

Audio Conferencing Overview

February 2010

Conferencing Services

An on-demand audio & web conferencing solution

Conferencing Services

- **Through this presentation you will learn how to:**
 - Set up an audio conference call
 - Use the powerful features built into Conferencing services
 - Use Conferencing Global 800 numbers for international access
 - Use the Conference Scheduler

Conferencing is...



- **On-demand audio conferencing from 2 to 96 people**
 - Instant access to anyone in the world
 - No reservation required
- **On-demand web conferencing from 2 to 2000 people**
 - Collaborate with anyone in the world
 - No reservation required
- **Communicate with...**
 - Anyone
 - Anywhere
 - Anytime
 - ...no reservations required

Benefits


- Conferencing makes you more effective, whether you're communicating across town or across the globe
 - Enhances productivity
 - Convenient
 - Reliable
 - Secure
 - Easy audio conference control through:
 - Touch-tone commands on the phone *or through*
 - A Web interface

Applications

- Weekly/daily meetings
- Impromptu meetings
- Project status updates
- Staff meetings
- Easy access to meetings while traveling

Chairperson's Subscription Information

- **Users receive:**
 - Permanent toll-free dial-in phone number
 - Toll and toll-free/freephone access number for International participants
 - 7-digit access code
 - Chairperson passcode (users may change code for security & convenience)
 - The initial Chairperson passcode is randomly generated and delivered in the Welcome Letter sent to the User. By removing the Wallet Card, you will uncover your passcode.
- **The above information is required every time you want to start an audio or web conference**



John Q. Se
Chairperson
ABC Comp
Company
800-XXX-XX
Ready-Access P
XXXXXXX
7-digit Access C
www.them
Web Moderat

SHORTCUT TO START YOUR CONFERENCE

1. Enter your Ready-Access number
2. Enter your 7-digit access code, then #
3. Press *, enter your Chairperson Passcode, then #
4. Press 1, then *

READY-ACCESS CONFERENCE CONTROLS

Chairperson	Participant/Chairperson
* 1 Dial out to a participant	* 6 Mute line
* 2 Record conference (on/off)	* 7 Unmute line
* 4 Lock conference	* 9 Roll call (if activated)
* 5 Unlock conference	* # Count participants
* 8 Conference continuation	0 0 Ask for operator
# # Mute all lines	* * List available commands
9 9 Unmute all lines	

574-1054G 0703

Wallet Card

Chairperson and participant commands

CONFERENCE CONTROLS

<p>Chair person</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Dial out to a participant <input type="checkbox"/> <input type="checkbox"/> Record conference (on/off) <input type="checkbox"/> <input type="checkbox"/> Lock conference <input type="checkbox"/> <input type="checkbox"/> Unlock conference <input type="checkbox"/> <input type="checkbox"/> Conference continuation <input type="checkbox"/> <input type="checkbox"/> Mute all lines <input type="checkbox"/> <input type="checkbox"/> Unmute all lines 	<p>Participant/Chair person</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Mute line <input type="checkbox"/> <input type="checkbox"/> Unmute line <input type="checkbox"/> <input type="checkbox"/> Roll call (if activated) <input type="checkbox"/> <input type="checkbox"/> Count participants <input type="checkbox"/> <input type="checkbox"/> Ask for operator <input type="checkbox"/> <input type="checkbox"/> List available commands
---	--

IN-COUNTRY ACCESS NUMBERS

Argentina 08006660535	Hong Kong 800968124	Singapore 8001011435
Australia 1800003792	Israel 18009458705	Spain 900977042
Belgium 080011001	Italy 800784864	Sweden 0200285607
Brazil 08008916666	Japan 00531160307	Switzerland 0800563946
China 108001400554	Mexico 0018005148713	Taiwan 00801126571
France 0800902121	Netherlands 08000221859	UK 08009170570
Germany 08001815802	Norway 80011139	US/Canada 18007475150

For access numbers not listed, visit www.gbbalcrossing.com/conferencing 574-1054G-0703

Global "800" access numbers for key countries



John Q Sample
Chairperson

ABC Company
Company

800-867-1317 **XXX-XXX-XXXX**
6DegreesIP Conferencing Phone Number International Access Only

XXXXXXX **XX**
7-digit Access Code Lines Available Per Conference

<https://www.callinfo.com/palomar/applet.jsp?host=wholesale>
Web Conferencing URL

- Subscriber information
- Easy to remember access code
- URL to access online services
- Customer care help

For a users next conference simply...



