



- Chairperson User Guide***
- ***Reservationless Audio and Web Conferencing Basics***
  - ***Customer Self Serve***

# Welcome to LightEdge Conferencing

Your new Audio and Web Conferencing account is active and ready to use.

This Chairperson User Guide will give you an in-depth understanding of the audio and web conferencing services as well as the Customer Self Serve application, where you can go to view your account details, download audio conference recordings and view detailed usage reports.

## LightEdge Conferencing Conference Card

---Conferencing Wallet Card FRONT---



---Conferencing Wallet Card BACK---



The Touch-Tone Commands (as seen on the back of the card) allow the Chairperson to manage the call on their own without requiring the support of an operator.

## 1. How to Use Reservationless Audio Conferencing

A Reservationless Audio Conference requires the use of 3 components:

- **Dial-In Number** – Toll Free **1-877-338-2234** , Local/Toll **513-562-4309**
- **4 to 7-digit Access Code** – Number to distribute to Participants
- **4 to 7-digit Chairperson Code** – Personal number to initiate the conference

### **To Begin a Reservationless Conference Call:**

1. Distribute the **Dial-In Number** with your **Access Code** and the date/time of the conference.
2. At the agreed-upon time, dial your conference Dial-in Number and enter your Access Code followed by the [ # ] key.
3. As the Chairperson you'll be prompted to press the [ \* ] key followed by your **Chairperson Code** then [ # ] key.
4. Once in the conference, you may record your call. Press [ \* ], [ 4 ] to add a recorder to the conference. You will be prompted to press 1 to start the recording (*See Account Preferences for more detail on this feature*).
5. If you have enabled the Reference Number feature on your account, you will be prompted to enter it. (*See Account Preferences for more detail on this feature*).

**Access Code:** *The Access Code is the code you use to distribute to your meeting participants along with the dial-in number (audio) or URL (web). This is the code your meeting attendees use to gain access to your Reservationless audio or web conference.*

**Chairperson Code:** The Chairperson Code is your personal Pin Code used to host (or moderate) a Reservationless audio or web conference. Do NOT distribute this code as it is the exclusive key to initiate a conference and administer your account – treat it like an ATM Pin Code. Should your Chairperson Code be stolen or misplaced, follow the steps in this guide under 'Chairperson Administration' to instantly change the codes.

***You may have up to 100 participants dialing in with your Toll Free or Toll number on a Reservationless conference call. For larger calls and to obtain Operator support to manage your calls, please contact us.***

## **2. Event Calls (Operator-Assisted Calls)**

Depending on the nature of your meeting, you may wish to have participants placed into the conference by an operator and have that operator standing-by to moderate the call.

You may request such features as communication line checks, custom greetings, question and answer session moderation, electronic polling, call recording and playback and operator-initiated dial-out to bring participants into the call.

### **To Place a Reservation for an Event Call:**

Please contact us and we will complete a reservation request. We will need the following details:

- Date
- Time (*time zone*)
- Number of Participants
- Call Duration
- Custom Greeting Script details
- Optional Call Features such as question/answer, electronic polling or operator-initiated dial-out
- Etc...

After we have collected all the details of the call, you will receive a reservation confirmation with a **Dial-In Number** dedicated to this specific reservation.

### 3. How to use WebShow and WebShare Conferencing

In addition to having access to Reservationless Audio Conferencing, your account is automatically enabled with access to **WebShow and WebShare Conferencing**. Use Web Conferencing to augment your audio conference with visual presentation material, such as a PowerPoint presentation. You can even share applications with participants giving you the ability to collaborate – all with the use of any Internet connection (56k or higher).

- Use the same Access Code and Chairperson Code as your Audio Conference
- Show any PowerPoint, Excel or Word document
- With WebShare you can share an entire application as you use it live on your computer
- All Conferences are secure (SSL 128 bit encrypted)
- Enjoy features such as
  - Pointer
  - Marker
  - Full Screen Mode
  - Host-to-Participant Chat
  - Host Pass Control (pass control of the presentation to a participant)
  - Participant Disconnect Control

#### To Host a Web Conference

A Web Conference requires the use of 3 Components:

- **Join URL**

- **WebShow :**

- <http://www.lightedgeconferencing.com/webshow>

- **WebShare:**

- <http://www.lightedgeconferencing.com/webshare>

- **Access Code** – Number to distribute to Participants
- **Chairperson Code** – Personal Number to initiate the conference

1. The Chairperson (Host) distributes their **Access Code** with the Web Conferencing URL
2. The Host joins by entering their Access Code, Chairperson Code and Name in the 'Host' section and clicks '**LOG IN**'. The Host must 'Join' first before participants arrive and must click on [**Start**] to begin the conference and allow participants to join the conference.

**Note: Billing does not begin until the Start Button has been pressed, allowing you to 'log in' in advance to upload your presentation.**

3. Participants enter their login credentials in the 'JOIN' section and click '**LOG IN**'

**WebShow:** PowerPoint slide presentation, Slide Navigation, Pointer and Full Screen

Mode.

**WebShare:** In addition to the features of WebShow, WebShare features a Marker, Online Publishing of Excel and Microsoft files, Application Sharing, where you can show participants an application as you use it live on your computer, Polling, Recording and more....

***For detailed instruction on features and functionality of WebShow and WebShare Conferencing, please consult the Web Conferencing Quick Start Guide.***

## 4. Customer Self Serve

The Customer Self Serve is your online repository of Chairperson Account Information and reporting information for your conferencing account. As a Chairperson you may view and edit your account information, view usage reports and download calls previously recorded. You may also change your Access Codes instantly without making any request to our customer service group. You can also request a new wallet card if you change your Access Code and/or Chairperson Code.

