

# Encounter Collaborative

*Single source solution provider for all your conferencing needs*

## Audio Control Panel User Guide



# Audio Control Panel User Guide

## Accessing Encounter's Audio Control Panel

Encounter's Audio Control Panel is an easy-to-use web page that allows conference presenters to manage all aspects of their audio conference calls.

With Audio Control Panel, presenters can move call participants from music-on-hold into the live conference, mute and unmute participant connections, conduct audio Q&A sessions, track participant attendance and more.

Follow these easy steps to access Audio Control Panel

1. Go to: [www.encounter.net](http://www.encounter.net)

2. Click the Audio Control Panel icon



3. Enter the toll-free conference number and your authorization code

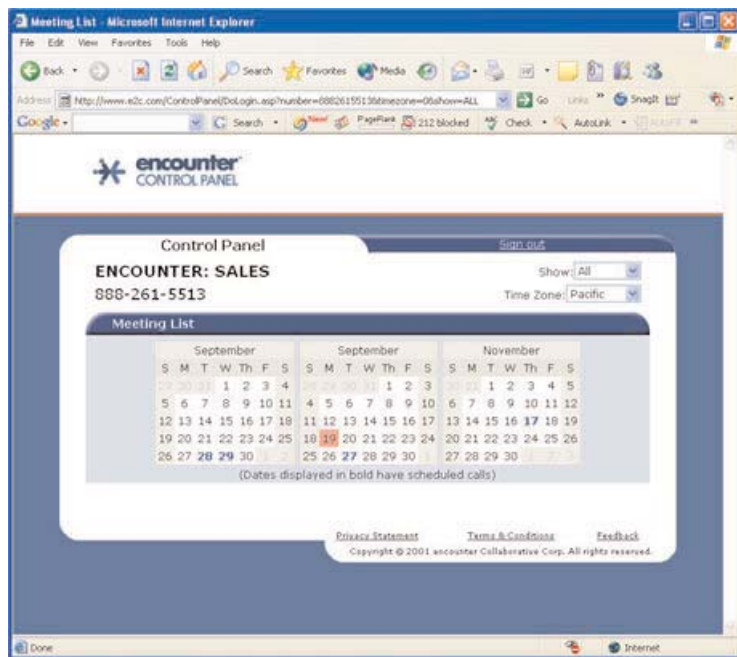
A screenshot of the 'Audio Conference Center' login form. It contains two input fields: '800 Number' with the value '800-875-4255' and 'Authorization Code' with the value '\*\*\*\*\*'. Below the fields is a 'Login' button with a mouse cursor pointing to it.

# Audio Control Panel User Guide

## Accessing Encounter's Audio Control Panel

After entering your toll-free number and authorization code, simply select the date that your conference is scheduled for.

Audio Control Panel will immediately launch for that days conference.



Sort by date and time zone

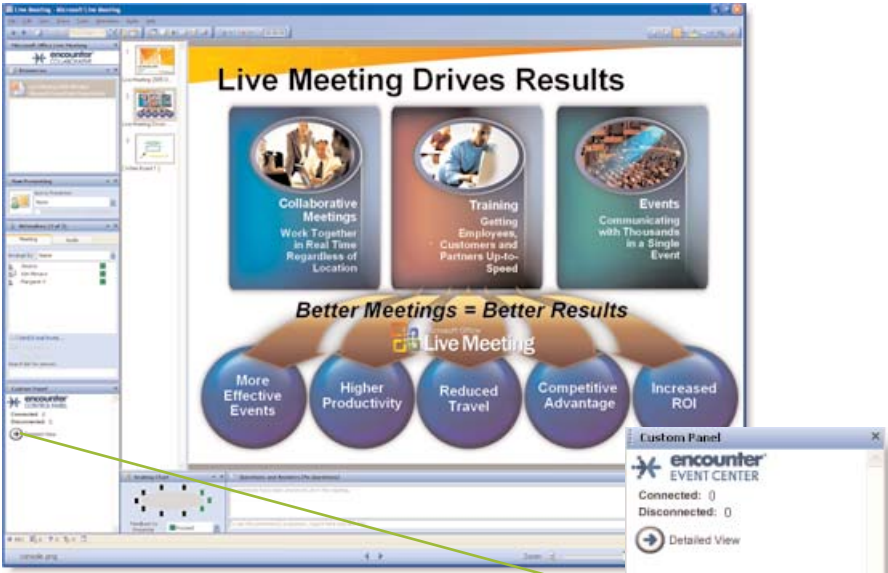
4. Select the date your conference is scheduled for and Audio Control Panel will automatically launch for that conference

