

Conference Calling User Guide

Conference Calling from Waitsfield and Champlain Valley Telecom can be accessed at a moments notice without having to schedule calls through operators. You can set up a conference call and contact the people you need to reach anytime, 24 hours a day, 7 days a week.

Pull Everyone Together with a Single Call:

- Increase Productivity
- Save Travel Time and Expense
- Meet Anytime From Anywhere
- Manage Your Meeting Online

Register for Conference Calling Service

Users must initially register for our Conferencing Service by contacting our Customer Service Department at 800-496-3391. Once registered, you will be assigned the following:

- **Conference Bridge Access Numbers**
- **Moderator Code**
- **Participant Code**

The moderator code is your identifier as Administrator of the Conferencing Service. You should not disclose it to anyone else, to prevent unauthorized use of your service. We recommend keeping these numbers readily available as you will need them when establishing future conference calls. Once registered, you can setup your conference call anytime you want, so meetings happen on your schedule.

Conference Bridge Access Numbers:

The following numbers are used to dial into the conference bridge.

Local Numbers:

- 802-434-6250
- 802-545-6250

Toll-Free Access Number:

- 800-557-5465 (*charges apply*)

Note: Local measured service or long distance charges may apply depending on where you are calling from. If you use the toll-free access number, additional per minute charges apply.

To Initiate a Conference Call

Notify all of your participants the following information:

1. Date and time of conference call.
2. The **Conference Bridge Access Number**.
3. The 6-digit **Participant Code**.

Moderator Instructions – Initiating a Conference Call

1. Dial the **Conference Bridge Access Number**.
2. You will be prompted to enter your 6-digit **Moderator Code** followed by the # key.
3. If asked, say your name and then press #.
4. The conference call will now be set up.

Participant Instructions:

To join a conference call, the participant should follow these steps:

1. Dial the **Conference Bridge Access Number**.
2. Enter the 6-digit **Participant Code** followed by the # key.
3. If asked, say your name and then press # key.

Once the Conference Administrator logs in, you will be immediately connected to the conference call.

Moderator Telephone Administration

The following commands can be dialed from your phone during a conference call:

- Press *1** Allows you to dial another participant to be brought into the conference (local measured service or long distance charges apply). After dialing *1, dial the participant's number followed by #. Once the participant has answered you can press *1 to bring them into the conference, or press * to drop the call and return to the conference.
- Press *2** To mute your phone so that no sound is played into the conference, press *2. To unmute your phone so that you can resume talking in the conference, press *2 again.
- Press *3** Lock or unlock the conference. When the conference is locked, no one else can join the conference.
- Press *4** Provide a roll-call of participants.
- Press *5** Provide a count of participants.
- Press *6** Selects whether announcements should be made when participants join and leave.
- Press *7** Announces the name of the last person to join the conference.
- Press *8** Turns conference call recording on or off.
- Press *9** Mute or un-mute all participants.
- Press *** Allows the moderator to leave the conference without the call ending. Press *1 to confirm. You may log onto the conference again by following the instructions to start a conference call.

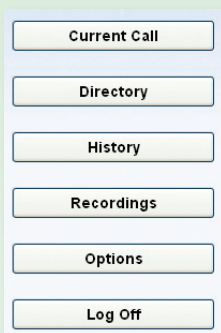


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Moderator Web Access

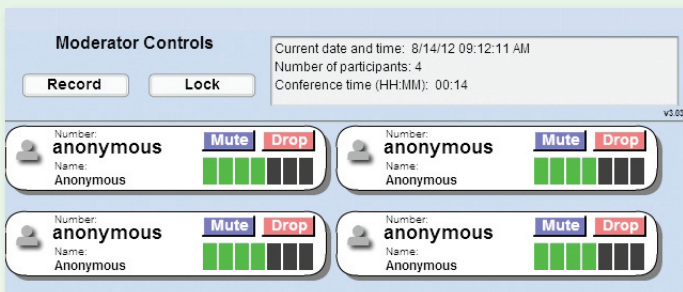
When moderating a conference, you can use the web interface to view and control the conference.

