

AT&T Reservationless Service User Guide

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AT&T Reservationless Service User Guide

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Customer Care: 800-526-2655 or 205-206-2301

CHAPTER ONE

AT&T Reservationless Service - Introduction

AT&T Reservationless Service gives a Host maximum flexibility and ease to hold a meeting, day or night without ever having to make a reservation. Each Host is assigned dedicated dial in numbers and access code to use at any time.

Users Types

The service supports several kinds of users with different roles and responsibilities. The user types include:

Participant — Joins a conference by dialing the Access Phone Number, entering the Access Code, and Security Code (if one was selected by the Host).

Host — Owns a Reservationless account and can initiate a conference. Controls the conference can be either with touchtone commands or through the Internet using the AT&T Conference Monitor.

Online Monitor — Uses the AT&T Conference Monitor (<https://www.att.com/teleconferencecenter>) to control a conference call over the Internet. Typically, this is the Host, but the Host can designate someone else to control the conference via the Web.

Access Numbers, Password, and Security Code

AT&T Reservationless Service uses several different types of numbers and codes to allow access and maintain conference security, including:

Access Phone Number — The telephone number that Hosts and Participants dial to gain access to the conference call. Both Toll-free and Caller Paid are available.

Access Code — The code number that Hosts and Participants enter to uniquely identify the Host account. The Access Code can be 6 to 10 digits. The Access Code can be selected and modified as needed by calling the Customer Care Center.

Host Password — The code number that Hosts enter to identify themselves as Hosts, thereby letting them start their conference and use the commands and options reserved for the Host. The Host Password is also used to gain access to the AT&T Conference Monitor. The Host Password can be 4 to 20 digits. The Host Password can be selected at time of registration and can be changed via the touchtone commands.

Security Code — An optional code number that the Host can use to enhance conference security. If a conference has a security code, then participants must enter it to join the conference. The security code can be 4 to 9 digits and is selected via touchtone commands per conference call.

Note: A Host's account can be configured to not use security codes, require security codes, or let the Host decide on a per conference basis.

Preparing for a Conference Call - Pre-Conference Requirements

Before the first conference, you as a Host must contact AT&T TeleConference Services and set up a Host account if you have not already done so. After that, the service is available 24 hours per day, seven days per week. To hold a conference you either:

- Contact each participant in advance of the conference and give him or her the information necessary to participate. Your participants go through the process described in “[Participant Dial-In Conference Process](#)” on page 4.
- Or you can dial out to participants using touchtone commands described in [Chapter 2](#) or the AT&T Conference Monitor described in [Chapter 3](#).

Participants who need to dial in to your conference need this information:

- The date and time of the conference
- The Access Phone Number
- Access Code
- And Security Code if one was set up.

Participant Dial-In Conference Process

When a participant calls the Access Phone Number for your conference, what happens depends on your Host account options, and the settings you made for the particular conference. Here is the basic sequence of events:

1. AT&T places the caller into an interactive call flow script to guide the caller into the conference. The script handles Host identification, including collection of the Access Code, Host Password, and optional Security Code. The script places participants on hold until the Host arrives and enters the above information.
Note: If the Roll Call feature is turned on, callers are prompted to record their name before entering the conference.
2. Once the Host starts the conference, participants are connected into the conference. If a Security Code was selected by the Host, the system will prompt the participant for the Security Code prior to allowing them access to the conference.

Callers who enter incorrect codes three times, will be played an announcement requesting they contact Customer Care.

When the Host disconnects from the conference, a short message is played to the remaining participants and then disconnects them. If the Host inadvertently disconnects, all participants and the Host can dial back into the conference.

Note: If the Conference Continuation feature is turned on or Auto Continuation is on or available for your account, the conference can continue without you (the Host) and does not end until the last participant disconnects.

Conference Features

AT&T provides many conference features designed to enhance the audio conferencing experience for Hosts and their participants. These features can be activated either with touchtone commands or through the AT&T Conference Monitor.

The following features are available from the AT&T Conference Monitor or through touchtone commands:

Dial Out — The Host can place calls from the conference bridge in order to connect new participants to a conference. When the Host enters the dial out command, the Host is removed from the conference and is prompted for the phone number to be dialed.

Once connected to the person being called, the Host can either put that person into conference or disconnect the dialed line. After dialing, the Host may elect to dial another line or rejoin the conference. See [Table 2-2](#) on page 7 for a list of available commands that determine the disposition of the dialed line.

Entry and Exit Announcement — When a participant enters or leaves a conference, the service can play a tone, play a message that includes the participant's recorded name, or do nothing (silent entry). Recorded name announcements are available only if the Entry/Exit option - name recording feature is on.

The Host can change the entry and exit announcement setting either for the account or for the current conference. Changing the current conference's setting affects only that conference. If the Host changes the account's setting, the change applies to all conferences and remains in effect until the Host changes it again.

Conference Lock — The Host can lock a conference, preventing anyone from entering, and unlock it again. Specialists cannot enter locked conferences, but a Specialist can "ring" the conference, which plays a message requesting that the conference be unlocked to allow Specialist entry.

Participant Mute — All participants can mute and unmute their own line. The service acknowledges mute and unmute commands with tones played privately to the affected participant.

Conference Continuation — Normally, conferences end automatically when the Host disconnects. The Host may set a conference to continue until the last participant disconnects.

Auto Continuation — The Host can elect to turn on Conference Continuation automatically for all conferences, eliminating the need to turn it on for each individual conference.

Roll Call — Plays the participant count (number of participants) followed by the list of recorded names if the Host turns on the **Roll Call – Name Record** feature. With this feature enabled, all participants are prompted to record their names before being placed into the conference. If Roll Call is turned on, participants in conference can request a roll call at any time. The roll call of recorded names is played in one of two ways, depending on which option is selected:

Private Roll Call — The participant count and recorded names are played privately to the requesting participant.

Conference Roll Call — The participant count and recorded names are played to the whole conference.

Broadcast (Mute All) — The Host can simultaneously mute or un-mute all lines in the conference except for his or her own. The Host cannot mute a Specialist if one is present.

Question and Answer — The Host can elect to enter a question and answer session. Broadcast mode must be enabled first. Host Controlled Question and Answer allows the host/controller to have a controlled question and answer session without the intervention of a specialist.

Voting and Polling — The Host can elect to enter a Voting and Polling session. Voting & Polling is a menu driven feature that allows the host/controller of a conference to ask questions of their participants and allows the participants to respond to the questions using touch tones. If multiple people join the conference using the host code, the first person that joined using the host code will be the controller of the conference. Only that person will have access to the host menu prompts. The system then provides a tally of the votes to the host/controller.

Specialist Recall — Conference participants and/or the Host can request Specialist assistance. These requests can be either for a private consultation with the Specialist, or for the Specialist to join the conference. Individuals making Specialist requests remain in the conference until their request is serviced by a Specialist. If there is no Specialist available, the requesting participant is informed privately.



Participant Count — Any participant can check the number of participants in conference at any time. The participant count is announced privately to the requesting participant.

Multiple Moderator Sessions — Allows more than one person to monitor and control a conference using the AT&T Conference Monitor, provided he or she knows the [Host Password](#).

Conference Record — Record your conference call for later playback by participants not able to attend the call live. Once the conference call is recorded you can request a CD, audio cassette, WAV file on CD, or set up a digitized replay. Once the conference call is completed, go to <https://www.teleconference.att.com/conferencerecord> to request a CD, audio cassette, WAV file on CD, or set up a digitized replay.

Help — Any participant can request help for the available commands. A help message is privately played to the requesting participant. The help message lists the available features and their associated touchtone commands.

