



## **Mastering MaestroConference Guide**



### *How to Master MaestroConference to Facilitate Classes at CoachVille for Instructors, Assistants and Studio Leaders*

A step-by-step detailed guide as well as a 2-page quick reference guide for instructors, assistants and Coaching Studio leaders at CoachVille.



## Document History

Version	Revision Date	Description	Revised By
1.0	10/1/2010	First release for testing	Mia Turpel
1.1	10/18/2010	<b>Additions:</b> <ul style="list-style-type: none"> <li>• Document history added</li> <li>• Table of Contents Added</li> <li>• FAQ What settings to select when entering the room added</li> <li>• How to recover from a dropped call added</li> <li>• Added "Green Mic" to mic icons table</li> <li>• Additional links to Maestro Conference resources added</li> </ul>	Mia Turpel
2.0	2/9/2014	<ul style="list-style-type: none"> <li>• Updated CoachVille Logo</li> <li>• Removal of section called "Before Class" Method (Requires administrative access to Maestro Conference) because instructors do not have access.</li> <li>• Updated Microphone Information due to Maestro Conference mic name changes from "Breakout Only" to "Breakout Only" and from "mic" to "Public Mic"</li> <li>• Added section on selecting the coaching demo recording</li> </ul>	Mia Turpel
2.1	2/13/2014	<ul style="list-style-type: none"> <li>• Added tips to click mic icon to change mic status from Breakout Only to Public, tip to select demo recording before class.</li> <li>• Added additional tips to recover from accidentally starting the wrong recording including more emphasis on closing the MaestroConference session, and emphasis on selecting the correct recording.</li> <li>• Added instruction on how to change the caller's displayed name in the event they dial in as "guest" or there are multiples of the same name.</li> <li>• Minor editing</li> </ul>	Mia Turpel
2.2	1/29/15	<ul style="list-style-type: none"> <li>• Removal of section on selecting demo recording and minor edits.</li> <li>• Added Conductor's Interface diagram-includes new Size column (Appendix A1 &amp; A2).</li> <li>• Recreated screenshots to make examples clearer.</li> <li>• Added FAQ-Difference between regular and private breakout</li> <li>• Added creating dyads randomly for first day of class.</li> <li>• Added section on practicing with the Simulator</li> <li>• Added New Section: How to Recover from MaestroConference Errors</li> <li>• Moved Mic information closer to front of guide</li> <li>• Added Dialing in via Skype Instructions</li> <li>• Added MaestroConference Troubleshooting Questionnaire in appendix when support help is needed from MaestroConference</li> </ul>	Mia Turpel

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## Creating and Running Breakout Groups (Dyads) in Maestro Conference

This guide walks you through the steps of creating coaching practice dyads breakouts for the first day of class, and for each session following. **Print Appendix G: Creating Breakouts - Quick Reference Guide beginning on page 43 located at the end of this document to keep on your desk in front of you as an aid during class.**

Mastering creation of dyad breakouts on the first session of class, and all other sessions is critical to creating an extraordinary student experience. The Dyad coaching partners remain the same throughout the course with some exceptions due to absences, adds and drops in registration.

**Quarterly Master MaestroConference Training:** CoachVille provides quarterly MaestroConference training to instructors and assistants to help them “Master MaestroConference.” Check with the General Manager for upcoming dates.

### Creating Dyads for Session 1 of Class - Randomly

The simplest way to establish dyad pairs on the first day of class is allowing MaestroConference to create random pairs. Once these random pairs are created, maintain these pairs in future sessions of the course to simulate the coach/player relationship. Some adjustments in each class are usually necessary due to absences, adds, and drops.

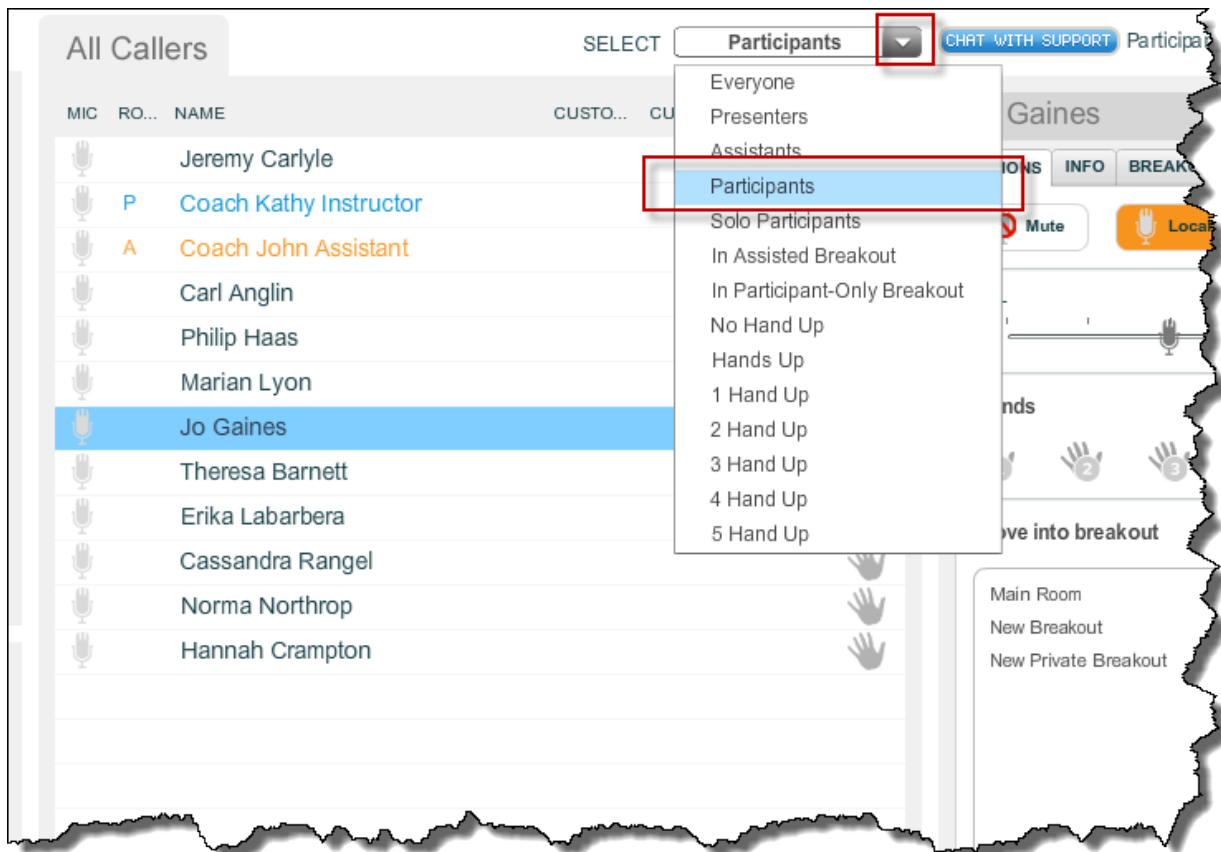
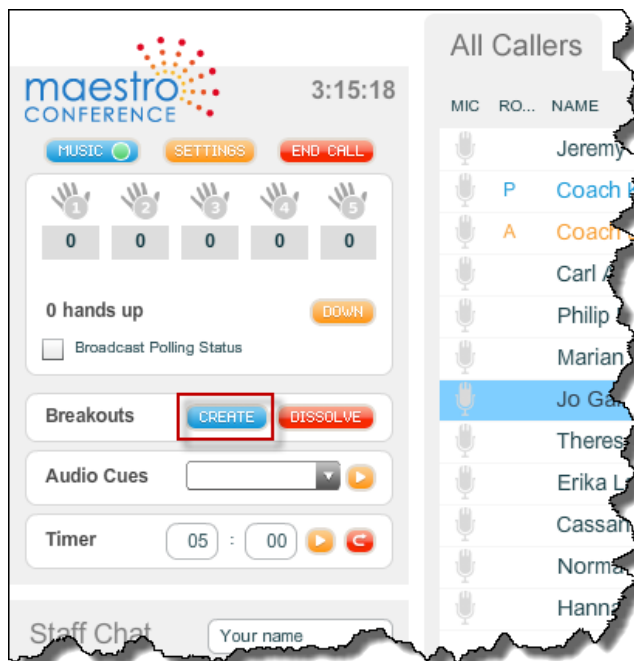


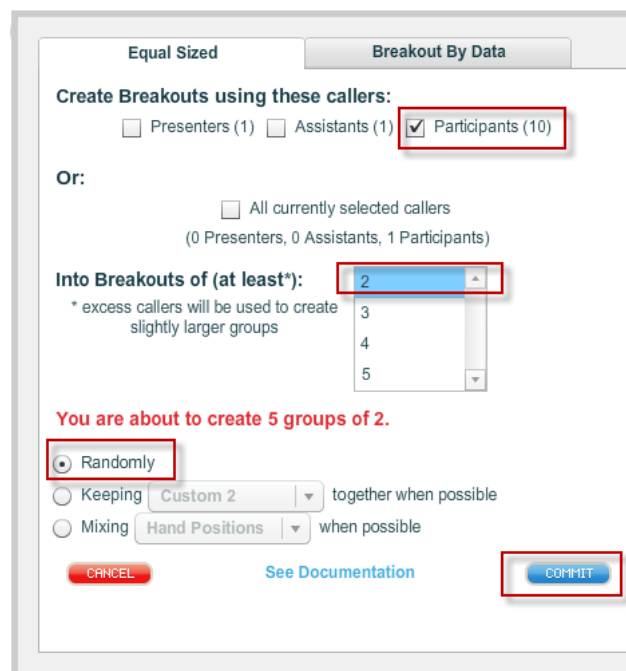
Figure 1 Select Participants

To create dyads of two – pairing participants randomly:

1. Select the students you wish to be included in the random dyad pairing. Usually this will be the participants only.
  - a. To select only participants (not presenters or assistants), at the top of the screen, click the drop down arrow next to the **SELECT** text box, and click **Participants** (Figure 1). *Tip: To include Presenters and Assistants, click **Everyone**.*
  - b. Click the blue **CREATE** button next to **Breakouts** on the left side of the screen (Figure 2).
2. Under **Create Breakouts using these callers:** ensure that **Participants** is checked (Figure 3).
3. Ensure that **2** is selected next to **Into Breakouts of (at least\*)**:
4. Select the radio button next to **Randomly**.
5. Click the blue **Commit** button in the lower right corner.
6. Ensure all student microphones are set on **Breakout Only**.
7. Optional: Set your timer for 20 minutes (or the appropriate time) to alert you to cue the students when it is time to switch, and click the orange Play button to start the timer.
8. With your **Public** mic on, inform the students that they are now in their breakouts, and they may begin. Then, set your mic to **Breakout Only** or **Mute** so the students cannot hear you while they are in their breakouts.
9. Record who is partnered with who. Write it down, or take a screen shot by pressing the Print Screen button on your computer keyboard and paste it into a document.
10. After class is complete, forward the names of each dyad pair to [lindadrake@coachville.com](mailto:lindadrake@coachville.com) and she will configure MaestroConference to default these pairs in Custom Field 1 for all future sessions of the class.
11. The dyad pairs you create in the first class will remain paired throughout the class with exceptions due to absences, or registrant adds or drops.



**Figure 2 Create Button**



**Figure 3 Create Breakouts window.**

The screenshot displays the MaestroConference interface. On the left, there's a control panel with buttons for MUSIC, SETTINGS, and END CALL, along with hand icons and a timer. The main area shows a list of participants under the 'All Callers' tab. A red box highlights the 'HANDS' column, which shows the number of hands raised for each participant. On the right, a sidebar for 'Jo Gaines' shows breakout options, with a red box highlighting the '10' option under 'Move into breakout'.

