

Audio Conferencing

User Guide



09232009

Contents

- Introduction..... 3**
- Basics 3**
 - Dial-in..... 3
 - Dial-out..... 3
 - Operator-assisted..... 4
- Keypad Features 4**
- Advanced Settings 4**
- Live Call Manager 5**
 - Open the Live Call Manager..... 6
 - Features..... 7
- Recordings 9**
 - Download from the Recordings Page 9
 - Download from an Email 9
 - Archive..... 9

Introduction

Civicom offers audio conferencing with extreme reliability and excellent service at the best value. Every feature you can imagine is available, including several unique to Civicom.

Basics

Dial-in

When you want to make a conference call, give your (permanent) toll-free number and passcode to participants and tell them when to dial. Use the same ID again and again. Your account may have as many conferencing IDs as you need. Also, you may request conferencing ID cards at no cost.

Conferencing ID Example

| MY CONFERENCING ID | | Civicom |
|-----------------------------------|--------------------------|---------|
| Human Resources | | |
| Phone Number: 888-555-5555 | Passcode: 627 402 | |
| International #: +1-555-555-5555 | Host PIN: none | |

| | |
|------------------------|---|
| <i>Toll-free #</i> | Participants from the U.S. and Canada dial a toll-free phone number. |
| <i>International #</i> | Participants from outside the U.S. and Canada dial a regular long distance phone number. |
| <i>Passcode</i> | Once connected, participants dial a passcode (usually six digits) to join the conference. |
| <i>Host PIN</i> | With this optional feature, the conference will not begin until the host enters his PIN. This adds an extra measure of security since only the host knows the PIN. You can turn this feature on/off for an ID at any time, and the PIN is customizable. |
| <i>Cost Center</i> | You can assign a cost center to a conferencing ID. This is used to label calls on your bill. |

Dial-out

| | |
|----------------------------|--|
| <i>Conference Blaster™</i> | Dial out to everyone at once. Enter phone numbers on a web page, click “call now,” and participants’ phones ring – an instant conference call. Also, use Conference Blaster™ to take advantage of Civicom’s international rates. |
| <i>PlezeCall®</i> | With PlezeCall® One Click Calling, invite everyone to a conference call by sending them an email with a link they can click on to join the conference. Hold a spontaneous call, or schedule a call at a specific time and date. |

Operator-assisted

A Civicom operator conducts the conferencing process for you. Operators dial out to your participants, greet participants as they join, mute or unmute lines, and whatever else you need. Request an operator-assisted call to avoid the hassle of managing the call by yourself. An operator is especially helpful when you have too many participants to handle on your own. With a Civicom operator on your call, you can focus on what really matters. Civicom offers a variety of solutions for your needs, including event conferences, interviews, focus groups, webinars, webcasts – to mention a few. Call Civicom and we will be more than happy to meet your needs.

Keypad Features

Press: **# 2** turn broadcast mode on/off

Ensure that Host Pin is enabled. Everyone but Host is muted when broadcast mode is on.

4 to play participant list*

5 to hear the roll call privately*

* Before your conference call, activate name on entry and roll call from "Advanced Settings" in your online account.

6 mute/unmute

7 start/stop recording

8 request transcription

*** 0** to get an operator

*** 1** Dial-Out mode

(call 203-618-1811 to activate International Dial-out capability)

Audibles: Press:

9 1 applause

9 2 cheers

9 3 boos

9 4 laughter

9 5 happy birthday

9 6 buzzer

9 7 drum roll

* Pound sign (#) not required for audibles.

Advanced Settings

To configure a conferencing ID, sign in to your online account at www.civi.com, go to the "Dial-in Conferencing" tab, and click the "advanced settings" link. All settings shown here must be configured before the call starts; you are not able to change a setting while the conference is live.

Cost Center You can assign a cost center to a conferencing ID. This is used to label calls on your bill. This is configurable from the "Dial-in Conferencing" tab as well as the "Advanced Conferencing ID Settings" page.

