

Conferencing Overview Module

Conferencing Services: An on-demand audio and web conferencing solution



Advanced Integrated Technologies • 952.829.5511 • 800.300.5408
9855 West 78th Street, Suite 300 • Eden Prairie, Minnesota 55344 • www.goait.com

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Conferencing Services

Through this presentation you will learn how to:

- Set up a conference call
- Use the powerful features built into Conferencing services
- Use Conferencing Global 800 numbers for international access
- Use Conference Scheduler

Conferencing is...



- On-demand audio and web conferencing from 2 to 96 people

- ◆ Instant access to anyone in the world
- ◆ No reservation required

- Communicate with...

- ◆ Anyone
- ◆ Anywhere
- ◆ Anytime

...no reservations required

Benefits

■ Conferencing makes you more effective, whether you're communicating across town or across the globe

- ◆ Enhances productivity
- ◆ Convenient
- ◆ Reliable
- ◆ Secure
- ◆ Easy audio conference control through:
 - Touch-tone commands on the phone *or through*
 - A Web interface

Applications

- Weekly/daily meetings
- Impromptu meetings
- Project status updates
- Staff meetings
- Easy access to meetings while traveling

Chairperson's Subscription Information

- Users receive:
 - ◆ Permanent toll-free dial-in phone number
 - ◆ Toll and toll-free/freephone access number for International participants
 - ◆ 7-digit access code
 - ◆ Chairperson passcode (users may change code for security & convenience)
- This information is required every time you want to start a conference

SHORTCUT TO START YOUR CONFERENCE

1. Enter your Ready-Access number
2. Enter your 7-digit access code, then **#**
3. Press *****, enter your Chairperson Passcode, then **#**
4. Press **1**, then *****

READY-ACCESS CONFERENCE CONTROLS

Chairperson	Participant/Chairperson
* 1 Dial out to a participant	* 6 Mute line
* 2 Record conference (on/off)	* 7 Unmute line
* 4 Lock conference	* 9 Roll call (if activated)
* 5 Unlock conference	* # Count participants
* 8 Conference continuation	0 0 Ask for operator
# # Mute all lines	* * List available commands
9 9 Unmute all lines	

John Q. S
 Chairperson
 ABC Com
 Company
 800-XXX-
 Ready-Access
 XXXXXXX
 7-digit Access
www.themeetingson.com
 Web Moderator /#Meeting URL

574-1054G 0703

For a users next conference simply...



- Tell the participants the date and time
- Provide them with the Conferencing dial-in phone number and access code
 - ◆ the Chairperson passcode is needed only by the chairperson to begin a conference

Conferencing Services

- To start a conference dial the toll-free, toll, or G800 phone number
- Enter the 7-digit access code
- Enter the Chairperson passcode
- Follow voice prompts for special options
- Begin the meeting

Conferencing Services

- With Conferencing users have complete control of:
 - ◆ The meeting duration
 - ◆ How the meeting is conducted
 - ◆ Who can participate

- Once a user is in a conference:
 - ◆ They can dial out to other participants
 - ◆ Manage conference features via the telephone or web

Conferencing Services

- All Audio conferencing features can be controlled through:
 - ◆ Touch-tone commands on your phone
 - ◆ A Web interface

Conferencing Services

■ Simple touch-tone Chairperson commands include*:

*	1	Dial out to a participant	*	#	Count participants
*	2	Record conference	0	0	Ask for operator
*	4	Lock conference	*	0	Talk to operator in a sub-conference
*	5	Unlock conference			
*	6	Mute line			
*	7	Unmute line			
*	8	Conference continuation			
*	9	Roll call (if activated)			

Touch-Tone Commands

*** 1 Dial out to a participant**

- To dial out to domestic and international participants after the conference has begun, press *** 1** and follow the prompts.
- For North American and Caribbean participants, dial area code and seven-digit phone number.
- For outside North America, dial the 011 + country code + telephone number.

*** 2 Record conference**

- To stop the recording, press *** 2**, followed by **1**.
- To record your conference, press *** 2** on your touch-tone phone, followed by **1**.