MIC	R...	NAME	CUSTOM 1	CUSTOM 2	HANDS
		Jo Gaines			10
		Hannah Crampton			10
		Jeremy Carlyle			6
		Cassandra Rangel			6
		Theresa Barnett			7
		Erika Labarbera			7
		Norma Northrop			8
		Carl Anglin			8
		Marian Lyon			9
		Philip Haas			9
A		Coach John Assistant			
P		Coach Kathy Instructor			

**Figure 4 Random Breakouts of two**

In this example (Figure 4) random breakouts of two were created:

1. Jo Gaines – Hannah Crampton
2. Jeremy Carlyle – Cassandra Rangel
3. Theresa Barnett – Erica Labarbera
4. Norma Northrop – Carl Anglin
5. Marion Lyon – Philip Haas

Now that the dyad practice pairs are established, send an email with your dyad pair names to [lindadrake@coachville.com](mailto:lindadrake@coachville.com) after your first class is over. She will set up the dyad pairs in the Custom Field 1 so that when the student calls in it will be in their Custom 1 field by default, making creating breakouts with the same partners easier for future classes.



## Understanding How the Mics Work in and out of Breakouts (Dyads)

Successful dyad practice sessions requires properly using the mics. The most common error during dyads is **not** turning all mics to Breakout Only during the dyads.

### Public mic



The Public Mic (formerly called 'Mic') is heard by EVERYBODY - even breakout rooms. The Public Mic is like the Public Announcement (PA) system in a school building where the principal gives morning announcements that are broadcast to all of the individual classrooms in the building. In MaestroConference, the Public mic is like the principal's mic because it is heard in the main room and all the individual breakout rooms where the dyad practices take place.

Tip: Click the microphone icon to toggle between Public  (dark gray) and Breakout Only  (light gray).

Any mic set to Public can be heard by **everyone** in all breakout rooms. The Public mic is used so students can share or ask questions, and the class can hear them. But if the mic is left on Public after breakouts are created, or, if the instructor forgets that **their** microphone is still on Public after breakouts are created, everyone can hear their microphone in all breakout rooms.


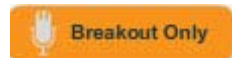
**TIP:** Quickly set all mics to Breakout Only by selecting everyone (click the drop down arrow next to **SELECT** and then click **Everyone** (Figure 2)) and then click the  button.



Figure 5 Select Everyone



## Breakout Only mic



Breakout Only (formerly called “local”) mics are heard only in the breakout room that the students are in. They cannot be heard by any of the other breakout rooms, and they cannot be heard in the main room.


**Question:** Can people in the main room hear each other if their mics are set to Breakout Only?








**Answer: No.** In the main room, Breakout Only mics function like Mute.

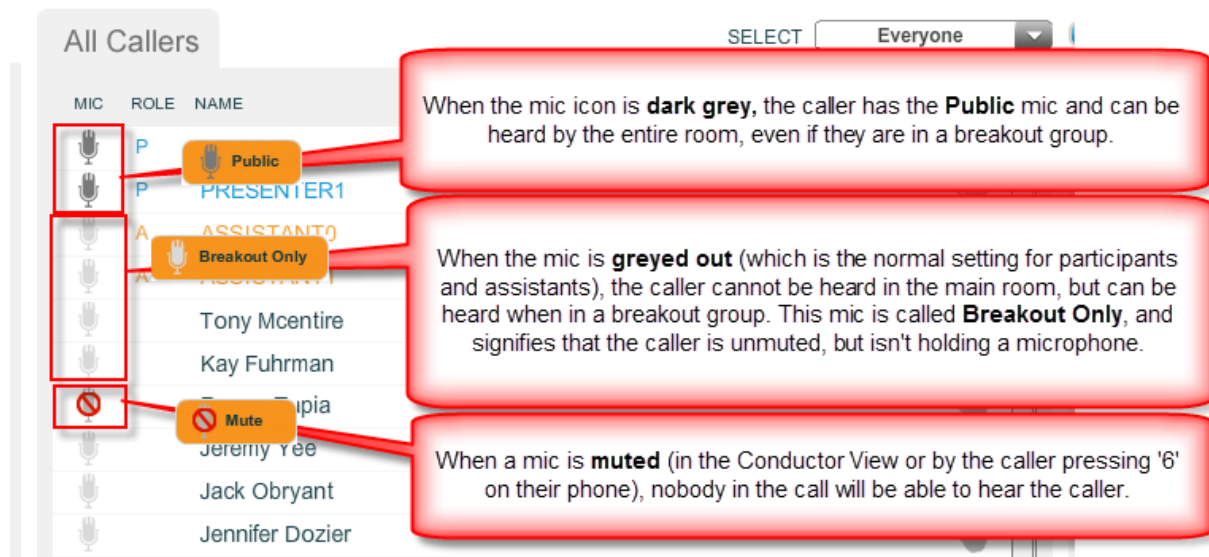
## Mute



The Mute function can be activated by the presenter, assistant or the caller. To mute a caller, click to select them (selected callers are highlighted in blue) and then click the Mute button. Callers can toggle their mute on by pressing 6 on their telephone keyboard and toggle it off by pressing 6 again. Callers may also use the native mute function built into their phone.

It can cause confusion when the caller is both muted using the native mute function on their phone and the MaestroConference mute function. If the microphone is green  but there is no sound, the most likely cause is one of the two mute functions is still active. The instructor can say, “we cannot hear you, you may be muted” to prompt the student.

Button	Icon	Description
		<b>Muted mic:</b> When a mic is <b>muted</b> (in the Conductor View or by the caller pressing '6' on their phone), nobody in the call will be able to hear the caller.
		<b>Breakout Only mic:</b> When the mic is <b>greyed out</b> (which is the normal setting for participants and assistants), the caller cannot be heard in the main room, but can be heard when in a breakout group. This signifies that the caller is unmuted, but isn't holding a microphone. <i>[Note: this mic was formerly called “Local” and has not been changed in the simulator.]</i>
		<b>Public mic:</b> When the mic icon is <b>dark grey</b> , the caller has a <b>Public mic</b> and can be heard by everyone including breakout groups. Presenters and Assistants can turn all mics to Public (open all mics) using the phone keypad by pressing *7. <i>[Note: this mic was formerly called “Mic” and has not been changed in the simulator.]</i>
		<b>Green mic:</b> A mic turns green when sound (voice or noise) is coming through the mic.



**Figure 6 Mic Statuses.**

*Tip: To quickly toggle a microphone from Public to Breakout Only, or from Breakout Only to Public, click the mic icon. Click the mic icon again to toggle back to the previous status.*

## Manually Creating a Dyad Breakout

In the previous example, all of the *participants* were put in dyads, but not the instructor and the assistant. You can put any two people, such as the instructor and the assistant, into a breakout room manually by selecting the two participants and clicking **New Breakout** in the lower right corner of the screen (on the **Actions** tab).

1. Select the two people you wish to pair together. To select, hold down the **CTRL** key on your keyboard while you click each person. They are highlighted in blue when they are selected. The example below has Iris and Daisy selected. *Memory aid for selecting: "I have more **control** over selecting when I use the CTRL key."*
2. Click **New Breakout** in the lower right corner of the screen (Figure 7). This will put the selected participants into a breakout. Ensure their microphones are on Breakout Only.

The screenshot shows the MaestroConference interface. On the left, there's a control panel with buttons for MUSIC, SETTINGS, and END CALL, along with hand icons and a timer. The main area is titled 'All Callers' and lists participants with roles (P for Presenter, A for Assistant) and names. Two participants, Iris Berlin and Daisy Otte, are highlighted in blue. A red callout box points to them with the text: 'First, select the two members that will be paired in the dyad. In this example, Iris and Daisy are selected.' Below this, a yellow callout box says: 'TIP: Use the CTRL key on your keyboard to select multiple people. Memory aid: I have more control when I use the CTRL key.' To the right, under '2 Callers', there's a 'Move into breakout' section with a red box around the 'New Breakout' option. A red callout box points to it with the text: 'Click New Breakout to put them into a breakout.' Other options include 'Main Room' and 'New Private Breakout'. At the bottom right, there's a section for 'Offers / Earn Affiliate Credit' with a dropdown menu and a 'Go' button.

**Figure 7** Select the participants to be paired in the Dyad by using the CTRL key to select them.

**Tip:** To select contiguous (next to each other) names for larger breakout groups, click the top name to select it, hold the SHIFT key + the click the bottom name. The top, bottom and all names in between are then selected.

### ***Define and Create Dyads using the Data in Custom Field 1.***

After the initial class where the dyad pairs are first created, the instructor should maintain the same people in the dyad pairs throughout the rest of the course sessions. This simulates the repeated sessions that occur in a coach/player relationship.

After session 1, send the names of the dyad pairs to [lindadrake@coachville.com](mailto:lindadrake@coachville.com) to be configured in Custom Field 1 with the dyad pairs so that you can create your breakouts using the data in Custom Field 1 for course sessions 2 and beyond.

### **Define Dyads using the Custom Field 1.**

Occasionally there will be absences, adds or drops to the class and you will have to change the people who are paired together in dyads for a class session. You can redefine a dyad pair and put two different people together using the Custom Field 1.

1. Select the two people that will be paired in the dyad by holding the CTRL key on your keyboard, and clicking each person. Both people are highlighted in blue.
2. Click the **INFO** tab (middle tab) in the upper right corner of the screen (Figure 8).
3. In the **Custom text 1** text box (Figure 8), type the name of the Dyad and then press the **ENTER** key. The Dyad name you typed in Custom Field 1 will be applied to the selected participants. Use the first names of the pair such as “Jacob-Renee” or “Chris-Lynne” to make it easy to identify who is partnered. The key is the same thing is entered in Custom Field 1 of both participants so they will be paired together when dyads are created.

Figure 8 Custom Field 1

**TIP: Use the CTRL key on your keyboard to select multiple people. Memory aid: I have more control when I use the CTRL key.**

**First, select the two students that will be paired in the dyad. For example, Jacob and Renee.**

**Click the Info tab, then type the names of the partners in the Custom 1 field, and press the ENTER key on your keyboard.**

Figure 9 Click INFO, Type the name of the Dyad in Custom Field 1, then press ENTER.

## Create the Dyads Using the Data in Custom Field 1

Once all of your dyad pairs are defined in Custom Field 1, you can create them.

1. With your **Public Mic** on, inform the students you are about to break them into their Dyads.
2. Using the **SELECT** drop down arrow at the top of your screen, click **Participants**.
3. Click the **CREATE** button.

