

CONFERENCE NOW with WEBCONNECT

The 'easy-to-use' on-demand, convenience of Integra's Conference Now audio conferencing is now fully integrated with web conferencing and offers enhanced features that will have you running richer, more productive meetings than ever before.

SETTING UP A CONFERENCE CALL

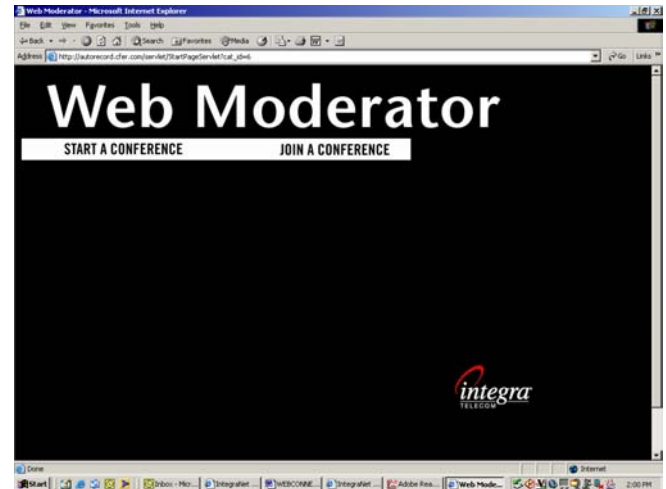
1. If this is your first Conference Now with WebConnect conference, familiarize yourself with the controls and capabilities of the standard Conference Now conference commands.
2. Inform all participants of the date and time of the conference.
3. Give participants your Conference Now phone number and 7-digit access code.
4. If you are using the Conference Now WebConnect slide presentation feature, provide participants with this URL to join the WebConnect:

Go to <http://autorecord.cfer.com/integra>

5. When it is time for your conference, dial in on the Conference Now phone number, enter your 7-digit access code, then listen to the prompts to enter your Chairperson passcode to begin the conference.
6. Login to your Conference Now WebConnect. If this is your first time using WebConnect, allow extra time to download and install the Java plug-in.
7. Conference participants dial the Conference Now number at the designated time, enter the 7-digit access code, and the conference is underway.
8. If a slide presentation is used, the participants can view slides using a standard web browser. (There are no plug-ins required for the participant).

LOGIN TO THE CONFERENCE NOW WEBCONNECT MEETING

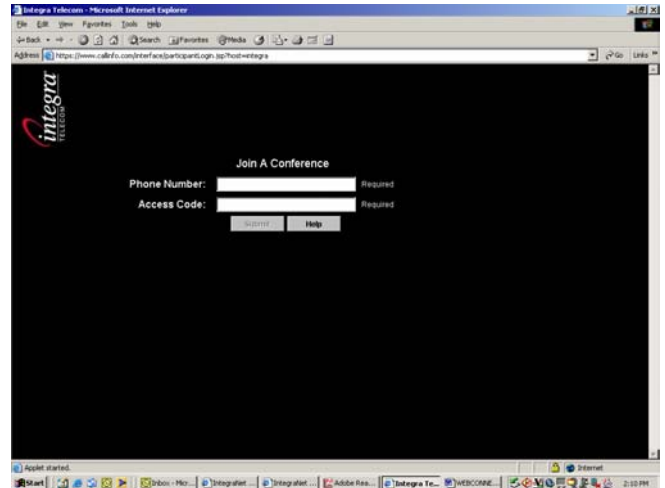
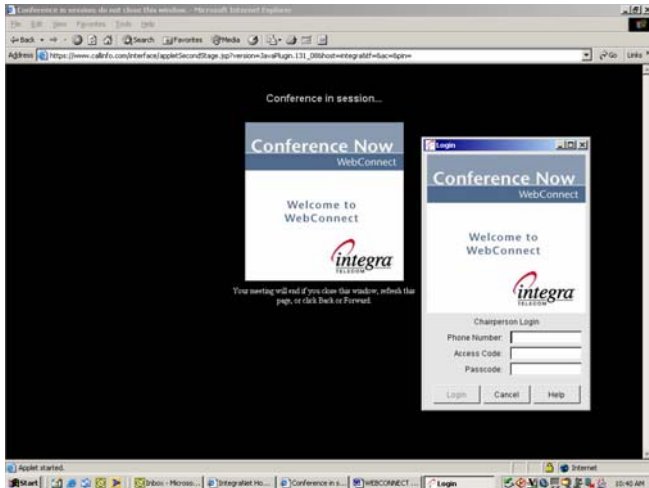
Using a Web browser, Go to <http://autorecord.cfer.com/integra> and select "Start a Conference" from under "Web Moderator".



