

How do I manage In-Progress Conference Calls?

32 Thu, Jan 28, 2021 Conference Service

Question

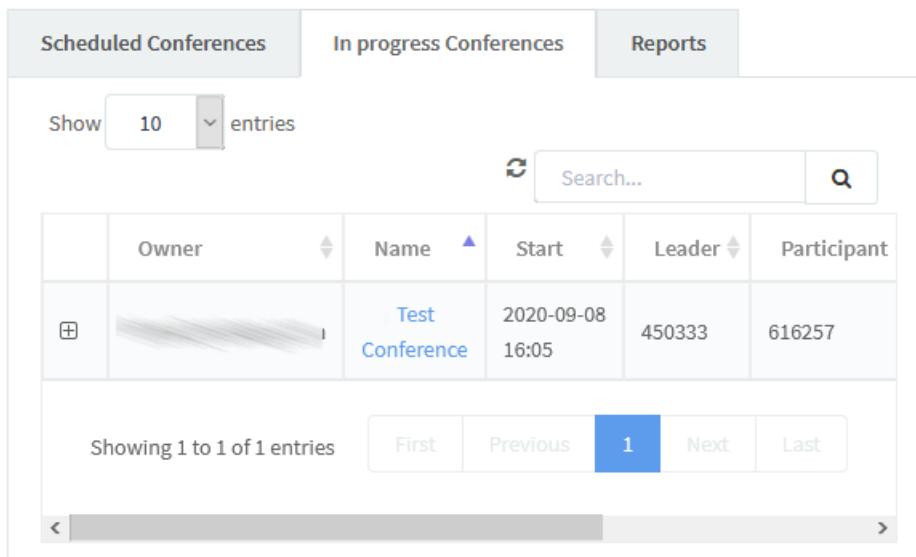
How do I manage In-Progress Conference Calls?

Answer

Once a **Scheduled Conference** that was created in the MAXcore Web Portal is created and started, the conference is now created as an **active reservationless call** and will be moved to the **In Progress Conference** tab. While *in progress* you can see the **owner** of the conference, the **name** it was given, when it was **started**, and the **Leader/Participant** codes needed to join.

Managing an In-Progress Conference

When a conference is **In-Progress**, you may click on its name in **blue** as seen below.



	Owner	Name	Start	Leader	Participant
+	[Redacted]	Test Conference	2020-09-08 16:05	450333	616257

This will take you to the **Active Conference Information** page. As the owner of this conference, you will have the ability to **Lock the Conference**, **Mute**, **Kick**, and **Add** participants from this screen.

Active Conference Information Page

This page will allow owners of a conference to **Lock the Conference**, **Mute**, **Kick**, and **Add** participants from the MAXcore Web Portal. Each option will be reviewed below a picture of a demonstration conference in place:

Conference Members

Lock **Mute All** **Kick All** 

Caller	Type	Phone Number	Status	Duration	Action
1	Leader		Normal	00:08:52	Kick 
2	Participant		Normal	00:08:32	Kick 

Add Participant

Add

Lock - **Lock** button will allow it so that no new participants are able to join the conference call. When locked, you may press what is now the **Un-Lock** button so that new callers may join the conference

Mute All - Pressing the **Mute All** button will mute all participants currently in the active conference call. Pressing **Un-Mute** will allow everyone to communicate within the conference call again.

Kick All - Pressing the **Kick All** button will kick all participants from the current active conference call. Participants will receive an audio message stating that they have been kicked from the conference. This will also end the current active conference.

Kick - Pressing the **Kick** button next to a participant will remove that targeted individual from the conference call. The will receive an audio message stating that they have been kicked from the conference.

Mute (Speaker Icon) - Pressing this icon next to a participant will mute that targeted individual in the conference. Pressing it again will un-mute that participant

Add - First, a valid 4-digit extension for 10-digit phone number is required to be entered in the field above. When entered, you may press the **Add** button. This will send a call to the desired number and allow them to join the active conference call.

Applies To

MAXvoice

Online URL: <https://help.maxcore.io/article-32.html>