# Audio Control Panel User Guide

## Accessing Encounter's Audio Control Panel in Live Meeting

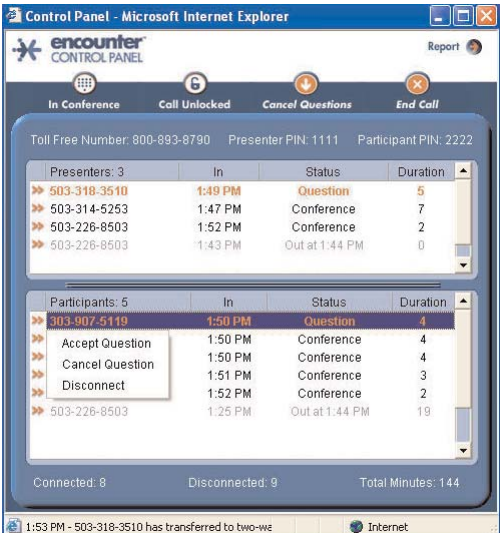
Presenters who use Encounter's Audio services with Microsoft Live Meeting have the option of embedding the Audio Control Panel into the Live Meeting Console.

This option allows presenters to immediately access Audio Control Panel from one user interface.



The screenshot shows a Microsoft Live Meeting window with a presentation slide titled "Live Meeting Drives Results". The slide features three columns: "Collaborative Meetings", "Training", and "Events". Below these is a central graphic with the text "Better Meetings = Better Results" and "Live Meeting", surrounded by five circular icons: "More Effective Events", "Higher Productivity", "Reduced Travel", "Competitive Advantage", and "Increased ROI". A "Custom Panel" window is overlaid on the bottom right, displaying the "encounter EVENT CENTER" logo and a "Detailed View" button. A green arrow points from this button to the next screenshot.

Click the 'Detailed View' icon to access Encounter's Audio Control Panel from the Live Meeting Console



The screenshot shows the "Control Panel - Microsoft Internet Explorer" window. The title bar reads "encounter CONTROL PANEL". The interface includes a "Report" button and several status indicators: "In Conference", "Call Unlocked", "Cancel Questions", and "End Call". Below these are fields for "Toll Free Number: 800-893-8790", "Presenter PIN: 1111", and "Participant PIN: 2222". The main area contains two tables: "Presenters" and "Participants".

Presenters	In	Status	Duration
503-318-3510	1:49 PM	Question	5
503-314-5253	1:47 PM	Conference	7
503-226-8503	1:52 PM	Conference	2
503-226-8503	1:43 PM	Out at 1:44 PM	0

Participants	In	Status	Duration
303-907-5119	1:50 PM	Question	4
Accept Question	1:50 PM	Conference	4
Cancel Question	1:50 PM	Conference	4
Disconnect	1:51 PM	Conference	3
503-226-8503	1:52 PM	Conference	2
503-226-8503	1:25 PM	Out at 1:44 PM	19

At the bottom, it shows "Connected: 8", "Disconnected: 9", and "Total Minutes: 144". A status bar at the very bottom indicates "1:53 PM - 503-318-3510 has transferred to two-we".

