ITSFiber

Business Conference Bridge
USER GUIDE

Local Conference Access Number: 772-597-2743
Toll Free Access Number: 877-680-6338*

You and your call participants can use either of the phone number listed above for the same conference call.

Moderator code: 57909
Participant code: 51706

* Use of toll free number by call participants will incur charges to your business phone account.

Online/Web User Interface
URL: https://conf.itstelecom.net

How to Use Business Conference Bridge

Our Conference Bridge has both **a call *moderator* and call *participants*.** Codes or PINs are assigned for both to use for calls.

The moderator needs to decide the day and time of conference call, then let call participants know this information and the call in phone number(s), participant code and basic instructions.

The moderator should set up the call prior to the time given to participants to join the conference. However, participants may be added/joined to the conference call during the conference if needed (See section: Dialing Out to Invite a Participant).

Starting a Conference Call (Moderator)
To start a conference, dial the local telephone number for the Conferencing service.
• You are prompted for the **moderator code.** Enter this on your telephone keypad, then press the **#** (pound) key.
(The moderator code is for the administrator only, the user will enter the participant code).

• You are then prompted to record your name. This will be used in announcements within the conference to indicate that you have joined or left, or in a roll-call listing who is in the conference. Say your name clearly, then press the **#** key.

• The conference typically starts when the moderator dials in.

Dialing out to invite a participant into the conference
To invite the participant into the conference, press *****1** and then dial the participant's telephone number followed by **#**.

• You will hear an announcement giving instructions for linking the participant into the conference; you can skip this announcement by pressing **#**.

• You will then hear the usual ringing or busy tone while the participant is being called.

• When the participant answers, press **1** again to return to the conference. You then hear a prompt to record the participant's name before joining the conference, in the same way as a participant dialing in. Record the name andthen press **#**.

• If the participant is not available or does not want to join the conference, press ***** to cancel and return to the conference.

Leaving and returning to the conference
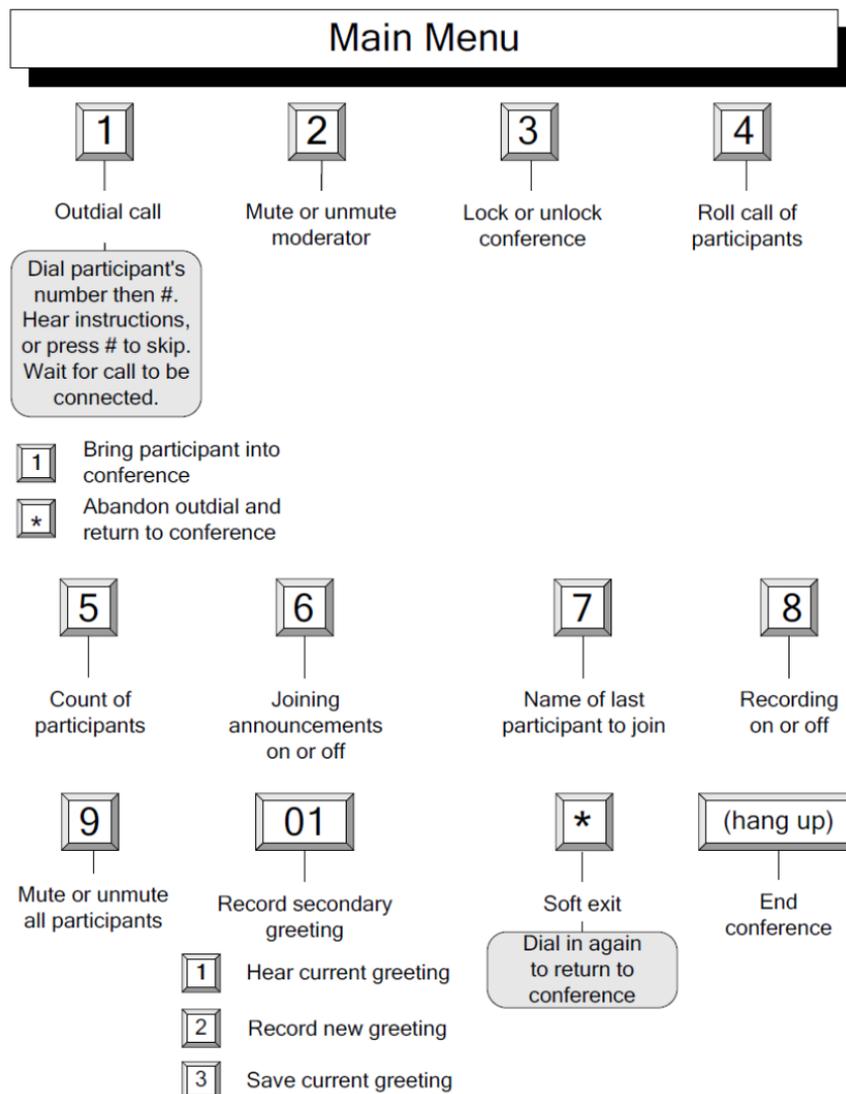To leave the conference, simply hang up the phone.

