



USER'S GUIDE:

# Audio Conferencing

---

Start increasing your efficiency today.

---

## **Table of Contents**

---

<b>Conferencing Basics</b>	<b>3</b>
<b>Conferencing Set Up Options</b>	<b>4</b>
<b>Call Control Features</b>	<b>5</b>
<b>Security Features</b>	<b>6</b>
<b>Call Control Commands</b>	<b>7</b>
<b>Conference Call Recording</b>	<b>8</b>

## 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 PAETEC 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

### 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

## 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

Recordings are available immediately after the conference ends. Recordings can be accessed in several ways:

1. Chairperson can access recordings from the Archive Management Screen (see Managing Your Recording Archive).
2. Participants can access recordings via a link, which is e-mailed to the Chairperson after the conference.
3. Recording can be downloaded in MP3 format by the Chairperson and distributed via e-mail, posted on corporate Internet or intranet sites, or various other electronic media.

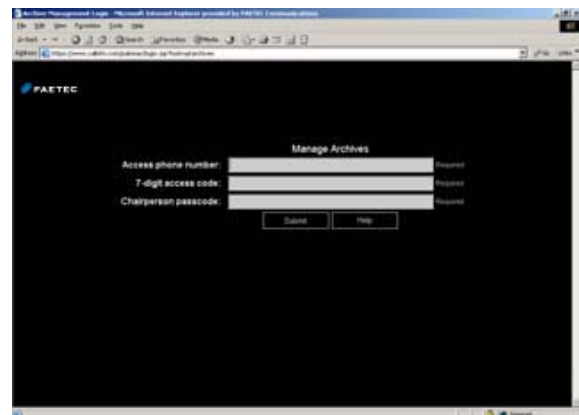
### Managing Your Recording Archive

You can access your recordings through the Archive Management section of On-Line Conferencing at [www.paetec.com/conferencing](http://www.paetec.com/conferencing).

Access Archive Management by selecting "Archives" from the On-Line Conferencing main sign in screen (Figure 1).

#### Archive Management Sign In Screen

Figure 1



The screenshot shows a web browser window displaying the "Manage Archives" sign-in screen. The page has a dark background with the PAETEC logo in the top left. The form contains three input fields: "Access phone number:", "7-digit access code:", and "Chairperson passcode:". Each field has a "Required" label to its right. Below the fields are "Submit" and "Help" buttons.

Previously recorded conferences will be stored in the Archives List for future use. This list includes the title of each archive, the date and time it was recorded, and a file ID number. In addition, there are some report settings that you can turn on or off. These include the following columns:

### Registration

When Registration is ON, a viewer is asked to enter their name, company name, phone number, and e-mail address when they access the recording for online playback. This information is not required for playback. To change this setting for a specific recording, just click on the checkbox (checkmark = ON; blank = OFF).

### Notification

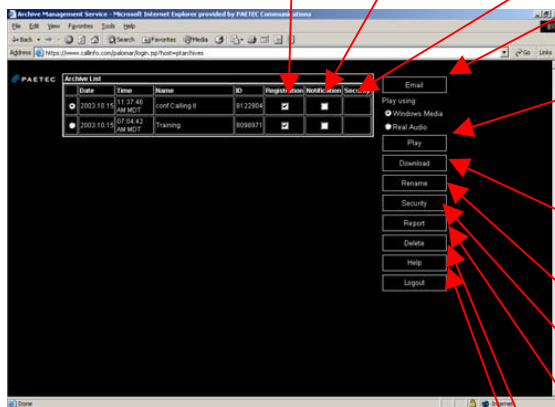
When checked, you will be notified via e-mail each time a recorded file is played back by a viewer. To change this setting, just click on the checkbox (checkmark = ON; blank = OFF).

### Security

To assign a security code to a recording, select "Security" and enter any number between 4 and 9 digits long. Viewers will need to enter the security code to access the recording for playback. You can change the security code for a specific recording as often as you like. If you use the e-mail button to distribute the recording link, the security code will appear in the e-mail.

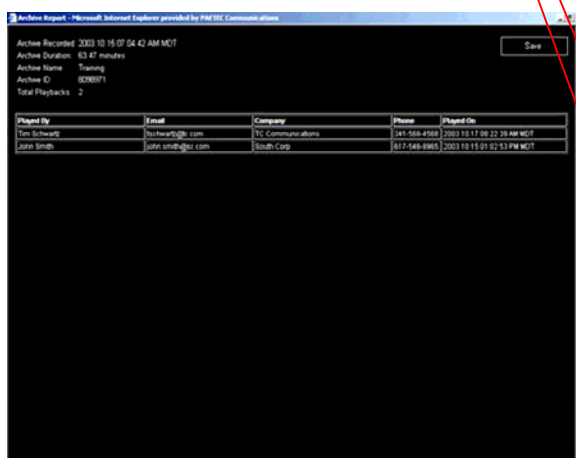
## Archive Management

Figure 2



## Playback Report

Figure 3



### E-mail

Send an e-mail message along with a link to the selected archive for playback.

### Play

Playback the conference. Using Play, Pause, Stop, and Volume control buttons, you can control the recording playback. If your recording contains slides, you can click on a slide to skip to that portion of the conference.

### Download Audio

Download either the audio only portion in MP3, or the audio and visual portion in Macromedia Flash format.

### Rename

Rename selected recording.

### Security

To add a 4–9 digit security code to the selected recording.

### Report

View a real-time report (Figure 3) showing playback activity for a recording. A line item is created for each playback, showing the date and time. If viewer information was collected, it is also displayed. Select the "Save" button to save recording.

### Delete

Permanently deletes the recording. You will be asked to confirm the deletion.

### Help

Provides general help information.