Conference Options Menu

Host can use the Host Options menu to control some of the conference features described above.

After a Host enters a valid Host Password, the Host will join the conference and can change host options by pressing *7 on the touchtone telephone keypad.

The Host Options menu is dynamic; it presents only those options that are available on the Host's account. If the Host requests help, a context-sensitive help message is played that describes only the available options.

The Host's account configuration determines which features are available. The Host Options menu includes:

- Changing the Host Password
- Changing the Entry and Exit Announcement option
- Turning Roll Call Name Record on or off
- Turning Auto Continuation on or off

CHAPTER TWO

Touchtone Commands

Hosts can interact with the service using either the Web-based AT&T Conference Monitor interface or their touchtone telephone keypads. Participants can use a more limited set of touchtone commands.

The touchtone commands described in these sections:

- [Conference Commands](#)
- [Dial-Out Commands](#)
- [Entry/Exit Options Commands](#)
- [Question and Answer Session](#)
- [Voting and Polling](#)

Conference Commands

While in conference, participants can use touchtone commands to control their participation and, in the case of the Host, conference operation.

The Host's account options and feature settings determine which commands are available and to whom. [Table 2-1](#) describes the commands that are available during your Reservationless conference call.

| Touchtone | Command |
|-----------|---|
| *# | List of Conference Call Commands |
| # | Exit List of Menu Commands |
| *0 | Host Assistance (*0 will cancel a request for host assistance) |
| *1 | Host Dial Out (to add a participant) |
| *2 | Begin/End Conference Record |
| *3 | Change Conference Entry & Exit Announcement Option |
| | 1 Name Record (toggle) |
| | 2 Tones for entry/exit (toggle) |
| | 3 Silence for entry/exit (toggle) |
| | 4 Name Announce entry/exit (only if name record is on) (toggle) |
| *4 | Conference Lock/Un-Lock (toggle) |

| | |
|----|--|
| *5 | Participant Count |
| *6 | Mute/Un-Mute your line (toggle) |
| *7 | More Commands and Host Options |
| *8 | Allows conference to continue after the Host disconnects (<i>Current Conference</i>) |
| *9 | Hear List of Conference Participants (roll call) |

| Touchtone | More Commands and Host Options Sub-Menu |
|-----------|--|
| 1 | Broadcast (toggle on/off) |
| 2 | Question & Answer (<i>if Broadcast is on</i>) |
| 3 | Voting & Polling (<i>if Broadcast is on</i>) |
| | The following Host Options can be changed at any time by returning to this menu. |
| 4 | Change Host Password (<i>current and future conferences</i>) |
| 5 | Change Entry/Exit Options (<i>future conferences</i>) |
| | 1 Name Record (toggle) |
| | 2 Tones for entry/exit (toggle) |
| | 3 Silence for entry/exit (toggle) |
| | 4 Name Announce entry/exit (<i>only name record is on</i>) (toggle) |
| 6 | Change Conference Start w/o Host (<i>future conferences</i>) |
| 7 | Change Conference Continuation (<i>future conferences</i>) |
| 9 | Re-play Sub Menu |
| # | Return to Conference |

Table 2-1 Host Touchtone commands available in conference

Reservationless Touchtone Command reference – Participant

| Touchtone | Command |
|-----------|--|
| *# | List of Conference Call Commands |
| # | Exit List of Menu Commands |
| *0 | Request a Specialist |
| *5 | Participant Count |
| *6 | Mute/Un-mute your line (toggle) |
| *9 | Hear List of Conference Participants (roll call) |

Table 2-2 Participant Touchtone commands available in conference



Dial-Out Commands to Add Participants

The conference bridge has the ability for the host to call out to additional locations and join them to the conference. Host will be in a private two way call with the participant before adding them to the conference. Once the phone number to be dialed is entered, the system will dial the phone number, if the participant answers the host can join them to the conference or cancel the call that call. The following is an example of a typical call sequence.

- 1) The **Host wishes to add additional locations to the conference** – Host Enters *1
Please enter 1 plus the area code and phone number for the first location wait for your party to answer then press # to add the location to your conference. To cancel the call to this location press *
- 2) **Host enters a valid phone number**
- 3) **Conference Bridge dials out**
- 4) The **Host wishes to cancels call** to this location – Host enters *
Your call to this location has been cancelled please enter 1 plus the another area code and phone number wait for your party to answer then press # to add the location to your conference. To cancel the call to this location press*
- 5) **Host enters a valid phone number**
- 6) **Conference Bridge dials out**
- 7) The participant answers. The **Host wishes to join the location to the conference** – Host enters #

The location has been added to the conference, please enter 1 plus another area code and number or press # to join your conference
- 8) **Host wishes to re-join the conference** – Host Enters #

Change conference entry and exit options (current conference)

The host has the ability to select entry and exit options for the current conference.

To change entry and exit options for this conference **press *3**
*Entered *3*

| Entry and Exit options menu announcements |
|---|
| To turn on Name Record press 1 |
| To turn off Name Record press 1 |
| For tones on entry and exit press 2 |
| For silence on entry and exit press 3 |
| For Name Announce for entry and exit press 4 |
| To rejoin your conference press # |
| To replay this message press 9 |

To turn on Name Record **press 1**
Entered 1
Name record is now on

To turn off Name Record **press 1**
Entered 1



Name record is now off

For tones on entry and exit **press 2**

Entered 2

Entry and exit tones are now on

For silence on entry and exit **press 3**

Entered 3

Entry and exit tones are now off

For Name Announce for entry and exit **press 4**

Entered 4

Name Announce is now on
XXX has joined the conference.

Question & Answer Session

1) For question and answer sessions, the host must place the conference in Broadcast mode by pressing *71. Once the conference is in Broadcast mode, those joining the call using the participant access code will be placed in listen only mode. The host will be in talk mode and is the controller of the call. The host is the only person with access to the host menu prompts who can toggle the conference between the Broadcast / talk mode.

2) The host/controller begins the Question and Answer session by pressing *72 on their phone keypad. The host/controller hears:

"Your conference is now in Question and Answer mode. To summon each question, press 1 and 0. Each question will be asked in the order it was received." The host/controller then rejoins the conference.

3) While the host/controller is receiving the instructions from the system on how to facilitate the session, the participants hear: "This conference is now in Question and Answer mode. To alert the speaker that you have a question, press 1 and 0. Each question will be asked in the order it was received."

4) Any participant who has a question will press 1 0. They will hear:

"You will be notified when the speaker is ready for your question. To withdraw your question, press 1 and 0." If they later press 1 0, they will hear, "Your question has been withdrawn. To alert the speaker that you have a question, press 1 and 0."

5) The host/controller will press 1 0 on the phone keypad to see if any questions are in queue. They will hear: "You have n questions remaining."

6) The participant whose turn it is to ask the question will hear: "Please ask your question after the tone." This participant is now in Talk mode.

7) Once the host/controller has responded to the question, they will press 1 0 to check for additional questions. The participant who asked the last question is switched back to listen only mode.

8) After all the questions have been addressed, the host/controller can terminate the Question and Answer session by pressing *72.



Voting and Polling

1. The host should advise their participants that they will be conducting a Voting and Polling session. The host begins the Voting & Polling session by pressing # 73. The menu plays: "Your conference is now in Voting & Polling mode. After asking your question, press 1 and 0 to hear the voting results." The host then rejoins the conference. (Note: No system announcement is made to the participants.)

2. After each question, the host should ask the participants to press the number on their phone that corresponds to their "vote".

