

How to use the Conference feature in VoipNow

Applies to VoipNow 3 and higher!

In VoipNow, a Conference extension allows you to set up conferences that can be accessed by users who use phones that are connected either to the system, or to the PSTN. This article explains how to set up, use and manage a Conference extension so that you can easily have group voice conversations.

The latest enhancements of the Conference extension

The [Conference extension](#) was redesigned to accept scheduled group voice conversations, allow better control and provide new benefits such as:

- Conferences can be started/stopped at specified times.
- Scheduled conferences can have an Administrator/Participant PIN defined or not.
- Connecting to the conference is allowed without a PIN entry (using conference invites).
- External users can connect to a scheduled conference using the public number of the conference extension.

How to add a Conference extension

To add a Conference extension, take the following steps:

1. Select the user you want to create the extension for.
2. Click the **Add extension** icon.
3. Fill in the required contact details.
4. Click **OK** to navigate to the extension's configuration page.
5. Set up the extension's behavior:
 - Select the **Play sound** checkbox if you want a certain file to be played to the users before they join the conference.
 - Set the **Conference room size** to allow as many users as you want in a conference at a time.
 - You can choose when and if to **Record conference conversations**.
 - If you want to play some music to a user who is already connected and waiting for the other members to connect, select the **Enable music on hold** checkbox.
 - Select the **Close the conference when all conference moderators exit** checkbox if you want the conference to end as soon as the conference moderator(s) hang up. Otherwise, the conference will continue even after their exit.
 - If the **Announce user count on joining conference** option is enabled, the system will announce the number of users in the conference.
 - If the **Announce users joining/leaving** option is enabled, the system will announce when a user joins/leaves the conference.
 - Also, if it is required, you can set the extension's CallerID settings, as explained in the [VoipNow User's Guide](#).
6. Click **OK** to create the extension.

How to schedule a conference

Navigate to the extension's management page, click the **Scheduled conferences** icon and follow the next steps:

1. Click the **Schedule a new conference** icon.
2. Enter a name for it.
3. Set the administrator's PIN.
4. If you want participants to enter a PIN in order to connect to the conference, then set the **Participant PIN**. Otherwise, you may leave it as is.
5. Set the conference room size (the number of people who can join this conference).
6. Select the conference type:
 - a. **One time** - This conference will be scheduled to take place once, at a particular set date and time (as a scheduled meeting).
 - b. **Anytime** - This conference is always available.
 - c. **Recurring** - This conference will be scheduled to take place between the start and end hours of the selected weekday, day of the month or month.
7. In the end, you may set conference details such as:
 - a. Play a sound before connecting to the conference.
 - b. Enable music on hold.
 - c. Set announcements.

How external users can connect to a scheduled conference

As an external user, you can connect to the conference by calling the public number of the Conference extension.

Once you call, the extension plays a welcome sound and asks you for the conference number, followed by the # key.

If the participants are required to enter a PIN, then you will have to provide it as well.

If you don't have it, you won't be able to attend the conference and you'll have to hang up. Also, if you enter the wrong PIN for 3 consecutive times, you're automatically disconnected.

Conference moderator permissions

To connect as an admin, you are required to enter the moderator's PIN.

During a conference, if you are logged in as a moderator, you can press the **#** key to enter the conference menu. Alongside the member rights described below, as a conference moderator you can also:

1. **Invite another extension to the conference by entering *8{extension_number}** The {extension_number} is the short number of the extension you wish to invite to the conference, for example 001. A recorded message is played until the system establishes the connection with the invited extension. If not available, another message will be played, informing you that the contact person could not be reached. Also, a specific message is played when the number of attendees currently in the conference exceeds the maximum conference size.
2. **Kick out all participants by pressing *30** Use this key combination to remove from the conference all the attendees, except for the one who typed the command. A specific message is played. The members who have been removed from the conference will hear a simple Good-bye message.
3. **Kick out the last participant to join by pressing *31** A message will be played, informing you that the last attendee who joined the conference was kicked out. The name of that user is the one he recorded when he entered the conference, if available. All the users who have been removed from the conference will hear a message saying "You have been kicked out from the conference".
4. **Lock conference by pressing *21** A specific message will be played, telling that the conference is now locked and no new attendees can join it.
5. **Unlock conference by pressing *20** To unlock the conference and allow new members to join in, dial ***20**. A message will be played, informing you that the conference was successfully unlocked.
6. **Mute all members by pressing *11** This key combination mutes all attendees, except for the one who typed the command. A specific message is played.
7. **Unmute all members by pressing *10** This key combination unmutes all attendees, except for the one who typed the command. A specific message is played.

Conference member permissions

To connect as a member, enter the participant's PIN (if any) when prompted. Conference members, as well as the conference moderator, can do the following:

1. **Mute/unmute the conference by pressing *1** This key combination can be dialed during the conference to mute the channel. To unmute, press ***** again. A specific message will be played, informing you about the conference status.
2. **Enable/disable new member announcements by pressing *2** When new member announcements are enabled, you can dial this key combination to stop the system informing you about the new members joining the conference. If this option is disabled, press the same keys to enable it. The announcements are disabled **ONLY** for the user pressing the keys.
3. **Check the conference members list by pressing *3** If the you want to find out who else is available in the conference, dial this key combination. A message will be played, listing the members' names recorded when they joined the conference.
4. **Increase the conference volume by pressing *7** No message will be played.
5. **Decrease the conference volume by pressing *9** No message will be played.
6. **Listen to the conference menu options again by pressing 0** The corresponding messages will be played again.
7. **Quit the conference menu by pressing #** To return to the conference, simply press **#**.

How to view/modify conferences

To see the scheduled conferences, go to the chosen extension and check the **Scheduled Conferences** section.

To modify a scheduled conference, select the extension the scheduled conference belongs to. Click the **Scheduled conferences** icon and then click the name of the conference you want to modify.

To delete a conference, select the extension the scheduled conference belongs to. Click the **Scheduled conferences** button, select the conference you want to delete from the list and then click the **Remove selected** link.

Related articles

- [How to change music on hold for an extension](#)
- [How SIP forking works in VoipNow](#)
- [How to pick up calls with full and/or short numbers](#)
- [How can I see the IP of the phone that placed a call](#)
- [How to prevent frauds using SIP devices against VoipNow](#)