If the conference is set up to announce participants joining and leaving, an announcement will be played to the remaining participants, indicating that you have left.

If you want to return to the conference while it is still running, dial in again as you did when joining the conference for the first time. If you hear on-hold music or silence when you do this, it generally means that the conference has already ended and you can no longer join it.

Quick Telephone Key Reference During Conference Calls
The following "quick key" options may be used to control the functions of your Conference Bridge Service *after the conference call has started*.

To activate the key options, you must first press the star key (*), then the number for the key option. For example, to mute a call you would press ***2.**
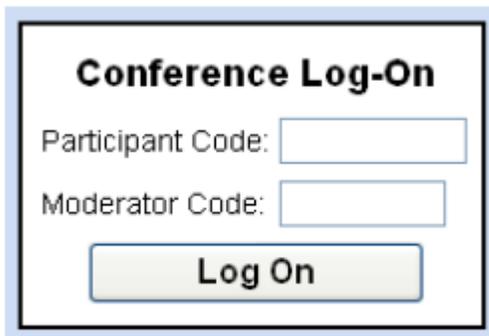
Main Menu

1	**2**	**3**	**4**
Outdial call	Mute or unmute moderator	Lock or unlock conference	Roll call of participants

Dial participant's number then #. Hear instructions, or press # to skip. Wait for call to be connected.

1   Bring participant into conference
*   Abandon outdial and return to conference

5	**6**	**7**	**8**
Count of participants	Joining announcements on or off	Name of last participant to join	Recording on or off

9	**01**	*****	**(hang up)**
Mute or unmute all participants	Record secondary greeting	Soft exit	End conference

Dial in again to return to conference

1   Hear current greeting
2   Record new greeting
3   Save current greeting

How

Access

• Enter website address (URL) of the Conference Web Interface in a web browser.

URL: https://conf.itstelecom.net

• Enter participant code and moderator code for conferences. You will need both of these codes to log in. See 1st page of this manual or your information page of your phone handset manual for your company's unique log-in information.
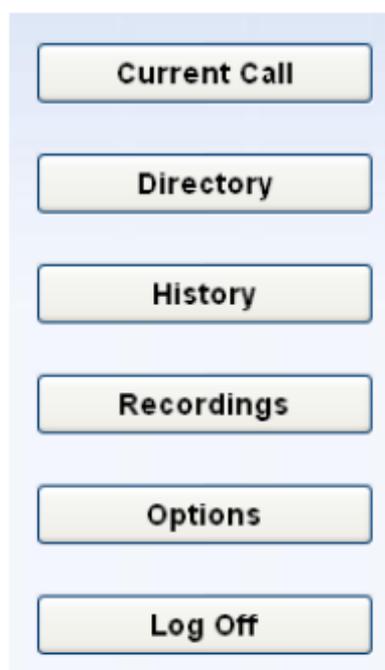

A log-in box should come up like this.

When you have logged on successfully, a list of options for managing conferences
appears on the left-hand side of the screen.

Current Call

The Current Call window allows you to manage a conference. If this window is not already shown on the screen, click on the **Current Call** button to display it.
If you have not yet started a conference, the screen shows the message "There is no conference at this time"
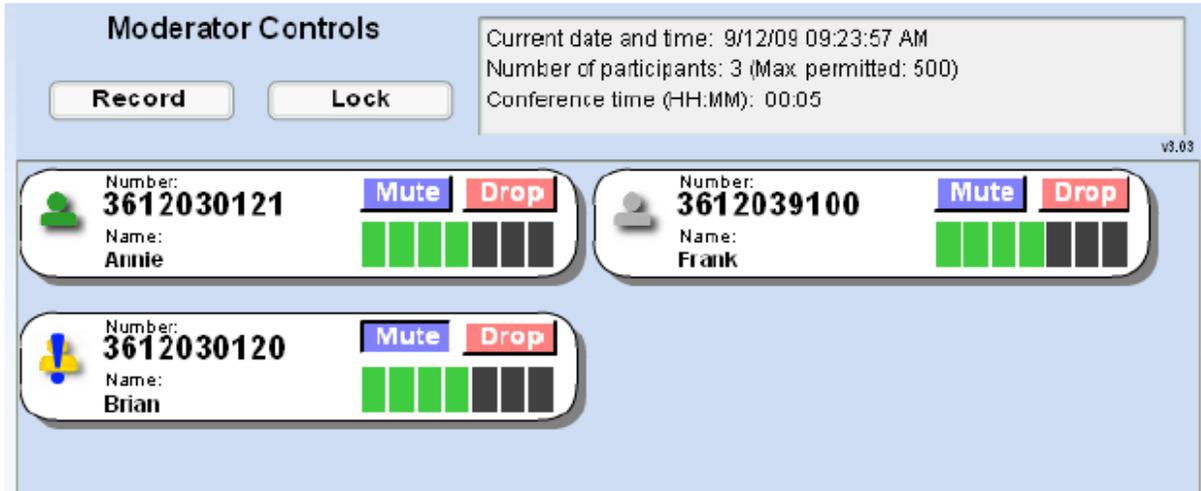

Options available with **Current Call**- Record, Lock, Mute, and Drop.