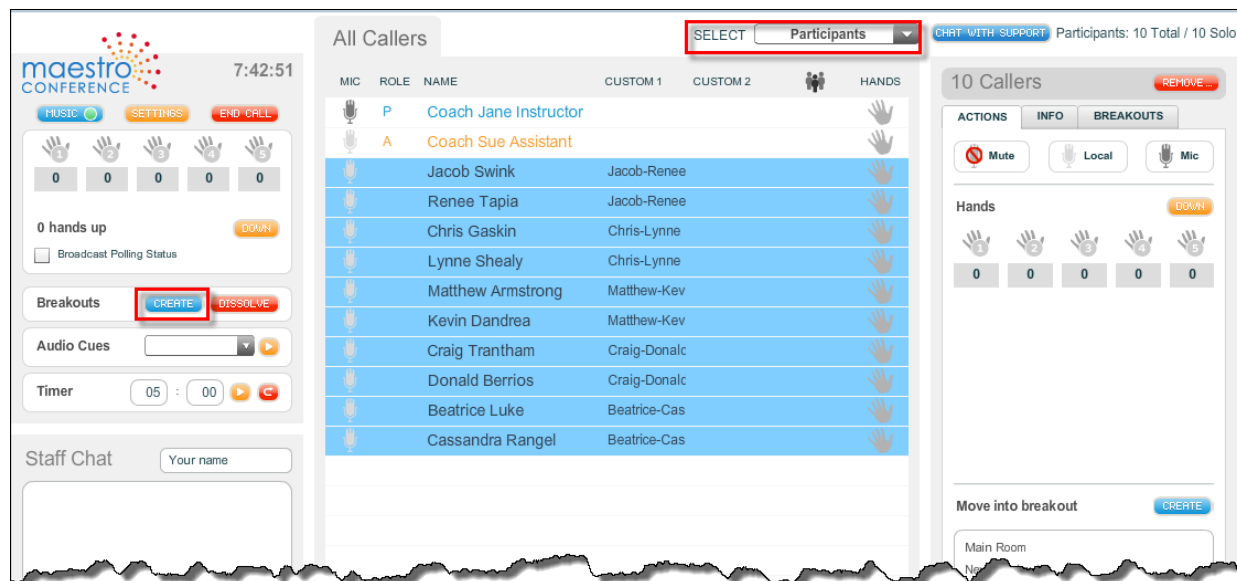
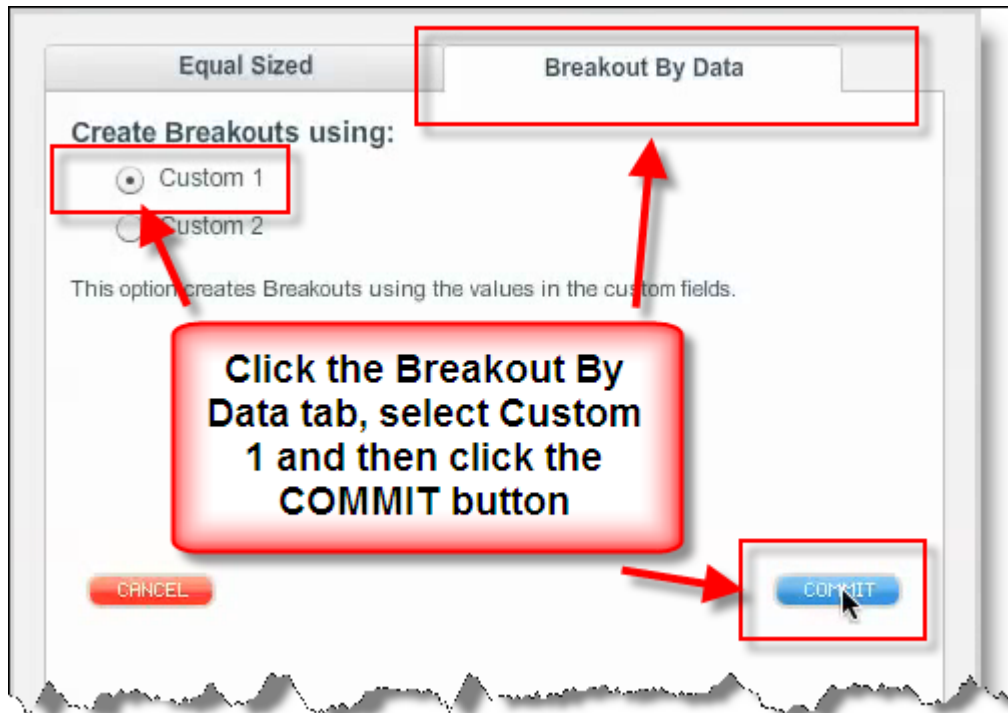
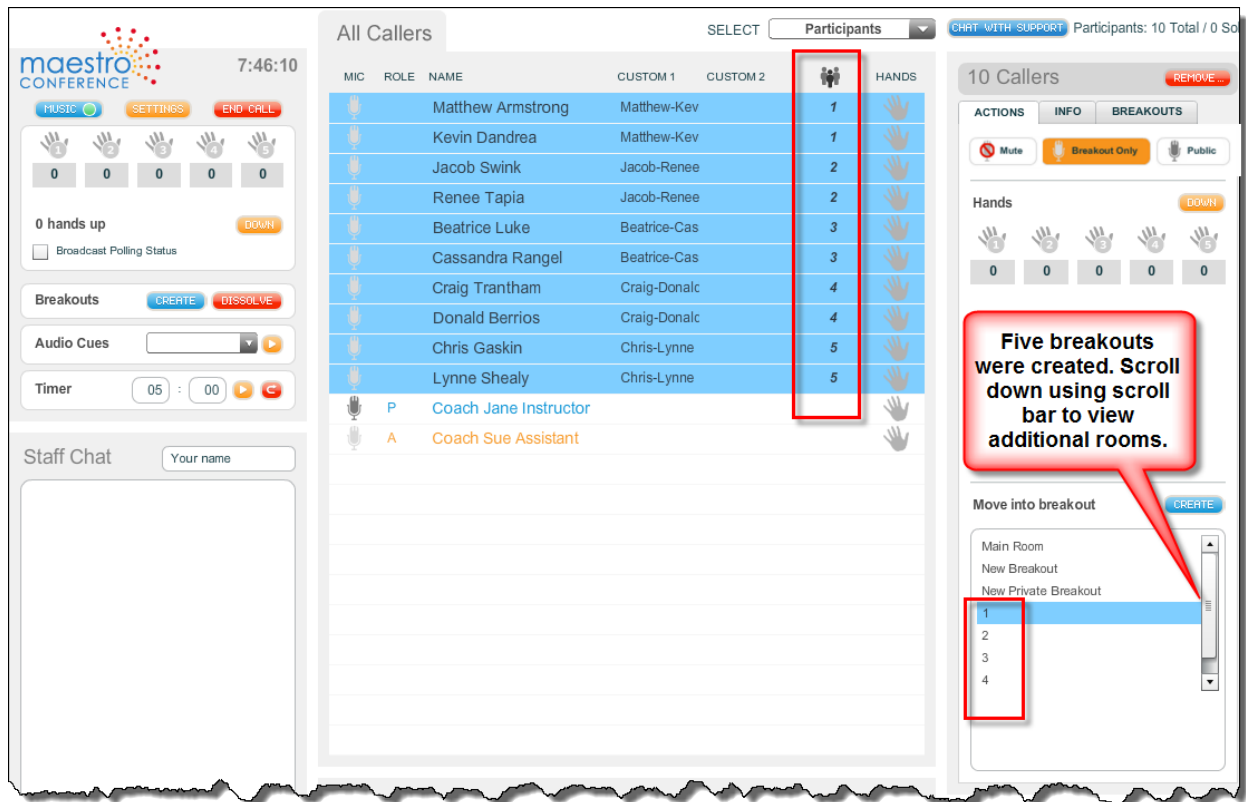


Figure 10 Click the CREATE button to create the Dyad breakout groups.

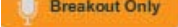
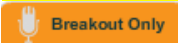
4. Click the **Breakout by Data** tab, select **Custom 1**, then click **COMMIT**.



**Figure 11 Click Breakout by Data tab, Select Custom 1, then click COMMIT**



**Figure 12 Breakouts created based on the Custom Field 1**

5. While the participants are still highlighted, click Breakout Only  to ensure their mics are on Breakout Only.
6. While you are still on the **Public mic**, announce to the room that they are about to be placed in their breakout groups, and when they hear the tone they may begin.
7. Play the **Low Tone Audio Cue**, to let them know they are now in their Dyads. (Note: playing the audio cues is always optional. Alternatively, you could always use your own voice to announce: "You are now in your dyads, please begin.")
8. **IMPORTANT:** Select **yourself and any other presenters** and click the **Breakout Only**  mic button (or Mute) so that you can no longer be heard by all of the rooms. **Forgetting to do this is the most common mistake presenters make.** Remaining on the Public mic will cause everyone to hear you in their breakout groups. Students usually start raising their hands to let you know there is a problem when this occurs.

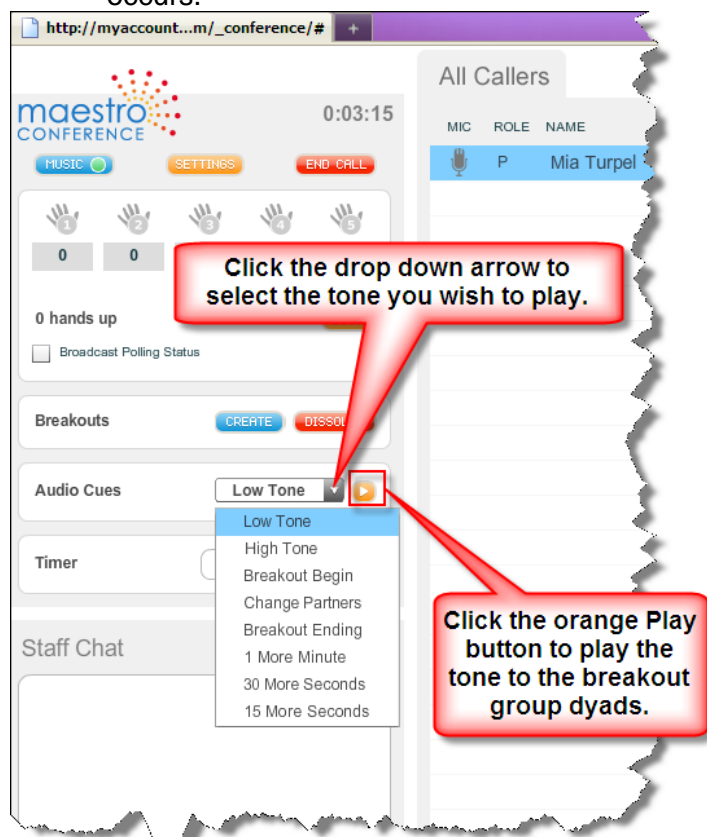


Figure 13 Play the Low Tone Audio Cue to signal the group the Dyads are starting



- Set the **Timer** to count down the breakout session time so that you are reminded when to switch partners or to end the Dyad breakout groups. Type the minutes and seconds, and then press the orange **Play** button. Press the **Reset** button to reset the timer back to the original time setting.

**NOTE:** The countdown timer is user independent. If you have more than one presenter, or assistant, **each has his or her own timer** (Figure 14). They are not synchronized. The function of the timer is to count down time, it is not related to anything else. Use it as a visual tool to help you keep your class on time, and keep your dyad breakout groups on time.

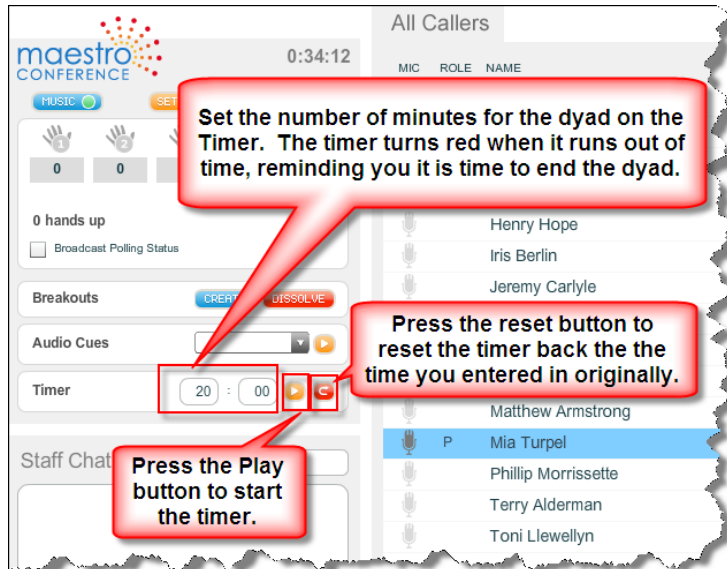
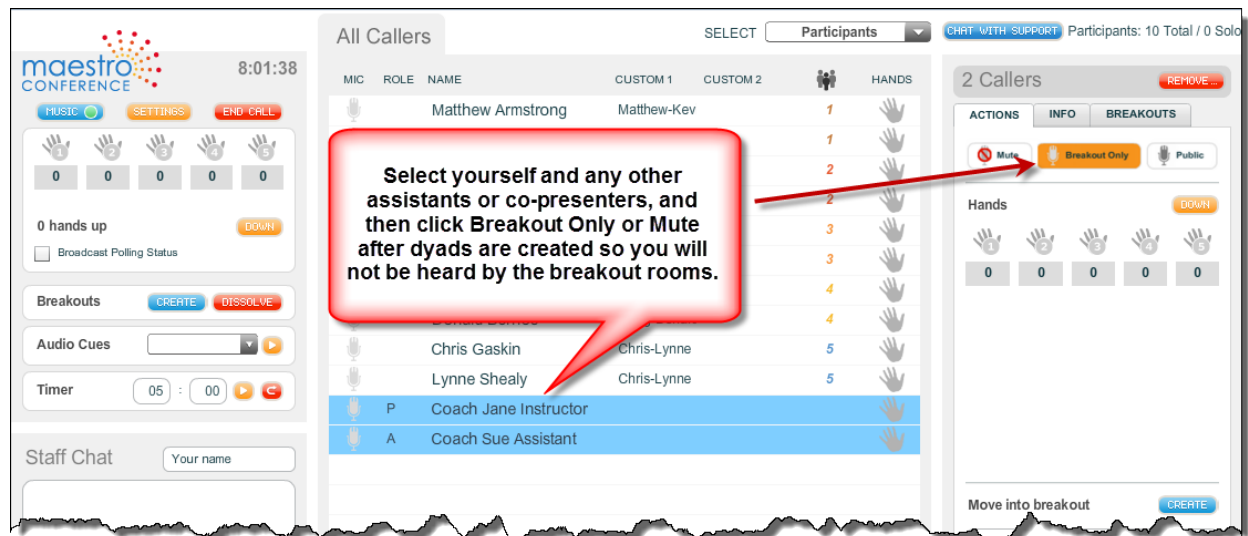


Figure 14 Set the countdown timer.





