

AccessConference

OnDemand Audio Conferencing User's Guide

AccessConference OnDemand audio conferencing is a dynamic tool that will enable you to increase your productivity, communicate more effectively, and make better decisions. As a new subscriber you have received your personal AccessConference OnDemand phone number, a 7-digit access code, and a unique Chairperson passcode. This information is required every time you host a conference.

Getting Started with AccessConference OnDemand

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

1. Notify meeting participants of the time, date, and other details of your meeting.
2. Give each participant your AccessConference OnDemand phone number and your 7-digit access code.
3. At the time of your meeting, simply dial your AccessConference OnDemand phone number, enter your 7-digit access code, and then enter your Chairperson passcode.
4. Conference participants dial the OnDemand phone number at the designated time and enter the 7-digit access code, and the conference is underway.

With AccessConference OnDemand you can enjoy all the benefits of full-service audio conferencing without any of the hassles of advance scheduling. Just connect and communicate instantly.

AccessConference OnDemand Controls and Commands

As the Chairperson, you can control your entire meeting through a group of feature-rich commands that are available to you at any time during your conference. These commands can be activated through the touch-tone phone that you used to initiate the conference or through your PC via the OnDemand Web Moderator (see other side).

AccessConference OnDemand Account Options

You may customize settings on your AccessConference OnDemand account anytime. Available options include:

- **Change Chairperson passcode:** change this periodically to ensure security.
- **Record participant name (on/off):** when set to "on" this allows you to use the Roll Call feature during a meeting and to use the Name Announce option.
- **Set conference entry/exit announcement:** Choose either Tones, Silence, or Name Announce.

To change these settings dial in to AccessConference OnDemand; enter your 7-digit access code followed by your Chairperson passcode; press **2** to change account options and then follow the voice prompts. These options can be changed as often as you like.

Additional information can be found online at:

<http://www.dscicorp.com/conferencing>

Chairperson Touch-Tone Commands & Features

- *1 Dial out to a participant
- *1 Join new participant to the conference
- *2 Join new participant and dial another participant
- *3 Disconnect line and rejoin conference
- *4 Disconnect line and dial another participant
- *4 Lock conference (prevent new participants)
- *5 Unlock conference (allow new participants)
- *6 Mute line
- *7 Unmute line
- *8 Allow conference to continue after you disconnect
- *9 Automated roll call of conference participants (if activated)
- *# Count the number of participants on the conference
- ## Mute all lines
- 99 Unmute all lines
- 00 Ask for operator
- ** List available commands

Participant Touch-Tone Commands & Features

In addition, each participant in your meeting will have access to a limited set of controls.

- *6 Mute their line
- *7 Unmute their line (cannot override the Chairperson)
- *9 Automated roll call of conference participants (if activated)
- *# Count the number of participants on the conference
- 00 Ask for operator



OnDemand Web Moderator

OnDemand Web Moderator is included with your AccessConference OnDemand subscription, giving you all the tools you need to stay in charge, maintain security, and execute a successful conference.

As the AccessConference OnDemand audio conferencing Chairperson you automatically have access to an additional set of Web-based controls that give you even more convenient access to conference features. A list of available features is listed to the right.

How to Access the OnDemand Web Moderator

To use the OnDemand Web Moderator with any AccessConference OnDemand audio conference, simply follow these steps:

1. Go to the AccessConference OnDemand Website at <http://dscicorp.com/webmoderator>
2. At the Welcome screen enter your AccessConference On Demand phone number.
3. At the Login screen, enter your 7-digit access code and your Chairperson passcode.
4. You can now use the OnDemand Web Moderator to manage your meeting.

You can dial into the conference on your own phone while viewing the Web Moderator on your screen. Once you are connected as the Chairperson, you can dial out to participants and your conference can proceed as usual for participants who dial in. Information on each participant will appear in the Web Moderator as they connect to the conference.



AccessConference OnDemand Web Moderator Conference Command and Information Window

Technical Considerations

AccessConference OnDemand Web Moderator is designed for highspeed (56k or above) Internet connections. In order to use OnDemand Web Moderator you must have a Java™ enabled browser (Netscape® Navigator 4.0 or Microsoft® Explorer 4.0 or higher). Older browsers cannot run the OnDemand Web Moderator application. The first time you use the Web Moderator you will be prompted to download a Java plug-in. This one-time download will take 3-15 minutes to execute for users with high-speed connections. If you are using OnDemand Web Moderator from a corporate network (LAN/WAN) connection to the Internet, your firewall/proxy server must be configured to allow Java applications to run. If you do not know the status of your network configurations, contact your Network Administrator.

OnDemand Web Moderator Features

AccessConference OnDemand Web Moderator gives you many capabilities for monitoring and controlling your conference. The visible information displayed lets you easily identify each participant and interact with them at your discretion.

As the Chairperson, OnDemand Web Moderator lets you:

- View information on all participants
- Dial-out to additional participants after the conference has begun
- Keep a record of contact information in the Address Book
- Dial-out to an entire group using the Address Book function (up to the maximum number of participants allowed by your subscription)
- Lock and unlock the conference to new participants
- Mute and unmute all lines or individual lines
- Disconnect individual lines
- Request an operator for the conference
- End the conference or allow it to continue without you

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