

# CONFERENCE SERVICE USER GUIDE

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## SET UP YOUR CONFERENCE CALL

- Invite from 2 - (your capacity here) people to your meeting. Send them a notice with the date and time of the conference via E-Mail, mail or telephone.
- Provide your attendees the Phone Number to dial-in to the Conference:  
( Service Provider Assigned Phone# here )
- Provide your attendees the 5-digit Conference Identification Number:  
( Service Provider Assigned Conference ID# here )

Tell attendees that there will be a prompt asking for this number.

## ADMINISTRATOR CONFERENCE CALL ACCESS

- Call the same number your attendees will call and when prompted, enter the Conference ID # you supplied to your attendees. You will then be prompted to enter your Administrator Identification Number:  
( Service Provider Assigned Administrator Access Code# here )
- You will hear an announcement letting attendees know you have joined the call and hear how many attendees are in the conference.
- If Attendees call in before the Administrator, they will be notified that the Conference Administrator has not yet arrived and will be asked to remain on the line until the Administrator arrives.
- Use this access procedure if your are using phone only access or the Web Portal to administer your conference.

## MANAGE CONFERENCING WITH THE WEB PORTAL

Once you have logged into the Web Portal, click the *My Settings* tab and choose Conferencing. Open the General Settings by clicking the *Blue Arrow* button. The General tab shows the Conference ID # and the Administrator Access Code (which you can change to any 5 digit number). If you want to allow conference calls to continue after you (the Administrator) leave the call, select *No* in the 'Terminate when Admin Leaves' field. The Quiet Mode, if set to *Yes*, will mute entrance and exit beeps. The 'Mute Attendees' field, when set to *Yes*, will mute all attendees during the conference. Click the *Save* button to activate changes.

**General**

Conference ID:

Administrator Access Code:

Terminate When Admin Leaves:

Quiet Mode:

Mute Attendees:

## RECORD FEATURES

Previously recorded conferences can be accessed from this screen.

**Recording**

Recording Enabled:

Total Recording Allowed (min):

Max Duration Per Recording (min):

Recordings Expire (days):

Recorded: 4/2/2009 2:13:31 PM 00:00:44  
Expires: 4/12/2009 2:13:31 PM

Click the *Green Download Arrow*, to convert the selected conference recording to a windows media file that can be saved on your computer.

Click the *Red X* button to permanently delete the selected conference recording from the Web Portal.

00:00:00 00:00:00

## ATTENDEE ADMINISTRATION FEATURES

The Call Manager screen shows the phone numbers of conference attendees. From the *Main* screen you can use the *Speaker* button to mute specific attendees. You can adjust Attendee volumes by moving the *Slider* right to increase or left to decrease volume. Click the *Red X* to remove an Attendee from the conference. Click the Record button to start recording a conference at any time. You can stop recording with the *Stop* button that appears during an in-progress recording.

**Call Manager** Main Recordings Settings

scott meyer 605-999-xxxx

howard fuller 605-999-xxxx

00:00:00/00:10:00

The Access Numbers Tab shows you the Direct Dial and Toll Free numbers assigned to your account by the service provider.

**Access Numbers**

Direct Dial	Toll Free
605-582-xxxx	
582-xxxx	