Audio Control Panel will immediately launch and Presenters can now fully access and manage the audio portion of their conferences

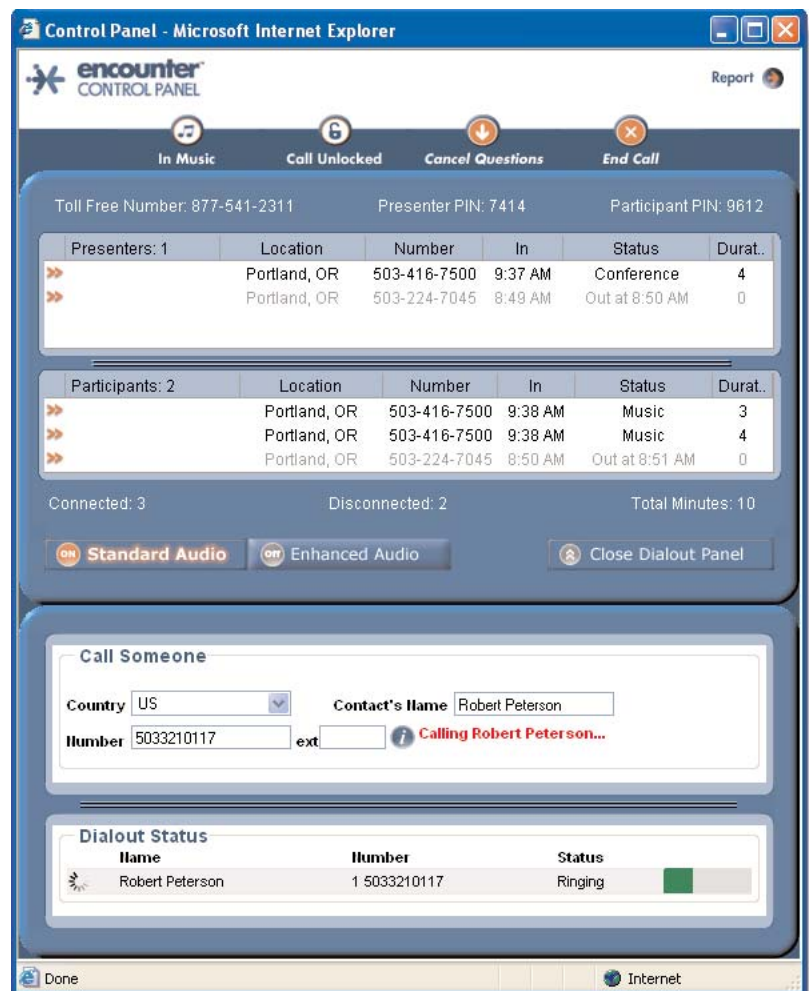
# Audio Control Panel User Guide

## Audio Control Panel for Broadcast Conferences

Encounter's Audio Control Panel for Broadcast conferences offers the most comprehensive online tool for Presenters to manage their audio conferences, online and in real-time.

Listed below are the Audio Control Panel features for Broadcast conferences:

- :: Change the status of the call from Music to Conference
- :: Lock and unlock the call for added privacy
- :: Cancel attendee questions
- :: End the call with the click of one button
- :: Generate call activity report
- :: View the number of attendees connected to your call
- :: View call entry time and call duration of attendees
- :: View location where attendees are calling from
- :: Choose from Standard Audio or Enhanced Audio
  - >>Enhanced Audio automatically adjusts volume levels during your conferences, delivering clear and uniform volume to your attendees
- :: Call someone directly from the Audio Control Panel
- :: View dial out status of attendee(s) you are calling



