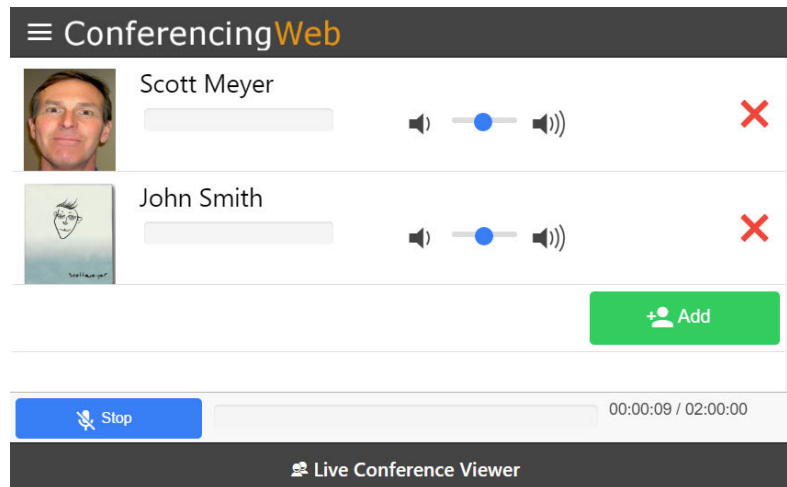


CONFERENCING SERVICE USER GUIDE

PIONEER TELEPHONE



SET UP YOUR CONFERENCE CALL

- Send prospective attendees a notice with the date and time of the conference via E-Mail, mail or telephone.
- Provide your attendees the Phone Number to dial-in to the Conference: (Service Provider Assigned Phone# _____)
- Provide your attendees the 5-digit Conference Identification Number: (Service Provider Assigned Conference ID# _____)

Tell attendees that there will be a prompt asking for this number.

ADMINISTRATOR CONFERENCE CALL ACCESS

- Call the same number your attendees will call and when prompted, enter the Conference ID # you supplied to your attendees. You will then be prompted to enter your Administrator Access Code: _____
(Service Provider Assigned Administrator Access Code#)
- You will hear an announcement letting attendees know you have joined the call and hear how many attendees are in the conference.
- If Attendees call in before the Administrator, they will be notified that if they are the Conference Administrator they need to enter their Access Code and repeats that the Administrator has not yet arrived.
- Use this same access procedure if you are using the Web Portal to administer your conference.

MANAGE CONFERENCING WITH THE WEB PORTAL

Enter the following web address into your PC's web browser. *

(Service Provider Enter the Web Address here) <https://apservices.ptci.com/conferencing>

Click on the Area circled in Record to open the Main Menu.

Live Conference Viewer shows you an in-progress Conference.

Recordings shows you saved recordings.

Settings lets you change your log in passwords, and access settings and also displays the Conference Call in Number (s).

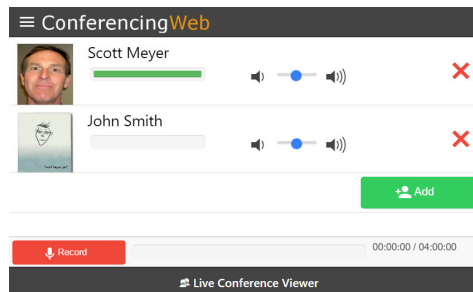
 Account

Account allows you to Log Out and to change your Web Portal Password.

Please contact Our Office for Your Username and Password

**This service is only supported in Google Chrome, Microsoft Edge and Mozilla browsers.*

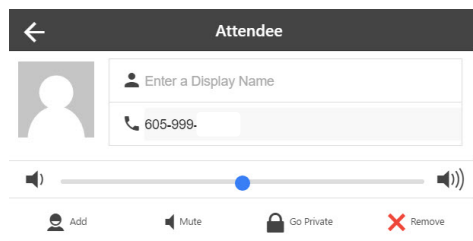
Attendee Administration Feature - Live Conference Viewer



Click on an attendee's left speaker to Mute/Unmute them. Use the Blue slider button to Increase/Decrease attendee volume. Click on the **Red X** to remove an Attendee from the Conference.

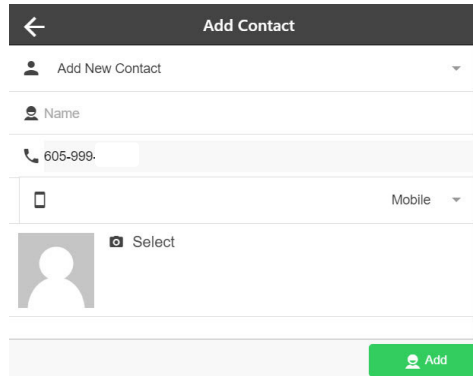
Click the Add button to add an attendee to an in-progress conference. Enter their number including area code and click the Call button.

Editing Conference Attendees



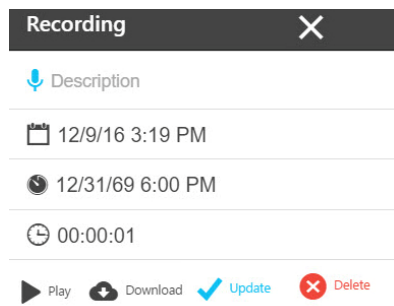
Click on a Conference attendee to open an Attendee window. From this screen you can **Add** or **Update** an attendee's Live Conference Viewer display information. You can also **Mute** attendees and with **Go Private** you can have a private conversation with the attendee. **Remove** will drop the attendee from the Conference Call.

Click on Add to create contact information for new conference attendees and Update to edit information for an existing contact.



You can associate a name with a conference attendee's number by entering it in the Add New Contact field. From the drop down menu you can select the phone type.

You can also associate an image with the Contact by clicking on Select which allows you to upload an image. Click Add when you have finished Adding or Updating you contact information.



Recordings

From the main Menu click Recordings to **Play**, **Download** or **Delete** your Recordings. If you would like to create a name for your recording enter it in the Description field and click on Update. Click on Play to listen to your recording. Click on Download to save a copy of your recording to your computer. If you would like to remove a recording from your service click on Delete. Contact our office if you wish to enable the recording feature.

Settings

From the main Menu click on Settings if you want to change your **Conference ID Number** or **Administrator Access Code**. You can also set your service to **Terminate** the conference call when the administrator leaves the conference, **Disable the Entrance or Exit beeps** of your conference attendees with **Quiet Mode** and **Mute or Unmute** all Attendees of your conference calls. The Settings window also displays the default setting for your ability to **Record** conference calls

ConferencingWeb

General

Conference ID	08158
Administrator Access Code	21573
Terminate When Admin Leaves	No
Quiet Mode	No
Mute Attendees	No

Save

Recording

Recording Enabled	Yes
Total Recording Allowed	04:00:00
Max Duration Per Recording	02:00:00
Recordings Expire	Never

Access Numbers

990-7415

Settings

and also the **Access Numbers** that people need to call for access to your conference service.

If you choose to change your Conference ID Number or Administrator Access Code you must enter 5 digit numerical codes for each.

If you want the conference to end when you (Administrator) leave the conference select Yes from the dropdown menu in the Terminate When Admin Leaves field. If you want attendees to enter and exit without beep tones select Yes from the dropdown menu in the Quiet Mode field.

If you want all attendees of your conference to be muted, select Yes from the dropdown menu in the Mute Attendees field.

Account

From the main Menu choose Account to change your access password to the Web Portal or to Log Out of the Portal.