Touch-Tone Commands

*** 4 Lock conference**

*** 5 Unlock conference**

■ To lock your conference so no additional participants can join, including a conference operator, press *** 4** on your touch-tone phone.

■ To unlock the conference at any time, press *** 5** on your touch-tone phone.

*** 6 Mute line**

*** 7 Un-mute line**

To mute your phone line during a conference simply press *** 6** on your touch-tone phone.

To un-mute your line press *** 7** .

Mute and Un-mute can be used by all participants during the conference, or by participants with bad connections, cell phones, or background noise.

Touch-Tone Commands

*** 8 Conference continuation**

■ Normally the conference ends automatically when you (the Chairperson) disconnect. To let the meeting continue without you, press *** 8** anytime before you hang up.

■ This is helpful in case your line is disconnected, your cell phone connection is dropped, or you need to leave before the meeting is finished.

*** 9 Roll call (if activated)**

■ Hear the names of who is connected to your conference with this optional feature. To activate Roll Call, press *** 9** on your touch-tone phone.

■ Roll Call can be used by all participants during the conference.

Touch-Tone Commands

* # Count participants

- Get a quick count of participants on your conference by pressing * 9 on your touch-tone phone.
- Count Participants can be used by all participants during the conference.

0 0 Ask for Operator

- If a user needs help from a Conferencing operator at any time during your conference, press 0 0 to connect immediately. The operator will join as a participant in the conference.
- Press * 9 to talk with the operator in a private sub conference.
 - ◆ Ask for operator can be used by all participants during the conference.

Configure Your Own Account Options

- **Change your Chairperson passcode to maintain security**
- **Record participant name (on/off) – when set to “on” you can use this feature**
 - ◆ * 9 Do a Roll Call during a conference call
 - ◆ Name Announce option.
- **Set conference entry/exit announcement**
 - ◆ Tones
 - ◆ Silence
 - ◆ Name Announce

Configure User Account Options

To change these settings, the users dial into the Conferencing Service, enters their 7-digit access code followed by the Chairperson passcode

- Press to change account options and then follow the voice prompts. These 3 options can be changed as often as the user likes:
 - ◆ Change chairperson passcode
 - ◆ Configure name record or entry-exit announcement
 - ◆ Change auto-continuation option

Why Use Global “800”

- Global 800 numbers international toll-free/freephone numbers allow participants from key international business locations to cost-effectively use Audio Conferencing for local, regional and global conferences.
- Global 800 numbers are permanent, allowing you to conference without reservations.
- In-country users will recognize the format of each access telephone number as toll-free/freephone type of service.
- Globally standardized, Conferencing offers all users access to the same features and online tools, regardless of their location.
- 24X7 customer care support available globally.

How to Use Global “800”

Global 800 numbers allow participants from key international business locations to use Conferencing for local, regional and global conferences.

■ A Chairperson dialing from one of the available countries, could dial the Conferencing Global “800” toll-free/freephone number shown on the table on the next slide to dial in and start a Conference.

Chairperson: To initiate a Conference, dial the appropriate Global "800" number and when prompted, enter your 7-digit access code and Chairperson passcode. Follow the prompts to start the call.

■ If participants are dialing from any of the countries listed on the next slide, they may be given the Global “800” toll-free/freephone access number corresponding to their location. They will dial this number to join the Conference.

Participant: To join a Conference, dial the Global "800" number provided to you by your Chairperson and when prompted, enter the 7-digit access code (also provided by the Chairperson).

Conferencing Scheduler

■ Conferencing Scheduler fully integrates Audio and Web Conferencing with the Microsoft Outlook® Calendar system, making the most effective use of your time when scheduling your meetings!

- ◆ Just download the plug-in...
- ◆ Enter your Conferencing numbers...
- ◆ Use Quick Setup default settings or
- ◆ Customize your feature options...

■ ...and you are ready to schedule meetings that combine the capabilities of Microsoft Outlook® with the conferencing features of Audio & Web Conferencing.

Conferencing Scheduler Features

■ Conferencing Scheduler allows you to:

- ◆ Schedule meetings and send Microsoft Outlook® e-mail invitations that automatically include all the information participants need to join a
 - Audio Conference
 - Web Conference
 - or both!