**Figure 15 IMPORTANT:** Put yourself and co-presenters on Breakout Only mic so you can't be heard by the rest of the room.

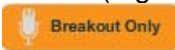
## How to “Walk” the rooms (Dyads)

Once the presenters and assistants are on the  Breakout Only mic or  Mute they can “walk the rooms” either together or independently to listen to the students practicing coaching, take notes on what was done well and not so well to debrief with the group, and to provide feedback in the spirit of pursuit of mastery where there is an opportunity.

To walk the rooms, follow these steps:

1. Select yourself and any other co-presenter you wish to “walk the rooms” with you.

*NOTE: The biggest mistake in walking the rooms is skipping this step and going straight to step two and the selected callers are moved in step 2 unintentionally.*

2. Click on the room you wish to ‘walk’ to. The selected callers (highlighted in blue) will instantly be moved to that room (Figure 16).
3. Put your microphone on  Breakout Only when you wish to talk to someone in a room.

The screenshot displays the MaestroConference interface. On the left, there are controls for music, settings, and ending the call. The central panel, titled 'All Callers', shows a list of participants with columns for MIC, ROLE, NAME, CUSTOM 1, CUSTOM 2, and HANDS. Two participants, 'Coach Jane Instructor' and 'Coach Sue Assistant', are selected and highlighted in blue. On the right, the '2 Callers' panel shows breakout room options. A red callout points to the selected participants in the central panel, stating: 'Select yourself and any other assistant or co-presenter.' Another red callout points to the '3' option in the breakout room list, stating: 'The selected people are moved to the room you click. Coach Jane and Coach Sue have been moved to room 3.'

MIC	ROLE	NAME	CUSTOM 1	CUSTOM 2	HANDS
		Matthew Armstrong	Matthew-Kev		1
		Kevin Dandrea	Matthew-Kev		1
		Jacob Swink	Jacob-Renee		2
		Renee Tapia	Jacob-Renee		2
P		Coach Jane Instructor			3
A		Coach Sue Assistant			3
		Beatrice Luke	Beatrice-Cas		3
		Cassandra Rangel	Beatrice-Cas		3
		Craig Trantham	Craig-Donalc		4
		Donald Berrios	Craig-Donalc		4
		Chris Gaskin	Chris-Lynne		5
		Lynne Shealy	Chris-Lynne		5

Breakout Room Options:

- Main Room
- New Breakout
- New Private Breakout
- 1
- 2
- 3 (Selected)
- 4

**Figure 16** The selected people are moved to the room you click.

### ***Recovering from a dropped call during a Dyad breakout***

When a student's phone service drops them from the call, they disappear out of their dyad and off the conductor's interface leaving their dyad partner alone in the room. Follow these steps to recover when you notice a caller 'alone' in a room:

1. **Talk to the 'orphaned' remaining caller immediately.** Click to select yourself, then "Walk" to the remaining caller's room by clicking on their room number. Put your mic on Breakout Only, and let the caller know that their dyad partner dropped out of the call, and you will bring them back together as soon as their partner dials back in.

This is important to do as quickly as possible because the remaining orphaned caller will not know what happened, and they may think it is a problem with *their* connection and hang up. In the example below, you can see that Krista is the only one in room 4. She lost her dyad partner Jack.

The screenshot shows the MaestroConference interface. On the left, a table lists callers with columns for MIC, ROLE, NAME, CUSTOM 1, CUSTOM 2, and HANDS. Krista Maley is highlighted with a red box, showing she is in room 4. A red callout box points to her with the text: "Notice Krista is the only one in room 4. Her dyad partner was dropped." On the right, the breakout room controls are visible, showing a list of rooms (Main Room, New Breakout, New Private Breakout) and a list of participants (1, 2, 3, 4, 5). Room 4 is highlighted in blue.

MIC	ROLE	NAME	CUSTOM 1	CUSTOM 2	HANDS
		Jeremy Carlyle	JeremyAnn	1	
		Ann Ontiveros	JeremyAnn	1	
		Dianne Haddock	DianneFrank	2	
		Frank Homer	DianneFrank	2	
		Kevin Dandrea	KevinSheryl	3	
		Sheryl Magness	KevinSheryl	3	
		Krista Maley	KristaJack	4	
	P	PRESENTER0			
	P	PRESENTER1			
	A	ASSISTANT0			
	A	ASSISTANT1			

Figure 17 Caller was dropped out of dyad.

- When the dropped dyad partner dials back in, select them and 'walk' them (and yourself) back to their waiting dyad partner, **or** create a new room for both people (and yourself) in the dyad by selecting both partners and clicking New Breakout (Figure 18). Include yourself so that you can announce that they are back together, confirm they can hear each other, and then let them know they may continue.

**Important:** Make sure the caller is on **Breakout Only** mic.

The screenshot displays the 'All Callers' list on the left and the '2 Callers' breakout room panel on the right. The 'All Callers' list includes columns for MIC, ROLE, NAME, CUSTOM 1, CUSTOM 2, and HANDS. The '2 Callers' panel shows options for Mute, Breakout Only, and Public, along with a 'Hands' section and a 'Move into breakout' section with a 'CREATE' button.

**When Jack Obryant calls back in, he will not be in a room. Quickly select the dyad partners and click "New Breakout" to place them back in their Dyad breakout.**

MIC	ROLE	NAME	CUSTOM 1	CUSTOM 2	HANDS
		Jeremy Carlyle	JeremyAnn		1
		Ann Ontiveros	JeremyAnn		1
		Dianne Haddock	DianneFrank		2
		Frank Homer	DianneFrank		2
		Kevin Dandrea	KevinSheryl		3
		Sheryl Magness	KevinSheryl		3
		Krista Maley	KristaJack		4
P		PRESENTER0			
P		PRESENTER1			
A		ASSISTANT0			
A		ASSISTANT1			
		Jack Obryant			

**2 Callers** REMOVE...

ACTIONS INFO BREAKOUTS

Mute Breakout Only Public

Hands DOWN

0 0 0 0 0

Move into breakout CREATE

Main Room  
New Breakout  
New Private Breakout  
1  
2  
3  
4

Figure 18 Select both dyad partners and click New Breakout to place both in a new room.

Krista and Jack are now in room 5.

All Callers
SELECT Everyone
CHAT WITH SUPPORT
Participants: 8 Total / 0 Solo

MIC	ROLE	NAME	CUSTOM 1	CUSTOM 2	HANDS
		Jeremy Carlyle	JeremyAnn		1
		Ann Ontiveros	JeremyAnn		1
		Dianne Haddock	DianneFrank		2
		Frank Homer	DianneFrank		2
		Kevin Dandrea	KevinSheryl		3
		Sheryl Magness	KevinSheryl		3
		Krista Maley	KristaJack		5
		Jack Obryant			5
	P	PRESENTER0			
	P	PRESENTER1			
	A	ASSISTANT0			
	A	ASSISTANT1			

Jack Obryant REMOVE...

ACTIONS
INFO
BREAKOUTS

Mute
Breakout Only
Public

-
+

Hands
DOWN

1 2 3 4 5

Move into breakout

Main Room
New Breakout
New Private Breakout
1
2
3
4
5

Notice Krista and Jack are now in breakout room 5

Figure 19 The Dyad partners are now in room 5

## Ending the Breakout Sessions

### Temporarily ending the session to return shortly.

If you are planning to have additional breakout sessions with the same Dyads shortly, and you are just temporarily bringing them out, follow this procedure:

1. Cue the participants that their Dyads are about to end using sound cues or announce with your own voice using the Public mic.

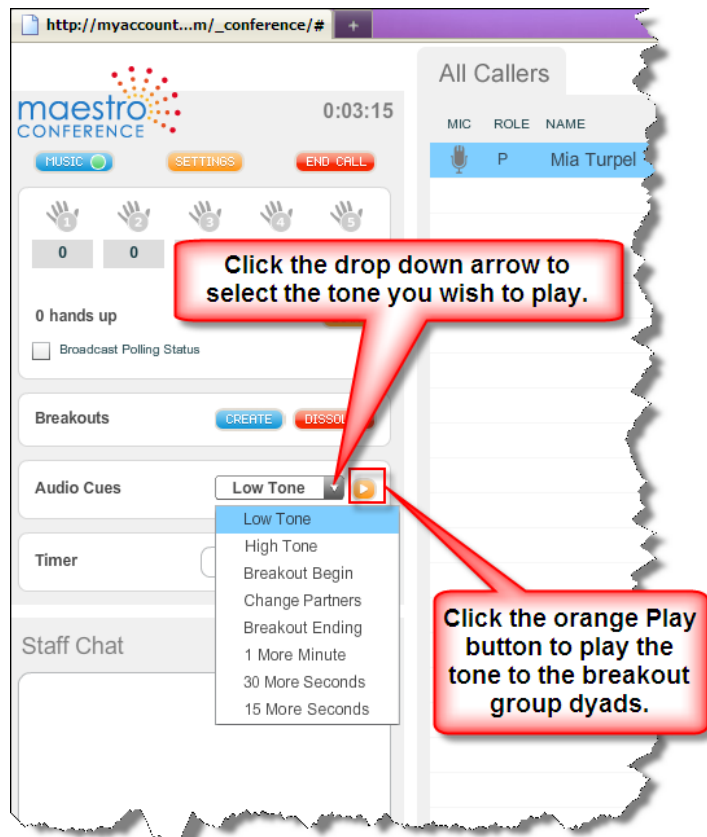
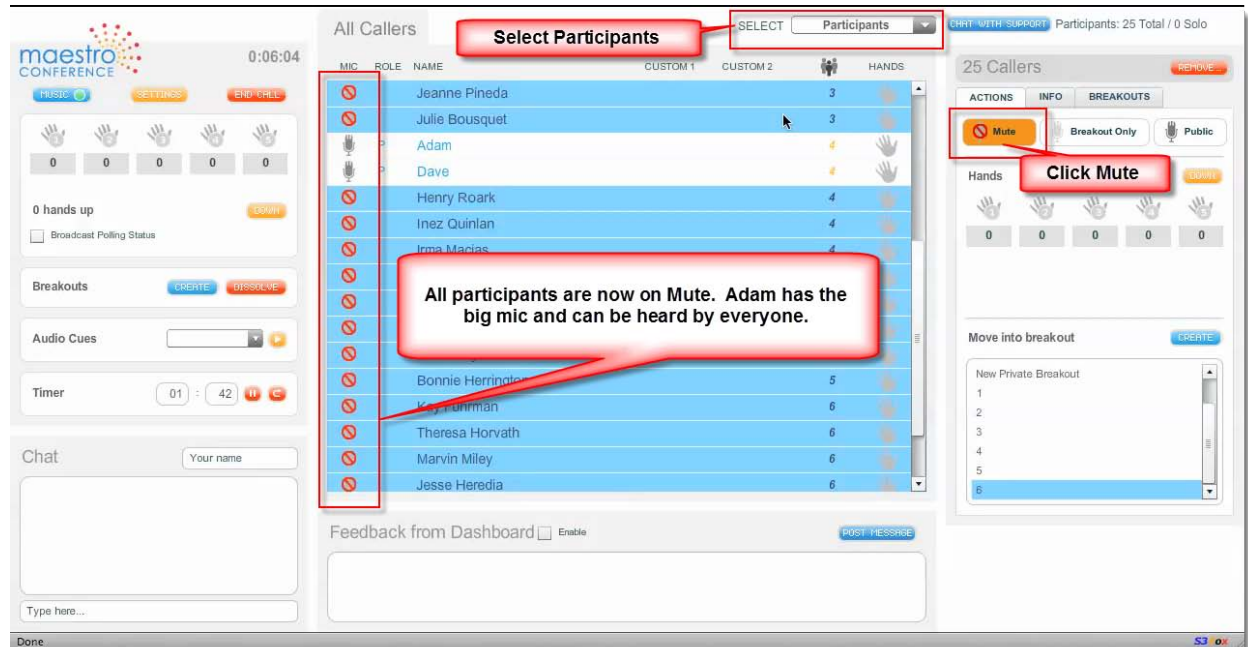