(The system can tally responses using 0 - 9.) The host may ask for Yes/No responses, may offer multiple choices or ask for participants to rate their response on a scale (e.g. 1-5). The system will tally all votes by the number pressed by each participant. For example, after the question, the host could say:

"Press 1 for yes, press 2 for no, press 3 to abstain from the vote." Each participant enters their "vote" by pressing the corresponding number on their phone.

3. The host presses 1 0 to hear the tally of the votes. (Note:

Only the host hears the vote tally.) For example: "# of participants voted 1, # of participants voted 2, # of participants voted 3."

(If applicable: "# participants did not vote".) "To hear these results again, press 1 and 0. To reset the vote count to zero, press 2 and 0." If the host wants to ask additional questions, they press 2 0. (This resets the vote count.) "You may now ask your next question." Repeat Steps 2 & 3.

The host ends the Voting & Polling session by pressing # 05.

"This Voting & Polling session is now ended. To begin another Voting & Polling session, press # 05." The host then rejoins the conference.



CHAPTER THREE

AT&T Reservationless Service Conference Record

Record your reservationless conference call for future reference or for participants not able to attend the conference call live to play back later. To start recording, press *2 on your telephone keypad after you have joined the conference call as the host. The recording will end when the host hangs up or presses *2. If you want to stop (pause) the recording temporarily during the call, press *2 to stop and then press *2 again to resume recording.

Note: When you select *2 to start the recording – you will hear “Please standby”. When the connection is established to the recording system you will hear – “This call will now be recorded”. To stop the recording on this conference, press *2 – you will hear – “Conference recording has stopped”. Participants joining the conference call after the call has started will here “This conference is being recorded as requested by the host.”

Recordings will be available for 30 days or longer if a digitized replay end date is past the 30 days of the date of recording.

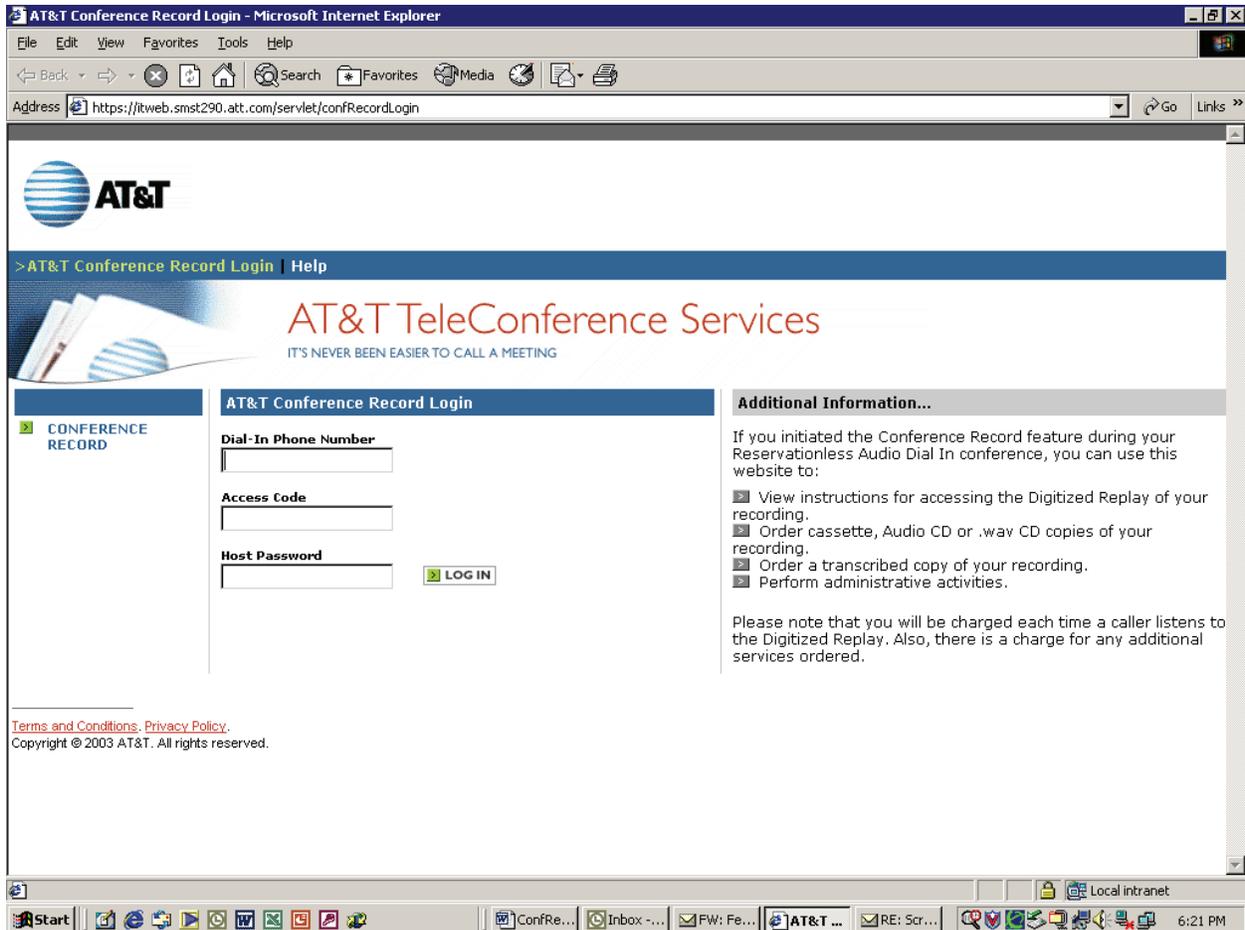
To request a copy of the recording on a cassette or CD, transcription, set up the digitized replay, request a .Wav File on CD at the end of the call, go to <https://www.teleconference.att.com/conferencerecord>.

Logging into Online Conference Record Ordering Site

<https://www.teleconference.att.com/conferencerecord>

To login, just enter the same dial-in information you entered to begin your conference call (dial-in telephone number (without hyphens), access code, and host password).

Note: Your account must be provisioned with this capability.



AT&T Conference Record Login - Microsoft Internet Explorer

Address: <https://itweb.smst290.att.com/servlet/confRecordLogin>

AT&T

> AT&T Conference Record Login | Help

AT&T TeleConference Services

IT'S NEVER BEEN EASIER TO CALL A MEETING

AT&T Conference Record Login

Dial-In Phone Number

Access Code

Host Password

LOG IN

Additional Information...

If you initiated the Conference Record feature during your Reservationless Audio Dial In conference, you can use this website to:

- View instructions for accessing the Digitized Replay of your recording.
- Order cassette, Audio CD or .wav CD copies of your recording.
- Order a transcribed copy of your recording.
- Perform administrative activities.

