



INFOCONNECT AUDIO CONFERENCING

CHAIRPERSON USER GUIDE

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CHAIRPERSON SUBSCRIPTION INFORMATION

As a INFOCONNECT Chairperson, you will receive:

- Permanent INFOCONNECT dial in numbers (toll and toll-free/freephone)
- 7-digit Access Code (used by you and your participants)
- Chairperson passcode (used only by you as the Chairperson)
- A INFOCONNECT Welcome Kit. The Wallet Card is a quick-reference of helpful information to manage your conference.

The dial in number(s), 7-digit Access Code and Chairperson passcode are all you need to start a conference call.

SET UP A CONFERENCE CALL

Tell your conference participants the date and time of the call.

- Provide them with your INFOCONNECT phone number and 7-digit Access Code
- For security, keep your Chairperson passcode confidential

If you conduct meetings with participants outside of your country, see the “INFOSTRUCTURE “800” Numbers for International Participants” section below.

The maximum number of participants that can join the conference (including the Chairperson) is based on your individual subscription. This information is on the front of your Wallet Card. Participants attempting to join the conference once the maximum number of lines has been reached will not be able to join. For assistance with your INFOCONNECT subscription size, contact Customer Care (see the “INFOCONNECT Tutorial and Customer Care” section below).

START A CONFERENCE CALL

At the time of the conference call, you as the Chairperson will:

1. Dial your INFOCONNECT phone number
2. Enter your 7-digit Access Code, press **#**
3. Press ***** to identify yourself as the Chairperson and enter your Chairperson passcode, press **#**
4. Follow the prompts to either begin your conference call instantly, or change your Account Options

At the time of the conference call, your participants will:

1. Dial your INFOCONNECT phone number
2. Enter your 7-digit Access Code, press **#**
3. If the Chairperson has started the INFOCONNECT call, participants will be entered into the conference
4. If the Chairperson has not started the INFOCONNECT call yet, participants will be placed on music hold until the conference begins

INFOCONNECT ACCOUNT OPTIONS

Changing Account Options will help you personalize the way you use your INFOCONNECT subscription. You can configure your own Account Options instantly via touch-tone commands in the INFOCONNECT menu.

Change Chairperson passcode – Only you as the Chairperson are required to enter your Chairperson passcode to start conferences on your INFOCONNECT subscription. Change your passcode as often as you like to maintain conference security.

Configure Name Record – You can turn the Name Record option ON or OFF for your conferences. Before placing participants into the conference, the system will ask each participant to state their name followed by the # key.

Entry/Exit Announcement - Before you begin a conference, you can choose what you will hear when your participants enter or exit the call. During a conference the Entry/Exit Announcement options may be changed instantly by pressing *3 on your phone.

- **Tones** -a two-toned beep will be heard each time a participant enters or leaves the conference
- **Name Announce** –NOTE: You must configure Name Record to ON (see above) to use the Name Announce feature. As your participants enter your conference, the system will ask them to record their name. If you choose Name Announce as your entry/exit announcement, the recorded names will be heard when participants join and leave the conference
- **Silence** -no indication when participants enter or exit the conference

Auto Continuation – To allow every conference on your subscription to continue after you disconnect, turn the Auto Continuation feature ON. To allow every conference on your subscription to end after you disconnect, turn the Auto Continuation feature OFF. NOTE: You may also use the Conference Continuation command to control the continuation of your call on a meeting-by-meeting basis.

Follow these simple steps to configure your own Account Options:

1. Dial your INFOCONNECT phone number
2. Enter your 7-digit Access Code, press **#**
3. Press ***** to identify yourself as the Chairperson and enter your Chairperson passcode, press **#**
4. Press **2** to change Account Options. Follow the voice prompts to make your selections. Your Account Options can be changed as often as you like.

COMMANDS AND FEATURES

To keep your conference well organized the following commands are available to you at any time during the conference. They allow you to control who has access to your conference, mute and unmute lines, dial out to participants, tell how many lines are currently in conference, do a roll call, record your conference, request help from an operator, and more. They can be used through your touch-tone phone or through your computer via INFOCONNECT Web Meeting. There is no charge for using these features.

MANAGE INFOCONNECT USING A TOUCH-TONE PHONE

Manage your conference call right from your phone with simple touch-tone commands.

- * + 1 Dial Out to a participant
 - * + 1 Join new participant
 - * + 2 Join new participant to the conference & dial a new participant
 - * + 3 Disconnect line & rejoin the conference
 - * + 4 Disconnect line & dial another participant
- * + 2 Record Conference
- * + 3 Change Entry/Exit Announcement
- * + 4 Lock Conference
- * + 5 Unlock Conference
- * + 6 Mute Line
- * + 7 Unmute Line
- * + 8 Conference Continuation
- * + 9 Roll Call (if activated)
- * + # Count Participants
- # + # Mute All Lines
- 9 + 9 Unmute All Lines
- # + 1 Turn Listen Only On
- # + 2 Turn Listen Only Off
- 0 + 0 Ask for Operator (in conference)
- * + 0 Ask for Operator (private sub-conference)
- * + * List Available Commands

MANAGE INFOCONNECT USING WEB MEETING

Manage your INFOCONNECT audio conference right from your desktop using integrated Web Meeting point-and-click commands.

