

## TELECONFERENCING AND WEBCONFERENCING INSTRUCTIONS

You have already received an email with your account information and billing information. Following are instructions for getting the most from your Teleconferences and Web Conferences.

### Guest Entry

- STEP 1. Each guest calls assigned dial-in number
- STEP 2. Enter GUEST Conference Room Number
- STEP 3. Record name followed by pound (#) key

If guests arrive before the host, they will be placed in a waiting room with music on hold, until the host arrives. All guests who arrive after the host will automatically join the call and an entry tone\* will play to the conference.

### Host Entry (Start Teleconference)

- STEP 1. Host calls assigned dial-in number
  - STEP 2. Enter HOST Conference Room number
  - STEP 3. Record name followed by pound (#) key
- Once the host arrives the call will automatically begin.

## OPTIONAL FEATURES WHILE ATTENDING A CALL

Pressing the Star (\*) key will access **MENU OPTIONS** when in any teleconference.

### Host Menu Options

- Options 1&2** Sub Conference Rooms 1 and 2 respectively
- Option 0** places the user back in the main conference room.
- Option 3 End Call** - disconnects all callers and ends billing for the call.
- Option 4** Turn ON/OFF Guest Speaking Privileges-**Mute Guests**
  - 1-turn off
  - 2-turn on
- Option 5** Enhanced Features
  - Enhanced Feature 1 Turn ON/OFF **Conference Recording\*\***
  - Enhanced Feature 2 **Play Roll Call** - Plays names of all attendees present
  - Enhanced Feature 3 **Lock/Unlock Conference Room**

### Special Features!

**Facilitator's Ear** Callers are announced to the facilitator only (host) as they arrive. Accompanies entry tone. Call us to turn this feature on per room. Not recommended for calls with over 15 callers due to added minutes of introduction.

**\*\*Playback** Record your conference and receive a private pin number. Have callers call your Toll Free number and enter pin to hear replay of conference. Per minute charges apply.

**\*\*High quality CD** recordings of conferences can be made at the time of the conference. You simply press the record option when on a conference call to begin or end recording your conference at any time. Cost:\$15.00. Contact us to discuss ftp options.

### Guest Menu Options

- Options 1 & 2** - Sub Conference Rooms 1 and 2 respectively
- Option 0** places the user back in the main conference room.
- SELF MUTING** - # (Pound) key is the **self mute feature**. This will turn the mute feature on and off for each individual. Helpful if caller is on a bad cellular phone connection or is in a noisy location.

## View live conference calls online from your computer and play back the recorded name of an individual.

1. Login to Account Management with your toll free number and Guest/Host Room numbers
2. If you are the Account Administrator, click on the specific room number (if you are a room owner, but not the administrator, your login will bring you to the Room Administration page).
3. Click on 'On-Line Call Management'
4. You will see a list of all your active and recent conferences
5. You may click on any conference listed and see who is or was on the call (IN PROGRESS means it is a live conference)
  - On the conference call detail page you will see all the callers associated with that call
  - You will see the Caller ID, start time, and end time (if they have hung up )
  - There is a button to play the name recorded by each caller, as well as an icon showing whether the caller's line has been muted

If you record or lock the conference room, you will see a spinning disk or a pad lock icon, respectively, at the top of the list