Reservationless Teleconferencing Instructions
Moderator Telephone and Web Interface User Instructions

Teleconferencing Instructions for: _____

Participant Code: _____

Moderator Code: _____   *To prevent unauthorized use of your service, you should not disclose your moderator code to anyone.*

TELEPHONE INSTRUCTIONS

1. To start a teleconference call, dial 763-231-7677 or 1-866-755-7677, enter your moderator code, then press [#].

   Note: Internet Phone System Clients - included teleconference minutes only apply to calls where the participants dial-in direct using 763-231-7677. If participants dial-in toll free using 866-755-7677, those calls will be billable at standard rates.

   Dialing direct is $0.019 per minute and toll free is $0.039 per minute. A teleconference call does not begin until the moderator joins a call. Participants hear silence or Music On-Hold, if configured, until the moderator joins the call.

2. When prompted to record your name, state your name clearly, then press [#].
   This recording plays when you join or leave the teleconference.

3. Optional Billing Code
   ☐ Your account has a billing code. The system will ask you to enter your billing code. Enter your billing code, then press [#].
      Billing code can be up to 16 digits and is referenced next to the teleconference call on your invoice.
   ☐ Your account does not have a billing code.

4. Use your telephone keypad to activate/deactivate the following features:
   Only the moderator can hear announcements or prompts played by pressing these keys.

   [✶] [1] Outdial to join a participant
   - Dial the participant's number, then [#]. Wait for the call to be connected.
   - Press [1] to record the participant name, then press [#] to bring participant into the teleconference.
   - Press [✶] to abandon the call and return to the teleconference.

   [✶] [2] Mute/Unmute yourself, the moderator

   [✶] [3] Lock or Unlock the teleconference
   If moderator locks the teleconference, no more participants can join the call.

   [✶] [4] Roll-call of participants on the call

   [✶] [5] Count of participants on the call
   The total number of participants includes the moderator.

   [✶] [6] Joining announcements on or off
   - Participants' names play as they were recorded when participants joined the call.
   - If announcements are turned off, a tone will play when participants join or leave the call.

   [✶] [7] Name of the last participant to join the call

   [✶] [8] Start or stop the recording of the call

   [✶] [9] Mute/Unmute all participants, including new participants as they join the call.
   If using telephone to mute/unmute, moderator cannot also use the web interface to mute/unmute during the same teleconference calls.

   [✶] [✶], [1] Soft exit
   Wait for prompt, then press [1] to confirm soft exit. Allows moderator to exit the teleconference and keep it active for participants to continue the call. Important: Hanging up prior to pressing [1] will end the teleconference call.

   To cancel soft exit and return to the call, press [✶]

   Hang Up End teleconference call

WEB INTERFACE/INTERNET INSTRUCTIONS
Teleconference participants do not have access to the Web interface; this is for the moderator only.

1. Go to www.popp.com/teleconference.
2. Enter your participant code and moderator code, and click 'Log On'.

Current Call

Manage your current teleconference. The panel for each participant displays the following details:
- Participant's telephone number as it displays on Caller ID.
- Participant's name as it displays on Caller ID; or, the name entered by moderator for the telephone number. See Directory for instructions to add names and telephone numbers.
- **Mute** button: Allows you to mute this participant's telephone.
- **Drop** button: Allows you to remove this participant from the teleconference.
- **Volume control**: Allows you to increase or decrease the volume per participant.

On the left of each panel, the Person icon will change color according to the participant's status:
- Gray: Participant is not currently speaking.
- Green: Participant is speaking, or other sounds are being played into the teleconference from the participant's telephone.
- Yellow: Moderator has muted this participant's telephone.
- Exclamation point over the Person icon: If you have muted the participant and he or she wants to speak, participant can press [✳] [9] on the telephone keypad to alert you. Click on the Person icon to unmute the participant; alert clears.

Record button: Allows you to start and stop recording a teleconference call. An announcement plays to all participants notifying them that the call is being recorded.

Lock button: Allows you to lock the teleconference so no more participants can join the call.

Directory

Manage the names you have stored for teleconference participants. Maximum 50 Directory entries.