- ◆ Automatic login to a Web conference right from the Microsoft Outlook® toolbar, allowing for quick and efficient management of Audio and Web Conference calls right from the desktop

- ◆ Customize the text that appears in e-mail invitations including:
 - Standard content
 - Display of conference numbers in Location field of Microsoft Outlook® e-mail invitation
 - Hyperlinks to key participant information

Conferencing Scheduler Features

- Participants receive a normal Microsoft Outlook® e-mail invitation that reserves the meeting time on their calendar and includes all the Audio and/or Web Conference dial-in numbers and instructions.

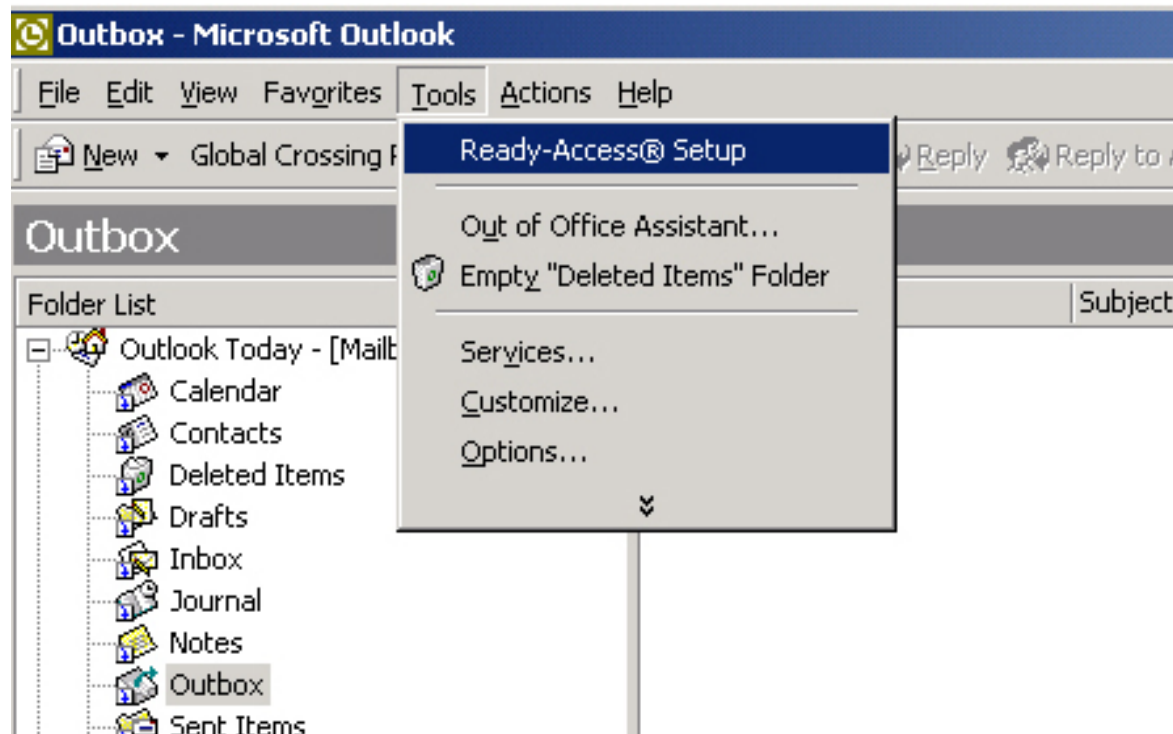
- E-mail invitations include easy hyperlinks for participants to:
 - ◆ Automatically login to the Web Conference
 - ◆ Test their web browser prior to joining the Web Conference
 - ◆ Access a list of international toll-free Global 800 numbers
 - ◆ Access a list of Customer Care global toll-free numbers