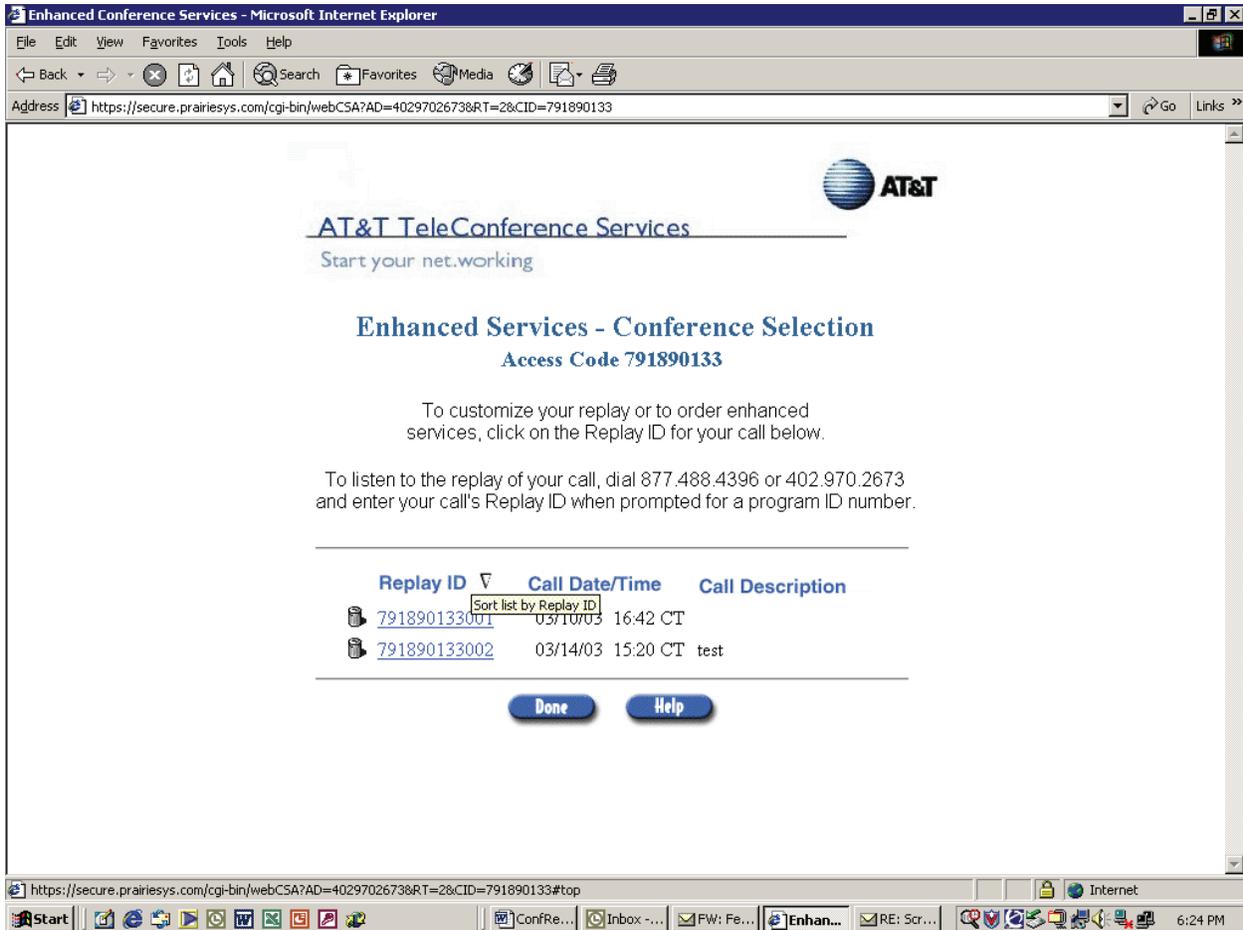
Please note that you will be charged each time a caller listens to the Digitized Replay. Also, there is a charge for any additional services ordered.

[Terms and Conditions](#), [Privacy Policy](#).
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Enhanced Services Conference Selection Screen

After logging in, the Enhanced Services Conference Selection Screen will be displayed. A list of all your recorded conference calls will be displayed by the assigned Replay ID, date and time (military 24 hour clock format) of your live call. If you have assigned a description to your recording, it will appear in the third column of the recordings list. To assign a description to your recording, click on the Replay ID for your recording and select Customize Replay.

Click on the conference call you desire to make a request.



The screenshot shows a web browser window titled "Enhanced Conference Services - Microsoft Internet Explorer". The address bar shows the URL: <https://secure.prairiesys.com/cgi-bin/webCSA?AD=4029702673&RT=2&CID=791890133>. The page content includes the AT&T logo and the text "AT&T TeleConference Services Start your net.working". Below this is the heading "Enhanced Services - Conference Selection" with the "Access Code 791890133".

To customize your replay or to order enhanced services, click on the Replay ID for your call below.

To listen to the replay of your call, dial 877.488.4396 or 402.970.2673 and enter your call's Replay ID when prompted for a program ID number.

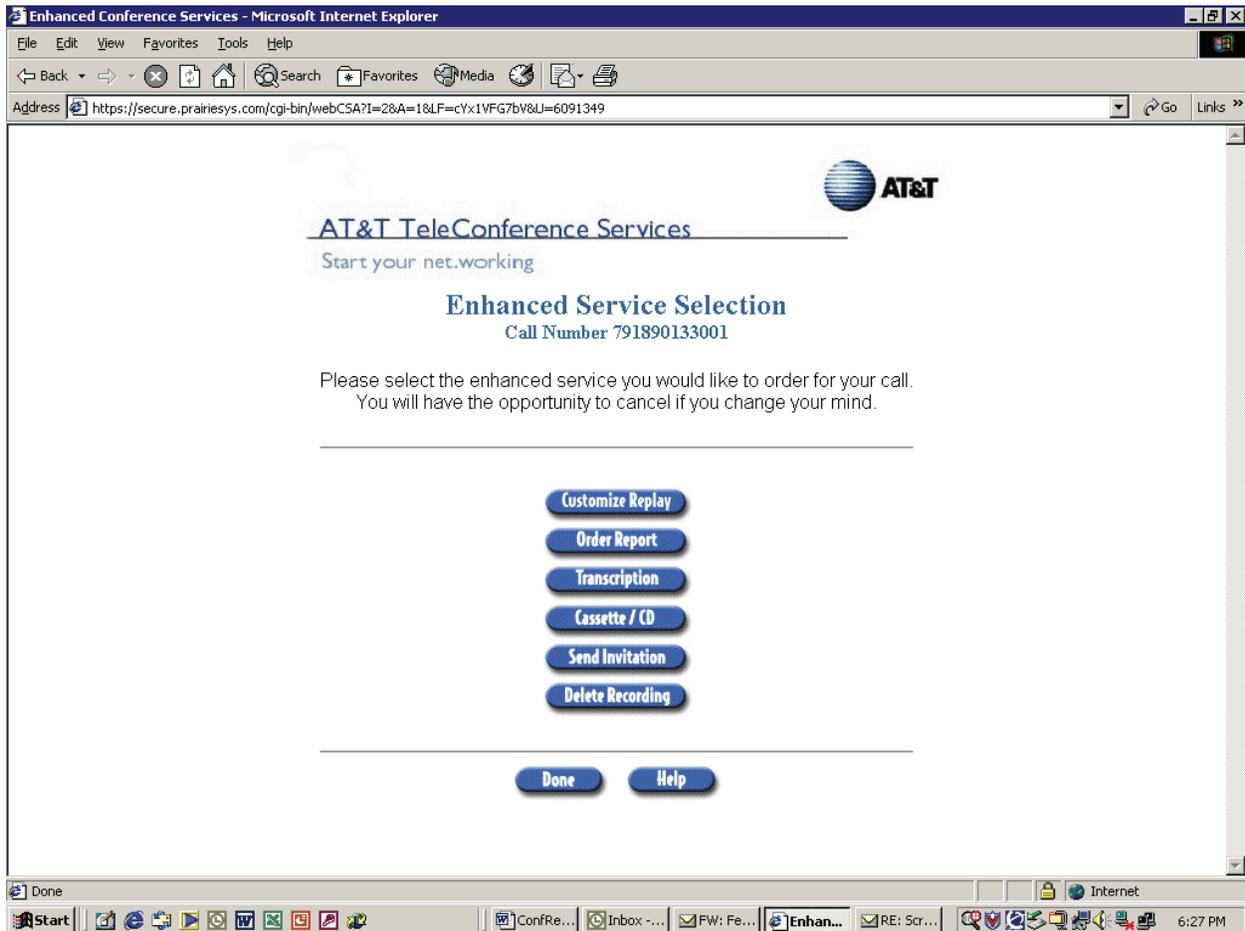
| Replay ID | Call Date/Time | Call Description |
|------------------------------|-------------------|------------------|
| 791890133001 | 03/10/03 16:42 CT | |
| 791890133002 | 03/14/03 15:20 CT | test |

Buttons for "Done" and "Help" are located below the table.

