



Table of Contents

Getting Started

Setting-Up a Conference Call

Commands & Features

Chairperson Commands and Features

Participant Commands and Features

Helpful Hints

Connection Options

Participant Maximums

Language Options

Security

Keeping Your Conference Secure

Additional Tools

Recording Calls

Web Meeting

Welcome to Meet-Me Audio Conferencing

Meet-Me Audio Conferencing brings people together easily and instantly to share information and make decisions, while saving valuable time and money by reducing the need to travel.

With a host of service options, including 24x7 bilingual support and availability, Allstream Meet-Me Audio Conferencing is here to fulfill all of your audio conferencing needs. Using the Meet-Me service helps you to build stronger relationships with your customers, suppliers, business partners and employees. It increases your productivity and helps you communicate more effectively.

As a Chairperson, you require the following information each time you host a conference call:

- The Audio Conferencing Toll-free Access Number(s)
- Your 7-digit Access Code
- Your Chairperson Pass Code

If you have misplaced this information or require other product support, call:

1 888 598-MEET (6338)

Additional information including national and international access numbers are available on-line at:

www.allstream.com/conf

For billing or invoice support contact your Allstream Account Representative or Allstream Customer Service.

The Chairperson User Guide provides an overview of the Meet-Me Audio Conferencing Service including optional features and helpful tips. After reviewing this guide, keep it handy for continued reference.

Getting Started

With Allstream Audio Conferencing you can enjoy the benefits of on-demand audio conferencing without the hassles of advance scheduling. Just connect and communicate - instantly.

Setting Up a Conference Call

To host a conference call at any time, just follow these simple steps:

1. Notify your meeting participants of the time, date and other details of your meeting.
2. Give each participant the Audio Conferencing Toll-free Access Number for the country they are in and your 7-digit Access Code.
 - Toll-free Access Number for Canada and the U.S.: **1 866 365-4409**
 - For greater security, you may optionally choose to add a Security Code. Ensure that the code is shared with your participants.
3. At the time of your meeting, dial the Toll-free Access Number, enter your 7-digit Access Code and then enter your Chairperson Pass Code. Voice prompts guide you through the log-in process.
4. Conference participants dial the Toll-Free Access Number and enter your 7-digit access code and, if provisioned, the Security Code. Voice prompts also guide the participants.

Your conference is now ready to begin.

To end the conference call, simply hang-up and all participants will be disconnected automatically.

Meeting Commands and Features

As the Chairperson, you have access to a number of touch-tone commands that help manage your meeting. They are available at any time during your conference call. An audible list of commands is provided by pressing: * *

List of Chairperson Commands

- * * - Hear list of available commands
- * 1 - Dial-out to new participant
 - * 1 - Add called participant to conference
 - * 2 - Add called participant & dial-out to another participant
 - * 3 - Re-join the conference
 - * 4 - Disconnect called number & dial another participant
- * 2 - Start / Stop the record function
- * 4 - Lock the conference (no new participants allowed)
- * 5 - Unlock the conference (new participants allowed)
- * 6 - Mute Chairperson's line
- * 7 - Un-mute Chairperson's line
- * 8 - Permit conference to continue after Chairperson disconnects
- * 9 - Roll call participant names (if option activated)
- * # - Provide a count of number of participants (used ports)
- # # - Mute all participant lines (except Chairperson's)
- 9 9 - Un-mute all participant lines
- # 1 - Start Listen-Only Mode
- # 2 - Stop Listen-only Mode
- * 0 - Request an Operator (on Chairperson's line only)
- 0 0 - Request an Operator (Joins conference)
- # - Return to conference

Participant Commands and Features

Each participant has access to a limited set of controls.

- * * - Hear list of available commands
- * 6 - Mute Chairperson's line
- * 7 - Un-mute Chairperson's line
- * 9 - Roll call of participant names (if option activated)
- * # - Provide a count of number of participants (used ports)
- 0 0 - Request an Operator (Joins conference)

Helpful Hints

Before the Chairperson logs-in:

If participants dial-in before the Chairperson, they are informed via a recording that the Chairperson has not yet arrived and are then placed on-hold with music. If the Chairperson does not connect within approximately 15 minutes, the holding participants are asked to call back and then disconnected.

