

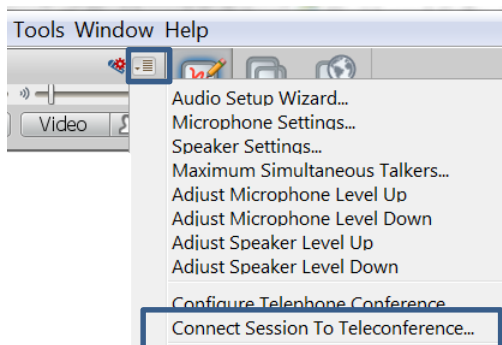
TELEPHONE & VOIP INTEGRATION

The Telephony feature of CCC Confer enables you to conduct your audio communications with other session attendees via telephone conferencing, or use a computer headset for VOIP communications. Moderators and Participants can choose their preferred communication tool. When both types of technology are used in the same session, the Teleconference must be connected to allow the telephone users and VOIP users to hear and speak with each other.

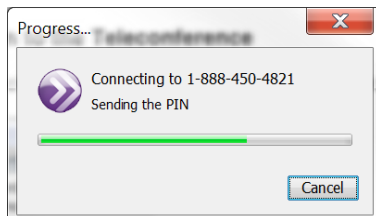
Connecting the Session to the Teleconference

The Moderator is responsible for connecting the teleconference in room and managing the telephony users within the Participants List.

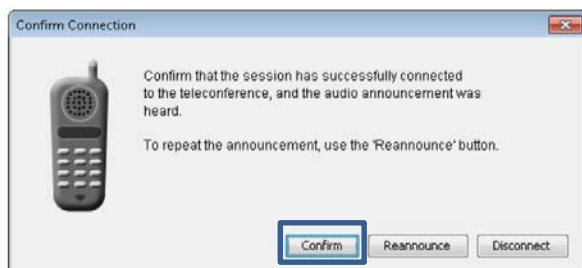
To incorporate a telephone conference into your session, a Moderator needs to establish a bridge between the teleconference and the session. Although this bridge is not a person (it is software), it shows up as a Participant, called Teleconference, in the Participants list (as depicted below). From the **Audio & Video** panel **Options** menu, select **Connect Session to Teleconference**.



You will hear prompts to enter information; the system is automated so there is no need to respond. A progress indication dialog shows you the progress of your connection to the teleconference.



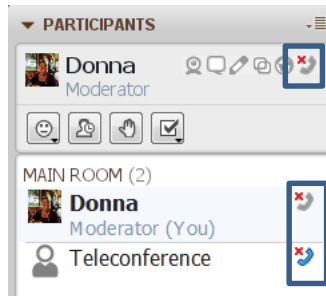
Confirm at the prompt screen.



When the Teleconference is connected it appears as a Participant. The telephone handset icon indicates the bridge is open so audio will be captured in your recording, and Participants can listen over their computer instead of calling into the conference line.

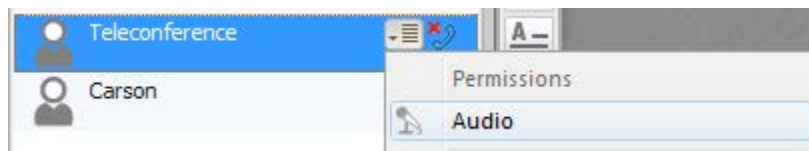




IMPORTANT: If Audio is disabled (muted) by the Moderator in the Global Permissions list, audio will not be heard by VOIP users or picked up in the recording.



The moderator will need to un-mute the audio to assure telephone audio is picked up in the recording and to assure the VoIP users can hear the telephone users and vice versa by doing the following:

Click on the participant titled *Teleconference*, click the dropdown menu to the left of the handset receiver icon with the red x and select Audio to reinstate the Teleconference bridge's Audio permission.



You will know the teleconference is no longer muted when the  icon next to the Teleconference bridge participant switches back to the  icon.

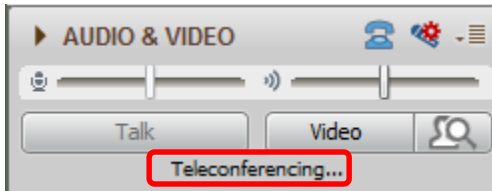
Moderator and Participants: Telephone Users

Option 1

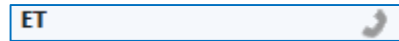
- Click on the handset icon in the Audio & Video panel



Your own Audio & Video panel will show *teleconferencing* and a handset receiver will appear next to your name in the Participant panel, indicating to all participants that you are using the telephone for audio.

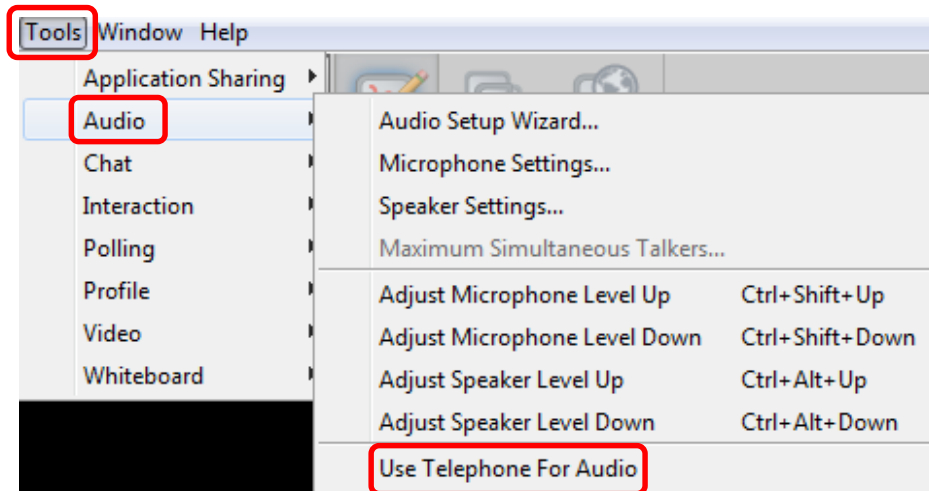


and

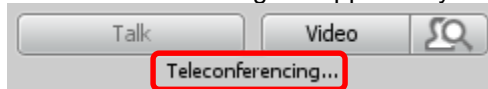


Option 2:

- Click on Tools > Audio > Use Telephone for Audio



By following option 1 or option 2, the computer speaker will be muted and prevent audio feedback and the word teleconferencing will appear in your Audio & Video panel in your session.



Moderator and Participants: VoIP Users

You can turn on your microphone in one of two ways:

- Click on the Talk button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F2 (Command-F2 on Mac).
This keyboard shortcut is a "hot key", meaning you can redefine it. You are actually able to configure two hot keys for the Talk button: one to turn it on and one to turn it off. (For detailed *Hot Keys* instructions, see *Hot Keys* document under [Features](#).)

To turn your microphone off, again click on the Talk button or use the keyboard shortcut.

Notice that, when activated, your Talk button displays a blue microphone.



(For detailed VOIP instructions, see VOIP document under [Features](#).)