1. Start your INFOCONNECT audio conference (see the “Setting Up a Conference Call” section above)
2. Go to www.infostructure.net/infoconnect click “Start a Conference”
3. Enter your INFOCONNECT phone number, 7-digit Access Code, and Chairperson passcode, select “Login”

rm all

PARTICIPANT OPTIONS AND COMMANDS

Participants may also use the following touch-tone commands during the conference: Ask for Operator (in conference), Ask for Operator (private sub-conference), Mute Line, Unmute Line, Roll Call, Count Participants, List Available Commands.

INFOSTRUCTURE “800” NUMBERS FOR INTERNATIONAL

INFOCONNECT INFOSTRUCTURE "800" numbers are country-specific tollfree/freephone dial in numbers that allow participants from key international locations to cost-effectively use INFOCONNECT. To view a list of countries that are available to your company follow these simple steps:

1. Go to www.infostructure.net/infoconnect and click on “Toll Free Numbers”
2. Enter your INFOCONNECT phone number
3. Enter your 7-digit Access Code
4. Enter your Chairperson passcode
5. Click “Login”. A list of numbers available for your company will display.
6. Provide each participant with the INFOSTRUCTURE “800” number for their country
7. Each participant will dial the INFOSTRUCTURE “800” number you provided and enter your 7-digit Access Code to join the conference

RECORD A CONFERENCE CALL

After you have started your INFOCONNECT conference as the Chairperson, you have the capability to record a meeting using the either the phone or using Web Meeting.

Record A Conference Using the Phone

1. Start your INFOCONNECT audio conference (see the “Setting Up a Conference Call” section above)
2. To start the recording press *****+**2** on your phone, then press **1** to confirm that you want to begin the recording. The system will play a message to notify your participants that the call is being recorded.
3. To end the recording press *****+**2** on your phone, then press **1** to confirm that you want to stop recording. The system will play a message to notify your participants that the call is no longer being recorded.

Record A Conference Using Web Meeting

1. Login to Web Meeting (see “Manage INFOCONNECT Using Web Meeting” section above)
2. To start a recording using Web Meeting, check the “Record” button on the Conference Controls tab. A prompt box will ask you to name your recording. The system will play a message to notify participants in the conference that the call is being recorded.
3. To end a recording, un-check the “Record” button on the Conference Controls tab. A prompt box will ask you to confirm that you want to stop the recording. The system will play a message to notify participants in the conference that the call is no longer being recorded

Access A Recorded Conference Call

1. Go to www.infostructure.net/infoconnect.
2. Click on the "Archive" link, and enter your INFOCONNECT phone number, 7-digit Access Code and Chairperson passcode
3. The Archives List screen will display a list of recorded conferences on your subscription. From this screen you can Email, Download, Rename, and Delete the recordings. You can also add a Security passcode, get a Report of who has accessed a recording, get online Help, and Logout.

Recording playback requirements:

- Multimedia PC with speakers
- Internet connection
- Flash player download
(http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

INFOCONNECT is integrated with INFOSTRUCTURE Web Meeting conferencing tool. As the Chairperson, you also have the ability to record conferences that synchronize the audio and visuals from your meeting such as slide presentations, spreadsheets, flow charts and web tours. To find out more about the integrated recording capabilities of INFOCONNECT and Web Meeting, access the Web Meeting User Guide at www.infostructure.net/infoconnect.

KEEP A CONFERENCE CALL SECURE

- Change your Chairperson passcode regularly
- Keep your Chairperson passcode confidential
- Assign an optional 4-9 digit conference security code to your meeting that will be required for participants to join your call.
- Restrict additional participants from joining your conference (including a conference operator) by using the Lock/Unlock touch-tone commands

CHANGE YOUR CHAIRPERSON PASSCODE

Choose a Chairperson passcode that is convenient for you to remember; keep it confidential.

1. Dial your INFOCONNECT phone number
2. Enter your 7-digit access code, press **#**
3. Press ***** to identify yourself as the Chairperson and enter your Chairperson passcode, press **#**
4. Select option **2**
5. Select option **1**, enter your new 4-9 digit Chairperson passcode, press **#**

ASSIGN A CONFERENCE SECURITY CODE

You can assign a conference security code (4-9 digits) to a meeting before you start the conference. Be sure to inform all participants of the conference security code before you begin your call.

1. Dial your INFOCONNECT phone number
2. Enter your 7-digit access code, press **#**
3. Press * to identify yourself as the Chairperson and enter your Chairperson passcode, press **#**
4. Select option 1 to start your conference
5. Enter the 4-9 digit conference security code you have given to your conference participants, press **#**

If you enter a conference security code, all participants that dial in to your conference must enter the conference security code to gain access to the meeting. The conference security code is only valid for the call you have dialed into at that time. Once the call has ended, the conference security code expires. The next time you start a conference as the Chairperson, you will need to assign a conference security code if you want to use this feature.

INFOCONNECT TUTORIAL AND CUSTOMER CARE

- Learn to use INFOCONNECT quickly and easily with our self-paced tutorial at www.infostructure.net/infoconnect. You can also find product feature updates and other news.
- For questions or help with INFOCONNECT, call Customer Care 1-888-447-1119 in the US, 1- 800-267-5196 in Canada, or 0800-528-0800 in the UK. For international calls, dial +1-303-389-4018.
- For new sign up or billing questions, please call (541) 773-5000 and press option 1.