Audio Conferencing

This guide provides easy instructions to get you started.

I. About

NDLD's teleconferencing service enables clients to conference anytime, anywhere in the world. It is the ultimate solution for convenience and reliability.

Our system is secure and provides an optimal environment to discuss confidential topics with no pre-scheduling or reservations required. We give you instant access to your own private conference room whenever you want. Invite the people that you want involved and get down to business.

This convenient service also provides 24/7 operator assistance if needed. To access the conference center operator, simply press *0 during the call.

II. Quick Start

For your convenience, a plastic Audio Conference card is provided by NDLD. This card includes your dial-in numbers, your CEC (Conference Entry Code) for both you, as the Chairperson, and the Participants code. The main system functions are listed as a quick reference guide on the back of the card.

1. Dial into the system using either the 800# or the direct dial-in number.
2. Enter your CHAIRPERSON CEC followed by the # sign.
3. Your PARTICIPANTS will dial into the system in the same way and enter the PARTICIPANTS CEC followed by the # sign.
4. You are conferencing! It's that easy!

Options
1. **Conference on Demand**:
   Place a call anytime – no reservations required. Simply distribute your dial-in number and CEC to your participants.
2. **Secured Conference On Demand**:
   Same as Conference on Demand, only participants are on music hold until the chairperson dials in.

3. **Host Controlled Conference on Demand**:
    Participants may be assigned PIN numbers, giving the Chairperson the ability to control multiple options such as head count, roll call and restricted access.
4. **Chairperson Dial-out**:
    Chairperson may dial out to additional participants while the call is in progress. This option is available on all of the above options.

III.	Touchtone Controls

During a conference, participants and chairs can use touchtone controls to perform certain conferencing functions.

Toggling: By repeating the same key sequence, you can turn a command on or off. For example, you can mute yourself in a conference by pressing *6 on your phone. Then, you can unmute yourself by repeating the same key sequence, *6.

Basic Controls
Participants and the Chairperson can use these controls:

Operator Assistance   *0
Calls a Conference Center Operator for assistance. Available 24/7.

Volume Control   *4
Turns audio gain on or off, making the volume on the line the same as all other participants.

Mute/Unmute   *6
Mute or unmute the phone line. Other members of the conference cannot hear the participants when their lines are muted.

Chairperson (Host) Controls
Only the Conference Chairperson can use these controls:

Mute All participants   #8
This feature will mute all participants, however, if the Host wants to allow a certain participant to speak, the Host asks that person to press *6 and it will override the mute feature.

Auto Message Stop   *2
Stops a system audio message, such as conference roster.

Conference Lock   *5

Turn the conference lock on and off. New participants, including operators, cannot enter a locked conference. This will prevent other callers from being able to dial-in to the conference.

Roll Call   #1

Plays the conference member name recordings. This feature needs to be activated in the initial reservation request.

Participant Count   #2

Plays a message containing the number of people that are connected to the Conference call.

Presentation/Interactive #7

Turns Presentation mode on/off. When Presentation mode is on, all conference members are automatically muted except the Host. When presentation mode is off, all conference members can speak and hear each other.

Disconnect Override   #9

When the chairperson disconnects, all participants are disconnected from the call.

Chairperson Call-out   *0

The Host can easily add on participants while the conference is taking place. To add a person not currently in the conference, press *0. A conference center operator will come on the line and ask for the phone number(s) and the name(s) of the person you would like to reach. The operator will then call the person, identify himself as the conference center operator and then join the person to the call.

Operator assistance rates will apply.

IV.	Entry Exit Notifications Options

During a reservationless Conference call, you can have various announcements to indicate when your participants enter and exit the call. In addition, you may select to have no entry or exit notification. This feature needs to be set during the initial reservation request.
NOTE: Callers on cell phones will occasionally drop-off the call when their signal is lost and the conference participants will hear the tone or greeting each time they enter and/or exit the call.

Tone Entry
When a participant enters or exits the call, everyone on the call will hear a single "beep". This option will automatically be in place, unless otherwise specified.

System Greeting
When the first participant enters the call, they will hear:
> "You are the first participant to join the conference."

All other participants joining after will hear:
> "Someone has joined the conference."

When a participant exits the call, all participants will hear:
> "Someone has left the conference."

Personal Identity
When a participant dials in, they will hear:
> "Please state your name."

Upon recording their name, an announcement with their recorded name will be heard when entering and exiting the conference.

V.   Call Recording

A Host may record a Conference call and make it available later. You can designate a timeframe for the recording to be stored. See Multiple Recordings below for options on storing multiple recorded calls.

Record Start/Stop   #7
To enable this feature, press #7. Press 1 to start or stop the recording. This is a Host only option. Press #7 to stop recording.

*The Host will press *0 at the end of a recorded call*, and an Operator will come on the line. The Host will advise the Operator that they would like this recording uploaded to the Digital Replay Box, and specify the length of time they would like this recording available. The Host can then have participants call in at anytime to hear the playback. The Digital Replay Dial-in numbers are:
1-800-332-6854   or 973-528-0005
The participants will use their normal participant code to hear playback. The playback will be billed at the regular per minute/per user rate.

Playback Pause/Resume **
Pauses or resumes the playback function. This command is available only when the Allow Unattended Record/Playback is enabled by the Host.

Playback Fast Forward   *3
Speeds up the recording during playback. The first time the command is given, the playback is twice as fast; the second time, 4 times as fast; the third time, 8 times as fast. This is a Host only feature.

Playback Rewind   *2
Rewinds the conference recording. This command is available only when Allow Unattended Record/Playback is enabled by the Host.

Normal Playback   *1
Resumes playback after fast forward or rewind. Host only.

Playback Skip Ahead   #76
Skips the recording ahead 30 seconds during playback. This command is available only when Allow Unattended Record/Playback is enabled by the Host.

Playback Skip Backward #66
Skips the recording back 30 seconds during playback. This command is available only when Allow Unattended Record/Playback is enabled by the Host.

Multiple Recordings in the Digital Replay Box
If a Host wants to have more than one recorded call available for playback simultaneously, NDLD would have to be notified so that a new temporary participant code can be set up for each recording. When participants dial in to hear the playback, the normal participant code will always access the first "active" recording. If there are multiple recordings in the Digital Replay Box, the Host needs to notify NDLD when to deactivate all recordings except the most recent, in order to have their normal participant code work.

VI.   Frequently Asked Questions

What is the difference between the 800# and the 973# for dialing in?
If the Host chooses to give participants the 800# to the Conference call, the Host will be billed 25¢ per minute/per participant that joins the call through the 800#. If the Host gives the participants the 973# to dial-in, the Host will pay 18¢ per minute/per participant. If the 973# is not a local number for the participant, each participant will be responsible for their respective per minute charge from their long distance provider.