Other ways to connect:

The most common way to connect to a conference call is via the toll-free access number. An alternate method of connecting participants is for the Chairperson to dial-out to a participant. After starting the conference, press: * **1** to initiate the fully-prompted process.

Participants having difficulty dialing into the conference via the toll-free access may dial direct using the toll number:

1 303 248-9656

Note that dialing the toll number, as a long distance call, will incur a charge as assessed by the local/long distance carrier that is providing the caller's telephone service.

Connection/disconnection control:

When a participant joins or leaves the conference, rising or descending tones are heard. Subscriptions may also be configured to record and announce the names of participants

as they enter or leave the conference. With this feature enabled, the Chairperson or a participant may press: * **9** to hear a roll call of all participants.

The name record feature is "off" by default. To change this setting, log-on as usual. Press: * **2** to change your Account Options. Follow the prompts.

When the Chairperson disconnects, the conference call ends. To keep the call active, the Chairperson must press: * **8** before hanging-up. *(Use this feature cautiously to avoid unexpected charges.)*

Participant Maximums:

The maximum number of participants that can join a conference is based on the individual subscription. Allstream offers subscription sizes of 8, 16, 24, 35, 50, 66, 75, 96 and 125. The default is 24. To increase the subscription size, phone the Conference Support Centre prior to the start of the conference.

Language Prompts Options:

You may also choose the language of the voice prompts associated with your subscription to be English, French, or Bilingual. The default is Bilingual. Call the Conference Support Centre to select your preference. *(Note that the initial greeting, heard immediately after the Toll Free Access Number is called, will always be bilingual.)*

Keeping Your Conferencing Service Secure

It is recommended that your Chairperson Pass Code be changed regularly. It's quick and easy to do and it can be done at any time. Just follow these steps:

1. Dial **1 866 365-4409** and enter your 7-digit Access Code followed by #
2. Press * to indicate you are the Chairperson; Enter your current Pass Code followed by #
3. Press 2 to Change Account Options
4. Press 1 to Change Your Chairperson Pass Code and follow the prompts

You can optionally have the system automatically prompt you to change your Pass Code every 90-days. Simply call the Conferencing Support Center to activate the **Pass Code Aging** feature.

Security Code

You may optionally assign a Security Code for sensitive conferences. Be sure to inform all participants of the chosen Security Code before you begin the conference.

1. Follow Steps 1 and 2 above
2. Press 1 to Start Your Conference
3. Press 2 to set your Security Code and follow the voice prompts

International Dial-out

The International Dial-out feature is disabled by default due to the continuing threat of Toll Fraud. Chairpersons connecting a participant via International Dial-out will have their call intercepted by an Operator who will verify the Chairperson's account and place the call on their behalf.

This type of call interception only occurs for international numbers and does not apply to Canada or U.S. dial-out numbers.

Additional Tools

Recording

Conference calls may be recorded and saved for future playback. The audio file can be posted on the Allstream conferencing server or downloaded by the user. To invoke recording, during a conference call, press: * 2 and follow the prompts. Pressing * 2 again ends the recording function. An announcement is played to all participants when the recording feature is turned on or off. A set-up fee and per-minute usage charges apply for recording.

Shortly after the recording is terminated, an email is sent to the Chairperson with a link to the audio file. The audio file link may be shared with the meeting participants. Note that per-day storage charges apply for saving the file on the conferencing server. Alternatively, the file can be downloaded and deleted from the conferencing server. Use Web Meeting to help manage your recordings.

Web Meeting

Bring Internet convenience and control to your audio conferencing calls. Web Meeting allows you to manage your meeting online using easy point and click conference commands. You can also show slide presentations and graphics to meeting participants.

Web Meeting is included with your Allstream Audio Conferencing Service. There is no charge for using the Web Meeting application unless it is being used for an on-line presentation or desktop/application sharing. *(Note that the Web Meeting application is only available in English.)*

Refer to the Web Meeting Brochure and User Guide on www.allstream.com/conf for more detailed information.