





## Telephone-based moderator tools

The following tools are available on all conferences to the moderator. These commands are activated via Dual Tone Frequency Modulation inputs via the Telephone key pad.

- \* **1** Invite participant (will require phone number of participant to invite)
- \* **ABC 2** Obtain conference head count
- \* **DEF 3** Extend the conference (subject to conference resource availability)
- \* **GHI 4** Continue without a moderator (allows the conference to continue after the moderator disconnects)
- \* **JKL 5** Lock or unlock the conference (toggle)
- \* **MNO 6** Mute or unmute your line (toggle)
- \* **PRS 7** Recording options activation
  - Press **1** to start recording
  - Press **ABC 2** to pause recording
  - Press **DEF 3** to resume recording
  - Press **GHI 4** to stop recording
- \* **TUV 8** Volume modification activation
  - Press **1** to increase volume
  - Press **ABC 2** to decrease volume
- \* **WXY 9** Place conference in lecture mode (mutes all lines except the moderator)
- \* \* Help

## Recording and playback

Once a conference which had the recording option selected has finished, the moderator may access the .wav based recording to download and distribute (no additional charge) or identify a Recording ID and Passcode that can be distributed for telephone-based access (access charges apply). The recording information for a conference is located on the conference report information under the reports tab of the conferencing portlet. Once the recording ID is obtained, the conference recording can be accessed on the initial portal page.

### Access for Playback of a recorded conference:

The system will automatically save a recorded conference via .wav format in the access recording section of the conferencing portal at <http://my.conference.twtelecom.com>. This file can be downloaded and distributed in electronic format without any additional fees. Each end user may save up to two hours worth of recorded conferences at any one time. Additionally, the system will also automatically generate a Recording ID and Passcode that can be distributed for Telephone access. This method will incur the standard conference usage per minute charge for access.

### To access a recorded conference via the telephone the user must:

1. Dial the conference access number (toll free or direct dial)
2. Enter the Recording ID (the system will prompt for a Conference ID —the recording ID must be entered at this prompt).
3. Enter the Passcode for the recording
4. The recording will play and the following DTMF prompts will be enabled during playback:

- \* **1** Increase Volume
- \* **ABC 2** Decrease Volume
- \* **DEF 3** Skip Forward
- \* **GHI 4** Rewind

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### Ad hoc conferencing (Up to 96 Simultaneous Participants)

Ad Hoc conferencing does not require a reservation in the conferencing system.

#### Moderator Access:

1. Dial Access Number (Toll Free or Direct Dial)
2. Enter Static Ad hoc Conference ID (A four digit Conference ID is permanently assigned to you as your Ad hoc Conference ID). This number should be communicated to participants as this, coupled with the dialed Access Number is the participant's sole access method to the conference).
3. Enter Master Passcode (for security purposes the conference will not start until a Master Passcode has been entered, participants who have entered your Ad hoc Conference ID will be played Music On-Hold until you commence the conference by inputting this passcode). The conference can be locked for additional security if desired. The Master Passcode should be maintained confidential by the end user account holder. The Master Passcode secures the conference from unauthorized use.
4. The moderator may use the **tw telecom** Conferencing Portal to moderate an Ad hoc Conference or collect details on past conferences.
5. Please refer below for tools available for the moderator through the Telephone User Interface.

#### Participant Access:

1. Dial Access Number (Toll Free or Direct Dial)
2. Enter Static Ad hoc Conference ID (This four digit number should be disseminated to any participant you wish to include in conference).
3. If the moderator has designated a participant passcode for this conference, participants will be prompted to enter that passcode after entering the Conference ID.
4. Participants will be placed in Music On-Hold until the moderator enters their Master Passcode to commence the conference.
5. Please refer below for tools available for the participant through the Telephone User Interface.