- If you have not previously installed Java 2 Runtime, you will receive a message asking if you would like to begin installation of this plug-in. Click "OK" to start the installation.
- Please read any messages that may appear during the installation process to insure a complete installation.
- When prompted for a File Download, select "Run this program from its current location."
- When prompted to install and run the Java 2 Runtime Environment click "Yes"
- Follow the instructions provided during installation of the Java plug-in.
- If prompted to restart your computer, do so before proceeding.
- A Java applet will launch the Conference Now WebConnect. You will be prompted with a security notice indicating that the application is verified to have come from Integra Telecom Conferencing. Click "Start" to continue.

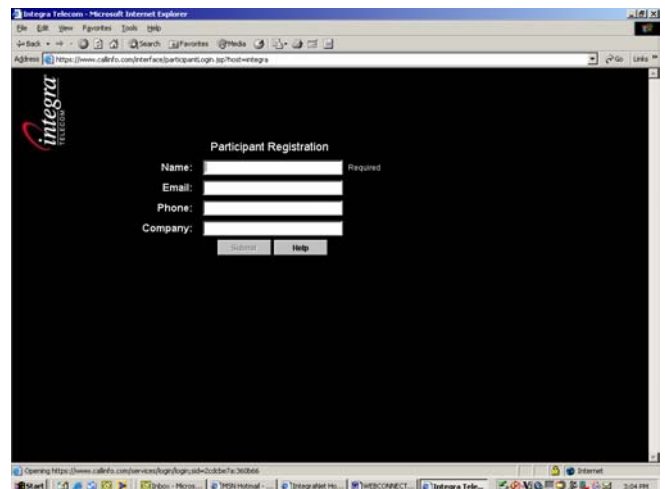
3. When the Chairperson Login screen is presented, enter your Conference Now phone number, 7-digit access code and Chairperson passcode. Click "Login".

➤ The participant does not need to install anything to view the presentation. They will be prompted to enter your Conference Now phone number and 7-digit access code.



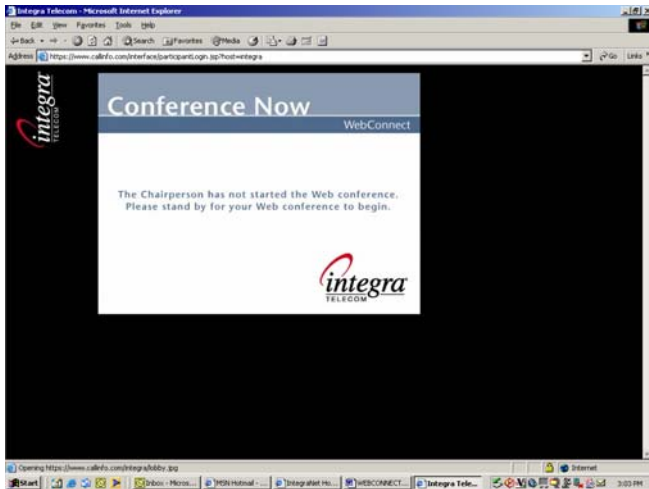
4. Participants who will be viewing a slide presentation will go to <http://autorecord.cfer.com/integra>, and select "Join a Conference" from under the "WEB MODERATOR SCHREEN

➤ After joining the slide presentation, the participant will be prompted to enter their name, email, phone and company. Only the name is required. Upon completion of the conference, the Chairperson will receive an email containing all of the participant registration information.



5. After you login you will be presented with the WebConnect Meeting screens.

6. Participants who login will initially see the WebConnect Participant Lobby screen if the Web Conference has not started –



If the participants login after the WebConnect meeting has started, participants will see the slide that the Chairperson is showing to participants.



On the left side of the screen, the chairperson can view either the Web Controls or the Audio Controls. Web Controls allows the chairperson to start a Web Conference and enable Chat. When a WebConnect meeting is enabled, a list of Web participants appears.

Audio Controls allows the chairperson to see a list showing the number of lines in the audio conference as well as control the audio conference by using point and click commands.

