

Audio Conferencing Service: Chairperson's Guide



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Welcome!

You just made a great call!

Allstream Audio Conferencing Service brings people together easily and instantly to share information and make decisions, while saving your company valuable time and money by reducing business travel.

With a host of services and options, including full bilingual support and 24x365 service availability, Allstream is here to meet all your audio conferencing needs. Using your new Audio Conferencing Service will allow you to build stronger relationships with your customers, suppliers, business partners and employees, increase your productivity, and communicate more effectively.

As a new Chairperson, you will need the following information every time you host a conference:

Your personal Audio Conferencing phone number

Your 7-digit access code

Your Chairperson passcode

If you have misplaced this information, please call 1 888 598-MEET (6338).

Your Chairperson's Guide gives you an overview of our Audio Conferencing Service including optional features and how to use them to your advantage. After you review this guide, we suggest you keep it handy for continued reference.

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Getting Started

With Allstream's Audio Conferencing Service you can enjoy all the benefits of full service audio conferencing without any of the hassles of advance scheduling. Just connect and communicate instantly.

Setting Up a Conference Call

To host a conference call any time, just follow these simple steps:

1. Notify your meeting participants of the time, date, and other details of your meeting.
2. Give each participant your Audio Conferencing phone number and your 7-digit access code. For added security on your conference calls, you may choose to add a unique security password for each meeting. Make sure to share this information with your participants.
3. At the time of your meeting, simply dial your Audio Conferencing phone number, enter your 7-digit access code, and then enter your Chairperson passcode.
4. Conference participants dial your Audio Conferencing phone number at the designated time, and enter the 7-digit access code.

Your conference is now ready to begin.

Controls and Commands

As the conference Chairperson, you can control your entire meeting through a group of feature-rich touch-tone commands that are available to you at anytime during your conference.

Chairperson Commands and Features

COMMAND	FEATURE
*1	Dial out to a participant
*1	Join a new participant to the conference
*2	Join a new participant and continue dialing
*3	Rejoin the conference
*4	Disconnect the dialed line and continue dialing
*4	Lock the conference (prevent new participants)
*5	Unlock the conference (allow new participants)
*6	Mute your line
*7	Unmute your line
*8	Allow the conference to continue after you disconnect
*9	Automated roll call of conference participants (if activated)
*#	Count the number of participants on the conference
#	Mute all the lines, except yours
99	Unmute all the lines
00	Ask for the operator during the conference
**	List the available commands
#	Return to the conference

Participant Commands and Features

Each participant in your meeting will have access to a limited set of controls.

COMMAND	FEATURE
*6	Participant can mute their line
*7	Participant can unmute their line (cannot override the Chairperson)
*9	Automated roll call of conference participants (if activated)
*#	Count the number of conference participants
00	Ask for the operator
**	List the available commands

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Helpful Hints

If participants dial in before the Chairperson they will be placed on music hold until the Chairperson joins the conference.

An alternate method of including participants is to dial out to them after the conference has begun. Press ***1** and follow the prompts.

International participants have the option of dialing the toll number 303 248-9656 to join the conference. Please advise your participants that they will be charged for the call through their local long distance carrier.

When a participant joins or leaves the conference a tone is normally heard. Some subscriptions are configured to record and announce the names of participants as they enter or leave the conference. When this feature is enabled, a Chairperson or participant can press ***9** to receive a roll call of everyone on the conference.

The tone/name record feature is customizable per subscription. The default is no name record with tone entry and exit. To customize your subscription, simply dial your Audio Conferencing phone number and enter your 7-digit access code followed by your Chairperson passcode. Press **2** to change your account options and then just follow the voice prompts. These options can be changed as often as you like.

The maximum number of participants that can join the conference (including the Chairperson) is based on your individual subscription. Anyone trying to join the conference once the maximum number of participants has been reached will not be able to join.

Allstream offers subscription sizes of 8, 16, 24, 35, 50, 66, 75 and 96. If you need to increase your subscription size for a call, you will need to phone the Allstream Conference Centre before the conference begins.

You can also choose the language of your subscription to be English, French, or Bilingual. Call us at **1 888 598-MEET** (6338) to select your language preference.

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 in case of an inadvertent disconnection.

Call the Allstream Conference Centre for assistance or to modify your subscription.

Keeping Your Conference Secure

Here are a few suggestions for maintaining the security of your conferences:

Change your Chairperson passcode frequently. Follow these steps:

1. Dial your Audio Conferencing phone number.
2. Enter your 7-digit access code followed by the **#** key.
3. Press the ***** key to indicate you are the Chairperson.
4. Enter your current Chairperson passcode followed by the **#** key.
5. Press **2**.
6. Follow the prompts to create a new Chairperson passcode.

Assign an additional security passcode to sensitive conferences. Be sure to inform all participants of the security passcode before you begin the conference. Follow these steps:

1. Dial your Audio Conferencing phone number.
2. Enter your 7-digit access code followed by the **#** key.
3. Press the ***** key to indicate you are the Chairperson.
4. Enter your current Chairperson passcode followed by the **#** key.
5. Press **1** to start your conference.
6. Enter your conference security passcode followed by the **#** key.

If you enter a security passcode, everyone that dials into this conference must also enter the same security passcode after entering the usual 7-digit access code.

Additional Tools

Web Meeting

Bring Internet convenience and control to your audio conferencing calls. Web Meeting allows you to manage your meeting online using easy point and click conference commands. You can also show slide presentations and graphics to meeting participants. And it's included with your Allstream Audio Conferencing Service!

Using Web Meeting

Refer to www.allstream.com/conferencing for complete details on how to use Web Meeting.

For more information, call:

1 888 598-MEET



Audio Conferencing Service



Conference Centre 1 888 598-6338

My Audio Conferencing
Phone Number:

My Access Code:

My Chairperson Passcode:

™Allstream Corp.

Command

Feature

- * 1 Dial out to a participant
- * 4 Lock the conference (*prevent new participants*)
- * 5 Unlock the conference (*allow new participants*)
- * 6 Mute your line
- * 7 Unmute your line
- * 8 Allow the conference to continue after you disconnect
- * 9 Automated roll call of conference participants (*if activated*)
- * # Count the number of participants on the conference
- # # Mute all the lines, except yours
- 9 9 Unmute all the lines
- 0 0 Ask for the operator during the conference
- * * List the available commands