



CLOUD COMMUNICATIONS

Your audio conference call

Quick start

The easy way to enjoy sharing starts here! With your personal PIN codes you can start sharing right away from your landline or mobile phone. Keep your PIN codes close to hand as you will need them for all your conferences.

Start your conference

Just follow these 2 easy steps to start your conferencing:

1. Dial the toll or toll free phone access number
2. Dial your Moderator PIN Code, followed by #

Before your conference

You must provide conference participants with a toll or toll free telephone access number and the participant PIN code.

Option 1: Automatic invitation from your email application.

Use the Outlook®, LotusNotes® conference toolbars or the Chrome® conference extension* to create an instant invitation prepopulated with phone access numbers and Participant PIN Code



Microsoft Outlook Toolbar

Download Outlook® or LotusNotes® Conference Invitation Toolbar:

1. Go to the Collaboration Portal: www.anywhereconference.com
Save this URL link in your favorites for future use.
2. Type in your Login or Web Login and Password or Moderator PIN code and click 'Sign in'.
3. Click on the Download or My tools & apps section and select the required toolbar

NB: If your company does not authorize downloads, please contact your IS administrator.

To download Chrome conference extension: go to the Chrome Web Store, enter «Arkadin» and download the extension.

Option 2: Manual invitation

Send a message including date, time, telephone access number and your Participant PIN Code to all attendees. Do not share your Moderator PIN Code.

For international conferences, ensure participants are notified of their local dial in numbers.

The up to date list of international access numbers is available in the Collaboration Portal, your personal online conferencing portal: www.anywhereconference.com

During your conference

Control your conference from your telephone keypad

Moderator control features:

- *0 Speak to an Operator
- *1 Mute/Un-mute your own line
- *2 Mute/Un-mute participant lines (participants cannot press *1 to un-mute themselves)
- *3 Activate/deactivate tone on participant entry and exit
- *4 Lock/Unlock conference access
- *5 Mute/Un-mute participant lines (participants can press *1 to un-mute themselves)
- *6 Terminate call when moderator disconnects
- *7 Go to a sub-conference/Return to main
- *#1 Terminate the conference
- *#2 Hear the number and/or names of participants
- *#5 Start/Stop recording
- #6 Enter a billing code
- #0 Ask an operator to dial out to a new participant
- #0 Listen to the help menu
- #2 Personalize your conference welcome message
- ## To stop/start the music played on the line, enter '##'. The music will stop and your line remains muted until the conference starts.

Participant control features:

- *0 Speak to an Operator
- *1 Mute/Un-mute your own line
- #0 Listen to the help menu
- *7 Go to a sub-conference/Return to main

Control your conference from your telephone keypad

Moderator control features from the Audio Console:

1. Go to the Collaboration Portal: www.anywhereconference.com
2. Save this URL link in your favorites for future use.
3. Type in your Login or Web Login and Password or Moderator PIN code and click 'Sign in'
4. Click on the Audio Console button to access the following control features:
 - List of participants
 - Mute - all or individual participants
 - Recording

Other Collaboration Portal functions:

- One-time use PIN code conference scheduling
- Documentation, mobile apps and toolbar download

After your conference call

Playback conference from your telephone keypad

To access a single conference recording (moderator only)

1. Dial your Conference Playback Access Number (local or toll-free)
2. Enter the Conference Playback Reference Number followed by #
3. Enter * to identify yourself as a moderator, then enter your Moderator PIN Code followed by #
4. Press 1 to listen to the last recording or press 2 to listen to a previous recording. Your last 6 recordings are available for up to 30 days and are listed by date and time and allocated a range number from 1 to 6. Press the range number to listen to the preferred recording.

To access a single conference recording (moderator and participants):

1. Dial your Conference Playback Access Number (local or toll-free)
2. Enter the Conference Playback Reference Number followed by #
3. Enter the Recording Reference Number followed by #
4. The following is a list of options available

	Rewind	Fast Forward
For 1 minute	1	3
For 2 minutes	4	6
For 3 minutes	7	9

press: 5: Pause press: 2: Increase volume press: 8: Decrease volume

Audio conferencing hints and tips

For conference moderators:

- Dial in at least 5 minutes early to greet your participants as they join your conference.
- Check the number of participants that have joined the call by using the *#2 keypad function.
- To reduce background noise on the call, use the *2 keypad function to mute all participant lines
- or ask participants to mute their own lines using the *1 keypad function.
- To be able to wait for the conference to start in silence without music, enter '##' to stop/start the music.

Security tips:

- Do not share your Moderator PIN Code as it is strictly personal.
- Generate one-time use PIN codes for your conference:
 - Only valid for a pre-determined time period.
 - Avoid the need to share your permanent participant PIN code.
 - Book your one-time use PIN code conference in the Collaboration Portal
- Before the conference starts, select the roll call and name on entry options in the Collaboration Portal settings menu to hear the names of participants as they join.
- View and manage lines in your conference using the Audio Console to avoid unexpected or unannounced attendees.
- Lock access to your conference, once all your participants have joined using the *4 keypad