During a teleconference call, you can **change a participant's Caller ID name**. For example, when telephone number 763-797-7900 calls into a teleconference call, the name POPP will display in Caller ID. Click on the name and change it to a name of your choice, such as Bob Smith. The next time you have a teleconference call and someone joins the call from 763-797-7900, the caller ID name in the teleconference will show Bob Smith.

Add a new directory name: Enter the telephone number and name, then click 'Save Entry'.

Delete a directory name: Select the 'Del' checkbox next to the entry you want to delete, then click 'Delete Selected'.

History

View the history of your past 70 teleconference calls. For each teleconference, the following information displays:
- Date and start time of teleconference call.
- Name your teleconference (optional). As soon as a teleconference starts, you can enter a name in the empty Name field. You can also return at a later time to name your teleconference.
- Total duration of teleconference call, starting when moderator joins the call.
- Maximum number of participants, including moderator. This number may not match total number of participants if all were not joined into the teleconference call at the same time. This number does not include the participants who were joined using outdial.
  To view Caller ID name and number of each participant, click on the number of attendees.
- Number of rejected participants (if any) because the teleconference participant limit was reached.
  To view Caller ID name and number of each rejected participant, click on the number of attendees.

Recordings

View and manage recorded teleconference calls. This screen displays the start time and duration for each recording.

To listen or download a recording: Click 'Download' next to the recording you want to download; recordings are WAV files. Select 'Open' to listen to the recording or select 'Save' to save it to your computer. Saving a recording to your computer allows you to e-mail the file, upload the file, or save it to a CD, if your computer has the appropriate software.

Maximum number of teleconference recordings stored on POPP's server is four (4) with a maximum of 120 minutes total. If the total number of recordings is reached prior to the maximum number of minutes, or vice versa, you must delete a recording before recording a new call. Recordings older than 120 days will be deleted.

☐ **Options**

View and manage how your teleconference call operates. Following are options available for you to change:

Joining Announcements: Specify whether you want an announcement to play when a participant joins or leaves the call.
- On: The name that a participant records upon dialing into the call plays when a participant joins or leaves the call.
- Off: A tone plays; you will not hear participant's recorded name.

End conference when moderator leaves: Specify whether you want teleconferences to end when you disconnect from a teleconference or continue running after you disconnect.
- Yes: Ends a teleconference when moderator disconnects from a teleconference call.
- No: Teleconferences continue for five minutes upon moderator disconnecting from a teleconference call.
    This option allows moderator time to call back into a teleconference if (a) moderator's cell phone suddenly lost reception, or (b) moderator wanted to change telephones during a teleconference.

Notify When Full: Specify whether you want to hear an announcement when your teleconference becomes full.

Rejection Tones: Specify whether you want to hear a tone when a participant is rejected. Participants are rejected when the maximum number of attendees is reached.

Use On-Hold Music: Specify whether you want music to play if participants join the teleconference call before you, the moderator.
- On: Music plays. Default music is provided by POPP's teleconferencing system.
- Off: Participants hear silence until the teleconference starts.

Music on hold resource: You may provide your own on-hold music. Click the Browse button to locate the music or audio file you want to use, click 'Save Option' and activate Use On-Hold Music option by selecting 'On'. Must be a WAV or MP3 file and cannot exceed 1 MB; only one file can be used at anytime.

Note: Playing music to callers on hold constitutes a public performance of the music and therefore risks infringing the copyright of composers or artists. You must obtain appropriate licenses to play the music. POPP does not accept any legal liability arising from copyright infringements associated with the use of on-hold music in teleconferences.

Current Participant and Moderator Code: Displays participant code currently being used for teleconference calls. Change the moderator or participant code if it has been disclosed to unauthorized users. To change a code, follow these steps:
- Select 'Generate New Participant Code' or 'Generate New Moderator Code'. After changing the code, the previous code will no longer work.
    Note: If you prefer that POPP changes your moderator and/or participant code, please call 763-797-7900.
- Give the new code to all participants authorized for future calls.

Log Off: Closes Web interface, but not teleconference call. If the Web interface is inactive for 30 minutes (you haven't used any controls or clicked buttons) your session will time out.