~ Audio and Web Conferencing function as normal ~

Conference Set-up Screen

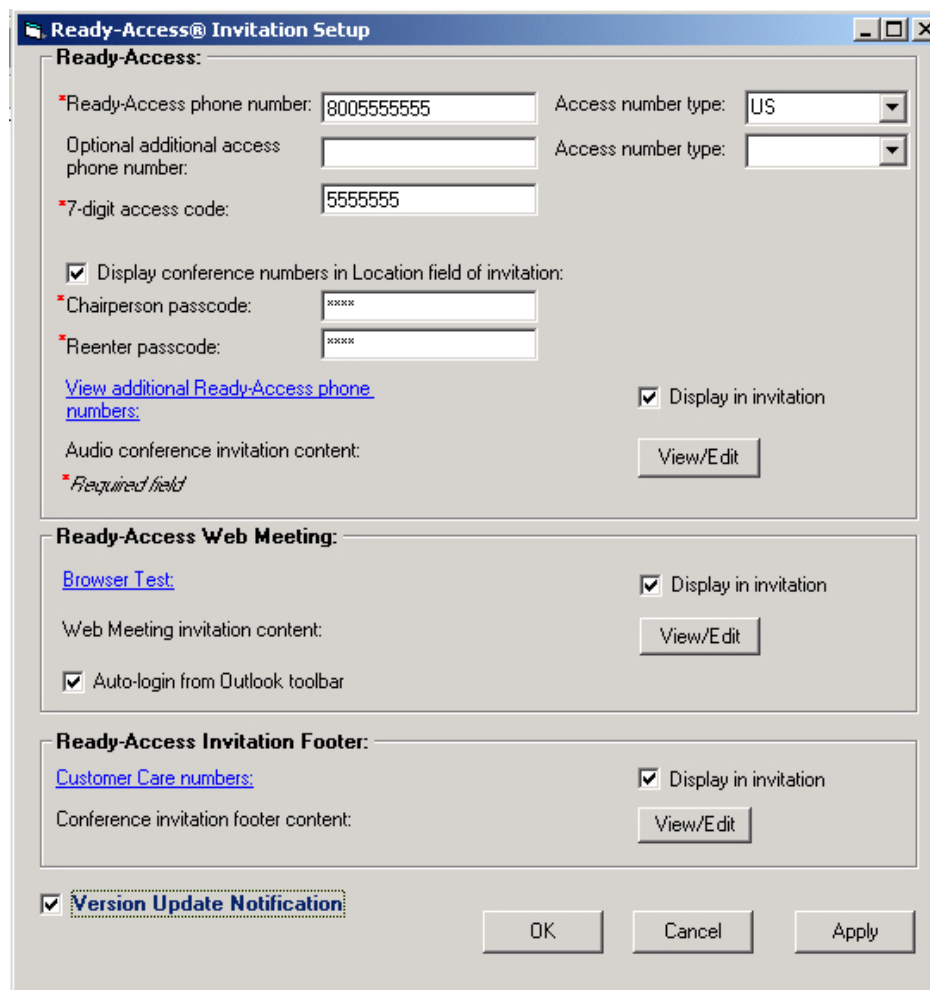
Conference Set up screen:

- When the installation of the plug-in is complete, re-open Microsoft Outlook®
- Go to Tools on the toolbar and choose Conferencing Setup



Conference Set-up Screen

- **Quick Setup** allows you to get started right away by using the preset feature settings ...
- You can also **customize** your feature settings for future meeting invitations



The screenshot shows a Windows-style dialog box titled "Ready-Access@ Invitation Setup". It is divided into three main sections: "Ready-Access:", "Ready-Access Web Meeting:", and "Ready-Access Invitation Footer:".

Ready-Access:

- *Ready-Access phone number: 8005555555
- Access number type: US
- Optional additional access phone number: (empty)
- Access number type: (empty)
- *7-digit access code: 5555555
- Display conference numbers in Location field of invitation:
- *Chairperson passcode: (masked with asterisks)
- *Reenter passcode: (masked with asterisks)
- [View additional Ready-Access phone numbers:](#)
- Display in invitation
- Audio conference invitation content: (empty)
-
- *Required field

Ready-Access Web Meeting:

- [Browser Test:](#)
- Display in invitation
- Web Meeting invitation content: (empty)
-
- Auto-login from Outlook toolbar

Ready-Access Invitation Footer:

- [Customer Care numbers:](#)
- Display in invitation
- Conference invitation footer content: (empty)
-

At the bottom, there is a checkbox for **Version Update Notification** and three buttons: , , and .

