



QUICK REFERENCE GUIDE

QRG | LBC Phone Conferencing

Starting a Call: Moderator

Starting a Phone Conference

- 1 Dial the toll-free number provided on your moderator card
- 2 Enter your conference ID and press #
- 3 Press *, enter your PIN, then press #
- 4 Enter a billing code or press # if there is no billing code

What Information Do I Give My Meeting Participants?

- For phone conferencing, provide the toll-free number and your seven-digit conference ID

Joining a Meeting: Participant

Joining a Phone Conference

- 1 Dial the toll-free number provided by the moderator
- 2 Enter the moderator's conference ID and press #
- 3 You will be placed directly into the conference if the moderator has already joined. If the moderator hasn't joined, you will be placed on hold for up to 10 minutes.

PHONE COMMANDS FOR MODERATOR

- ** Main menu
- *0 Private operator assistance
- 00 Conference-wide operator assistance
- *1 Dial a new participant
 - *1 Join participant
 - *3 Cancel dial-out
- *4 Lock conference
- *5 Unlock conference
- *6 Mute your line
- *7 Unmute your line
- *8 Conference continuation
- *# Participant count
- ## Mute all lines except moderator
 - 99 Unmute all lines

Participant Phone Commands

- 00 Operator request
- *6 Mute your line
- *7 Unmute your line



Web Lite

Web Lite – allows you to enhance your phone conference by sharing a Power Point presentation across the web at **no additional cost**. Also control your phone conference via the web.

BEGIN A CONFERENCE ON THE WEB AS A MODERATOR...

1. Go to www.startconference.com
2. Click 'Moderator'.
3. Enter your Conference ID and PIN, with no spaces between numbers, then click 'Login'.
4. Click 'Conference Now'. Choose to either dial in yourself or have Webconferencing dial you.

If you choose to dial in, click 'No' and 'Start Conferencing'. Follow the directions to begin a conference on the phone.

If you choose for Webconferencing to dial you, verify your phone number. If the phone number in the dial box is incorrect, replace it with your correct phone number and click 'Start Conferencing'. After you've answered the phone, click 'Join Now'.

5. Your conference is now active. You will hear tones when a participant enters or exits. Click the appropriate tabs for conference controls.

AS A PARTICIPANT...

1. Go to www.startconference.com
2. Click 'Participant'.
3. Enter your name and appropriate Conference ID, then click 'Login'.
4. Choose to listen over the phone or the Internet.

If you choose to participate over the phone, join the conference by phone using the above instructions.

If you choose to listen over the Internet, click 'Play audio stream'.

5. Wait for the moderator to join and the conference to begin.
6. To disconnect, simply hang up and click 'Logout'.

WEBCONFERENCE CONTROL AS A MODERATOR...

- Mute all participants: Mute and unmute everyone but the moderator.
- Conference lock: Lock and unlock both participants and the operator from joining the conference.
- Participant list: Display a participant list to all participants or just to yourself.
- Operator requests: Select a public private operator. Public request: An operator will join the conference as a participant to assist in the request.
- Private request: An operator will establish a one-on-one conference with the moderator.
- Conference continuation: Allow participants to continue the conference after the moderator has disconnected.
- End conference: Disconnect all participants and the moderator.



AS A PARTICIPANT...

- Ask a question: Submit written questions to the moderator.
- People on the Web: View participants on the Web, if the moderator allows.
- People on the phone: View participants on the phone, if the moderator allows.
- Listen to a conference over the Web: You will need a multimedia computer with a sound card and speakers, Internet access and the latest RealNetworks Real One Player. You cannot listen over the Web unless the moderator allows it.

BEGIN A CONFERENCE ON THE PHONE

AS A MODERATOR...

1. Dial the toll-free number on your Webconferencing card.
(For international users, dial your international dial out plus the country code followed by the 303 number printed on your Webconferencing card.)
2. Enter your Conference ID number and press #.
3. Press * to be recognized as the moderator.
4. Enter your PIN and press #.