- Tell the participants the date and time
- Provide them with the Conference dial-in phone number and access code
 - The Chairperson passcode is needed only by the chairperson to begin a conference.
- You may also elect to send an invite to the meeting that you create via the conferencing web portal or Outlook Scheduler

Conferencing Services

- To start a conference dial the conferencing toll-free, toll, or G800 phone number
- Enter the 7-digit access code
- Enter the Chairperson passcode
- Follow voice prompts for special options
- Begin the meeting

Conferencing Services

- **With Conferencing you have complete control of**
 - The meeting duration
 - How the meeting is conducted
 - Who can participate

- **Once you have started a conference**
 - You may dial out to other participants
 - Manage conference features via the telephone or web

Conferencing Services

- **All Audio conferencing features can be controlled through:**
 - Touch-tone commands on your phone
 - The online Web interface
 - Using the online interface to manage your *audio conference* is a free service

Conferencing Services

➤ Simple touch-tone Chairperson commands include*:

*	1	Dial out to a participant	*	#	Count participants
*	2	Record conference	0	0	Ask for operator
*	4	Lock conference	*	0	Talk to operator in a sub-conference
*	5	Unlock conference			
*	6	Mute line			
*	7	Unmute line			
*	8	Conference continuation			
*	9	Roll call (if activated)			

*These features are listed on the Chairperson Wallet Card

Touch-Tone Commands

*** 1 Dial out to a participant**

- To dial out to domestic and international participants after the conference has begun, press *** 1** and follow the prompts.
- For North American and Caribbean participants, dial area code and seven-digit phone number.
- For outside North America, dial the 011 + country code + telephone number.

*** 2 Record conference**

- To stop the recording, press *** 2**, followed by **1**.
- To record your conference, press *** 9** on your touch-tone phone, followed by **1**.

Touch-Tone Commands

*** 4** Lock conference

*** 5** Unlock conference

■ To lock your conference so no additional participants can join, including a conference operator, press *** 4** on your touch-tone phone.

■ To unlock the conference at any time, press *** 5** on your touch-tone phone.

*** 6** Mute line

*** 7** Unmute line

To mute your phone line during a conference simply press *** 6** on your touch-tone phone.

To unmute your line press *** 7**.

Mute and Unmute can be used by all participants during the conference, or by participants with bad connections, cell phones, or background noise.

Touch-Tone Commands

*** 8** Conference continuation

■ Normally the conference ends automatically when you (the Chairperson) disconnect. To let the meeting continue without you, press *** 8** anytime before you hang up.

■ This is helpful in case your line is disconnected, your cell phone connection is dropped, or you need to leave before the meeting is finished.

*** 9** Roll call (if activated)

■ Hear the names of who is connected to your conference with this optional feature. To activate Roll Call, press *** 9** on your touch-tone phone.

■ Roll Call can be used by all participants during the conference.

Touch-Tone Commands

* # Count participants

- Get a quick count of participants on your conference by pressing * 9 on your touch-tone phone.
- Count Participants can be used by all participants during the conference.

0 0 Ask for Operator

- If a user needs help from a 6DegreesIP Conferencing operator at any time during your conference, press 0 0 to connect immediately. The operator will join as a participant in the conference.
- Press * 9 to talk with the operator in a private sub conference.

- Ask for operator can be used by all participants during the conference.

Configure Your Own Account Options

- **Change your Chairperson passcode to maintain security**
- **Record participant name (on/off) – when set to “on” you can use this feature** * 9
 - Do a Roll Call during a conference call
 - Name Announce option
- **Set conference entry/exit announcement**
 - Tones
 - Silence
 - Name Announce

Configure User Account Options

- To change these settings, the users dials into the Conferencing Service, enters their 7-digit access code followed by the Chairperson passcode
 - Press **2** to change account options and then follow the voice prompts. These 3 options can be changed as often as the user likes:
 - Change chairperson passcode **1**
 - Configure name record or entry-exit announcement **2**
 - Change auto-continuation option **3**

Why Use Global “800”

- Global 800 numbers international toll-free/freephone numbers allow participants from key international business locations to cost-effectively use Audio Conferencing for local, regional and global conferences.
- Global 800 numbers are permanent, allowing you to conference without reservations.
- In-country users will recognize the format of each access telephone number as toll-free/freephone type of service.
- Globally standardized, Conferencing offers all users access to the same features and online tools, regardless of their location.
- 24X7 customer care support available globally.