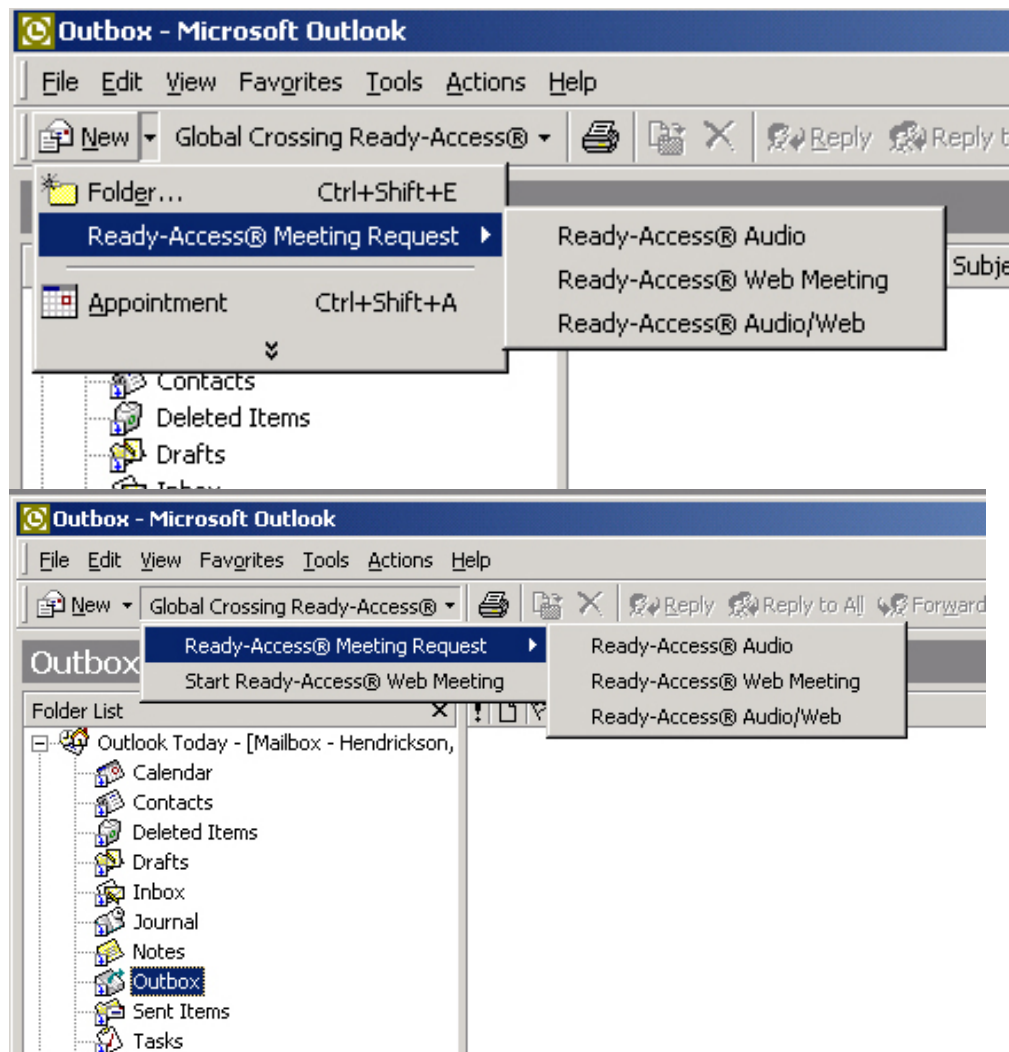
Create a Meeting Request

Create a meeting request:

- Three ways to select “Conferencing Meeting Request”

- From the Microsoft Outlook® toolbar, select your choice of meeting request to include information on: Audio Conference, Web Conference or both

- Any of the auto-populated text can be edited



Meeting Invitation