The conference is now active. You will hear tones when a participant enters or exits.

AS A PARTICIPANT...

1. Dial the toll-free number.
(For international users, dial your international dial out plus the country code followed by the 303 number printed on your Webconferencing card.)
2. Enter the appropriate Conference ID.
3. Wait for the moderator to arrive and the conference to begin.
4. To disconnect, simply hang up.

PHONE PROMPTS

AS A MODERATOR...

- ** Main menu
- *0 Private operator assistance
- 00 Conference-wide operator assistance
- *1 Dial a new participant
- *4 Lock conference
- *5 Unlock conference
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- *7 Unmute your line
- *8 Conference continuation
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- ## Mute all lines except moderator
- 99 Unmute all lines except moderator



AS A PARTICIPANT...

00 Operator request
*6 Mute your line
*7 Unmute your line

WEBCASTING

Record and simulcast the conference over the Web. First name your conference, then select live, recorded, or live and recorded. Then click 'Begin Recording'. Recording will begin at the entrance tone and will continue until the conference ends.

DIAL PARTICIPANT

Join a new participant on the phone by entering their name and phone number or choosing from the directory of previously-dialed numbers. Then click 'Dial'.

PRESENTATION MANAGER

Store a new presentation: Upload and store a PowerPoint slide presentation. Find the presentation on your computer by clicking the 'Browse' button. Name your presentation and select the appropriate slide size. Click 'Store it'.

Preview presentation: Preview your presentation before an upcoming conference.

Delete presentation: Remove a presentation from your list of uploaded presentations permanently. Find the presentation, then click 'Delete'.

CONFERENCE NOTES

Simply type notes into the top box, then click 'Add Note'. All added notes will be emailed to the moderator immediately following the conference. These notes are for the moderator only.

'YOUR PRESENTATION' COMMANDS

'Your Presentation' commands control slides during an active conference.

Slide control: View next and previous slides.

Jump to slide: Skip to a particular slide without going in sequential order.

Find a stored presentation: Locate and share a stored presentation.

PEOPLE ON THE WEB

View a list of all participants on the Web.

PEOPLE ON THE PHONE

View a list of all participants on the phone.

QUESTIONS PENDING

View a list of written questions submitted by participants over the Web. Click 'Update question list' to view the most recently submitted questions.



MANAGE A CONFERENCE OVER THE WEB

Play a recorded conference:

1. Go to the sign in page.
2. Click 'Moderators'.
3. Click 'Recorded Conferences'.
4. To play a recorded conference, select it and then click 'Play'.

Give others access to a recorded conference:

- 1-3. Follow steps one through three from above to get to the recorded conferences menu.
4. Select the appropriate recorded conference from the list.
5. Click the ticket icon on the right.
6. Webconferencing will email you a link to the selected conference.
7. Forward the link to whomever you choose.

Make a conference active or inactive:

- 1-3. Follow steps one through three from above to get to the recorded conferences menu.
4. To deactivate a conference, select it and then click 'Deactivate'.
5. To activate a conference, select it and then click 'Activate'.
6. To remove an inactive conference from your menu permanently, select it and then click 'Delete'.

LISTEN TO A CONFERENCE OVER THE WEB

Listen to a live conference over the Web:

1. Go to the sign in page.
2. Click 'Participants'.
3. Choose to listen over the Web instead of the phone.
4. Click 'Play audio stream'.

Listen to a recorded conference over the Web:

To listen to a previously-recorded conference, the moderator must send you a conference ticket. Once you've received the ticket, follow the enclosed directions and click the first link. If you don't have RealNetworks RealPlayer or RealOne Player installed, download it now for free.

For additional information and training on Startconference.com and Web Conferencing Platinum, including document collaboration, presenting slide shows and web touring, please contact LBC 888-298-5008.