### Getting to the Customer Self Serve

Access the Customer Self Serve by opening a web browser and pointing it to <http://admin.lightedgeconferencing.com>

LIGHTEGE SOLUTIONS

BACK | LOGIN

LOGIN

Enter Login Information Below

Chairperson Login

Having Difficulty?  
Click here to contact us

NOTES:

1. This application requires browser cookies to be enabled.
2. Please disable any popup restriction software.

\* = Mandatory Fields

Account Details

Login Credentials

\* Access Code:

\* Chairperson Code:

Remember my Access Code

Submit

Email Us

- ✓ If you are a new customer, and need to obtain your login credentials
- ✓ If you forgot your login credentials
- ✓ If you need help?

### 1. Chairperson Administration – My Account Settings

A Chairperson can administer their account by clicking My Account Settings.

- The **[Edit]** link will allow you to view your account details and directly edit the account details. Here you can change your email address, physical address and telephone number and even generate *new* access codes if you are concerned your access codes may have been compromised (please note that this procedure *cannot* be undone).

The screenshot shows a user profile form. At the top, there is an 'Actions' tab with links for '[ Print | Email ]'. Below this is the 'Personal Details' section, which includes fields for Name (Test), Email (test@abc.com), Telephone (416-555-5555), Department (No Department), Address (123 Street), City/Town (city), State/Province (California), Country (United States), and Zip/Postal Code (12345). The 'Access Codes' section at the bottom contains two entries: '\* Access Code: 4341556' and '\* Chairperson Code: 4526440', each with an 'Assign New' button. An arrow points to the 'Assign New' button for the Access Code.

2. The **Account Preferences** section of your account details allows you to change how your audio conference is conducted.

The screenshot shows the 'Account Preferences' form. It includes several dropdown menus: Name Prompt (No), Exit/Entry Tones (Tone), Chairperson Wait (Yes), Reference Number (No), and Account Status (Enabled). Below these is the 'Audio Conferencing Defaults' section, which includes an 'Email Reports' dropdown set to 'On'. A 'Submit' button is located at the bottom of the form.

Description of Account Preferences:

**Name Prompt:** Prompts the participants to record their names as they join the conference.

**Entry/Exit Tones:** Play tones, participants' names or silence as participants enter and exit the conference.

**Moderator Wait:** Do you want the participants of your conference to be able to speak before you join (Moderator Wait = No), or be placed on hold to music until you join (Moderator Wait = Yes)?

**Reference #:** Do you want to be prompted to input a reference number to associate with the billing of your calls?

**Account Status:** Should be 'Enabled'. If disabled, the account will not work.

**Email Report:** If set to Yes, you will receive an Email Summary after each audio conference call with call detail information.

3. As a Chairperson you can also utilize tools like **Instant Replay/Call Download**.

- Selecting the Tools button from the toolbar will provide you with the option to retrieve your Instant Replay information or download a .wav file of your recorded calls.

ADMINISTRATION | TOOLS | REPORTS | DOCUMENTATION | LOGOUT

Administration  
Tools  
Instant Replay/Call Download  
Reports  
Documentation

### Instant Replay/Call Download

#### Instant Replay

Instant Replay allows you to dial-in and listen to a previously recorded call. You may email the Instant Replay information to anyone you would like to invite to listen to the call.

#### Call Download

Call Download allows you to download a .wav file of your call and listen to it on your computer using an audio player. Please note that your recorded calls will only be saved for one month in the Recorded Call Summary, after one month they will be deleted.

Date of Recording	Size (bytes)	Action	Replay
<b>Test (ID = 100000)</b>			
6/30/2005 12:15:07 PM	12390	[Download] [Information] [Email Information]	
7/5/2005 11:16:52 AM	45129	[Download] [Information] [Email Information]	

4. Reporting allows a Chairperson to view detailed reporting of their conference calls.

- Clicking on the Reports button from the toolbar will direct you to access your individual chairperson report. Click on the link Chairperson Reports under actions to view your report.
- Select a date range and the call detail you would like to view. You may export this report to Excel by pressing on the button below the report. You can click on a date to drill down to the Call Detail Report.

Report Details											
From				To							
Month		Day		Year		Month		Day		Year	
Date Range		Jul	01	2005	Jul		11	2005			
* Columns to View				<input checked="" type="checkbox"/> Number of Participant Lines <input checked="" type="checkbox"/> Total Minutes <input checked="" type="checkbox"/> Total Billed Amount				<input checked="" type="checkbox"/> Total Bridge Minutes <input checked="" type="checkbox"/> Total Toll Free Minutes			
<input type="button" value="Submit"/>											
Chairperson Report Results											
Date of Call (mm-dd-yyyy)	Call Type	Ref. #	# of Participant Lines	Tot. Mins.	Tot. Billed Amt.	Tot. Bridge Mins.	Tot. Toll Free Mins.				
7-5-2005	Audio	<a href="#">Add Reference</a>	1	1.78	\$0	1.78	0				
<input type="button" value="Export to Excel"/>											

- Click on Add Reference and you may insert a description of the call in order to remember the topic of the call. You may also type-in reference information for billing purpose. Any data entered before month end will appear on invoices.

## 5. Logging out

- To log out of the Customer Self Serve click on the logout button located at the upper right hand corner of the browser window. This will return you to the **LightEdge Conferencing** web site.

***Thank You for Choosing LightEdge Conferencing!***