The taskbar at the bottom shows the Start button, several application icons, and the system clock displaying 6:24 PM.

Enhanced Service Selection Menu

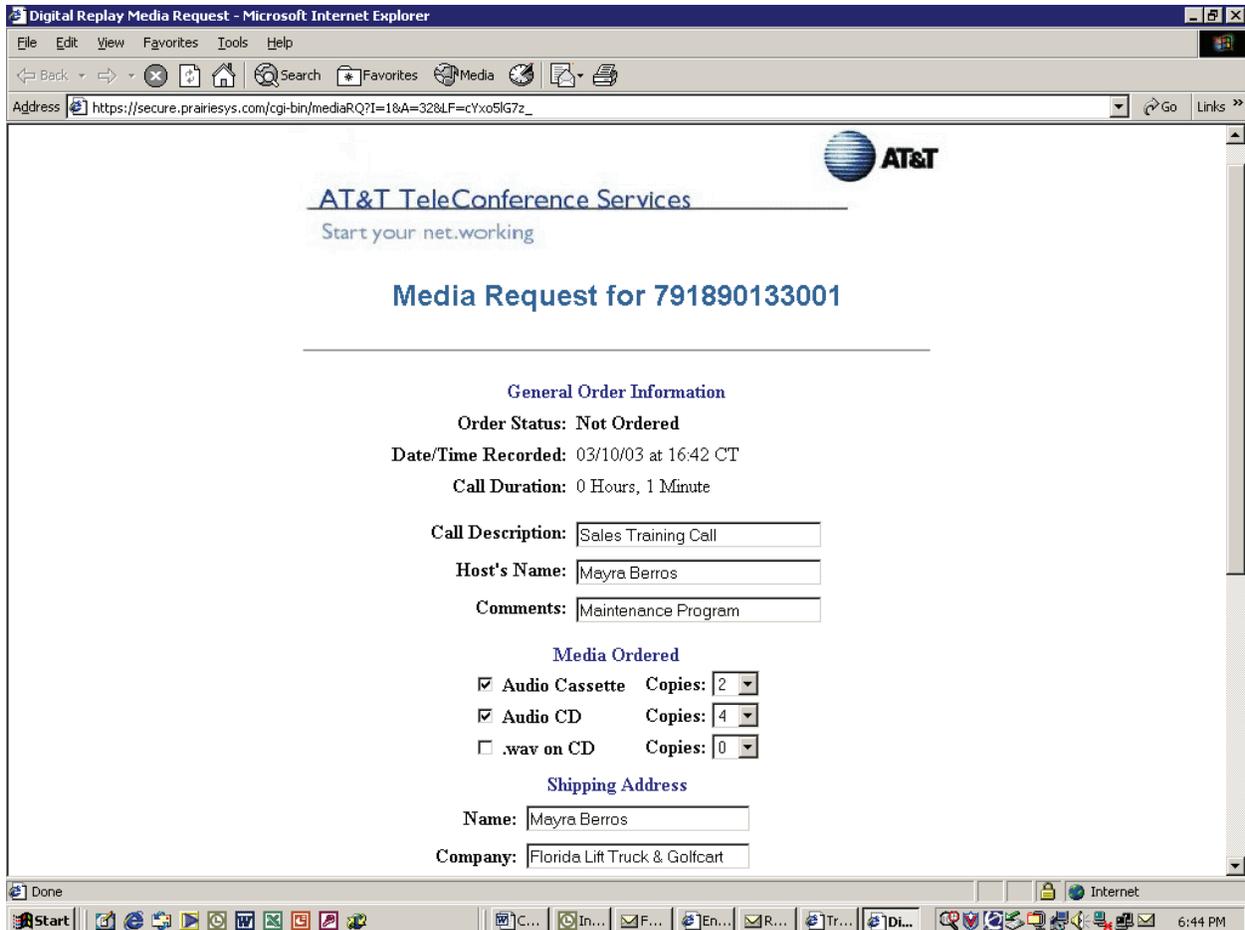
Then select from the Enhanced Service Selection menu the option you desire: Customize Replay (set up digitized replay), Order Report, request a written transcription, request recording on a Cassette and/or CD, Send Invitation, or Delete Recording.



Audio on Cassette or CD, and .Wav file on CD Requests

To order a recording on a cassette or CD select the desired call from the Conference Selection Screen and then select Cassette/CD.

Just check off the recorded media you desire and indicate quantity, fill in the shipping address information, and shipping method.



Digital Replay Media Request - Microsoft Internet Explorer

Address: https://secure.prairiesys.com/cgi-bin/mediaRQ?I=1&A=32&LF=cYxo5IG7z_

AT&T TeleConference Services
Start your net.working

Media Request for 791890133001

General Order Information

Order Status: Not Ordered
Date/Time Recorded: 03/10/03 at 16:42 CT
Call Duration: 0 Hours, 1 Minute

Call Description:
Host's Name:
Comments:

Media Ordered

Audio Cassette **Copies:**
 Audio CD **Copies:**
 .wav on CD **Copies:**

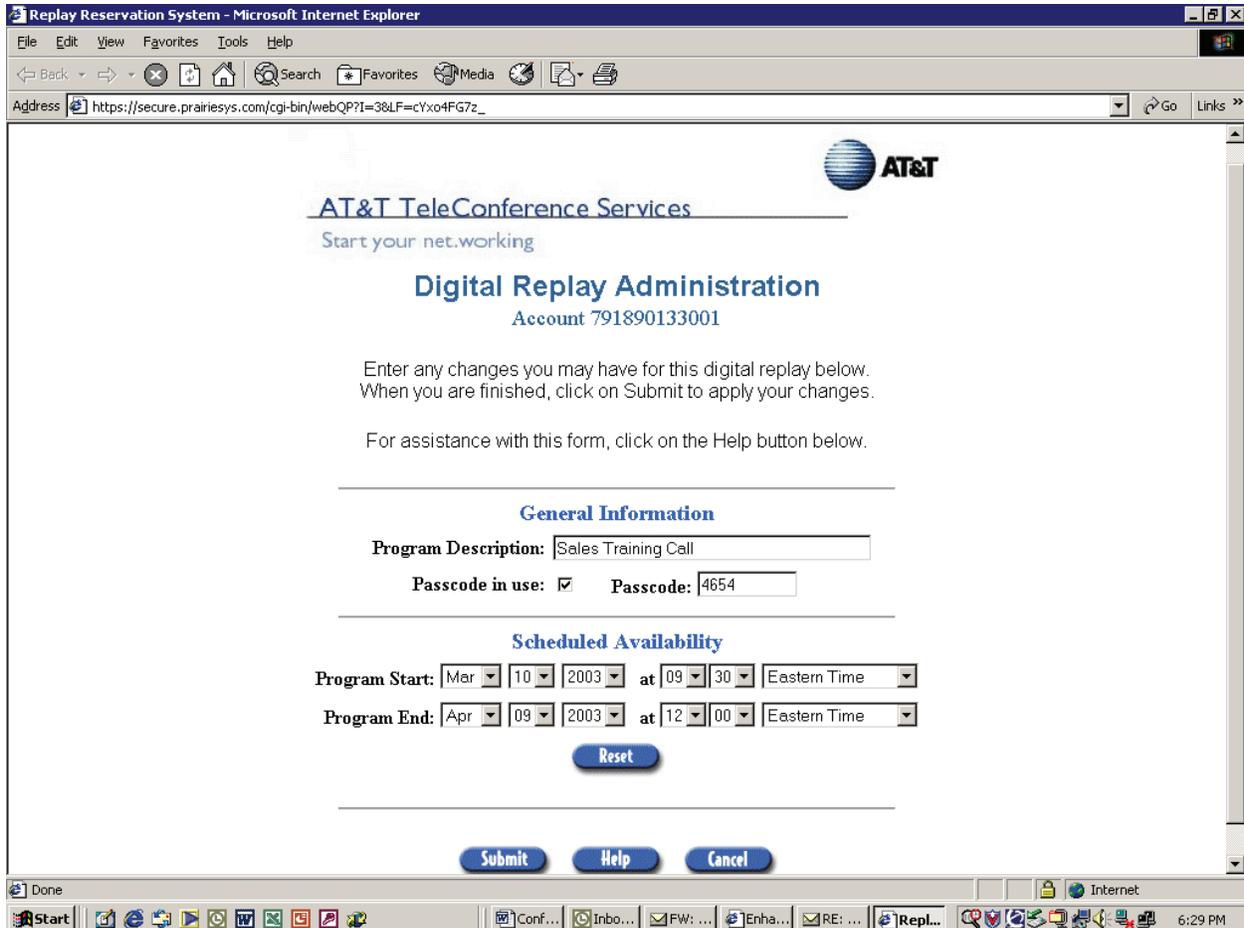
Shipping Address

Name:
Company:

Digitized Replay

To set up a digitized replay, click on the desired call from the Enhanced Services Conference Selection Screen and select Customized Replay. Enter Start and End date and time* (including time zone). An optional passcode can be established to be entered by the participant to access the recording. To establish, select passcode and enter the desired numeric passcode.

*Note: The Start and End time is in military format. Example after 12 noon, 1 PM would be selected as 13:00 and 2 PM as 14:00, 2:30 as 14:30, etc.



The screenshot shows a web browser window titled "Replay Reservation System - Microsoft Internet Explorer". The address bar shows the URL: https://secure.prairiesys.com/cgi-bin/webQP?I=3&LF=cYxo4FG7z_. The page content includes the AT&T logo and the text "AT&T TeleConference Services" and "Start your net.working". The main heading is "Digital Replay Administration" for "Account 791890133001".

Instructions: "Enter any changes you may have for this digital replay below. When you are finished, click on Submit to apply your changes." and "For assistance with this form, click on the Help button below."

General Information

Program Description:

Passcode in use: Passcode:

Scheduled Availability

Program Start: Mar 10 2003 at 09:30 Eastern Time

Program End: Apr 09 2003 at 12:00 Eastern Time

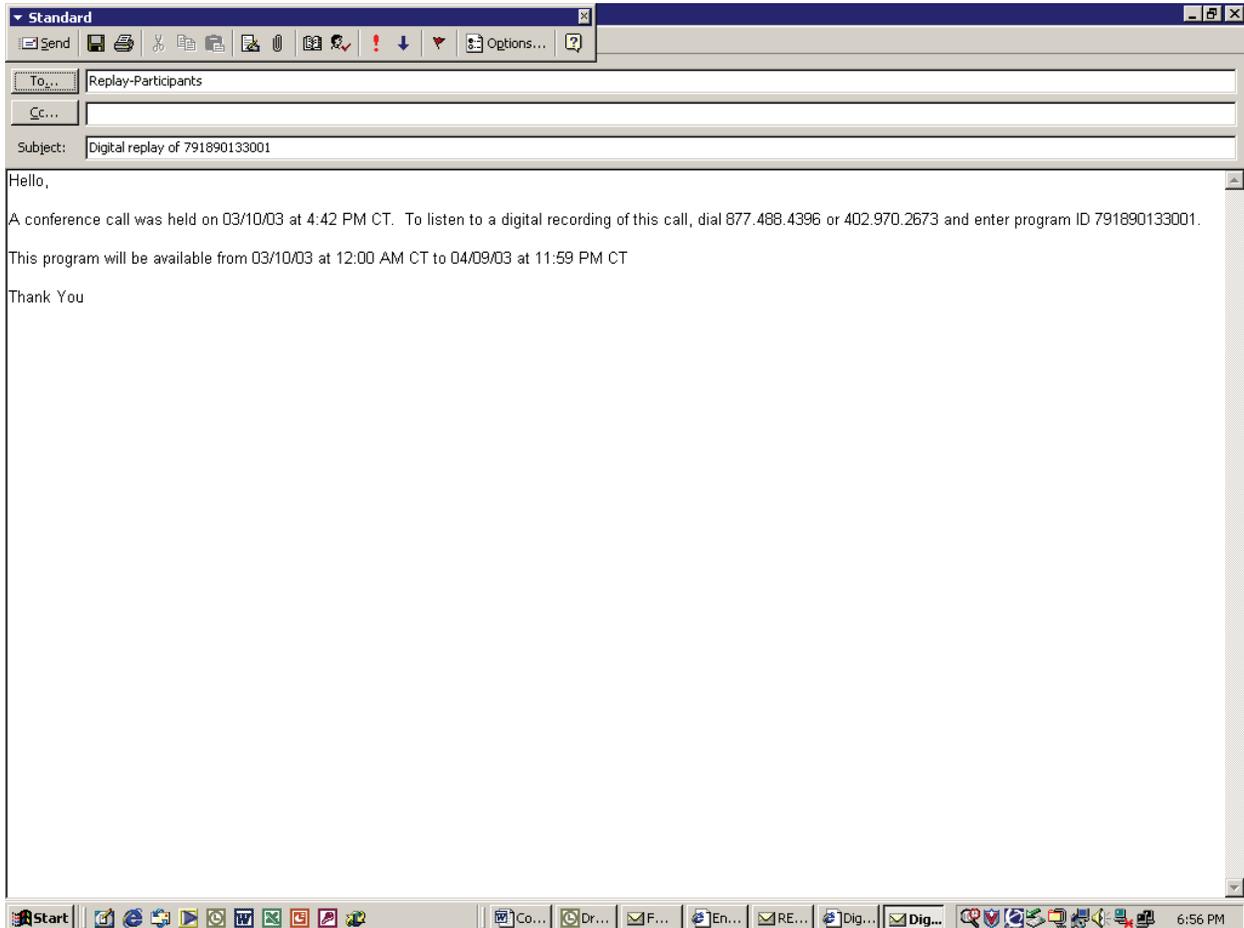
Buttons: Submit, Help, Cancel, Reset

Taskbar: Start, Conf..., Inbo..., FW: ..., Enha..., RE: ..., Repl..., 6:29 PM

Send Invitation to Listen to Recording

Once you have set up the digitized reply you can select Send Invitation from the Enhanced Service Selection screen to send an email containing the dial-in information to your audience.

Just replace “Replay-Participants” in the To field with the email address of the individuals you would like to invite to listen to the replay. You also have the option of modifying the email message and subject line.

