Welcome to Bell Reservationless Audio Conferencing

A guide to help you get started with your new Bell service

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Welcome to Bell Reservationless Audio Conferencing

Bell Reservationless Audio Conferencing lets you communicate quickly, easily and cost-effectively with colleagues, customers and clients whether they're in the same building or on the other side of the world. Requiring no special equipment, Bell Reservationless Audio Conferencing makes it simple to set up all kinds of meetings – from small group discussions to large sessions of up to 200 participants.

If you need to organize a conference with more than 200 participants, or requires Operator assistance to start the conference and/or require an Operator to manage a Q&A session, please contact one of our representatives at **1 800 667-3678 / 416-203-7016** to reserve an Event or Operator assisted service.

This guide provides a quick introduction to your new Bell Reservationless Audio Conferencing service. If you have any additional questions about your service, please contact **1 800 667-3678 / 416-203-7016**.

How to get started with Bell Reservationless Audio Conferencing

Bell will email your permanent dial-in numbers and conference ID as well as your moderator PIN when you first subscribe to the service. Within two or three weeks you will also receive a Reservationless Audio Conferencing wallet card containing your permanent dial-in numbers, conference ID and your moderator PIN so you can carry it with you and host audio conferences from any location, at any time.

If required, the moderator PIN can be changed at any time by contacting one of our conferencing representatives at **1 800 667-3678 / 416-203-7016**.

What type of equipment should I use to ensure high quality sound?

No special equipment is required to use Bell Reservationless Audio Conferencing. All you need is a Touch-Tone phone. For the best sound quality, we recommend using a landline phone, as cell phone noise or static can affect conference quality. These issues may be resolved by placing cell phones on mute – however, if you are the moderator and are using a cell phone, muting will make you inaudible. For this reason, we recommend moderators use only landline phones for audio conferences.

Cordless phones can also cause noise or static, which may be minimized by moving the phone closer to its base.

In conference rooms, it is best to use high-quality conference speakerphones suited to the room's size. Your supplier should be able to help select an appropriate phone for your boardroom.

What do my participants need to know before we begin a conference?

You'll need to send your participants an invitation with the following info:

- Date and time of the conference
- Dial-in number — including both local and toll-free (North American coverage) numbers and, if applicable, global and international toll free numbers
- Conference ID

For a list of the global and international toll-free numbers, please see the Reference section at the end of this document.

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How do I begin a conference?

As the moderator, begin by:

- Dialling your assigned dial-in number
- Following the automated prompts to enter your conference ID followed by pound (#)

Following the prompts to enter star (*) and your moderator PIN followed by pound (#)

How do participants join a conference?

Participants join a conference by dialling the appropriate number and following the automated prompts to enter the conference ID, followed by the pound key (#).

What do I do if I need support during a conference?

If you need operator assistance at any time during the conference, press *0.

How do I use the Reservationless Audio Conferencing Star Touch features?

Reservationless Audio Conferencing gives you access to a wide range of Star Touch features. To use any of these features, simply press the associated keys on your Touch-Tone phone. You'll find a full list of these features and Optional features in the Reference section of this guide.

How do I record a conference?

As a moderator, you can record your conference for later playback. Only moderators can record conferences.

To start your recording:

- Press *2 on your Touch-Tone phone
- Press 1 to confirm and start the recording, or press * to cancel

Participants will hear a message notifying that conference is being recorded

To stop and end your recording:

- Press *2 to request the recording be stopped
- Press 1 to confirm and end the recording, or press * to cancel and continue recording

Shortly after the conference has concluded, you'll receive an email containing your dial-in number and passcode to access your recording. The recording is active for 30 days.

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What happens to a conference recording if I disconnect?

If the moderator leaves an in-progress audio conference that is being recorded, the recording will continue if the moderator does not end it. The recording will automatically end after 4 minutes of silence.

What can I do to ensure I get the best possible recording of my conference?

To ensure the complete conference is recorded, start recording as soon as the conference is about to begin. That way, you'll be sure nothing is missed. Also, ask participants to mute their line (*6) to avoid background noises. Pressing *7 unmutes the line.

How do I ensure all participants have disconnected at the end of the conference?

Typically, conferences end when the moderator disconnects. With the Auto-Continuation feature activated, however, a conference continues after the moderator leaves the conference.

To avoid excess charges, make sure all participant lines are disconnected once the conference concludes. To do this:

- Press star – pound (*#) to hear the number of participants remaining on the line: "1" means only you are on the line, while "2" or higher means other participants are still connected
- If participants remain on the conference, press *8 to deactivate the Auto-Continuation feature and the conference will end when you disconnect

To activate or deactivate the Auto-Continuation feature on your subscription, contact one of our conferencing representatives at **1 800 667-3678 / 416-203-7016**.

