

# CONFERENCE CALLS

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## U-HOST MANAGED SERVICES

If you are still using a service bureau for your conference calls, it has always been easy to cost-justify an on-site conference system. If management is slow to commit capital funds or change your current procedures, Forum can help.

Forum Communications introduces a new program that provides your organization with an attractive option. Hosted conferencing provides all the benefits of having your own on-premise conference system without a large up-front investment. One flat monthly rate gives you unlimited usage and allows you to start saving on your conference calls immediately.

The U-HOST program includes the feature-rich, dependability of the Consortium Conference System, either 48 or 96 ports, installed at your location with free training, support and upgrades. A one year contract can be extended, or you can purchase the system on your own timeline.

## U-HOST ENHANCEMENTS

Forum's Consortium makes your conferencing even better with:

- Call Quality and Clarity
- Web Control & Scheduling
- Microsoft™ Outlook™ Interface
- Fixed Monthly Costs
- Increased Usage at no cost
- Free Software Upgrades
- Second Year and Buy-out Savings

## ON-PREMISE BENEFITS

Security –This is the #1 reason most organizations have their own conference system. You control access and stop compromising your critical business discussions on someone else's system. You set security levels and control PIN and privilege assignments within your organization.

Ease-of-Use – Consortium Conference System is designed with the non-technical person in mind, who can learn to use the system in less than 10 minutes. Web and Microsoft® Outlook® interfaces provide intuitive control and scheduling. Reservation less calls and repetitive meetings are easy.

Accessibility – No need to pre-arrange conference calls with a service provider. Increase productivity with “instant” calls that improve your internal responsiveness. Provides immediate access and blast dial for damage control, contingency response and emergency calls.

Savings – Service bureau charges for recording, for early entrants, call set-up, cancellations and no-shows can drive your service cost upward. If you are paying one monthly fee for 48 or 96 ports, you can use them all for 24 hours, 7 days a week and pay the same as if you use only hours per day. Special project meetings and emergency calls can run several days. With U-HOST, you pay no additional charge for additional traffic.

Conference Call Control – Moderator View (via Web and LAN) provides instant status on calls and participants. Virtual Gavel, On/Off Recording, Polling, Lock/Unlock, and break-out groups can be managed via the Moderator screens or touch tone commands.

Real-time Reporting – The Consortium Conference System provides the most robust report function in the industry, with custom report design capabilities, instant attendance report email function and pre-designed templates for easy system administration.

## **USER TIP OF THE MONTH: CONFER III – REMOTE OPTIONS**

The Confer family of audio bridges has been the most affordable meet-me conference system on the market for more than 15 years. The Confer flexibility has allowed our Design Team to adjust to custom applications for many specific industries (satellite applications, hoot n holler systems and broadcast installations to name a few). Our newest Confer III architecture incorporates many of the special functions we have developed for these special applications.

Your Confer III system can be ordered with Basic or Premium option packages, or you may order the simple “meet-me” system and add functions “ala carte.”

The Premium Administrative Package gives you Conference Moderator Privileges. If you are hosting the meeting you can enter \*67 once you are in the conference call. This allows you to dial-out (\*36), add the caller to your conference (\*32) or drop that line and return to the call (\*33). One of the most popular functions on the Confer III is Virtual Gavel. By entering 4#, the Moderator can mute all other lines in the call to begin a presentation. (Virtual Gavel can be toggled off for Q&A or open discussion anytime).

### **Changing Bridge Configurations Remotely**

The Remote Administrator options allow you to connect a trunk line or DID line to the CM (Control/Monitor) port on the Confer III bridge. Each CM port will require a code to enter the Administrator function.

To hear a conference assignment, enter 3, then the conference card number. To set a conference assignment, enter 4, the card number, then the group number and the new conference number. Remember that each Confer III bridge card can be divided into two groups of 4 ports for configuration purposes. Conference numbers are shown on LED displays on the bridge face.

### Authorization Codes

The Basic and Premium options enhance the manageability of your Authorization Code option (available per bridge card). You may change the Auth Code between calls to maintain security on the Confer III. First you call trunk line assigned to the CM/Remote Administrator Port.

To play the current Auth Code, enter 1, then the conference number (01, 02, etc.). To change the Auth Code, enter 7, then the conference number, then program in the new four-digit Auth Code.

To override Auth Code is also very easy: enter 0, the conference number, enter 2 for off (or enter 1 to turn the Auth Code function back on).

Without the Remote Admin packages, the Auth Code is changed or disabled at the bridge with a single line telephone set (see Confer III manual for details). The Confer III grows from 8 to 72 ports.