How to Use Global "800"

- **Global 800 numbers allow participants from key international business locations to use Conferencing for local, regional and global conferences.**
 - **A Chairperson dialing from one of the available countries, could dial the Conferencing Global "800" toll-free/freephone number shown on the table on the next slide to dial in and start a Conference.**
 - Chairperson: To initiate a conference, dial the appropriate Global "800" number and when prompted, enter your 7-digit access code and Chairperson passcode. Follow the prompts to start the call.
 - **If participants are dialing from any of the countries listed on the next slide, they may be given the Global "800" toll-free/freephone access number corresponding to their location. They will dial this number to join the Conference.**
 - Participant: To join a conference, dial the Global "800" number provided to you by your Chairperson and when prompted, enter the 7-digit access code (also provided by the Chairperson).

Conferencing Scheduler

- **Conferencing Scheduler fully integrates Audio and Web Conferencing with the Microsoft Outlook® Calendar system, making the most effective use of your time when scheduling your meetings!**
 - Just download the plug-in...
 - Enter your Conferencing numbers...
 - Use Quick Setup default settings or
 - Customize your feature options...
- **...and you are ready to schedule meetings that combine the capabilities of Microsoft Outlook® with the conferencing features of Audio & Web Conferencing.**

Conferencing Scheduler Features

- **Conferencing Scheduler allows you to:**
 - Schedule meetings and send Microsoft Outlook® e-mail invitations that automatically include all the information participants need to join a
 - Audio Conference
 - Web Conference
 - or both!
 - Automatic login to a Web conference right from the Microsoft Outlook® toolbar, allowing for quick and efficient management of Audio and Web Conference calls right from the desktop
 - Customize the text that appears in e-mail invitations including:
 - Standard content
 - Display of conference numbers in Location field of Microsoft Outlook® e-mail invitation
 - Hyperlinks to key participant information

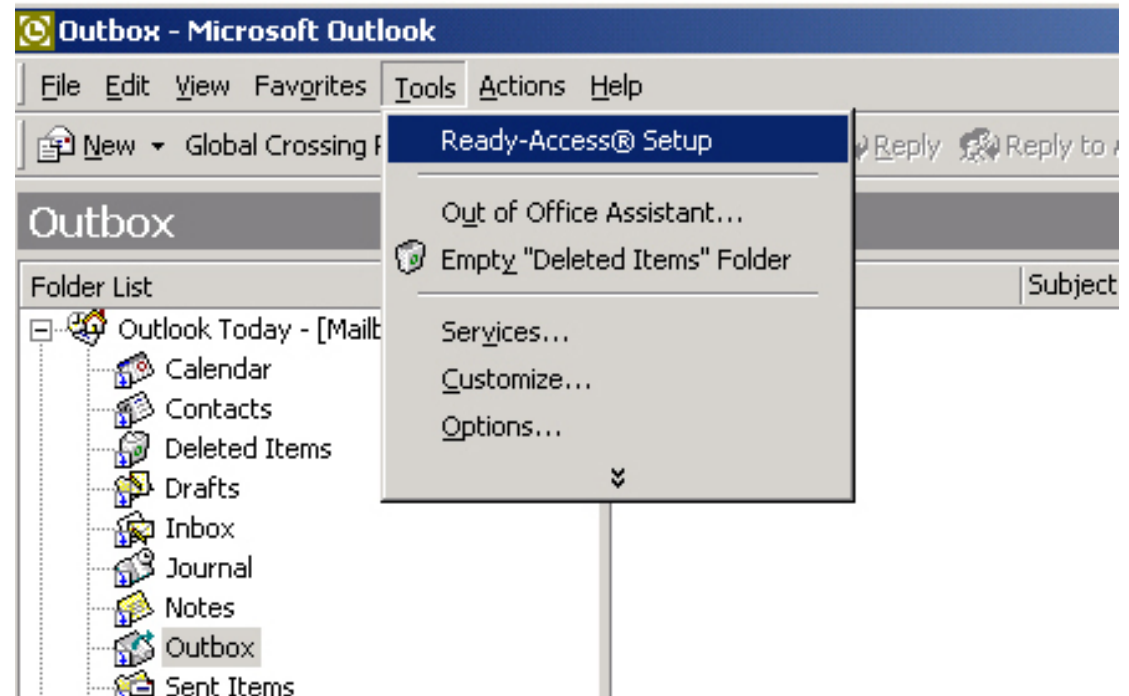
Conferencing Scheduler Features

- Participants receive a normal Microsoft Outlook® e-mail invitation that reserves the meeting time on their calendar and includes all the Audio and/or Web Conference dial-in numbers and instructions.
- E-mail invitations include easy hyperlinks for participants to:
 - Automatically login to the Web Conference
 - Test their web browser prior to joining the Web Conference
 - Access a list of international toll-free Global 800 numbers
 - Access a list of Customer Care global toll-free numbers