1. Visit <http://conference.wcvt.com>.
2. Enter your Moderator and Participant Codes.
3. When you have logged on successfully, a list of options for managing conferences appears:



- Current Call
- Directory
- History
- Recordings
- Options
- Log Off

Current Call - The Current Call window allows you to manage a conference (muting participants, control volume, record conference, lock conference, remove participants from call...etc). The panel at the top right provides information about the current conference. Each participant in the conference is represented by a panel with a telephone number at the top.



Moderator Controls

Current date and time: 8/14/12 09:12:11 AM
 Number of participants: 4
 Conference time (HH:MM): 00:14

Record **Lock**

Participant 1: Number: anonymous, Name: Anonymous, Mute, Drop, Volume bars

Participant 2: Number: anonymous, Name: Anonymous, Mute, Drop, Volume bars

Participant 3: Number: anonymous, Name: Anonymous, Mute, Drop, Volume bars

Participant 4: Number: anonymous, Name: Anonymous, Mute, Drop, Volume bars

➔ **Record Conference Calls** - The ability to record conference calls allows subscribers to easily archive, share and review calls in the future. By simply Pressing 8 during call, or the "record" button on the web interface, the moderator can initiate a recording. Later the audio file is available for archive as well as to review and share with others.

Directory - The Directory window allows you to manage the names that were stored for conference participants in the Current Call window for a past conference. These names are stored for future use, so that anyone who dials into 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.



Directory Entry

Phone Number:
 Name:

Conference Directory

Del	Phone Number	Name
<input type="button" value="Delete Selected"/>		

History - The History window allows you to view a list of past conferences that you have managed.

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

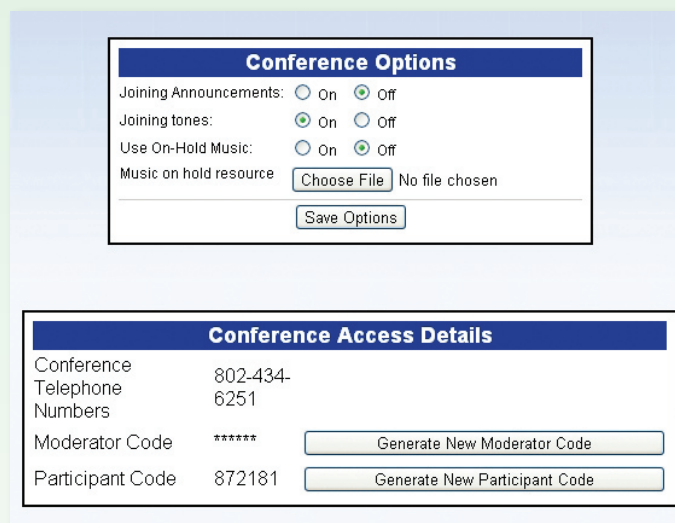


Recordings

Started	Duration		
2012-08-20 10:37:52	00:06:38	<input type="button" value="Download"/>	<input type="button" value="Delete"/>

Currently using 1 out of 3 recordings and 7 out of 90 minutes of recordable space.
 Recordings will not be allowed if one of the above limits is reached.
 Note: conference recordings are automatically deleted after 30 days

Options - The Options window allows you to view and manage options that control how your conferences operate.



Conference Options

Joining Announcements: On Off
 Joining tones: On Off
 Use On-Hold Music: On Off
 Music on hold resource: No file chosen

Conference Access Details

Conference Telephone Numbers: 802-434-6251
 Moderator Code: *****
 Participant Code: 872181

Logging off - The Log Off button ends your use of the web interface.

Get Help Every Step of the Way

Today's myriad of options in telecommunications services, combined with rapidly changing technology, can make it challenging to find the right solutions. Fortunately, help is close at hand. Waitsfield and Champlain Valley Telecom has people on staff with the knowledge and experience to guide you.

Kris Merchant
 Sales Manager
 802-496-8554
kmerchant@wcvt.com