

This guide will briefly describe how to hold a conference call with your onConference on demand conferencing subscription. It will also provide details on the features available to use during your conference call.

If you do not already have a subscription, please contact our sales department or visit our on-line account request page at www.onConference.com/newuser. You will be provided with your access codes online and they will be sent in an e-mail entitled **Important Conferencing Information**. Your **onConference Access Codes** are all that you require to start using the service.

Once your subscription is set up, you can use the service at any time you want without needing a reservation. You will only be billed for the time you use.

Questions about your subscription can be directed to the onConference Help Desk at 1.800.804.8608 or 1.514.282.4047.

BEFORE YOUR CALL

Send everyone your dial in codes. All participants require the **access phone number**, 1.866.305.1460 and the **7-digit access code** for your subscription. These are found in your **Important Conference Information** e-mail, or on your onConference wallet card.

Optionally, you may want to protect this call with an additional **security code** of between 4 and 9 numbers. You will need to inform all of the participants of the **security codes** are per call and are entered when the chairperson activates the call, further explained below.

International Participants who do not have access to the North American 1-800 toll free system can dial the **international access phone number**, 1.416.620.1296 or can dial the **access phone number** from their country of origin.

GLOBAL 800 ACCESS PHONE NUMBERS

Access onConference globally via 1-800 toll-free style dialing. Participants from these countries can access onConference via the **Global 800 Access Phone Numbers** toll-free, or via the **International Access Phone Number**. Note that the chairperson will incur additional costs when using the **Global 800** service. The participants pay the long distance toll charge when using the **International Access Phone Number**.

Global 800 Access Phone Numbers and countries are found at www.onConference.com/g800

STARTING YOUR CONFERENCE CALL

The Chairperson dials the same phone number and **7-digit access code** as all the participants. The Chairperson also dials in their **passcode**. Participants are left with music on hold until the Chairperson activates the conference with their **passcode**. The **passcode** controls the call – it should be kept secret like a computer password. Do not share the **passcode** with the conference participants.

As mentioned, for additional security, you can add a **security code** to each call. You will be prompted for an optional **security code** as you are starting the conference, after you enter your **passcode**. You can choose to skip this feature, however, you will need to inform all the participants of the **security code** for the call if it is enabled.

DURING THE CALL

The call will begin when the Chairperson dials in. The call ends when the Chairperson leaves the call, unless they activate the * 8 Conference Continuation feature, as explained below.

There are several additional conferencing features available that will add to your conference call experience. Here is a list with the activation codes.

MUTING FEATURES

Active use of the muting features can allow the Chairperson a high degree of control of the conference call. Muting allows participants to hear the call while cutting off their ability to speak. Participants can un-mute themselves anytime.

- # # Mute all participant lines. The Chairperson is not muted.
- 9 9 Un-mute all participant lines.
- # 1 Listen only on. Participants enter conference muted.
- #2 Listen only off.
- * 6 Mute self. Only the Chairperson is muted.
- * 7 Un-mute self

SECURITY FEATURES

- * 4 Lock conference. Locking the conference prevents any additional participants from dialing in. This would be used after verifying the number of participants in the conference and verifying their identities before disclosing any sensitive information.
 - 5 Unlock conference. Allows people to join the conference again, if the conference had been locked.
 - * # Count participants. A computer voice will inform the activator of the feature how many ports are being used on the call, including the chairperson's. Use it to verify your participant list.
 - * 9 Automatic Roll call (Name Record must be enabled. See advanced features below).
- Additional security can be added by adding a security code to the conference call.

RECORDING THE CALL

The call can be recorded for later playback by activating this feature.

- * 2 to start or stop recording.

Recorded calls are archived and can be played back on the internet via Windows Media Player or Real Audio Player. Archived recordings are available at www.onConference.com/Presents. Archived recording can be played back on-line or downloaded via your web browser.

OTHER FEATURES

- * 8 Conference Continuation. Allows the conference to continue after the Chairperson hangs up. Normally all participants would be disconnected if the Chairperson hung up.
- * 1 - Dial out. Pull in a new participant to the conference. You will be prompted how you want to add the participant after you dial them in.

GETTING HELP DURING THE CALL

- ** Lists the available features and activation codes.
 - * 0 To talk to an operator.
 - 0 0 To ask for a conferencing operator to join the call at any time to help with problems on the call.
- Call the onConference Help Desk at any time at 1.800.804.8608 or 1.514.282.4047 for problems with **Conference Access Codes**, technical issues or questions about feature operation.

PARTICIPANT CONTROLS DURING THE CALL

Each participant has access to a subset of features during the call.

- * 6 Mute self. If you are in a noisy area, on a cell phone, or just want to listen to the call, activate mute self.
- * 7 Un-mute self. Allows you to speak if you have been muted by yourself or by the chairperson.
- * 9 Automated Roll call. (Name Record must be enabled. See advanced features below).
- * # Count participants informs the participant of the number of active ports on the call.

ADVANCED FEATURES

Account codes allow more detailed billing of your conference. For each chairperson, calls with **account codes** will be shown in separate categories on the bill. **Account codes** can be set up in one of two ways: a **Per Chairperson Account Code** will show all calls from that chairperson in an account line (for departmental type billing) or each call can have an **Per Call Account Code** assigned to it (for billing by project or client). For **Per Call Account Codes**, you will be prompted during the dial in of the call to enter your account code number. This feature needs to be activated on your subscription before you can use it. Call the help desk at 1.800.804.8608 or 1.514.282.4047. to enable **Per Call Account Codes**, or to have a **Per Chairperson Account Code** assigned to your subscription.

Name Record prompts each participant for their name when they join the conference. This enables the **automated Role call** to work and also the **Name Entry/Exit Announcement**. **Name record** is set up for each subscription when the Chairperson first dials in. To add name record to your calls:

- Dial in and enter your **7-digit access code** and **pass code**.
- Hit 2 when prompted to "Change Account Options".
- Select 1 "Name Record". All calls from that account will then be prompted for their Names.

Entry Exit Announcement allows you to change what you hear when someone dials in or leaves the conference. Normally you will hear tones whenever someone joins or leaves the conference. You can choose to hear nothing, tones, or the person's name announced when they dial in. For name announcement, **Name Record** must be enabled (see above). To change your **Entry/Exit Announcement**:

- Dial in and enter your **7-digit access code** and **pass code**.
- When prompted, hit 2 to change account options.
- Hit 2 to change Name Record/Entry Exit Announcement.

CHANGING YOUR PASSCODE

When you first receive your **Important Conferencing Information** e-mail, you will want to change your **passcode**. To change your **passcode**:

- Dial your **Access phone number**
- Enter your **7-digit access code**
- Press the * key
- Enter your current **passcode**
- Select option 2 to change account options
- Select option 1 to change your **passcode**
- You will then be prompted for your old and new **passcode**.