~ Audio and Web Conferencing function as normal ~

Scheduler Set-Up Screen

- Conference Set up screen:
 - When the installation of the plug-in is complete, re-open Microsoft Outlook®
 - Go to Tools on the toolbar and choose Conferencing Setup



Scheduler Set-up Screen

- Quick Setup allows you to get started right away by using the preset feature settings ...
- You can also customize your feature settings for future meeting invitations

The screenshot shows a dialog box titled "Ready-Access® Invitation Setup". It is divided into three main sections: "Ready-Access:", "Ready-Access Web Meeting:", and "Ready-Access Invitation Footer:".

Ready-Access:

- *Ready-Access phone number: 8005555555
- Access number type: US
- Optional additional access phone number: [empty]
- Access number type: [empty]
- *7-digit access code: 5555555
- Display conference numbers in Location field of invitation:
- *Chairperson passcode: [masked]
- *Reenter passcode: [masked]
- [View additional Ready-Access phone numbers:](#)
- Display in invitation
- Audio conference invitation content: [empty]
- * Required field*
- [View/Edit]

Ready-Access Web Meeting:

- [Browser Test:](#)
- Display in invitation
- Web Meeting invitation content: [empty]
- [View/Edit]
- Auto-login from Outlook toolbar

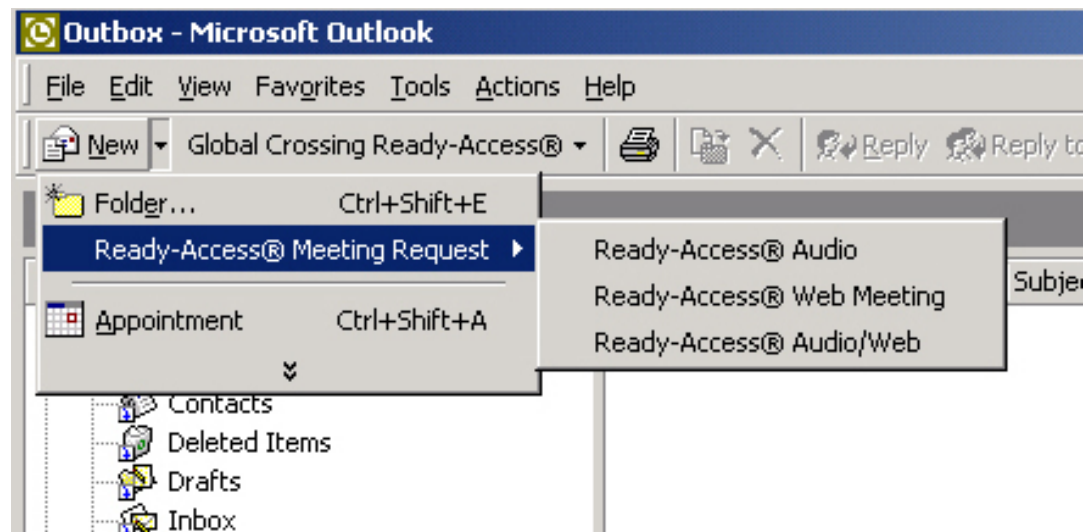
Ready-Access Invitation Footer:

- [Customer Care numbers:](#)
- Display in invitation
- Conference invitation footer content: [empty]
- [View/Edit]

At the bottom, there is a checkbox for **Version Update Notification** and three buttons: OK, Cancel, and Apply.