Sample of Broadcast Audio Control Panel

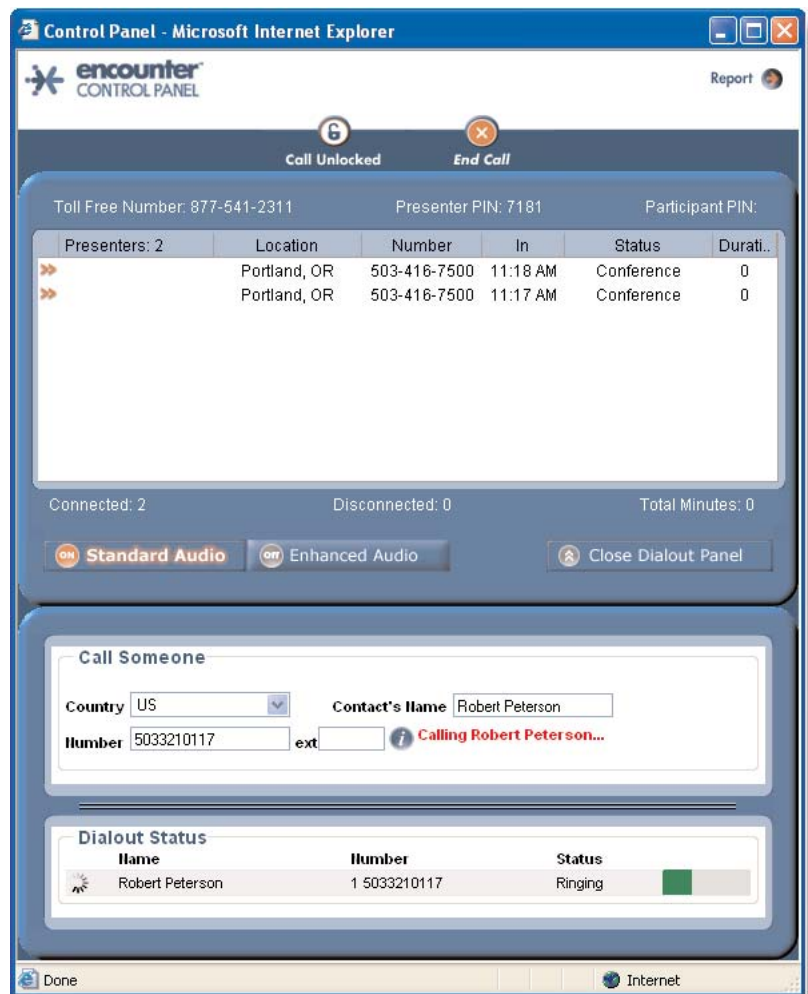
# Audio Control Panel User Guide

## Audio Control Panel for Priority Conferences

Encounter's Audio Control Panel for Priority conferences offers the most comprehensive online tool for Presenters to manage their audio conferences, online and in real-time.

Listed below are the Audio Control Panel features for Priority conferences:

- :: Lock and unlock the call for added privacy
- :: End the call with the click of one button
- :: Generate call activity report
- :: View the number of attendees who are connected to your call
- :: View call entry time and call duration of attendees
- :: View location where attendees are calling from
- :: Choose from Standard Audio or Enhanced Audio
  - >>Enhanced Audio automatically adjusts volume levels during your conferences, delivering clear and uniform volume to your attendees
- :: Call someone directly from the Audio Control Panel
- :: View dial out status of attendee(s) you are calling



