

**Hello TSM & Ncompass Users,**

### **What's new with this release for TSM & Ncompass Users?**

#### **Ability to connect room-based system to your multi-point, bridged event in progress using the remote control**

Currently, if a room-based system is turned off when a multi-point event starts, members have to call OTN's Technical Support team to be connected to their event that is already in progress. Similarly, if a member disconnects their room-based system from a multi-point, bridged call today and then needs to re-connect their system to the event, members have to call OTN's Technical Support team to be re-connected to their event.

In 6.7 Release, we are giving this ability to our members so they can connect their room-based system to their in-progress, multi-point, bridged event without having to call OTN for assistance. Events must be previously scheduled in TSM / Ncompass. The participant can enter their Event ID via the room-based system's remote control anytime between the event's start and end time. This feature includes set-up time if it's been included in the event (i.e. administrative or educational events).

After entering the Event ID via the remote control, the bridge will check to ensure the room-based system is supposed to be part of the event before auto-connecting the system to the event that is in progress. If the system is not part of the event that is in progress, the system will not be connected to the event and the participant will see the standard message from the codec indicating their system cannot be connected.

**Note:** *When using this feature, you are joining an event in progress. Please mute your microphone immediately after joining the call unless you are the speaker.*

#### **Ability for users to schedule events up until 5 minutes before the event's start time**

Currently, Ncompass users cannot schedule or edit events themselves if there is less than 30 minutes until the event's start time. Although TSM users can schedule or edit events themselves if there is less than 30 minutes until the event's start time, these events are not automatically pushed to the bridge. In both cases, OTN's Technical Support needs to be contacted to push these events to the bridge.

In 6.7 Release, we are opening up the ability for both TSM and Ncompass users to schedule or edit events themselves up until 5 minutes before the event's start time to give our users more self-serve opportunities. These events will be automatically pushed to the bridge vs needing manual intervention from Technical Support. If there is a technical issue preventing the submission of your request, a standard system message will be displayed in TSM / Ncompass indicating users should call OTN's Technical Support team for assistance.

**Note:** *This feature does not apply to off-net systems or webcast events.*