caller ID phone number is not listed in the Caller List, the caller will not be allowed into the conference call. Note that all callers with blocked Caller IDs will be prevented from joining..
- **Require User IDs** – The User IDs entered by the callers are validated against the list specified in the User IDs tab. Callers who do not enter a valid User ID will not be allowed into the conference call.
- **Time Zone** – Local time zone of where the teleconferencing bridge is located.

Tab 4: Caller List

In addition to editing caller information for entries that were saved to the Caller List through the Live Conference panel, you can add caller entries in advance of your conference calls via this tab. You can also initiate an immediate dial-out call to a listed participant (if enabled on your conference bridge), which will place them directly into your conference call if they accept the invitation.

You may also populate the Caller List using the **History & Recordings** tab. Click on the 🔍 spyglass icon to view the details for a particular conference, then click on the Name associated with a particular caller to save that entry to the Caller List.
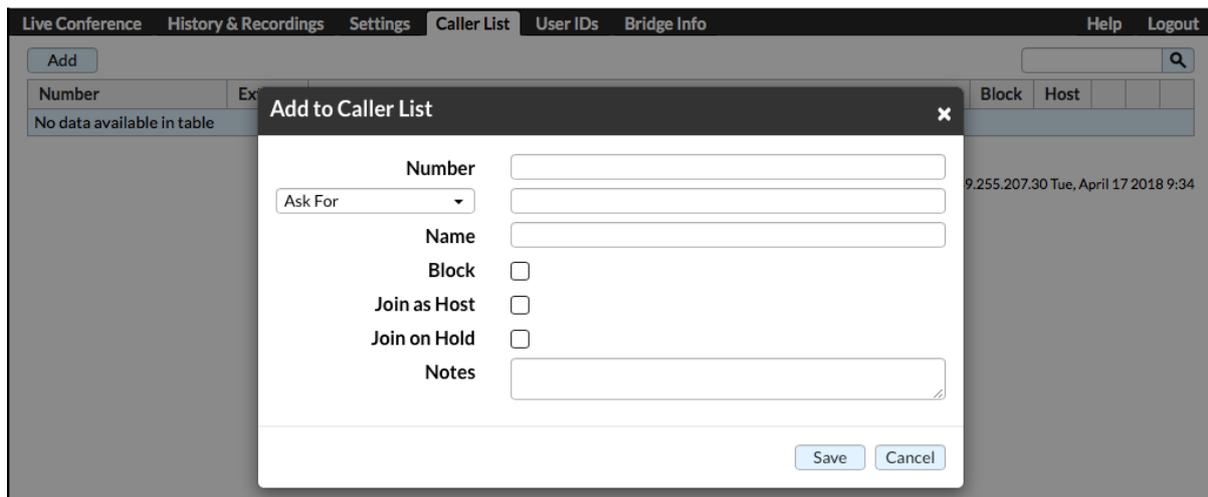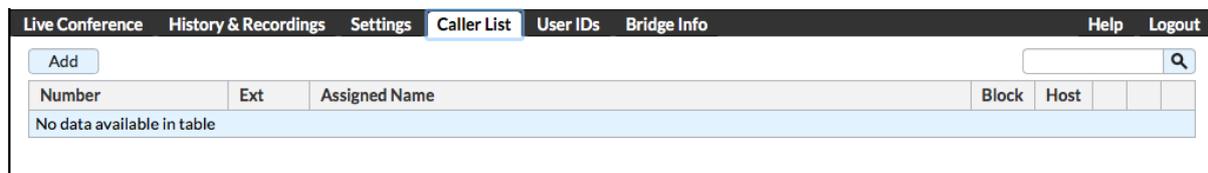
Tab 5: User ID's

Optional User IDs can be used to limit conference participation to specific individuals, to better identify participants, or to collect a numeric code from your participants. The most common use is to pre-assign a unique User ID to each invited participant, which the caller will need to enter to join your conference calls. This approach allows you to limit attendance to only those participants with a valid User ID code, such as paid members or authorized personnel.

With User IDs enabled, all participants are prompted to enter a User ID after they have entered the Conference ID. (Note that User IDs may also be used in conjunction with the codeless entryfeature associated with a custom dial-in number, which bypasses the requirement to enter the Conference ID code. In this scenario, participants would only need to enter the User ID code. Contact customer support for information on provisioning a custom dial-in number.)

User IDs may have any number of numeric digits (including a single digit), and may vary in length. It is generally best to avoid leading zeroes with User IDs.