The thumbnails on the bottom of the screen represent your current slide set. Those slides are immediately available for you to present to participants. The slide window on the right displays the current slide being shown to participants.

There are three status indicators on the bottom left side of the screen. The indicator displays whether the WebConnect meeting is on or off, whether Record is on or off, and shows a total count of participants who have raised their hand to indicate they have a question.

CHAIRPERSON CONFERENCE CONTROL SCREEN

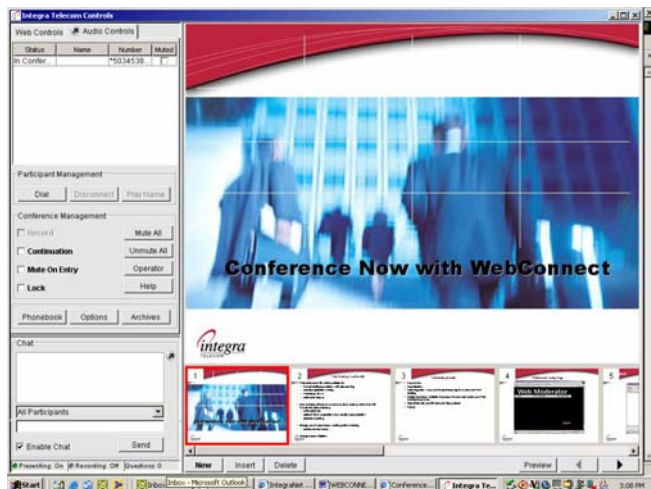
The Conference Control screen is your main console for managing your conference. All the features of the Conference Now Web Meeting service are available through this console.

WEB CONTROLS

Select “Web Controls” at the top left area of the screen to view the list of participants in your WebConnect Meeting .

This includes the participant's name, Status (shows either “In Lobby” or “In Conference”) and a Question indicator box. If a participant selects the “Raise Hand” button on their screen then a check will appear in the box next to that person’s name on your screen, indicating that they would like to ask a question. As you field questions you can clear the check by clicking on it.

SHOW SLIDE PRESENTATIONS DURING A CONFERENCE NOW WEBCONNECT MEETING



You may show PowerPoint slide sets, GIF (Graphics Interchange Format), JPG (Joint Photographic Experts Group format), and PNG (Portable Network Graphics format) files. You can use the following buttons on the Conference Control screen to manage your presentations:

Slide Deck (Thumbnails) - You can store multiple presentation files in Web Meeting. The files will remain there until you delete or overwrite them. The slide deck displays a thumbnail-sized version of your slides. You may right mouse click on any of the thumbnails to open a full resolution preview of the slide. To present a slide to all participants viewing the web portion of the conference, simply double-click on the desired slide. That slide will then be sent to all participants and displayed, at its full resolution, in the conference control window. The slide deck can be scrolled horizontally to see all the slides contained in your presentations.

- **New** - Allows you to upload a new PowerPoint slide set that replaces the current slide set. The new presentation will appear in the slide deck as thumbnail images. You can also use the “New” button to simultaneously upload multiple presentations by using the Shift or Ctrl keys to select multiple files on your desktop.
- **Note:** *Anytime you use the “New” button to upload one or many files simultaneously, it will always overwrite any existing slides you have uploaded previously.*

- **Insert** - Adds another presentation or image to the current slides. The new presentation file is inserted directly following the slide that you select (click once to select and it will be highlighted in red). If you want to add the new presentation to the end of the current slide set, select the last thumbnail in the slide set, then select “Insert.” You can also use the “Insert” button to simultaneously upload multiple presentations by using the Shift or Ctrl keys to select multiple files on your desktop.
- **Delete** - Removes the currently selected thumbnail from the slide set. You can use the Shift key to highlight several slides to delete. You may also check the option in the “Delete” popup box that allows you to delete all of the presentation files currently stored in your Web Meeting. If you do this after your meeting is finished, none of your presentation content will be stored on the Integra servers.
- **Note:** You will be asked to confirm the deletion. Additionally, if you delete the current slide being presented, the participants will still see that slide until you have selected another slide.
- **Preview** - To preview a slide without displaying it to all participants, click once on the slide to highlight it and then select the preview button. Alternatively, you may move your cursor over the thumbnail and rightclick on it. When a slide is highlighted and the preview button is selected, the slide will be displayed in a new window, at the maximum slide size. Only the Chairperson will see the preview.
- **Arrow Keys** - To present a slide to all participants viewing the WebConnect meeting, double click on the desired slide. A WebConnect meeting must be started to present a slide to all participants. The slide will be displayed at its full resolution in the slide window on the right side of the Conference Control screen. The slide window always displays the content being presented to participants. The arrow buttons on the bottom of the Conference Control screen allow you to display slides in the presentation. You can use the scroll bar next to the thumbnail slide deck to locate a particular slide, and then double click on it to display it in the slide window.