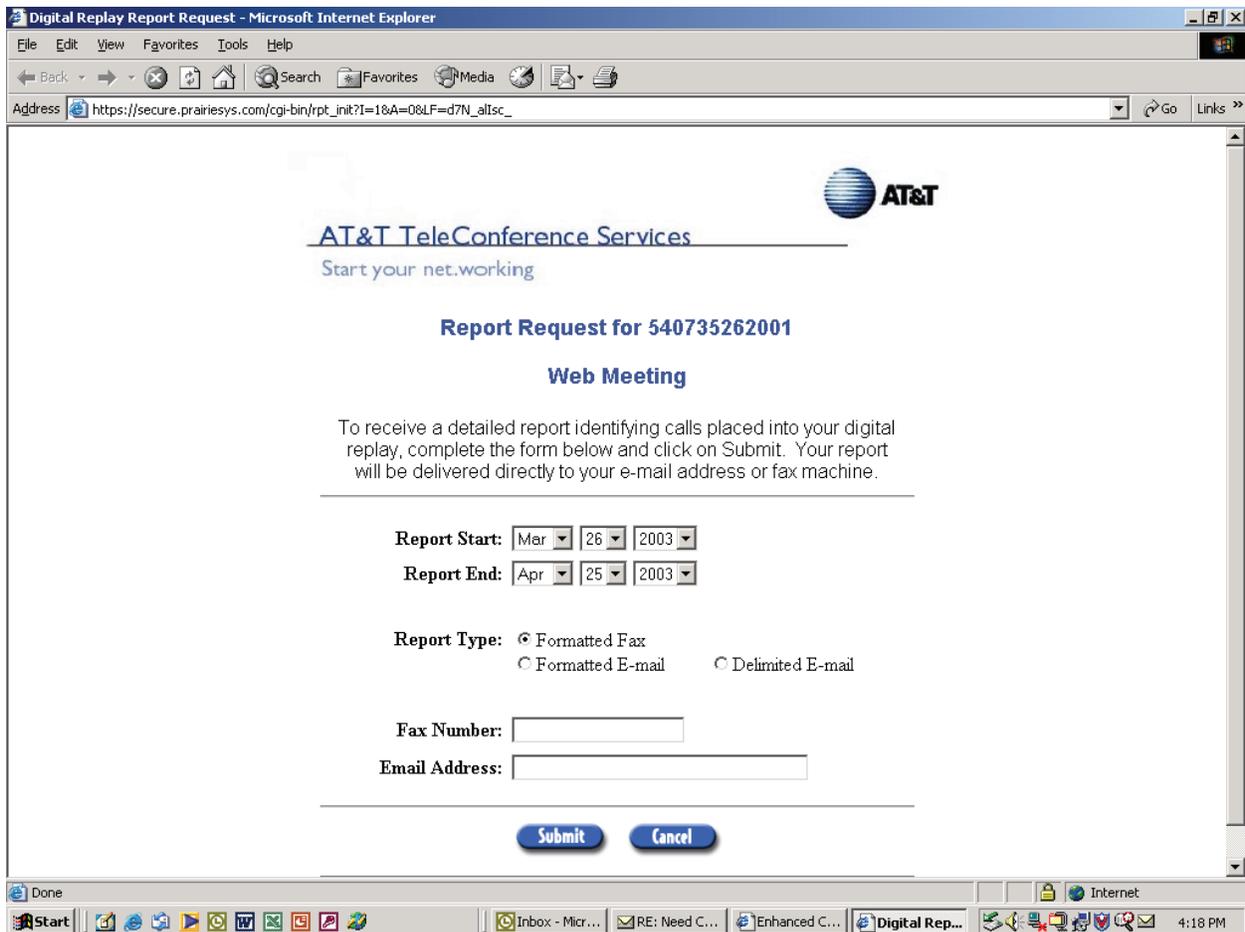


Order Report Request

A report is available listing the telephone number of the participants that dialed into the digitized replay.

To request report:

1. Select the conference from the Conference Selection screen
2. Click on Order Report.
3. Enter report start date and end date
4. Select report type: Formatted Fax, Formatted E-mail, or Delimited E-mail
5. Enter your fax or email address



The screenshot shows a Microsoft Internet Explorer browser window titled "Digital Replay Report Request - Microsoft Internet Explorer". The address bar shows the URL: https://secure.prairiesys.com/cgi-bin/rpt_init?l=1&A=0&LF=d7N_allsc_. The page content includes the AT&T logo and the text "AT&T TeleConference Services" with the tagline "Start your net.working". The main heading is "Report Request for 540735262001" followed by "Web Meeting". Below this, a message states: "To receive a detailed report identifying calls placed into your digital replay, complete the form below and click on Submit. Your report will be delivered directly to your e-mail address or fax machine." The form contains the following fields and options:

- Report Start:** Mar 26 2003
- Report End:** Apr 25 2003
- Report Type:** Formatted Fax, Formatted E-mail, Delimited E-mail
- Fax Number:** [Text Input Field]
- Email Address:** [Text Input Field]

At the bottom of the form are two buttons: "Submit" and "Cancel". The browser's taskbar at the bottom shows several open applications, including "Inbox - Micr...", "RE: Need C...", "Enhanced C...", and "Digital Rep...", along with the system clock showing 4:18 PM.



Sample Report:

Provides the following information:

- Date call was recorded
- Length of recording
- Lists participants that dialed into listen to the digitized replay (date, time, number dialed from, city, and state)

Conference: 540735262001
 Web Meeting
 Application Start and End: 26-Mar-2003 16:00 ET through 25-Apr-2003 23:59 ET
 Reporting Period: 26-Mar-2003 through 25-Apr-2003

| DID | Call Type | Date/Time (ET) | Minutes | Number | Location | User ID |
|----------------------------|-----------|----------------|----------------------|--------|----------|--------------|
| 4029702666 | Create | 26-Mar 15:38 | 0.0 | | | |
| | Record | 26-Mar 15:38 | 1.4 | | | 540735262001 |
| Totals for DID 4029702666: | | | 1.4 minutes, 1 calls | | | |

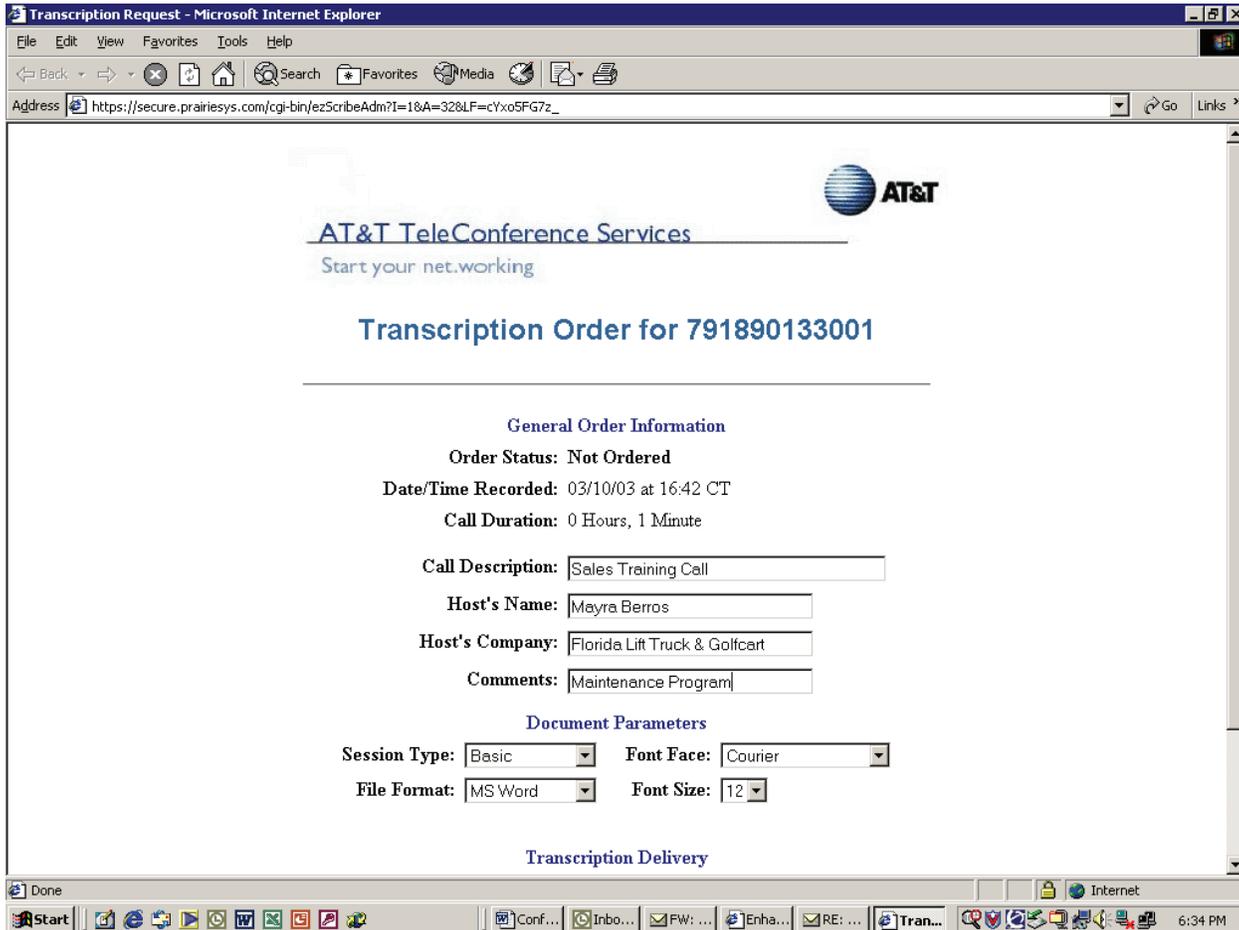
| | | | | | | |
|----------------------------|--------|--------------|----------------------|--|--|--|
| 4029702667 | Attend | 26-Mar 16:07 | 1.6 | | | |
| Totals for DID 4029702667: | | | 1.6 minutes, 1 calls | | | |