Directory
The Directory window allows you to store Contact Names for conference participants. These names are stored for future use, so that anyone who dials in to a later conference using the same calling number will be identified by this name in both the Current Call window and the Conference History lists. In particular, two different participants dialing in on the same telephone number (for example two people calling from the same company) cannot be distinguished, so you may want to change the directory entry to identify the company rather than a specific caller.

Click on the **Directory** button to display this window.
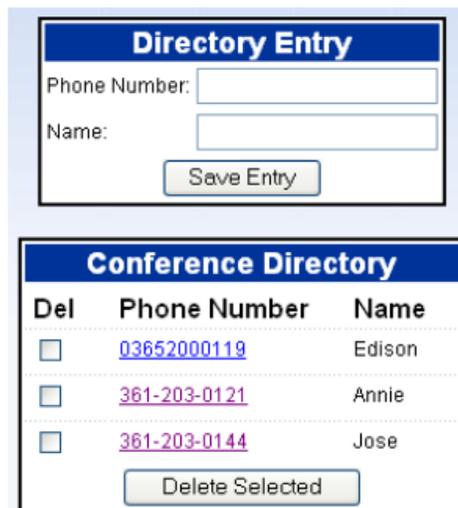
• To update the name or phone number of an existing directory entry, click on the phone number in this list. The **Phone Number** and **Name** edit boxes at the top of the screen change to show the current contents of this entry. Edit the contents as required and then click on **Save Entry**.

• To add a new directory entry, click on **New Entry** to clear the edit boxes at the top of the screen if any data is shown in them. (You do not need to do this if you have just moved to the Directory window and the boxes are empty.) Type the phone number and name, and then click on **Save Entry**.

• To delete one or more existing directory entries, click on the **Del** checkbox next to each entry that you want to delete, and then click **Delete Selected**.

History

The History window allows you to view a list of past conferences that you have managed. Click on the **History** button to display this window.

Recent Conferences				
Started	**Name**	**Conference Duration**	**Max Participants**	**Rejected Participants**
Mon October 05 2009, 03:19:20 PM		00:01:37 (HD)	1	N/A
Mon October 05 2009, 01:53:57 PM		00:43:43	500	1
Mon October 05 2009, 01:47:14 PM		00:00:00	2	N/A
Fri October 02 2009, 11:05:44 AM		00:10:00 (HD)	2	N/A
Thu October 01 2009, 10:35:21 AM		00:01:59	2	N/A
	Save			

Options available with **History**:
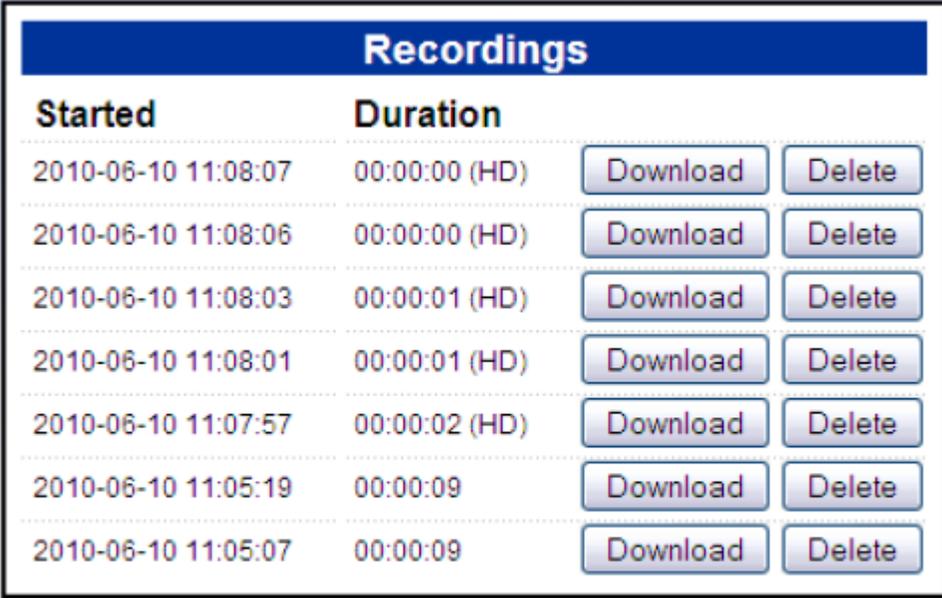**Time at which the conference call started.**

Total duration of conference.

The number of participants, if any, who were rejected because the conference had already reached the limit on the number of participants in a conference.

Recordings
The Recordings window allows you to view and manage any conference recordings that you have made.

Click on the **Recordings** button to display this window

• To listen to a recording or save it to your local computer, click on the **Download** button next to the recording.

• To delete a recording when you no longer need it, click on the **Delete** button next to the recording.