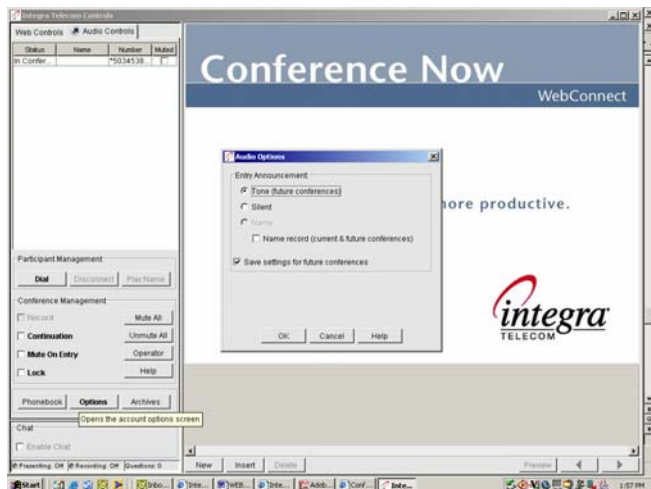
- **Helpful Tip:** Do not upload extremely large files. The file size limit is currently 27 MB. Large PowerPoint and image files will take longer to upload.

If a WebConnect meeting is active, the current slide (in the slide window) will be synchronized with the audio recording.

AUDIO CONTROLS

Web Meeting includes integrated, online Conference Now conference control. This provides all the tools you need to maintain security, add participants, mute lines and manage a successful meeting.

To access the Audio Controls screen, select the "Audio Controls" tab located in the upper left corner of the Conference Controls screen. You can visually monitor status of lines in the audio conference, identify participants and type in their names. You can mute a participant by checking the box in the "Mute" (far right) column.



The Conference Now conference command buttons are located below the list of audio lines in conference.



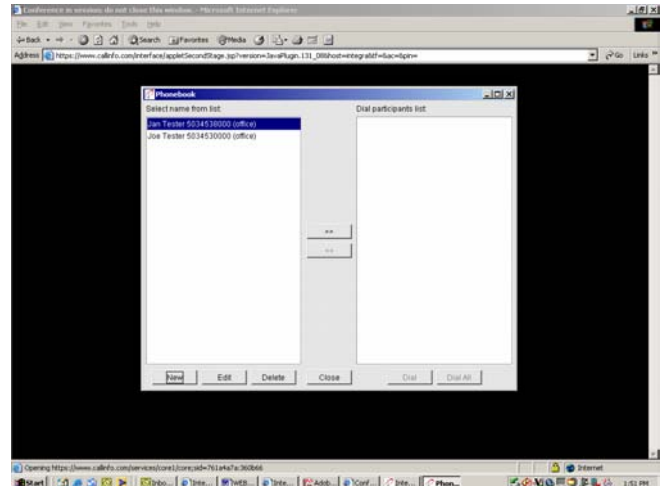
PARTICIPANT MANAGEMENT

- **Dial** - Dials out to new participants during the conference.
- As the Chairperson, you will be taken out of conference and can privately talk with the dialed participant. To have them join the conference, select "Connect" or to return to the conference without the participant select "Disconnect."
- **Disconnect** - Disconnects the selected participant from the conference.
- **Play Name** - Plays the selected participant's name if Name Record has been enabled on your WebConnect subscription. This is an easy way to identify the participant on each line so you can type in the participant's name. If Name Record has not been enabled you will hear "an anonymous participant."
- **Continuation** – When checked, it allows the conference to continue after the Chairperson hangs up. The conference will continue until the last participant disconnects.
- **Mute on Entry** – When this box is checked, it automatically mutes new participants as they enter the conference (there will still be a "tone" entry announcement). The Audio Control screen must be open, or minimized, for this feature to work. Closing the Audio Control window will deactivate it. Participants can unmute their own line by pressing at any time.

