

Conference Central

User Guide



USER INFORMATION

Conference Central is a toll-free reservationless audio conferencing service. Simple, easy to use and inexpensive, it allows subscribers to conduct on-demand conferences anywhere, anytime with up to 300 participants. The aggregate usage will be billed to TPX's invoice. You can find the following important information on your enclosed wallet card (shown at right):

Access Numbers: The toll-free number is accessible throughout the US and Canada. Callers accessing from destinations outside of these territories must dial the local access number.

Passcodes: Each moderator will be provided with a unique PIN.

Client ID: This is a billing identifier. Conference usage associated with this ID will be aggregated and displayed on your invoice.



CONFERENCE CALL CONTROL SUMMARY

This table summarizes meeting controls for an audio conference.

- One-digit (green) controls can be used by all attendees
- Two-digit (orange) controls can be used only by a Moderator

Key	Description
*0	Connect to the Conference Center
*4	Increase overall conference volume
*5	Increase individual line volume
*6	Mute and un-mute individual line
*7	Decrease overall conference volume
*8	Decrease individual line volume
*22	Record conference (see page 2)
*39	Toggles tones on/off in conference
*91	Hear participant count
*92	Hear roll call
*93	Disconnect all participant lines
*94	Lock the conference. Once locked, this will prevent any other callers from joining the call. Press *94 again to unlock conference.
*96	Mute all Participant lines. Participant may un-mute the individual line by pressing *6.
*97	Un-mute all Participant lines

CONFERENCE SECURITY CODE: *31

This feature adds another level of security as an option to any conference. Once enabled, the system will ask the Moderator to enter a conference specific security code at the beginning of each conference; all Participants must enter the same security code to access the conference. The Moderator can choose to use (or not use) this feature on each conference.

- The conference security code provides a high level of security; only the Moderator knows the code.
- The *31 control allows the Moderator to toggle the feature "On" or "Off" at the Moderator's convenience.
- If the Moderator intends to use this feature he/she will need to notify all Participants of the conference security code prior to the start of the conference. TelePacific CARE or the reservation center will NOT be able to provide this information to the Participants.
- Once *31 has been activated, the Moderator will be prompted to enter a security code for each conference, or press * to immediately enter the conference.
- For first time use, it is suggested the Moderator dial in early to his/her conference to activate the conference security code.
- Only Participants with the correct conference security code will be able to enter the conference.
- The conference security code may consist of 1-10 numbers.
- The conference security code is not "pre-set" and is determined by the Moderator.
- All Participants will be placed on hold until the Moderator enters the conference. They will then be prompted for the conference security code as the Moderator arrives, or will automatically enter the conference if the Moderator presses *.

TO ACTIVATE CONFERENCE SECURITY:

- To activate the Conference Security Code, dial the access number and the Moderator passcode
 1. Press ***31** to activate the conference security code.
 2. The Moderator will then hear the following prompt. "The conference security code option is now enabled. Please enter the conference security code followed by the **#** key. Or press ***** to start the conference without a code."
 3. If the Moderator enters a conference security code and presses **#**, a prompt will repeat the code and ask the Moderator "If this is correct, press ***** to join your conference or enter a new conference security code followed by the **#** key." Pressing ***** will activate the code and place the Moderator into the conference.

RECORD CONFERENCE: *22

With this feature the Moderator may start, stop, pause, erase & restart a recording at any time during a conference.

- The Moderator will be automatically notified via email with a dial-in number and passcode to replay the conference.
- The recorded conference is usually available 30 to 60 minutes after the end of the conference, and is active for up to 30 days, at which time it is deleted automatically.
- If the Moderator hangs up or is disconnected, the recording will otherwise continue for as long as the conference is active.

TO RECORD THE CONFERENCE:

1. Press ***22**, and the Moderator will hear the following prompt: "Conference recording has started. Just a reminder today's conference is being recorded." At that time Participants will also hear, "Just a reminder today's conference is being recorded."
2. To pause or start a new recording, press ***22** again. The Moderator will then be given two options: "Press 1 to pause the recording; Press 2 to erase and restart recording."
3. To un-pause that recording or start a new recording, press ***22** again. The Moderator will be given two options: "Press 1 to append to the paused recording; press 2 to erase and restart recording." Pressing 1 will automatically un-pause the previous recording and continue recording from where the recording was paused. Pressing 2 will automatically erase the previously recorded audio and start recording over again.
4. To stop the recording at the end of the conference, pause it by pressing ***22**.

AUDIO SECURITY FEATURES

A number of Conference Central features are available to meet your specific needs. These particular features are configured by the Conference Center administrator. Once it is set, it is effective for every conference call until it is changed by the Moderator. The features may be changed by calling the Conference Center at 888-861-6475.

Feature	Description
Play tone on entry	Play a chime tone when caller enters the conference.
Announce name on entry	Each Participant's name is recorded as they dial in. When placed in a conference they are announced "Entering Conference (participant's name)."
Silent entry	Participants enter the conference without a chime tone.
Play tone on exit	Play double chime tone when caller exits the conference.
Announce name on exit	Each Participant's name is recorded as they dial in. When disconnecting from the conference it is announced "Leaving Conference (participant's name)."
Silent exit	Participant exits silently.
Music on hold	Participants are placed on hold with music in the background until the moderator enters.
Record name for roll call*	Everyone is asked for their name as they enter the conference. This is for security and provides roll call capability.

*Must select "Yes" if "Announce name on entry" or "Announce name on exit" is enabled.

MODERATORS & PARTICIPANTS

Role	Description
Moderator	This is the person responsible for organizing and chairing the conference. The Moderator is responsible for: <ul style="list-style-type: none"> • Scheduling the conference • Inviting people to the conference • Starting the conference using the Moderator unique audio passcode • Activating any conference feature • Closing the conference
Participant	The Participant is anyone attending the conference to listen to its content, who is not acting as the Moderator. The Participant is responsible for: <ul style="list-style-type: none"> • Joining the conference using the Participant passcode • Verbally interacting when appropriate