Figure 20 Give the participants a warning that the break session is about to end

2. Select **Participants** and then put them on **MUTE** by clicking the **MUTE** button. You aren't actually dissolving the dyads. By placing them on mute, they can no longer hear their dyad partners and it appears to them that they are back in the main room. Using the **Public** mic, announce to the students that you are back together again and proceed with class
3. When you are ready to have them back in their dyads, select **Participants** and click **Breakout Only** mic so they can hear their partners again. Using the Public mic, announce to them that they are back with their dyad partners and give them instructions on how to proceed.
4. If you wish to walk the rooms, put yourself on Mute or Breakout Only.



**Figure 21 Select Participants and Mute them for temporarily ending breakouts.**

## Dissolving Your Dyads

To dissolve the groups for the rest of the conference click the red **DISSOLVE** button located to the right of the blue Create button. The participants will be returned to the Main Room.

**Tip:** Before dissolving dyads, to copy the list of who was partnered with who, select everyone, click the **Info** tab, click the **Copy Selected Callers** buttons and then paste into a spreadsheet.

All dyad definitions that were created using Custom Field 1 using the “during class method” are only preserved for that class. Once the conference is ended, any changes will not be saved.


The screenshot displays the MaestroConference interface. On the left, there are controls for music, settings, and a timer. The main area is titled 'All Callers' and shows a list of participants with columns for MIC, ROLE, NAME, CUSTOM 1, CUSTOM 2, and HANDS. A red callout box points to the 'DISSOLVE' button in the 'Breakouts' section, with the text: 'To dissolve the break out groups click the DISSOLVE button, select Participants and put them back on the Breakout Only mic, and make sure you are on the Public mic.' The right sidebar shows the 'Mia Turpel' breakout room with options for Mute, Breakout Only, and Public. At the bottom, there is a feedback section and an offers section.


Figure 22 To end breakouts permanently, click the DISSOLVE button



## Tips and Tricks and Frequently Asked Questions

### Turning the Music Off

The music button toggles the music on or off. MaestroConference requires two people on the call before clicking the Music button will toggle the music off.  The music is on when the circle inside the button is green. Music is off when the circle inside the button is red.

 Presenters and assistants can toggle music off or on from their telephone keypad by pressing \*9.

### Changing a Caller's Displayed Name

If a caller dials in as a “guest” or if there are callers with the same name, you can change their displayed name to make it easier to identify them for the length of the class.

1. Click the caller whose ‘name’ you wish to change to select it.
2. Click in the caller name box located in the upper right corner above the tables.
3. Press Enter to save your changes.

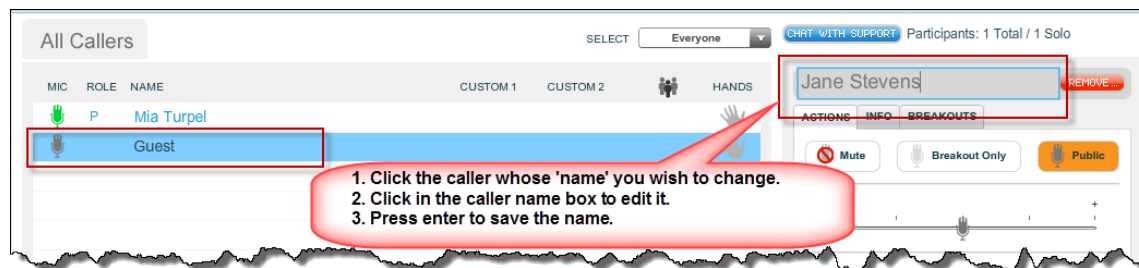


Figure 23 Changing a Caller's Displayed Name

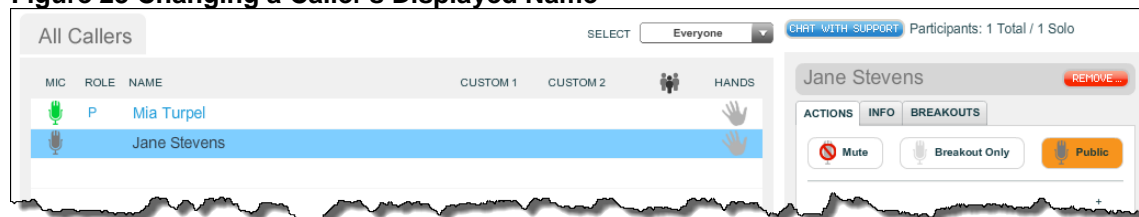


Figure 24 The displayed name is changed.

## How to Put All Hands down or One Hand Down

Callers can raise their hand by pressing any key 1 through 5 on their phone keypad. If they are calling from Skype, they will have to use the on screen keypad and click the number. This is also how they respond to poll questions.

You can put all hands down at once, or you can put a selected caller's hand down. When doing polls to create engagement and interaction in class, you most likely will want to put all hands down at once after the poll is finished. To do this click the orange **DOWN** button located on the **left** side of the screen (Figure 25).

To put a single caller's hand down at a time, select the caller so they are highlighted in blue, and then click the orange **DOWN** button located on the ACTIONS tab on the **right** side of the screen (Figure 25).

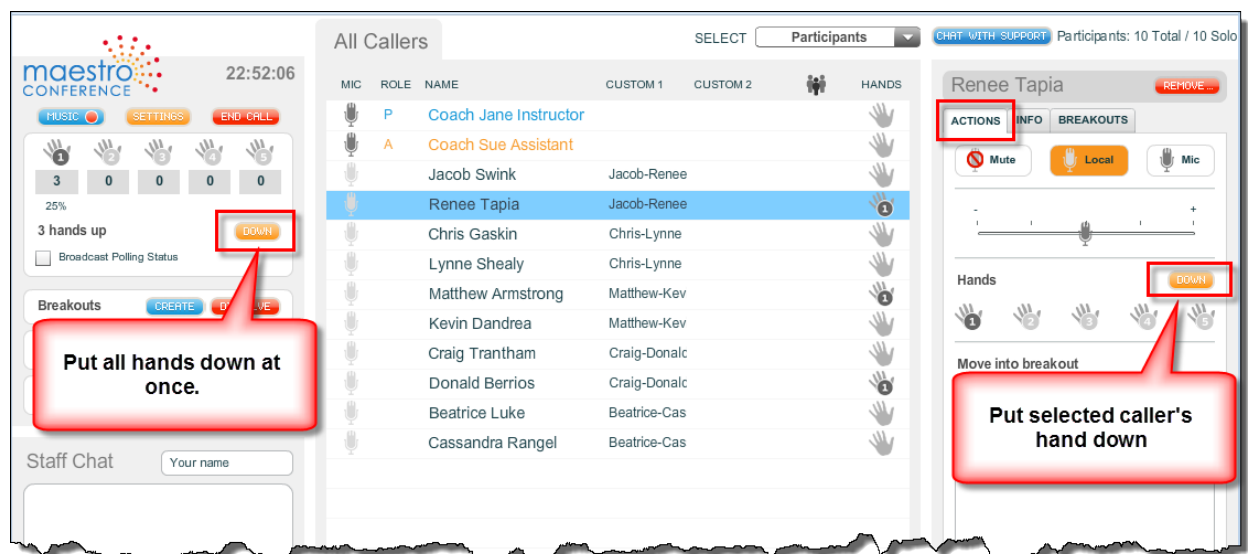


Figure 25 Putting all hands down, or a selected caller's hand down

## What Settings Should I Use Upon Entering the Conference?

Instructors and assistants may use the default settings. To accept the default settings click the green **ENTER CALL** button located in the upper right corner of the screen.

A **Private Breakout** is a breakout in which the Public mic is not heard. If the Entryway box is checked, participants will automatically enter a private breakout upon entering. This can be helpful if you have an assistant that watches for people coming into the call. They can enter the private breakout, welcome the callers quickly and move them into a different room without having to compete with the person speaking on the Public mic, and without interrupting anything going on.

A **Green Room** is a private breakout that is created for the presenters and assistants to enter upon dialing in, so they can talk together before the conference starts. If Green Room is selected, **both** the Presenter and Participant mics should be placed on Breakout Only upon entering the room.

**maestro**  
CONFERENCE

Entry Info

Set the default state for callers entering this conference.

Role	Mute	Breakout Only	Public
Presenter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mute: No one can hear this caller.  
Breakout Only: This caller can be heard only by callers in the same breakout.  
Public: This caller can be heard by all callers.

Green Room ☒ This enables a private breakout that Presenters and Assistants will automatically enter when dialing into a call.  
Entryway ☐ This enables a private breakout that Participants will automatically enter when dialing into a call.

[DEVX.2.148]

If the presenter should be heard by everyone in the main room upon entering the conference, click **Public**. If the presenter prefers to be in the Green Room or a Private Breakout upon entering the conference, perhaps to discuss the game plan with the assistant, select **Breakout Only**.

If the assistant should be heard by everyone in the main room when entering the conference, click **Public**. If the assistant is to be in the Green Room or a Private Breakout upon entering the conference to discuss the game plan with the assistant, select **Breakout Only**.

It is a good idea to keep the participants on **Breakout Only** upon entering the room. In the event they enter late or in the middle of the call, being on **Public** could disrupt the conference.

A private breakout is a breakout that cannot hear the **Public** mic. The Green Room is a private breakout that can be automatically created upon entering the room so that Presenters and Assistants can chat a few minutes before the start of the conference privately.

Figure 26 Default state for callers entering the conference.

### ***What is the difference between a regular breakout and a Private Breakout?***

In a regular breakout, participants can hear any Public mic, For example, they hear when the instructor cues them that it is time to change partners, and they hear the sound cues. The *private breakout* operates as if they are off in a side room, where **they cannot hear what happens on the Public mic**. They do not hear talking, audio cues, or music. They hear nothing.

A private breakout is useful to assist a student that needs help or has an issue or a question unrelated to the class content, but still is important to get resolved. An assistant can move themselves and the student into a private room while the instructor continues with class. Since private rooms cannot hear the Public mic, they do not have to talk over the instructor or any sound cues. Nobody else can hear the private conversation between the assistant and the student while class continues.

The green room is a type of private breakout - that is why the music cannot be heard when you are in the green room, even though the music is on and the participants in the main room are hearing the music.

## **How to Recover from MaestroConference Issues**

Dial in 15 minutes early. This gives you time to recover if you mis-dial or discover another problem that must be addressed. Dialing in 5 minutes before class does not give you the time to recover in the event of a problem.

