

QUICK START GUIDE

To use your MeetNow! service, follow these easy steps:

STEP 1

Decide on a date and time for your meeting. Remember to take into account the time zone in which each participant is located.

STEP 2

Allocate dial-in phone numbers for each participant from the list below. Remember, any combination of these numbers can be used for every conference:

Local Numbers		FREECALL	
Melbourne	03 8414 5110	Australia	1800 333 803
Sydney	02 9696 0695	New Zealand	0800 447 480
Canberra	02 6210 0695	USA	1866 364 3105
Brisbane	07 3811 0695	United Kingdom	0800 917 3407
Adelaide	08 8220 0695	Japan	005 3125 0033
Perth	08 9460 0695	Hong Kong	800 933 869
Hobart	03 6240 0695	Singapore	800 6163 044
Darwin	08 8989 0695	Switzerland	0800 563 342

NB:

Participants using FREECALL numbers will not pay any call charges. The MeetNow! card holder will pay all call charges.

For participants using Local Numbers, a call charge will appear on their normal telephone account and the MeetNow! card holder will pay the conference charge.

STEP 3

Advise each of your participants of the time and date of the meeting and provide them with their dial-in number and Participant PIN. If you have also been given a separate Chairperson PIN, give that to the meeting presenter(s) only. Remember to give participants the start time in their local time zone.

STEP 4

At the allocated meeting time, each participant dials in on their allocated phone number and is prompted to enter their PIN. **No # or * is required.**

- If you have a separate Chairperson PIN, all participants will remain on hold until the Chairperson enters their PIN. This setting can be easily changed by calling our reservations section.
- If you do not have a separate Chairperson PIN, the meeting will start automatically when at least two participants have dialed in.

ALL USER FEATURES

Every MeetNow! participant has the ability to perform 3 basic functions during conference:

TO CALL FOR OPERATOR ASSISTANCE:

Press * 0

An operator will enter the conference and provide whatever help is required.

TO MUTE OR UNMUTE THEIR LINE:

Press * 6

*6 mutes and unmutes a participant's own line. The participant can alternate between mute and unmute throughout the conference when he/she needs to speak. This is particularly useful in reducing interference where a participant is in a noisy environment or on a mobile phone.

TO JOIN OR LEAVE SUBCONFERENCE:

Press * 7





*7 puts the participant's line into a separate subconference with any other party who has pressed *7 on their own phone. When the subconferees wish to rejoin the main conference, they simply press *7 again.

CHAIRPERSON FEATURES

All of the Chairperson features are accessed through a Help Menu which can be heard at any time during conference by pressing * then # on the chairperson's telephone keypad. Here's a guide on how to use these functions, **remember, you can key ahead at any time:**












PARTICIPANT DIAL-OUT

The Participant Dial-Out function ensures that you always have the required participants in your conference. If you decide your meeting requires the input of a person who is not currently in conference, you can dial them in by following these simple steps:

<p>TO CONNECT A NEW PARTICIPANT:</p> <p>Press    PHONE NUMBER </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 1 to select participant dial-out If you enter this option by mistake - WAIT - you will automatically return to the Help Menu 1. Dial the phone number of the person you wish to connect, followed by # 2. If the number answers: <ul style="list-style-type: none"> ⇒ Press * then 1 to connect the participant into conference; or ⇒ Press * then 2 to disconnect the call; and ⇒ You will return to the Help Menu - Press 7 to return to conference If the number is busy or not connected: <ul style="list-style-type: none"> ⇒ You will return to the Help Menu - Press 7 to return to conference
---	---



SECURITY

Meeting security is an important issue. These basic features will insure that you always know who is in your conference. We recommend that you "lock" your conference before undertaking any of these procedures so no new callers enter the meeting while you are hearing a participant count.

<p>TO LOCK / UNLOCK A CONFERENCE:</p> <p>Press    OR  </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 3 to hear the conference lock options <ul style="list-style-type: none"> ⇒ Dial 1 to lock or unlock the conference - you will return to the conference automatically ⇒ Dial 2 to cancel, you will return to the Help Menu - Press 7 to return to conference <p>* then 5 is a shortcut which performs exactly the same function without going into the Help Menu</p>
<p>TO HEAR A PARTICIPANT COUNT:</p> <p>Press   </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear a participant count - you will then automatically be returned to conference
<p>TO INTERCEPT THE LAST CALLER TO DIAL-IN:</p> <p>Press   </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 4 to select last caller intercept - you will be put into subconference with the last caller 3. Press * then 1 to return the intercepted caller to the conference - you will return to the Help Menu

PRESENTATION / LECTURE

If you need to present to your meeting without interruption, you can mute the lines of all participants except those that dialed in using the Chairperson PIN. Remember, each participant can mute / unmute their own line by pressing *6 at any time during a conference.

<p>TO MUTE / UNMUTE ALL PARTICIPANTS:</p> <p>Press  </p>	<ol style="list-style-type: none"> 1. Press * then 3 to mute or unmute the lines of all participants in conference, except the chairperson - you will remain in conference - this cannot be overridden by individual participants so you must remember to press *3 again to allow your participants to speak
---	---

ROLL CALL / ENHANCED SECURITY

Your MeetNow! service can have an automatic roll call function which automatically announces into your conference the name of all new participants as they arrive and also provides access to the enhanced security functions listed below.