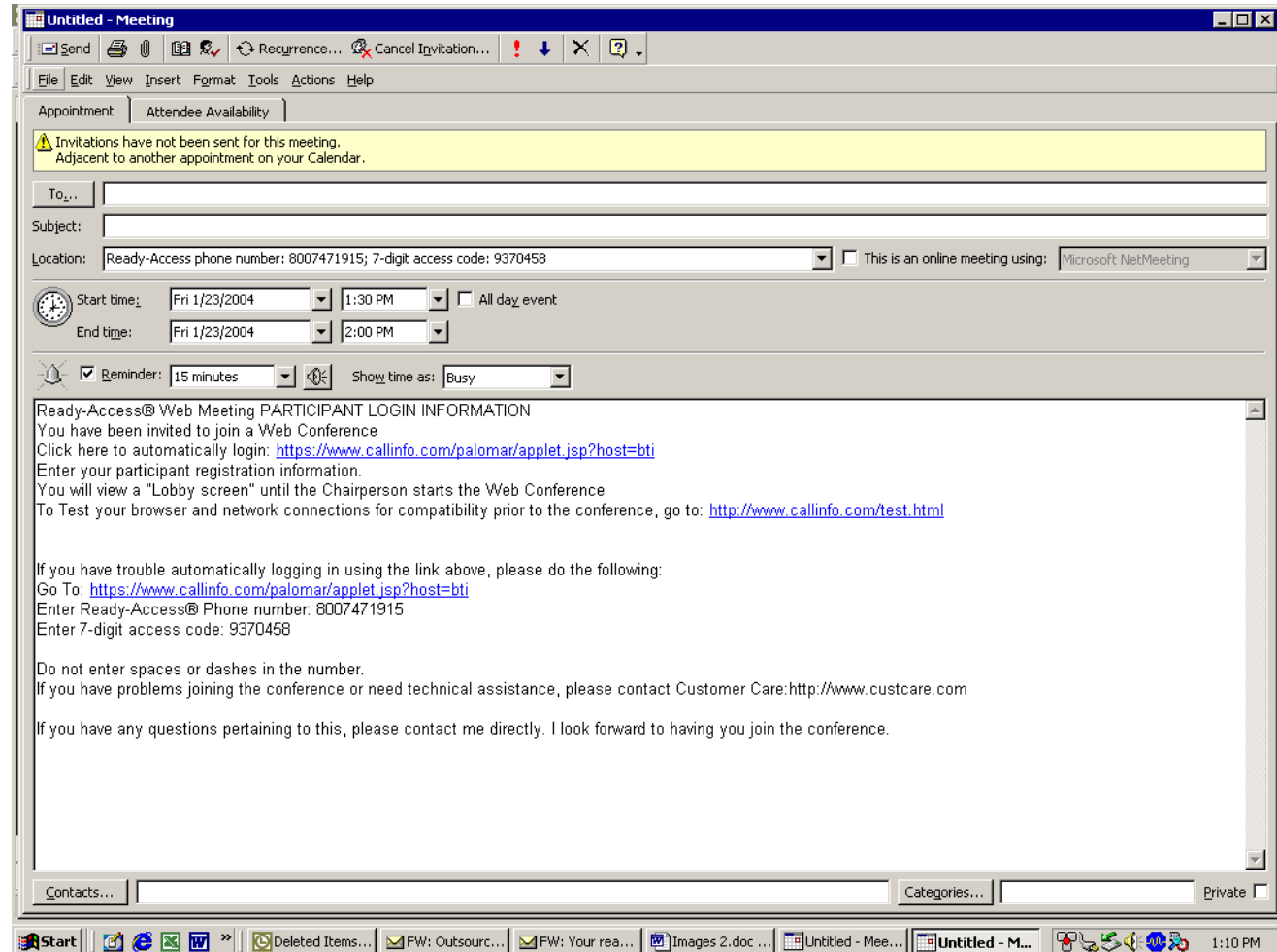
Create a Meeting Request

- Create a meeting request:
 - Three ways to select “Conferencing Meeting Request”
 - From the Microsoft Outlook® toolbar, select your choice of meeting request to include information on: Audio Conference, Web Conference or both
 - Any of the auto-populated text can be edited



Meeting Invitation

This is a view of what the populated scheduler information looks like when it is used in an email invite.



Conferencing Invitations

- **Conferencing solution also offers an invitation tool from within the Conferencing Web Portal!**
 - Just login into the portal...
 - Click on the “Create New Invitation” button...
 - Use Quick Setup default settings or
 - Customize your feature options...
- **...and you are ready to send invites with pre-populated conference login information, and allows you to**
 - Retain invitees
 - Edit and send meeting updates to your invitees
 - Create invitations for future meetings
 - Retains and displays invitations you have sent