Sample of Priority Audio Control Panel

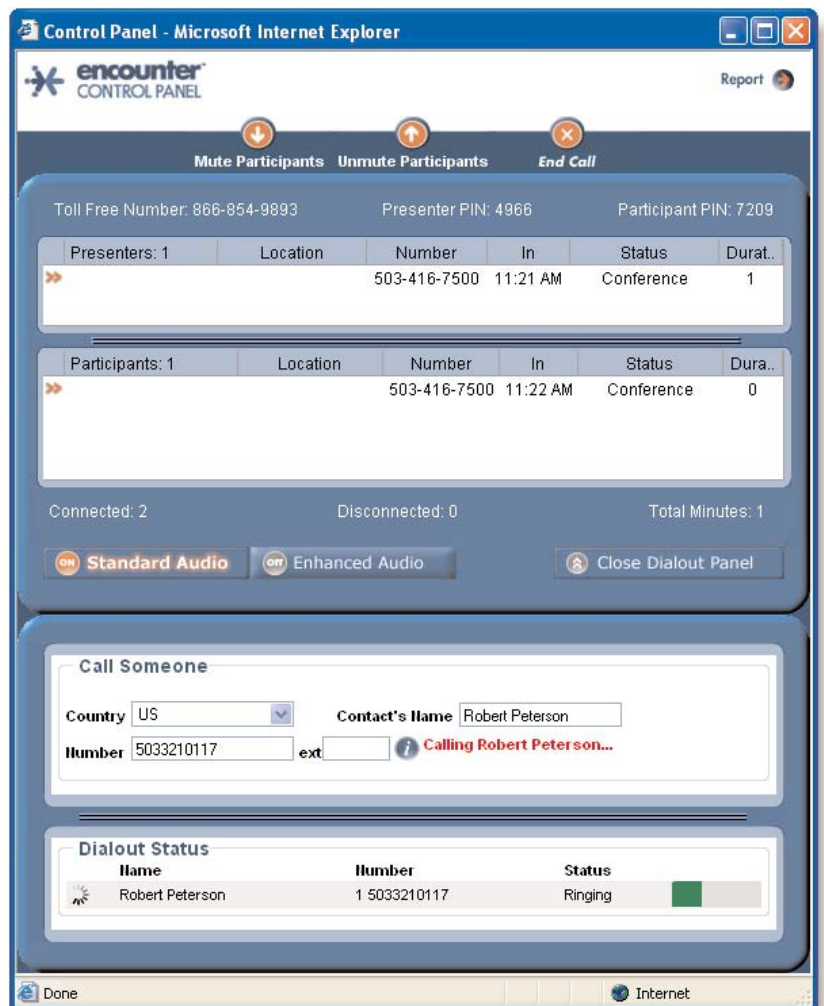
# Audio Control Panel User Guide

## Audio Control Panel for Express Conferences

Encounter's Audio Control Panel for Express conferences offers the most comprehensive online tool for Presenters to manage their audio conferences, online and in real-time.

Listed below are the Audio Control Panel features for Express conferences:

- :: Mute and Unmute participants
- :: End the call with the click of one button
- :: Generate call activity report
- :: View the number of attendees who are connected to your call
- :: View call entry time and call duration of attendees
- :: View location where attendees are calling from
- :: Choose from Standard Audio or Enhanced Audio
  - >>Enhanced Audio automatically adjusts volume levels during your conferences, delivering clear and uniform volume to your attendees
- :: Call someone directly from the Audio Control Panel
- :: View dial out status of attendee(s) you are calling



Sample of Express Audio Control Panel

# Audio Control Panel User Guide

## Audio Control Panel for Unique Pin Conferences

Encounter's Audio Control Panel for Express conferences offers the most comprehensive online tool for Presenters to manage their audio conferences, online and in real-time.

Listed below are the Audio Control Panel features for Unique Pin conferences:  
(note: Unique Pin conferences are available with Broadcast and Priority calls)

- :: Change the status of the call from Music to Conference
- :: Lock and unlock the call for added privacy
- :: Cancel attendee questions
- :: End the call with the click of one button
- :: Generate call activity report
- :: View attendee name and number of attendees connected to your call
- :: View call entry time and call duration of attendees
- :: View location where attendees are calling from
- :: Choose from Standard Audio or Enhanced Audio
  - >>Enhanced Audio automatically adjusts volume levels during your conferences, delivering clear and uniform volume to your attendees
- :: Call someone directly from the Audio Control Panel
- :: View dial out status of attendee(s) you are calling

Control Panel - Microsoft Internet Explorer

encounter CONTROL PANEL

Report

In Music Call Unlocked Cancel Questions End Call

Toll Free Number: 877-505-6634

Presenters: 1	Location	Number	In	Status	Durat..
David Applebee	Portland, OR	503-416-7500	11:26 AM	Conference	1

Participants: 2	Location	Number	In	Status	Dura..
Tim Oppel	Portland, OR	503-416-7500	11:27 AM	Music	0
Ann Murphy	Portland, OR	503-416-7500	11:27 AM	Music	0

Connected: 3 Disconnected: 0 Total Minutes: 1

Standard Audio Enhanced Audio Close Dialout Panel

Call Someone

Country: US Contact's Name: Robert Peterson

Number: 5033210117 ext: Calling Robert Peterson...

Dialout Status	Name	Number	Status
	Robert Peterson	1 5033210117	Ringing

11:27 AM - 503-416-7500 joined as a participant

Sample of Unique Pin conference using Broadcast Audio