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What security features are available to protect my conference?

A number of our Star-Touch features can help you keep your conference safe and secure.
These include:

Mute on entry: If activated, participants listen to music until you press **99** to start the conference.

Moderator PIN: Participants listen to music until you enter your PIN to officially start the conference.

Conference lock: Press *4 to lock the conference and prevent uninvited participants from joining.
(Press *5 to unlock)

Auto-Continuation: The conference auto-continuation can be set to automatically terminate when you leave the conference by pressing *8.

Conference summary report: After a conference has ended, this detailed report is emailed, indicating the length of time each participant took part.

Security code: When activated, the system will prompt the moderator to enter a 4 to 9 digits code (the code is defined by the moderator). The moderator may press star (*) to by pass the entry of code. The moderator must provide the security code to the participants in order for them to access the audio conference.

You can learn more about these and other security features in the Reference section of this document.

What type of international access is available?

Bell offers the following access types:

- **Global toll-free service** – With the Global toll-free service, you can use the same toll-free number to dial into conference calls from 21 countries. The international access code must be dialled as part of the dialling sequence.

- **International toll-free service** – The International toll-free service improves upon the Global toll-free service by letting you join conference calls from an additional 61 countries. An international access code does not need to be dialled as part of the dialling sequence. A different toll-free number is used for each country.

- **International local number service** – International local number service provides participants with an alternate access to join conference calls from international locations. It's a flexible and cost-effective solutions with fewer restrictions than international toll free service. International local number provides an in city or country local calling experience.

To view the list of countries supported by Global and International toll free services, as well as International local number service please see the "Reference" section at the end of this guide.

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What are some tips for managing a successful conference?

The following best practices will help you plan and conduct a successful audio conference:

Before the conference

- Provide participants with the conference access numbers along with an agenda
- Do not share your moderator PIN with participants
- If using a speakerphone, test it before the conference begins for speaker quality and microphone sensitivity and ensure it works
- Use a conference room or a quiet place, away from loud voices, or loud equipment

During the conference

- Begin the conference on time
- Greet each participant as he or she joins
- If participants join in muted mode, press **99** to unmute
- If required, record the conference
- Encourage participants to identify themselves before speaking
- Ask participants who arrive late to identify themselves
- Speak clearly
- Avoid side conversations or distracting back ground noise (you may ask participants to minimize distractions by muting themselves – using ***6** to both mute and unmute – when they are not speaking)
- To further reduce distractions, press ## to enable lecture mode, which places all participants on mute (in this mode, participants cannot unmute themselves) – and press **99** to end lecture mode
- Do not use the "hold" feature of your phone, as this could cause music to play during the conference

Ending the conference

- Summarize action items, issues raised and participants identified for any follow-up activities
- Confirm future meetings and times, if required
- Announce the end of the conference and have participants disconnect to ensure additional charges are avoided

After the conference
- Prepare and distribute minutes
- Develop an agenda for the next meeting

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References

Reservationless Audio Conferencing Star-Touch features

Numerous conferencing features are available for Reservationless audio conferences. These can be activated and deactivated using your touch-tone phone:

Activation Phone Key	Description	Available To
*1	Dials out to a participant, then enables the following dial-out submenu commands:	Moderator
*1	Allows the moderator to re-enter conference with the new participant	Moderator
*2	Allows the moderator to enter participant into conference and continue dialling	Moderator
*3	Disconnects the line and returns moderator to conference	Moderator
*4	Disconnects the line and allows moderator to continue dialling	Moderator
*2	Initiates conference recording	Moderator
*3	Allows you to change the conference entry/exit announcement between Tone and Silence, and Name, if enabled	Moderator
*4	Locks the conference, preventing new participants or the operator from joining	Moderator
*5	Unlocks the conference, allowing new participants or the operator to join	Moderator
*6	Mutes or un-mutes your line	Moderator and Participants
*7	Un-mutes your line	Moderator and Participants
*8	Toggles the "conference continuation" setting, allowing the conference to continue when the moderator leaves the conference, or end automatically when the moderator disconnects	Moderator
*9	Privately plays a roll call of active conference participants, if activated	Moderator and Participants
*#	Privately counts the number of participants on the conference	Moderator and Participants
##	Mutes the lines of all participants, except for the moderator	Moderator
99	Unmutes all participant lines	Moderator
00*	Requests operator assistance, calling an operator to join the line (pressing **00*** again will cancel the request)	Moderator and Participants
*0	Requests a private conversation with the operator (pressing ***0** again will cancel the request)	Moderator and Participants
**	Lists all Star-Touch features	Moderator and Participants

Optional Star-Touch features

The optional features below can be activated or deactivated for your Reservationless audio conferencing subscription by calling **1 800 667-3678 / 416-203-7016**.