### ***When I dial in to the call I get the message “This conference is not being held at this time.”***

1. Confirm the class start time. You could be dialing in too early. All classes are in Eastern time. Dialing in more than 30 minutes early can result in this message.
2. Dial-in again. Press the numbers very slowly and deliberately. MaestroConference must receive the dial tones clearly. Dialing too quickly may cause it to misinterpret the tones resulting in this message.
3. Although rare, it is possible that the MaestroConference session had a wrong time or date setup. Contact Linda Drake at (626) 260-2837 for assistance.

### ***I dialed my personal PIN code, and nothing happened – there is ‘dead silence.’***

1. Dial-in again. Press the numbers very slowly and deliberately. MaestroConference must receive the dial tones clearly. Dialing too quickly may cause it to misinterpret the tones resulting in this message.
2. If you dial-in again, and the dead silence occurs again, MaestroConference technical support may be needed. Contact Linda Drake at (626) 260-2837 for assistance.

### ***One student who drops incessantly who is from another country.***

Contact Linda Drake and she will work with them to see what available options will help.

### ***One student who drops incessantly who is NOT from another country.***

If they are from the U.S., they have trouble getting in, but nobody else did:

- Ask the student to use this special MaestroConference bridge number: 408 520-2444 with their existing pin.
- If that does not solve the problem, there could be a problem with the phone company that the student is using. Document exactly what happens, and what phone company that the student uses, then contact Linda Drake for further troubleshooting and assistance.

### ***Nobody can get in – not even the instructor.***

If nobody can get into class, including the instructor, MaestroConference has a complete outage. In this case, the Instructor/Assistant can use the emergency backup bridge and pin located on the Call-In Menu and Home page of the class. The Instructor/Assistant should send a broadcast email to all participants of the class with the backup bridge and pin information.

***I can't get into my screen... I need to turn the music off. Is there another way to turn it off?***

Keyboard shortcut to turn music off: Press \*9

**Other keyboard shortcuts are**

Press \*7 for Presenters to turn all mics on (to say goodbye to everyone at the end of the call, or to continue the call if you suddenly lose internet connection).

***If I can't get into the call, what other phone number and pin number can I use?***

You can use any MaestroConference number to get into the call – it is the PIN number that gets you into the particular class:


MaestroConference numbers. (They use different numbers for load balancing):

- (310) 409-2027
- (323) 393-4046
- (408) 520-2444
- (530) 216-4294
- (530) 216-4363
- (619) 309-1058
- (805) 747-4187
- (916) 235-1003
- (916) 469-4760
- (949) 202-1057

***If I use the student or guest pin, will there be an impact on my ability to manage the Conductor's Dashboard?***

The conductor's dashboard link is what you need to control the class. If you call in on the student pin, it does not affect your ability to use the dashboard.

***What do I do if I see the message "no connection to the server?"***

If you see the message "no connection to the server" refresh your browser window. Most browsers will refresh if you press the F5 key, or if you click the  icon in your browser window.

## Achieving Mastery by Practicing with the MaestroConference Simulator

Note: Maestro Conference changed the names of the **Local** mic to **Breakout Only** mic, and the **Mic** (sometimes called the “Big” Mic) to **Public** mic in order to better describe their proper use. We have provided links to training videos and resources that are useful, but some may reference the ‘old’ names.

Tag	Value
RESELLER_INFO_TEXT	
RESELLER_INFO_URL	

Figure 27 MaestroConference Simulator

The conference simulator allows you to practice with the Conductor's Interface without the need to set up a real call. Choose the number of simulated callers you would like to interact with and launch the interface. Use it to practice creating and dissolving breakout groups, walking the room, passing the mic, assigning assistants to private breakouts, defining dyads using the Custom Field 1 and more. NOTE: you will not be able to practice polling or audio cues; the Simulator is a visual interface only, there is no audio component – most of the other features of the Conductor's Interface are available to practice with.

To get to the simulator, you can go to [www.maestroconference.com](http://www.maestroconference.com), click Support, click Conference Simulator and finally click Get Started or you can

1. click the following link:  
<http://www1.maestroconference.com/support/simulator>
2. Click Get Started
3. Enter the number of Presenters, Assistants and Participants you would like. The default is 2 Presenters, 2 Assistants and 25 Callers (Figure 27).
4. Click **Create Callers** (Figure 27). After a few seconds, the callers will display in the background (Figure 28).



- The **ENTER CALL** button turns green once the callers are created. Click it to enter the simulator and begin practicing (Figure 28).

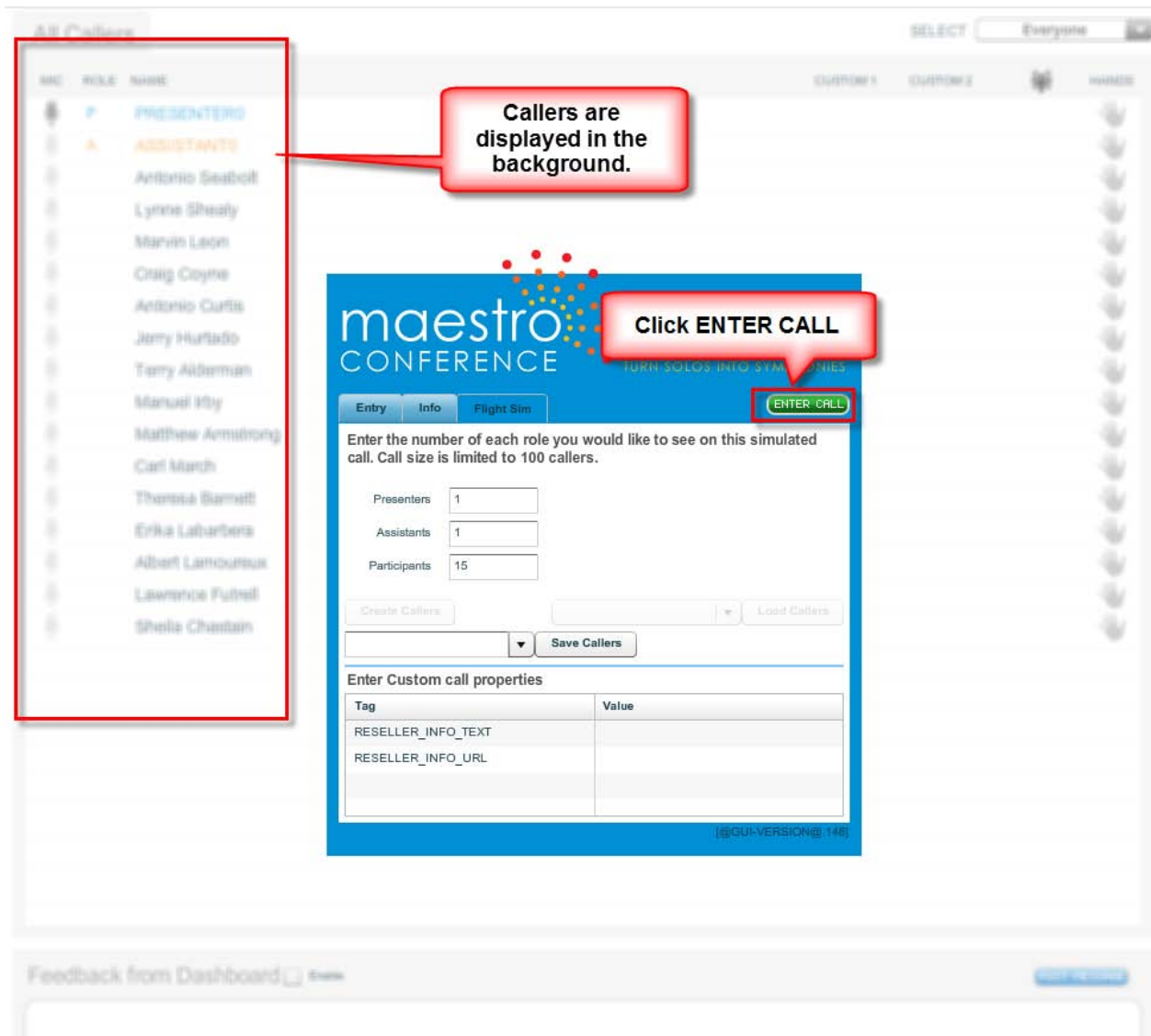
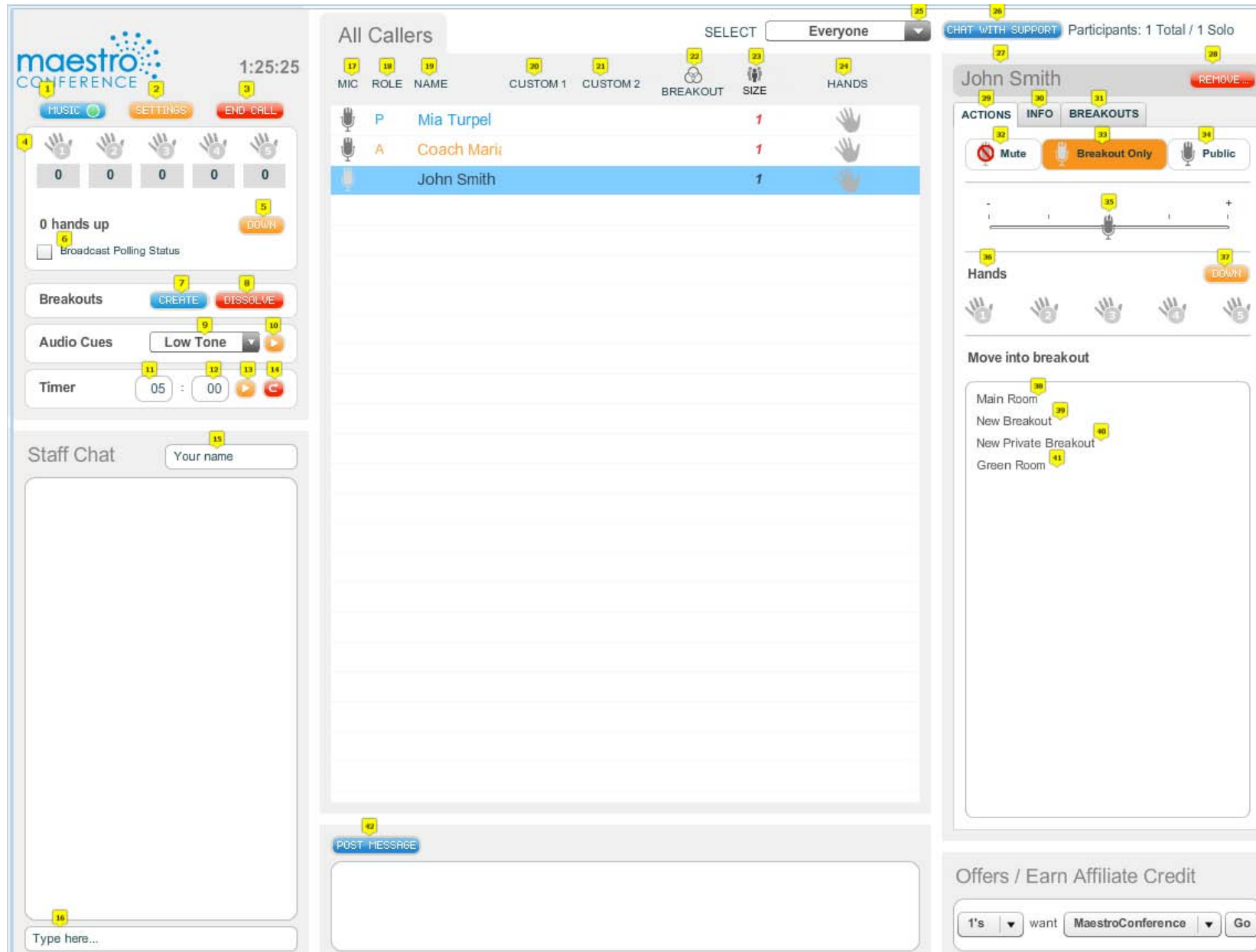


Figure 28 Click ENTER CALL



## Appendix A1: MaestroConference Conductor's Interface Diagram



The diagram illustrates the MaestroConference Conductor's Interface, which is divided into several functional panels. The interface is designed for a conductor to manage a conference session.