The Confer *ECS* (Emergency Collaboration System) includes all Premium functions, plus blast dial, crash blast, global crash blast and GUI. For special applications, please call Forum at 972-680-0700.

## **ANOTHER LOVE STORY**

In the heart of Vermont's beautiful ski country, the Mad River Valley Ambulance Service (MRVAS) had a requirement for a dependable replacement for their outdated "red phone" emergency contact system. With highly trained dispatchers who know their unique area better than any "out-of-town" dispatch service, the MRVAS turned to Forum Communications.

After completing the off-line "test phase," the Confer *ECS* (Emergency Control System) is now supporting all ambulance center emergency calls. It is also providing better sound quality with seamless integration and minimal training for dispatchers to use. MRVAS Board President, Brad Cook, tells Forum the new system makes it easier and more cost effective to change dial-out numbers and allows them to alert dispatchers via cell phones or home locations for better coverage.

## **CONSORTIUM 4.4 UPGRADE DETAILS**

Includes:

- Consortium Outlook Scheduler
- Enhanced Moderator, User & Administrator Functions

Whether you are System Administrator, or an IT Support Person, you will appreciate the improvements in the Consortium 4.4 release:

Master Schedule view enhancements, improvements to the overbooking interface, ability to change conference creator, improved conference list window sorting, more friendly participant importer interface and a more "firewall friendly" LAN client.

Consortium Outlook Scheduler provides smooth transition

This significant scheduling enhancement provides many benefits over the competitors' Outlook interface. If your system uses iCalendar-compliant groupware, like Microsoft® Outlook® or LotusNotes®, the Consortium can automatically populate their calendars with conference schedules. The Consortium Outlook Scheduler allows you to schedule conferences directly from Outlook®.

#### Version 4.3 Enhancements (included in 4.4)

Do your executives want their conferences to “Wait for Host?”

Forum’s 4.3.1 version Consortium software allowed you to establish start/stop behavior that is dependent on the presence of the conference call “Host” or “Moderator.” Forum’s flexibility lets you define the “Host” for each call and even let the system announce that you are waiting for the host to start the call.

As you maximize your weekly Consortium conference hours, do you notice a gradual slowdown of the saving process? Early versions of Consortium software may slow down as traffic grows on your bridge and you load and save large conference and databases. Our 4.3.1 and 4.4 software dramatically reduce waiting and increases productivity.

If you are still wishing for live conference control and real-time Moderator View on your web interface, you know it is time for a software upgrade: the Consortium 4.3 software added additional control to the Moderator View screen via both the LAN and web interfaces. Now via the LAN or web you can lock/unlock, change number of ports, create sub-conference groups, initiate blast dial or record functions, start/pause recording, create reports and terminate the conference call, in addition to viewing calls and participants names, or selecting individual channels to mute or drop callers.

How do you set your conference call “defaults?”

Version 4.3 added enhanced User Default dialog boxes in the Advanced Conference Options.

#### Version 4.2 Enhancements (included in 4.3 and 4.4)

- Polling (via DTMF and Moderator View)
- End-of-conference email
- Customizable more robust reports
- Easy sorting of participants by group
- Improved conference scheduling
- Immediate PIN – based auto-routing
- Enhanced Moderator View controls
- Enhanced Administrative functions
- SMTP email support
- LDAP directory services address book support

## **DFW HOMELAND SECURITY**

Forum Communications has joined the Dallas – Fort Worth Homeland Security Alliance, a consortium of government agencies, business concerns, technology and service companies focused on working together to promote Homeland Security-related commerce in our metropolitan area. Watch for more details.

## **DEALER CORNER**

Do you have a community organization similar to the DFW HS Alliance? Do you visit the web sites of your local House and Senate representatives for details on federal funds for emergency communication centers?

Many local government agencies have received a very small slice of the funding pie, making the Confer ECS (Emergency Collaboration System) even more attractive. Partnering with other

technology providers and attending Emergency Management-focused conference and trade shows will provide valuable contacts and opportunities! Call Forum (972-680-0700) if we can help!

## **NEW AND IMPROVED CUSTOMER SERVICE**

Forum Communications recognizes that providing unparalleled customer service is the key to achieving and maintaining a market leadership position in the teleconferencing industry.

Our Administrative, IT, Support and Marketing Departments have implemented a new support system to serve you better. With improved tools and better information flow, we can cut our response time and answer your technical questions and needs more efficiently. Please be prepared to provide us with your system serial numbers, contact information and location details when you call in.

For more details on Forum's Extended Warranty and System Migration/Upgrade Programs, please visit <http://www.forum-com.com/warranty.htm>