



USER'S GUIDE:

Audio Conferencing

Start increasing your efficiency today.



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Conferencing Basics

As a new Chairperson you should have received an e-mail with:

1. A Toll-Free Access Phone Number
2. Your Own 7-Digit Access Code
3. Your Chairperson Passcode

If you have not received this information, please call your Windstream Account Manager, or dial 800.730.2183.

Setting up a Conference Call

When you are ready for a conference, follow these simple steps:

1. Inform all Participants of the date and time of the conference.
2. Give all Participants your toll-free access phone number and 7-digit access code.
3. When it's time for your conference, dial the toll-free conferencing phone number, listen to the prompts to enter your 7-digit access code, then enter your Chairperson passcode to begin the conference.
4. Conference Participants dial the toll-free conferencing access number at the designated time, enter the 7-digit access code and the conference is underway.

Conference Call Details

- When you order your Conferencing number, you can set the maximum number of Participants, up to 96, that can join a conference (including the Chairperson). Anyone trying to join the conference after the maximum number of Participants has been reached will not be able to join.
- If Participants dial in before the Chairperson they will be placed on music hold until the Chairperson joins the conference.
- When the Chairperson hangs up, the conference call will end. To allow the conference to continue after the Chairperson leaves, he or she should press *8 early in the conference.
- You will hear a tone each time a Participant joins or leaves a conference.
- If you need assistance anytime during your call, simply press 00 for a live operator.



Rating

There is no charge for owning a conference bridge. You are only charged for service usage. The total cost of a conference call is calculated as follows:

(Conference Call Rate) x (Duration of Call in Minutes) x (Number of Participants)

Different rates apply for international versus domestic Participants. Consult your service contract or contact your Account Manager for your conference call rates.

Conferencing Set Up Options

Conferencing provides you the flexibility to configure your bridge number with key options that will be in effect for all your calls. Options include:

- **Record Names:** The name of each Participant will be recorded as they enter the conference. Each Participant will be announced by name as they enter and exit the conference call.
- **Change Password:** Change your Chairperson password.
- **Set Tones:** Set conference tones for when Participants enter and exit conference call. You can set to normal tone, silence or announce Participant's name.

To change set-up option, dial your toll-free access number, your 7-digit access code and your password then enter 2 and listen to the prompts.

Continuing Your Call

By default, the conference call will end when the Chairperson drops off the call. To allow the call to continue after the Chairperson has dropped off, the Chairperson can press *8 anytime during the call. The call will not end until all Participants have dropped off the call.

Keeping Track of Participants

Anyone on the call can obtain a count of Participants by dialing *# anytime during the call.

You can also do an automated roll call, which will announce the names of all Participants on the call by pressing *9. To use this feature, you must have activated the Record Names feature listed in the "Conferencing Set Up Option" section of this guide.



Call Control Features

Call control features provide you with the advanced tools you need to manage an efficient conference call.

Dialing Out to Participants

If you want a Participant who has not dialed in to join a call, the Chairperson can dial out to them from the conference call. To dial out to a Participant dial *1 and listen to the prompts.

Muting & Un-muting Lines

Any Participants can mute and un-mute their line. To do this, press *6 to mute the line and *7 to un-mute the line.

The Chairperson can also mute and un-mute all other lines in a conference call. Press ## to mute all lines and 99 to un-mute all lines. This will affect all lines except the Chairperson's.



Security Features

These features allow you to customize the level of security you need to keep your conferences confidential.

Changing Your Chairperson Passcode

Change your Chairperson passcode number frequently by following these simple steps:

1. Dial the toll-free conferencing phone number
2. Enter your 7-digit access code
3. Press the *key
4. Enter your current Chairperson passcode
5. Select Option 2
6. Follow the prompts to create a new Chairperson passcode

The Chairperson Passcode cannot contain consecutive or repeating digits such as 1234, 4567, 1122 or 2222.

Assign Additional Security Code

You can add an additional security code for sensitive conferences. No one will be able to enter your conference call without entering the security code. Be sure to inform all Participants of the security code before you begin the conference.

1. Enter the conference before Participants are scheduled to join
2. Enter your 7-digit access code
3. Press the *key
4. Enter your current Chairperson passcode
5. Select Option 1
6. Enter your additional security passcode (4 to 9 digits)

Lock Feature

To ensure maximum security you can lock your call once all your Participants have joined. This will prevent any other Participants from joining your call.

Press *4 to lock the conference
Press *5 to unlock the conference



Call Controls & Commands

Chairperson Command Controls

- * **1** Dial out to Participant
 - * **1** Join new Participant to conference
 - * **2** Join new Participant and dial out to another Participant
 - * **3** Disconnect line and rejoin conference
 - * **4** Disconnect line and dial out to another Participant
- * **2** Conference Call Recording (Start / Stop)
- * **4** Lock Conference
- * **5** Unlock Conference
- * **6** Mute your line only
- * **7** Un-mute your line only
- * **8** Allow conference to continue after you disconnect
- * **9** Automated roll call of Participants (if activated)
- * **#** Count number of Participants in the conference
- # #** Mute all lines
- 9 9** Un-mute all lines
- 0 0** Ask for operator
- * ***** List of available command

Participant Command Controls

- * **6** Mute Line
- * **7** Un-mute Line
- * **9** Automated Roll Call (if activated)
- * **#** Count Participants
- 0 0** Ask for operator
- * ***** List of available commands



Conference Call Recording

The Chairperson can start and stop recording an audio conference by simply pressing *2. When the recording starts, a message will play notifying Participants that the meeting is being recorded. **To avoid multiple recording fees for a single meeting, do not start and stop the recording multiple times during the conference.**

The recording will continue until the Chairperson presses *2 again to stop the recording, or until the call is ended.

Conference Recording Playback

Please refer to Windstream's Web Conferencing User Guide for information on this feature.

Managing Your Recording Archive

Please refer to Windstream's Web Conferencing User Guide for information on this feature.