**Top Left Panel:** Features the MaestroConference logo (1), a timer showing 1:25:25 (3), and buttons for MUSIC (4), SETTINGS (2), and END CALL (9). Below these are five hand icons (1-5) representing the number of hands up, each with a corresponding number (0, 0, 0, 0, 0) and a DOWN button (5). A checkbox for Broadcast Polling Status (6) is also present.

**Breakouts Section:** Includes a BREAKOUTS button (7) and a CREATE button (8). Below this is an Audio Cues section with a dropdown menu (9) set to Low Tone and a play button (10). A Timer section (11) shows 05:00 with play (12) and stop (13) buttons, and a red stop button (14).

**Staff Chat Panel:** Located at the bottom left, it includes a text input field (15) for "Your name" and a "Type here..." field (16).

**Central Panel:** Titled "All Callers" (17), it features a SELECT dropdown menu (25) set to "Everyone". Below this is a table with columns: MIC (18), ROLE (19), NAME (20), CUSTOM 1 (21), CUSTOM 2 (22), BREAKOUT (23), SIZE (24), and HANDS (24). The table lists three participants: Mia Turpel (P), Coach Mari (A), and John Smith (1). John Smith is highlighted in blue.

**Right Panel:** Titled "John Smith" (26), it includes a REMOVE button (28). Below this are tabs for ACTIONS (29), INFO (30), and BREAKOUTS (31). The ACTIONS tab shows a Mute button (32), a Breakout Only button (33), and a Public button (34). A volume slider (35) is also present. Below the slider is a "Hands" section with five hand icons (36) and a DOWN button (37). A "Move into breakout" section (38) lists options: Main Room (39), New Breakout (40), New Private Breakout (41), and Green Room (42).

**Bottom Right Panel:** Titled "Offers / Earn Affiliate Credit", it includes a dropdown menu (43) set to "1's", a "want" button, a dropdown menu (44) set to "MaestroConference", and a "Go" button (45).

Figure 29 Conductor's Interface

## Appendix A2: MaestroConference Conductor's Interface Diagram Detail

1. **Welcome Music:** Plays music as callers dial-in to the conference. This feature reassures early callers that they are on a live call and frees you and your assistants to meet in a Green Room or private breakout until you are ready to begin the call.
  - a. **Turn Music Off:** When you are ready to begin a call, turn Welcome Music off by clicking the blue "Music" button in the upper left corner of the Conductor's View web interface.
  - b. **Turn Music Off using keyboard:** Any Presenter or Assistant may press \*9 on their telephone keypad to turn music off.
  - c. **Note:** At least two people must be in the room in order to turn music off. The ability to turn music off with one person in the room is a feature request that has not yet been implemented.
2. **Settings:** CoachVille staff do not need to change this as the default settings are configured for their classes already. However, if they would like to change these defaults, they can. If you click the "Settings" button in the Summary Panel, you will be presented with a dialogue box containing the Call Info and the Entry Settings. See "What Settings Should I Use upon Entering the Conference?" on page 27 for more details.
  - a. **Call Info:** This shows information about the current call. It includes names, PINs, and email addresses of callers, as well as the Call-In number and conference ID.
  - b. **Entry Settings:** Entry Settings allow you to define the default audio settings for all people calling into the conference. Once the setting has been changed, new callers will enter the call with the audio state that you have set based on their role. You can set each type of caller as mute, breakout only, or public.
  - c. **Entryway:** An optional breakout that new participants can automatically enter. It allows you to keep an eye on who is coming into the call so you or an assistant can quickly orient them. It's especially useful when your participants are in breakout groups, as this is a place for latecomers to talk with each other (and ideally, an assistant) until the breakouts are complete.
  - d. **Green Room:** Similar to Entryway, the Green Room is for Presenters and Assistants. If enabled, they will automatically join this special breakout group when they dial in, allowing you to talk strategy before the call starts.
3. **End Call:** The end call button is useful when you want to force the end of a conference. This is not required, although can be helpful if there is a technical glitch and you need to ask everyone to hang up and call back in again. You can force the end of the call to ensure there is a complete disconnect from the conference.
4. **Hands Raised/Straw Poll Results:** Callers can raise their hands by pressing 1, 2, 3, 4 or 5 on their telephone keypad. This area displays the percentage of people who have raised each number. It allows the facilitator to increase engagement by conducting yes/no polls, such as "press 1 if you have listened to the coaching demo recording, and press 2 if you have not had a chance yet." Or 1-5 rating polls where 1 is best and 5 is worst. For example, "Press 1 if you are completely clear in your understanding of this concept, 3 if you are muddy, and 5 if you are completely lost."
5. **All Hands Down:** This button puts all hands down, and/or clears all straw poll results.
6. **Broadcast Polling Status:** Currently not used by CoachVille.

7. **Create Breakouts:** Breakout groups of any size can be created in several ways by clicking this button.
  - a. Equal-Sized Breakouts: Randomly
  - b. Equal-Sized Breakouts: Keeping specified fields together
  - c. Equal-Sized Breakouts: Mixing specified fields
  - d. Breakout by Data
8. **Dissolve:** Click this button to dissolve all breakouts.
9. **Audio Cues-Select:** Click the drop down arrow to select an audio cue. It does not play until you click the orange play button next to it.
10. **Audio Cues-Play:** Click this button to play the selected audio cue.
11. **Timer: Minutes** setting of a simple countdown timer, which can be used as a visual aid to facilitate timed breakouts. When the timer reaches zero, it will turn red. You can start, stop, and reset the timer at any time. This is the minutes setting.
12. **Timer: Seconds** setting.
13. **Timer: Start/Pause** button.
14. **Timer: Reset** button.
15. **Staff Chat: Your Name** - Staff chat allows Instructors and Assistants (Presenters and Assistants) to communicate with each other during the call. Because chat is time-stamped and included in the call report, it is also a good way to take notes during the call. **Your Name** – Type your name here and press enter for your name to identify your comment in the Staff Chat box.
16. **Staff Chat: Type Here** – Type comments here and press the enter key to post your comments to the chat window.
17. **Mic:** Displays current audio state for each caller. Clicking mic directly toggles mic between Public status and Breakout Only status. Clicking mic directly when it displays mute status changes mic status to Breakout Only. Mic status can also be changed by selecting a caller and clicking the Mute, Breakout Only or Public buttons on the Actions tab.
18. **Role:** Identifies role of caller as Presenter, Assistant, or Caller.
19. **Name:** Name typed during registration for personal pin.
20. **Custom 1:** The Caller Panel includes a Custom 1 and Custom 2 field which can be modified on the Info tab. These are used to identify dyad partners. The custom fields can be filled either in conference setup for those with administrative access to the MaestroConference accounts, or during the call. Presenters can create **Breakouts by Data** using the Custom 1 field function to quickly split the room into dyad practice pairs grouping people with the same custom field together.
21. **Custom 2:** Similar to Custom 1.
22. **Breakout:** Displays the breakout room name and/or room number the caller is in.
23. **Size:** Displays the number of people in the same breakout room as the caller. This field helps Instructors and Assistants identify when a dyad partner has dropped from the call because the number will change from 2 to 1.
24. **Hands:** Displays the keypad number that the caller has pressed to raise their hand (any number 1 through 5).
25. **Select:** The select drop down list allows you to quickly select (highlight) various groups of callers in order to perform a function such as muting, turning mics to breakout only or public, or . The most common is “participants.”
26. **Chat With Support:** Connects you to chat with MaestroConference Support. (Note: very limited hours).
27. **Selected Caller Name:** Displays selected caller. Also allows you to change the display of the caller’s name.

28. **Remove:** Drops the selected caller from the conference. Can be used when an unidentified caller is 'lurking.'
29. **Actions tab:** A detail panel that allows you to change mic status (mute/breakout only/public), mic volume, put hands down for selected caller(s), and move people into breakout rooms.
30. **Info Tab:** A detail panel that displays caller ID, PIN, email address, custom 1 and custom 2 fields, and a notes field. Also has a button that copies all this data for selected callers to the clipboard so you can paste it into a document.
31. **Breakouts Tab:** A detail panel that displays details about the breakout the selected person is in – who is in it, their role, and how many total people.
32. **Mute:** Clicking this button mutes the selected callers.
33. **Breakout Only:** Clicking this button changes the status of the microphone of the selected callers to Breakout only, so they can only be heard in the breakout room that they are in.
34. **Public:** Clicking this button changes the status of the microphone of the selected callers to Public, so they can be heard in all breakout rooms.
35. **Mic Volume Slider:** Increases or decreases the volume of the mic of the selected caller.
36. **Hands:** Displays the hand(s) raised –numbers pressed on telephone keypad of selected caller, or if multiple callers selected, displays how many people pressed each number 1, 2, 3, 4 or 5.
37. **Down:** Lowers the hand of the **selected** caller(s).
38. **Main Room:** Clicking Main Room moves the selected callers to the Main Room.
39. **New Breakout:** Clicking New Breakout moves the selected callers into a new breakout room. This is especially useful when re-uniting a dropped call with their existing dyad partner.
40. **New Private Breakout:** Clicking New Private Breakout moves the selected callers into a private breakout room. Private breakout rooms are useful for sidebar conversations during class because in a private room, you cannot hear the Public mic.
41. **Green Room:** A private breakout room that can be used to drop instructors and assistants into upon arrival so they can chat privately while they wait for the students to arrive. You cannot hear the music or the Public mic.
42. This feature is not used by CoachVille.

## **Appendix B: Links to Additional Self Study Resources**

### **Maestro Conference Video Tutorials for Breakout Groups and other documentation**

Video on creating basic breakout groups

<http://www.youtube.com/watch?v=zbadE8AooHQ>

Video on creating more advanced breakout groups

<http://www.youtube.com/watch?v=Ol8eZj2Uz5w>

For more documentation and videos:

<http://maestroconference.com/support>

Facilitation Guide

<http://www1.maestroconference.com/support>

Conference Simulator (for practicing creating breakouts)

<http://www1.maestroconference.com/support/simulator>

Frequently Asked Questions (FAQs) and Knowledge Base

<http://www1.maestroconference.com/support/knowledgebase>

Quick Start Guide

<http://www1.maestroconference.com/support/quick-start>

Video Tutorials

<http://www1.maestroconference.com/support/video-tutorials>

## Appendix C: Connect to Class via Skype to Skype

### Via Skype:



Figure 30 Skype Dial Pad to call

Use your **Skype credit** and call **(530) 216-4294** *instead* of your bridge number. Display the dial pad by clicking the blue phone icon (Figure 30). Once the number is entered, click the green phone icon to start the call.

Once call is active, display Skype the dial pad (see figure ) to enter your Personal Pin followed by the (#) sign. To display the dial pad click the blue phone icon. Use the Dial Pad to raise your hand during class.



Figure 31 Active call dial pad

**New Option! Skype to Skype:** Callers may now use **Skype to Skype** to connect to the MaestroConference bridge so that Skype credit is not necessary. *It is important that you do this several days prior to your scheduled call as it can take over 72 hours for MaestroConference to accept your request for contact.* If your contact request is not accepted by MaestroConference, please delete the request for contact and resubmit the request.

1. Login to your Skype account.
2. Add the MaestroConference Skype ID as a Contact by clicking the **Add Contact** icon (Figure 32).
3. Enter one of the following MaestroConference Skype User IDs (Figure 33).
  - a. maestro4294
  - b. mcdirect1
4. Skype will search and display the contact. It may take a moment. Once it appears, click the contact to select it ( Figure 34).
5. Once selected, click the blue Add to Contacts button.