- **Lock** – Checking this box locks the conference. No additional participants will be able to join the conference. When the box is not checked, the conference is unlocked. You will need to unlock the conference if you want additional participants (or an operator) to join.
- **Mute/Unmute Participant** - Mutes/UnMutes the selected participant.
- **Mute All/Unmute All** - Mutes/UnMutes all participants that are currently in the call with the exception of the Chairperson. Participants can unmute their own line by pressing at any time.
- **Operator** – Contact an WebConnect operator. When this command is selected, the Chairperson will be offered the option of having the operator join the conferencing in a private sub conference (private request) or join the conference as a participant (conference request).
- **Help** - Provides a file of general help information.
- **Phonebook** – Keeps a record of contact information. See Phonebook section below for more information.
- **Options** – Allows the Chairperson to change Account Options for the current conference call or future conference calls. See Options section below for more information.
- **Archives** – Allows direct access to stored recordings.

PHONEBOOK

The Chairperson has the ability to create a personalized phonebook. Select Phonebook from the Audio Controls screen. You can add a new contact, edit and delete existing contacts, and dial a single participant or simultaneously dial out to a 20 participant list.



- **New** – Adds a new entry to the phonebook. Enter the First Name, Last Name, Company, Office Phone, Home Phone, Mobile, Other and Email. Click “Save” to add the new entry. Note: the phonebook will accept international numbers but they must have the 011 prefix (do not include for U.S. and Caribbean numbers) and should not include other international dialing code prefixes.
- **Edit** – Highlight the contact whose information you want to edit and select the “Edit” command.
- **Delete** – Highlight the contact whose information you want to delete and select the “Delete” command.
- **Add** – Highlight the contact you want to add to the Dial Participant list. You can highlight up to 20 participants and then select “Add” to simultaneously add them all to the list.
- **Remove** – Highlight the contact you want to delete from the Dial Participant list and select the “Delete” command.
- **Dial** – Dials out to the selected participant.
- **Dial All** – Dials out simultaneously to all of the participants included in the Dial Participant list.

ACCOUNT OPTIONS

The Chairperson can change their Account Options by selecting "Options" from the Audio Control screen. You have the option of changing features for the current call or for future calls. The Chairperson can change these settings as often as they like.

> **Entry Announcement** – Select Tones, Silent, or Name Announce. If tones are selected, a tone will sound each time a participant joins or leaves the conference. Name Announce will play each participant's recorded name followed by "joined" or "left."

> **Save Settings** – When this box is checked, the settings will be saved and will apply to future conferences. If the box is not checked, the 'Entry Announcement' and 'Name Record' settings will apply only to the conference currently in progress.

> **Quick Start** – Turn on/off Quick Start. When checked, Quick Start is turned on. (This feature is not enabled for all Chairpersons).

> **Auto-Continuation** - Turn on/off Auto-Continuation. When checked, Auto-Continuation is turned on. (This feature is not enabled for all Chairpersons). When Quick Start is on, Auto-Continuation is automatically on also.

HELP

A "Help" button is available on select screens. The Help button provides a file of general help information.

INSTALLING THE JAVA PLUG-IN

If you do not already have the Java plug-in installed, the Conference Now Web Meeting service will automatically install it for you the first time that use Web Meeting.

If you encounter problems with this one-time installation please contact the Conference Now Help Desk for assistance.

SYSTEM REQUIREMENTS

- **Chairperson PC requires:**
- Windows 98, 2000, NT, XP, Mac OS X 10.2, Linux
- Internet Explorer 5.0 or greater, Netscape Navigator 4.7, Netscape 6.2 or 7.0, Mozilla 1.1 and higher
- JAVA 1.3.1_03 - 1.3.1_08, 1.4.1 (Chairperson will be prompted to download 1.3.1_07 the first time the service is accessed)
- Internet connection (best performance is DSL and above) **33.6k 56k 256K 1.5Mb Modem Modem SL/Cable T1/LAN**
- **Participant PC requires:**
- Windows 98, 2000, NT, XP, Mac OS X 10.2, Linux
- Internet Explorer 5.0 or greater, Netscape Navigator
- 4.0 or greater, Mozilla 1.1 and higher
- No downloads or special programs are required for participants to view presentations
- Internet connection (dial up will work, but slower on slide updates)