Although this feature is not activated as standard in most MeetNow! services, it can be easily set up at no extra charge by calling our reservations section on 1800 80 84 80.

NB: Every participant in the conference is assigned a "Participant Number" which is stated prior to the caller's name during the roll call. The Participant Number is used to select the line upon which the following functions are to be performed:

<p><u>TO HEAR A ROLL CALL:</u></p> <p>Press * # 2</p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear a roll call of the names of all participants in conference and their corresponding Participant Numbers 3. Press 7 to return to conference
<p><u>TO INTERCEPT A PARTICIPANT:</u></p> <p>Press * # 2 Participant Number # 1</p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear the roll call and Participant Numbers 3. Whilst listening to the roll call, select the participant you wish to intercept by pressing the corresponding Participant Number then # (eg. If John Smith is Participant 4, you would press 4# to select him) 4. Press 1 in the roll call sub-menu to select participant intercept - you will then go into subconference with the selected participant 5. Press * then 1 to return the participant to conference - you will return to the Help Menu 6. Press 7 to return to conference
<p><u>TO DISCONNECT A PARTICIPANT:</u></p> <p>Press * # 2 Participant Number # 2</p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear the roll call and Participant Numbers 3. Whilst listening to the roll call, select the participant you wish to disconnect by pressing the corresponding Participant Number then # (eg. If John Smith is Participant 4, you would press 4# to select him) 4. Press 2 in the roll call sub-menu to select participant disconnection <ul style="list-style-type: none"> ⇒ Press 1 to verify that you want to disconnect the selected participant; or ⇒ Press 2 to cancel - you will then return to the roll call sub-menu 5. Press 7 to return to the Help Menu 6. Press 7 to return to conference
<p><u>TO MUTE / UNMUTE A PARTICIPANT'S LINE:</u></p> <p>Press * # 2 Participant Number # 3 Or 4</p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear the roll call and Participant Numbers 3. Whilst listening to the roll call, select the participant you wish to mute or unmute by pressing the corresponding Participant Number then # (eg. If John Smith is Participant 4, you would press 4# to select him) 4. Press 3 to mute the person's line or 4 to unmute 5. Press 7 to return to the conference
<p><u>TO HEAR A PARTICIPANT'S NAME:</u></p> <p>Press * # 2 Participant Number # 5</p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 2 to hear the roll call and Participant Numbers 3. Whilst listening to the roll call, select the participant whose name you wish to rehear by pressing the corresponding Participant Number then # (eg. If John Smith is Participant 4, you would press 4# to select him) 4. Press 5 in the roll call sub-menu to select name rehear 5. Press 7 to return to the Help Menu 6. Press 7 to return to conference

RECORDING / PLAYBACK

This function allows you to start, stop or pause a digital recording of your conference without the assistance of an operator and listen back to the recording over the phone. You can order a tape / CD / microcassette or .wav (email) of your conference recording by advising our office any time within 14 days after activating the recording. Here's how this function works:

<p><u>TO START A RECORDING:</u></p> <p>Press   </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 6 to start the recording - you will be given a reference number and you will return to the conference automatically <p>NB: Take note of your recording reference number as you will need it to access the playback facility after the conference</p>
<p><u>TO STOP / PAUSE / UNPAUSE A RECORDING:</u></p> <p>Press   </p>	<ol style="list-style-type: none"> 1. Press * then # to enter the Help Menu 2. Press 6 to access the recording sub-menu <ul style="list-style-type: none"> ⇒ Press 1 to Pause the recording - you will automatically return to conference ⇒ Press 2 to Stop the recording - you will automatically return to conference ⇒ Press 3 to Rehear the Recording Reference Number - you will automatically return to conference 3. Whilst the conference is paused, pressing * then # then 6 will automatically Unpause the recording and you will return to conference
<p><u>TO HEAR THE DIGITAL PLAYBACK:</u></p> <p>Dial 1800 333 903 (in Australia) <u>OR</u></p> <p>+61 3 8414 5117 (anywhere in the world)</p>	<ol style="list-style-type: none"> 1. After your conference has finished, dial 1800 333 903 to enter Playback 2. Enter your 6 digit Recording Reference Number (which was provided at the time the recording was activated) followed by #. If you do not know your Recording Reference Number, call our reservations section on 1800 80 84 80 3. Once you have entered the correct Recording Reference Number, you will be prompted to record your name followed by # 4. Playback Options: <ul style="list-style-type: none"> ⇒ Press # to listen to the recording from the start ⇒ Press 1 to Rewind 1 minute ⇒ Press 3 to Fast Forward 1 minute ⇒ Press 4 to Rewind 5 minutes ⇒ Press 6 to Fast Forward 5 minutes ⇒ Press 7 to Rewind 20 minutes ⇒ Press 9 to Fast Forward 20 minutes ⇒ Press 5 to Pause / Unpause

For Reservations, General Enquiries or a free 10 minute demonstration, contact us:

 ENTERPRISE CARE TELECONFERENCING	
 <p>Ph: 1800 808 480</p>	 <p>reservations@enterprisecare.com.au</p>
 <p>Fax: 1800 808 580</p>	 <p>www.enterprisecare.com.au/teleconference</p>