By default, the following features are automatically disabled on all new accounts:

- Quick start
- Billing code
- Security code
- Moderator dial-out
- Roll call

Feature	Function
Conference entry/ exit announcement	Provides options for how callers enter and exit the conference. Available options are: • Tone: An entry and exit tone is heard when participants join or leave the conference • Silence: Participants enter and exit the conference silently • Name: Participants are announced by name when they join the conference. Participants and the moderator may also listen to an automated private roll call of attendees. Please note that the default setting is Tone.
Quick start	Allows the conference to begin prior to the moderator's arrival. When ON: The conference begins when participants join, regardless of whether or not the moderator is present. When OFF: Participants wait on hold with music until the moderator has joined and the conference begins. The hold will last for 10 minutes, at which point the callers will be disconnected if the moderator has not arrived.
Auto continuation	Allows a conference to continue after the moderator has disconnected. When ON: The conference can continue after the moderator disconnects. When OFF: The conference will terminate and all lines will be disconnected when the moderator leaves the conference. NOTE: Auto continuation can be toggled on and off during the conference (***8**). After the conference call has concluded, auto continuation will revert to its default setting.
Conference summary report	Allows moderators to receive a detailed summary of the conference, including the length of time each participant took part in the conference. When ON: The moderator will receive a conference summary by email. When OFF: No conference summary will be generated.

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Feature	Function
Billing code	Requires the moderator to enter a billing code before every conference call. This feature is ideal for subscriptions in which more than one group or department team will be using the service.
Security code	This is a moderator-defined 4 to 9-digit code that must be entered by all participants prior to entering the conference. The code is defined on a per-call basis. The moderator may bypass the code by pressing *.
Conference recording	Enables the recording of conference calls. When ON: The moderator may decide whether or not to record a conference. When OFF: It is not possible to record the conference.
Mute on entry	Allows callers to be muted automatically when they enter a conference. To unmute participants, the moderator presses **##**. When ON: The participants are muted when they join the conference. When OFF: Participants are not muted when they join the conference.
Moderator dial-out	Allows the Moderator to dial-out to participants during the conference. When ON: Moderator is able to dial-out to participants. When OFF: It is not possible for Moderator to dial-out to participants.
Roll call	Allows you to know who has joined your conference. When ON: The participants are prompted to record their name as they join the conference. During the conference the names can be replayed privately When OFF: Participants are not prompted to record their name.

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Global toll-free service

The countries supported by Bell's Global toll-free service are listed below.

Australia	Hong Kong	Norway
Austria	Ireland	Singapore
Belgium	Israel	South Korea
Denmark	Japan	Sweden
Finland	Malaysia	Switzerland
France	Netherlands	Taiwan
Germany	New Zealand	United Kingdom

International toll-free service

The additional countries supported by Bell's International toll-free service are listed below.

Anguilla	Croatia	Jamaica	Slovakia
Antigua	Cyprus	Lithuania	South Africa
Argentina	Czech Republic	Luxembourg	Spain
Bahamas	Dominica	Mexico	St. Kitts & Nevis
Bahrain	Dominican Republic	Monaco	St. Vincent & the Grenadines
Barbados	Egypt	Montserrat	Thailand
Bermuda	Estonia	Panama	Trinidad & Tobago
Brazil	Fiji Islands	Peru	Turkey
Bulgaria	Greece	Philippines	Turks & Caicos Islands
Cayman Islands	Grenada	Poland	Ukraine
Chile	Hungary	Portugal	United Emirates
China North	Iceland	Puerto Rico	Uruguay
China South	India	Romania	Venezuela
Colombia	Indonesia	Russia	Vietnam
Costa Rica	Italy & San Marino	Saudi Arabia	Virgin Islands – British
			Virgin Islands – US

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International local number service

Australia, Sydney	Germany, Frankfurt	Malaysia, Kuala Lumpur	Singapore *
Brussels, Belgium	Hong Kong *	Mexico, Mexico City	South Africa, Johannesburg
China *	Ireland, Dublin	Netherlands, Amsterdam	South Korea *
France, Paris	Japan, Tokyo	Norway, Oslo	United Kingdom, London

*Country wide coverage

For additional support

If you require additional support for your Bell Reservationless Audio Conferencing service, please contact **1 800 667-3678 / 416-203-7016**.

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