Recording When turned on, recording will automatically start when the second party joins the call. You can still use keypad feature **#7** or the Live Call Manager to toggle recording on and off during the call.

Accounting Codes* When turned on, parties are prompted to dial an accounting code or client matter number for billing purposes. Alternatively, you can turn on *verbal* accounting codes, in which the party may *speak* the accounting code or client matter number; Civicom transcribes the code and assigns it to the call on your

bill. When more than one host joins the call, the verbal account code dictated by the last host to join is the one that applies.

| | |
|---------------------------|---|
| <i>Broadcast</i> | This is especially useful for large calls where only one or a few people are speaking. When turned on, participants are automatically muted when they dial in (hosts are not). Participants are not muted when connected via dial-out. If broadcast is off when the call starts, the host can press #2 on your keypad to start broadcast mode; this also mutes all "dial-in" participants. The host can then press #2 again to turn off broadcast mode; this also unmutes all participants. |
| <i>Chimes</i> | Chimes are heard when parties join or leave the call. These are turned on by default. When turned off, parties join and leave silently. |
| <i>Hold Music</i> | The first party to join the conference hears standard hold music until the second party joins. This is turned on by default. When turned off, the first party hears silence instead. |
| <i>Audibles</i> | A series of keypad commands play various sound effects into the call (see "Keypad Features"). These are turned on by default. |
| <i>Roll Call</i> | When turned on, each party is prompted to say his or her name before joining the conference. Press #4 or #5 on your keypad to hear the list of names (see Keypad Features). |
| <i>Name on Entry</i> | When turned on, a party's name is played back into the call when he or she joins. This feature requires roll call to be turned on. |
| <i>Name on Exit</i> | When turned on, a party's name is played back into the call when he or she leaves the call. This feature requires roll call to be turned on. |
| <i>Wait for Moderator</i> | For conferencing IDs with a separate moderator passcode (instead of a host PIN). When turned on, participants remain on hold until the host (moderator) joins. |
| <i>Retire</i> | Click this link to retire a conferencing ID so it cannot be used again. If you make a mistake, call Civicom to have a conferencing ID reactivated. |
| <i>(Other Settings)</i> | You may have a special request which goes beyond the scope of settings in your online account. If this is the case, call Civicom with your special request and we will be more than happy to meet your needs. |

* Feature requires host PIN.

Live Call Manager

Sometimes, keypad features are not enough to manage a conference call. For these situations, take advantage of the Live Call Manager in your online account.

Open the Live Call Manager

To open the Live Call Manager for a dial-in call, sign in to your online account, go to the “Dial-in Conferencing” tab, and click the “check” link for the appropriate conferencing ID; if the call is live, you will see the Live Call Manager page. Alternatively, to see a list of live calls in your account, click the “live calls” link on the “Dial-in Conferencing” page, then click the “view” link for the call you want to manage.

The Live Call Manager automatically opens when initiating Conference Blaster™ (dial-out) calls. To open the Live Call Manager for dial-out calls that are already live, sign in to your online account, go to the “Dial-out Conference Blaster” tab, and click the “My Dial-out Conferences” link near the top of the page. Past and current dial-out conferences are listed on the resulting page. Live calls are indicated in the “Status” column; to manage one of these calls, click the appropriate “manage” link.

Features

Perform an action by clicking the appropriate link (underlined text) on the Live Call Manager page.