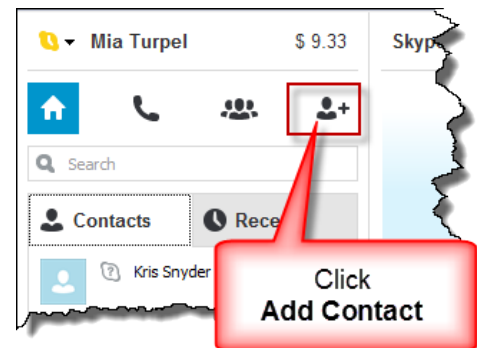


Figure 32 Click Add Contact

## Skype to Skype continued...

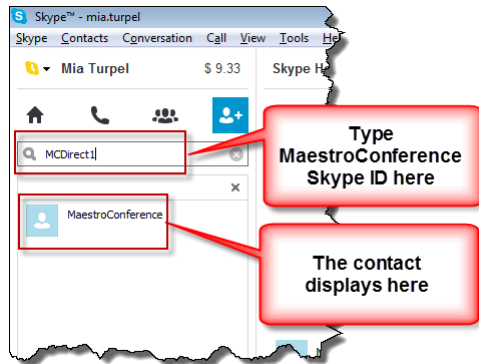


Figure 33 Type MaestroConference Skype ID

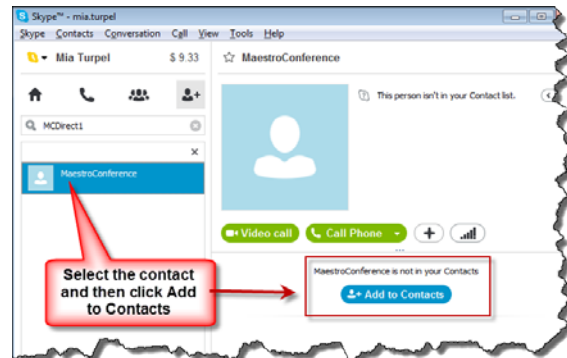


Figure 34 Add to Contacts

### 6. Click Send (Figure 35).

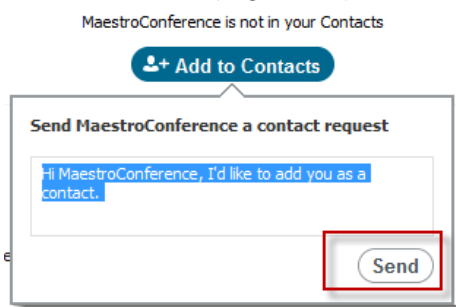


Figure 35 Click Send

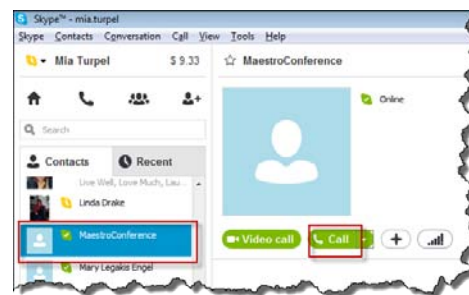


Figure 36 Select MaestroConference then click Call

7. Call into class similar to the way you would Skype a friend. Select MaestroConference in your contact list, and then click the green Call button (Figure 36). Once you connect to the bridge, display the on screen touch pad (Figure 31) and click to enter your personal PIN number to enter class.



## Appendix D: How to Bridge a Student in the United Arab Emirates with a Skype Group Call

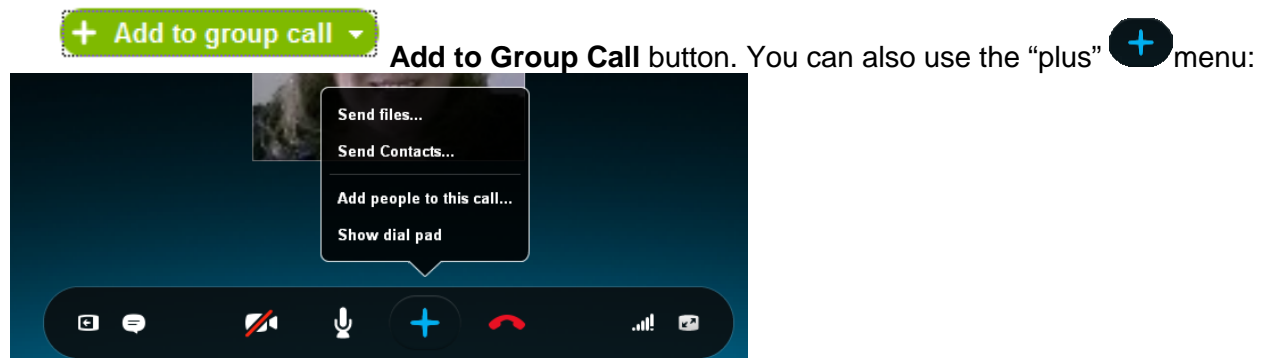
### Overview:

The Skype website and services have been blocked by both of the ISPs in the United Arab Emirates. That means the United Arab Emirates cannot call out on Skype. Unfortunately, there is very little Skype can do about this situation.

As a case-by-case work-around, CoachVille has used the [Skype Group Call feature](#) to bridge the United Arab Emirates student into class. It requires that an assistant use their Skype account to Skype into class using one of the MaestroConference IDs, and then add the student to create a “Group” call, and keep the call open for the duration of the class.

### Step-By-Step

- 1) At least one week prior to the first day of class, add Maestro4294 or MCDirect1 as a Skype contact. One week will give ample time for MaestroConference to accept your request.
- 2) One week prior to class add the Skype ID of the United Arab Emirates student you wish to bridge. One week will ensure they have had time to accept your contact request.
- 3) On the day of class, in Skype, call (Skype) Maestro4294 or MCDirect1 15 minutes prior to the beginning of the class. Enter the student’s Personal PIN code or generic PIN. Once connected, add the United Arab Emirates student to the call using the



- 4) Confirm that the student is connected by either speaking to them or texting them on Skype. Once confirmed, mute yourself.
- 5) Monitor the Skype call throughout class to ensure the student is still connected.
- 6) If the student gets disconnected from the Group call, drop them out of the group and add them again. Confirm with the student via a text message because sometimes the Skype screen may indicate they are still active, but the student will confirm that they are disconnected.



## Appendix E-Connect to Class via MC Dialer:

MaestroConference has a special beta program that will allow you to call into classes directly using a MaestroConference downloadable program called MC Dialer. Try it for free (while in Beta).

[Click here for PC version](#) and [Click here for Mac version](#). Follow the [instructions](#) to install and dial in to class.

Enter your MaestroConference PIN number and click on the Call MaestroConference button. The call will then continue as a normal MaestroConference call using the on screen keypad.

**Tip:** *If you are dialed in via the computer with Skype or MC Dialer, we recommend that you use headphones instead of listening with your computer speakers to avoid echo or feedback.*

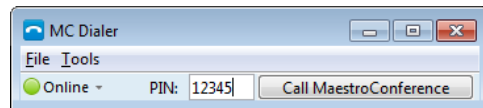


Figure 37 MC Dialer



Figure 38 MC Dialer connected call

## Appendix F: MaestroConference Troubleshooting Questionnaire

Please collect the information requested on this questionnaire in order for the MaestroConference technical team to troubleshoot and solve your MaestroConference Issue:

1. Date of Occurrence:	
2. Time of Occurrence:	
3. Call Facilitator Name:	
4. Call Facilitator email address:	
5. Description of problem:	
6. Name of Participant experiencing issue:	
7. MaestroConference Bridge# Used to Dial-In:	
8. Pin# Used:	
9. Participant Phone Number:	
10. Participant Phone Carrier:	
11. Participant email address:	
12. Phone handset/model participant used:	

### Additional Questions:

- 13. Did they get a busy signal?
- 14. Did in never answer their call?
- 15. Did they get the Welcome to MaestroConference Recording?
- 16. Did they get the recording that says "Thank you, you will now be connected"?
- 17. Did they get the message that the pin could not be recognized?
- 18. Did they get "all circuits are busy" recording?

## Appendix G: Creating Breakouts - Quick Reference Guide

This quick reference guide will serve as a memory jogger to creating and running dyad breakout groups, and selecting the coaching demo recording under the Audio Cue feature.

### ***Step 1: Set Up Dyad Pairs During Class***

You can define the breakout group Dyads during class by grouping the students using the **Custom Field 1**.

1. Select the two people you wish to pair together (Figure 7, Page 11).
2. Click the **INFO** tab in the upper right corner of the screen (Figure 9, Page 12).
3. In the **Custom text 1** text box, type the name of the Dyad and then press the **ENTER** key (Figure 9, Page 12).

Note: After the initial dyads are determined, send them to [lindadrake@coachville.com](mailto:lindadrake@coachville.com) and she will set them up as defaults for the balance of classes.

### ***Step 2: Create and run the breakout group Dyads.***

1. Inform the students you are about to break them into their Dyad groups while you (as the presenter) still have the **Public mic**.
2. Click the **CREATE** button (Figure 10, Page 13).
3. Click the **Breakout by Data** tab, Select **Custom 1**, then click **COMMIT** (Figure 11, Page 14).
4. While you are still on the **Public mic**, announce to the room that they are about to be placed in their breakout groups, and when they hear the tone they may begin.
5. Play the **Low Tone Audio Cue** to let them know they are now in their Dyads (Figure 13, Page 15).
6. Set the **Timer** to count down the breakout session time so that you are reminded when it is time to end the Dyad breakout groups (Figure 14, Page 16).
7. **IMPORTANT:** Select **yourself and any other presenters** and click the **BREAKOUT ONLY** mic button so that you can no longer be heard by all of the rooms (Figure 15, Page 17).

### ***Step 3: "Walk" the rooms (Dyads).***

Once the presenters and assistants are on **Breakout Only** mic, while the participants are coaching with their Dyad partners, the presenter(s) and assistants can walk the room and listen, and provide feedback if necessary to the participants in a room.

1. Select yourself and any other co presenter you wish to walk the rooms with you. The most common mistake is to forget to notice what name or names are selected first. (*Tip: use the control key to select multiple people*).
2. Select the room you wish to 'walk' into (Figure 16, Page 18).
3. To view more information about the participants in the room, click the **BREAKOUTS** tab.

### ***Recovering from a dropped call during a Dyad breakout.***

1. "Walk" to the remaining caller's room, and let them know that their dyad partner dropped out of the call, and to wait a minute until they can call back. (Figure 17, Page 19)
2. When the caller arrives again, select the two dyad partners and click **New Breakout**. Important: Make sure the caller is on **Breakout Only** mic (Figure 18, Page 20).
3. "Walk" to the newly created room, let the dyad partners know they are together again, and may now continue.

## ***Step 4: Ending the Breakout Session***

### **Temporarily ending the session to return shortly:**

1. Cue the participants their Dyads are about to end. (Figure 13, Page 15 ).
2. If you only want to end the breakout session temporarily but still preserving the breakout groups so you can send them back shortly, select **Participants** and then put them on **MUTE** by clicking the **MUTE** button. Make sure you put yourself back on the **Public Mic** (Figure 21, Page 23).








To return them to their groups, cue them, select **Participants** and click **Breakout Only** mic and they will be back in their groups. Be sure to put yourself (the presenter) on **Breakout Only** mic to walk the rooms.

### **Dissolving Your Dyads**

To dissolve the groups click the **DISSOLVE** button (Figure 22, Page 24).

### ***What do the mic icons mean?***

The mic icons indicate what level of voice a caller has. There are three levels of mic status.

Button	Icon	Description
		<b>Muted mic:</b> When a mic is <b>muted</b> (in the Conductor View or by the caller pressing '6' on their phone), nobody in the call will be able to hear the caller.
		<b>Breakout Only mic:</b> When the mic is <b>greyed out</b> (which is the normal setting for participants and assistants), the caller cannot be heard in the main room, but can be heard when in a breakout group. This signifies that the caller is unmuted, but isn't holding a microphone.
		<b>Public mic:</b> When the mic icon is <b>dark grey</b> , the caller has a <b>Public mic</b> and can be heard by the <b>entire</b> room, even if they are in a breakout group.
		<b>Green mic:</b> A mic turns green when a caller is talking into the mic, or sound (noise) is coming through the mic.