There are three options for validating User IDs, which can be specified via the "Require User IDs" drop-down selection box in the Settings tab in the **Host Control Panel**:

1. **No** — Participants will not be prompted to enter a User ID. (This is the system default setting.)
2. **Valid User ID Required** — Participants must enter a valid pre-assigned User ID to join your conferences. The list of valid User IDs is specified via the User IDs tab in the **Host Control Panel**. If a caller fails to enter a valid User ID after five attempts, the caller will be automatically terminated. Note that multiple participants may enter the same User ID and join the same conference call.
3. **Valid User ID Optional** — In this scenario, all callers are prompted to enter a User ID. If the caller presses the pound key without entering a code, the caller will be placed into the conference without a User ID. However, if the caller enters a code, it must be a valid User ID in order to join the conference. This option allows you to positively identify particular callers, without preventing others from joining the conference. Since one of the User ID parameters is to automatically

designate specific User IDs as Hosts, this approach allows you to extend host privileges without sharing the secret Host PIN with those participants. (Hint: You may wish to establish 0 as a valid User ID, since callers who do not have a User ID may press 0, followed by the pound key.)

4. **User ID Required, Not Validated** — All callers are prompted to enter a User ID, but the code is not validated against the User ID list. However, callers must enter a code (0 is a valid code) to join the conference. This approach allows you to collect numeric input from participants when they arrive (could be a member code or call-back telephone number), but you need to instruct your invited participants in advance. The prompt will ask for a "User ID", so your invitees will need to know how they should respond.

If User IDs are enabled, the entered User ID value will be displayed in a column in the Live Conference tab in the **Host Control Panel**. The displayed Name will be the name associated with the User ID listing, not the Caller ID name normally associated with the caller's phone number.

Creating and Editing User IDs.   The User IDs tab in the **Host Control Panel** allows you to create, edit, or delete User IDs associated with your bridge. (The User ID list is associated with a specific Conference ID.) Click on the [edit icon] button to change the name, automatically designate the caller as a Host, block the caller from participation, or add reference notes.
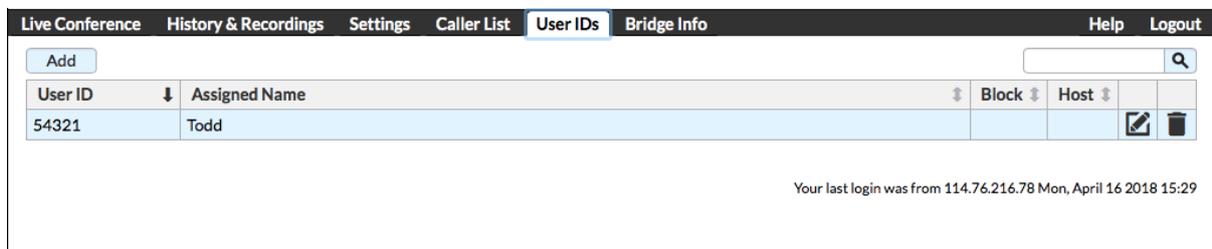
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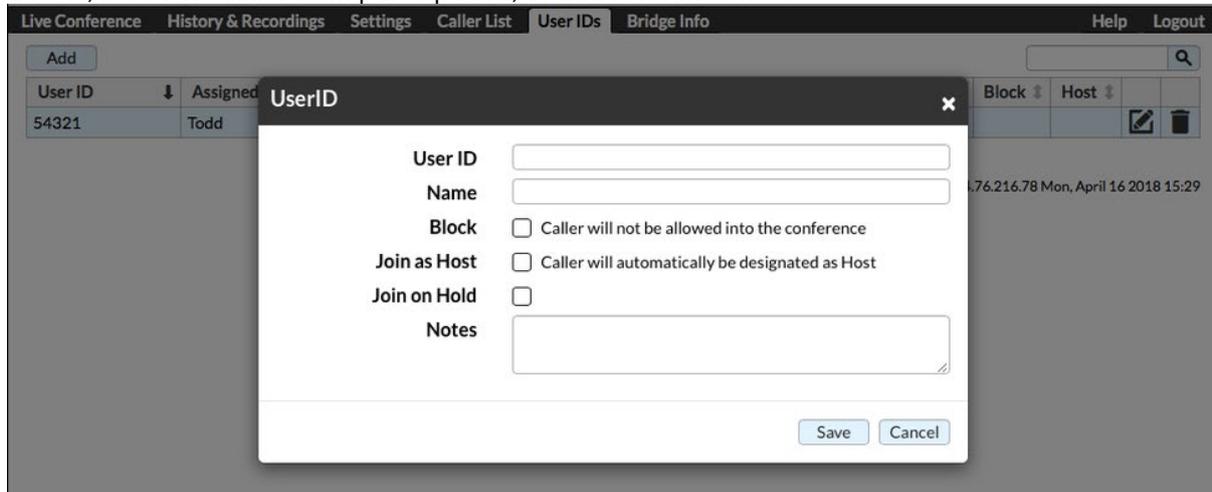
Keynotes

1. A teleconference must be underway for the TCP system to activate.
2. There can be multiple moderators of the TCP system, the moderators will join via the URL supplied, conference ID and the "Host PIN".

3. If you have muted all and another attendee drops in, their line will not be muted. Select "Mute" next to their details to mute their line.