Live Call Manager Example

Participants Participant Count: 6 [refresh now](#)

| Phone Number | Status | Action | |
|---|-----------|----------------------|----------------------|
| 555-555-6274 | Connected | drop | mute |
| 555-555-2102 | Connected | drop | mute |
| 555-555-8153 | Connected | drop | mute |
| 555-555-4803 | Connected | drop | mute |
| 555-555-1573 | Connected | drop | mute |
| 555-555-9264 | Connected | drop | mute |
| drop all | | | |
| mute all | | | |
| unmute all | | | |
| | | | |
| dial out to a participant | | | |
| start recording | | | |
| select carrier... | | | |

- Drop* Drop (disconnect) a party.
- Mute* Mute a party.
- Unmute* Unmute a party.
- Redial* Redial a party who has dropped, or a party you couldn't reach.
- Drop All* Drop (disconnect) all parties on the call. This ends the call.
- Mute All* Mute all participants on the call. Hosts are not muted.
- Unmute All* Unmute everyone on the call.
- Dial Out to a Participant* Dial out to a new party (for instructions, see "Dialing Out" below).
- Start/Stop Recording* Turn recording on or off. This is akin to the #7 keypad feature.
- Select Carrier* Select which carrier to use when dialing out or redialing a party (Default, Carrier B, or Carrier C). You can also select the carrier upon dialing out to a party. Use this feature when you are unable to reach an international party. Often, when dialing using a different carrier, the call takes a different path through the phone network; if the call fails on one carrier, the call is likely to

work on another carrier. If you are unable to reach a party, call Civicom and we will help you connect your party right away.

Refresh Now

The Live Call Manager refreshes automatically (that is, without your interaction). Click this link to refresh immediately.

Dial Out

Follow these instructions when entering a phone number or series of phone numbers (whether dialing out from a live conference, or initiating a Conference Blaster™ call).

Format/Punctuation

You may use any punctuation in the phone number, or none at all.

U.S. and Canada

To dial phone numbers in the U.S. or Canada, the 1 at the beginning of the phone number is optional (that is, you may start with the area code).

International

To dial phone numbers outside the U.S. and Canada, start the phone number with either + or 011, followed by the country code and the rest of the phone number. Do not use these for U.S. and Canada phone numbers.

Extensions

To dial a phone number with an extension, you may specify the extension using "ext.", "ext", or "x", etc. For example: 555-555-1234 ext. 321

Press 1 to Join

Control this feature by adding the ^ (caret) symbol to the end of a phone number (even after an extension, if any). By default, dial-in conferences do not prompt dial-out parties to press 1 to join the call; use the ^ symbol to force dial-out parties on dial-in calls to press 1 to join the call. Conversely, by default, dial-out conferences prompt parties to press 1 to join the call; in this case, use the ^ symbol to suppress this feature.

Recordings

To access your recordings, sign into your online account at www.civi.com and click "Recordings" on the left side of the page. This page lists all of your recent recordings, whether from conferencing, Dial-A-Note™, or recordings you have uploaded.

To listen to a recording, click the recording link (the underlined name or the "listen" link, depending).

Download from the Recordings Page

To download a recording file to your computer, right-click the recording link (the underlined name or the "listen" link, depending) and choose the "Save Target As..." or "Save Link As..." option, depending on which web browser you are using. Mac users: instead of right-clicking, press CTRL on your keyboard while clicking the link. Then choose where you want to save the file on your computer.

Download from an Email

When you receive a recording link in an email, you cannot right-click the link to download the file. Instead:

1. Click the link to begin listening to the file in Windows Media Player. (Windows Media Player must be your default .wav file player; if not, see below for different instructions.)
2. Click the File menu (if it is not visible, press the ALT key on your keyboard).
3. Click "Save Media As..." or "Save File As...", depending on which version of Windows Media Player you are using.

If Windows Media Player is not your default .wav player:

1. Open Windows Media Player from your Start menu.
2. Click the File menu (if it is not visible, press the ALT key on your keyboard).
3. Click "Open URL..."
4. Copy the full recording URL from your email, paste it into the text box, and click "OK."
5. Continue with steps 2 and 3 above to download the recording file.

Archive

Civicom automatically archives recordings after six weeks. After a recording is archived, it is no longer accessible in your online account. To obtain an archived recording, contact Civicom and we will restore it to your account.