| | | | | | | |
|----------------------------|--------|--------------|----------------------|--------------|----------------|--|
| 8774716587 | Attend | 26-Mar 16:25 | 1.7 | 973-398-XXXX | HOPATCONG, NJ | |
| | Attend | 26-Mar 16:33 | 1.6 | 718-442-XXXX | STN IS NYC, NY | |
| | Attend | 26-Mar 16:35 | 1.5 | 718-442-XXXX | STN IS NYC, NY | |
| | Attend | 27-Mar 13:58 | 1.6 | 201-854-XXXX | UNION CITY, NJ | |
| Totals for DID 8774716587: | | | 6.4 minutes, 4 calls | | | |

Conference 540735262001 Totals: 9.4 minutes, 6 calls, 0 orders

Transcription Request

To request a transcription, click on the desired call from the Enhanced Services Conference Selection screen and then select Transcription. You will then have the option to choose the file format, font face, and font size. The transcription will be sent within approximately 3 business days to the email requested when order is placed.



Transcription Request - Microsoft Internet Explorer

Address: https://secure.prairiesys.com/cgi-bin/ezScribeAdm?I=1&A=32&LF=cYxo5FG7z_

AT&T TeleConference Services
Start your net.working

Transcription Order for 791890133001

General Order Information

Order Status: Not Ordered
Date/Time Recorded: 03/10/03 at 16:42 CT
Call Duration: 0 Hours, 1 Minute

Call Description: Sales Training Call
Host's Name: Mayra Berros
Host's Company: Florida Lift Truck & Golfcart
Comments: Maintenance Program

Document Parameters

Session Type: Basic
Font Face: Courier
File Format: MS Word
Font Size: 12

Transcription Delivery

Choices available for printed document:

File formats: MS Word, RTF, Text File, Word Perfect

Font faces: Courier, Arial, Times New Roman.

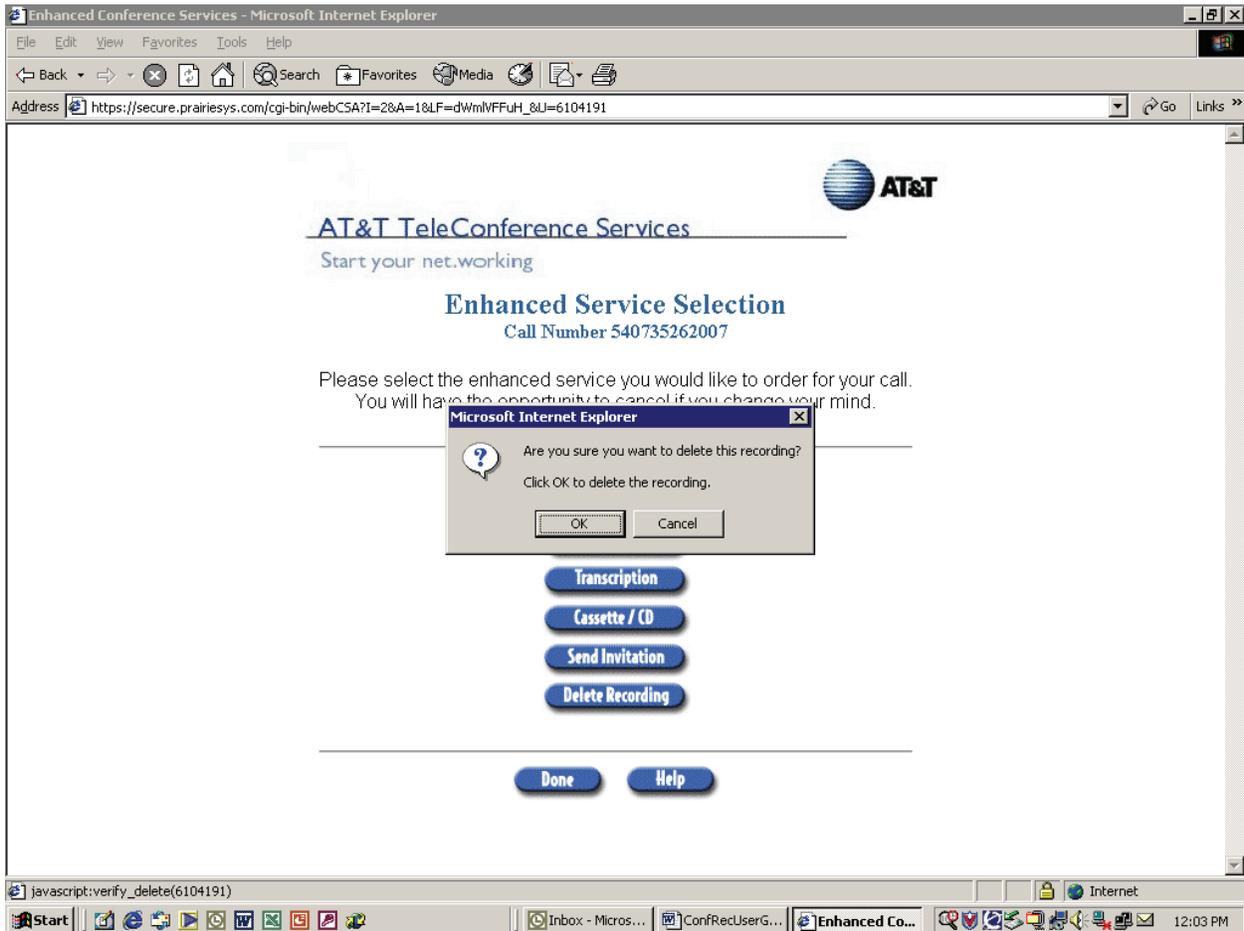
Font sizes: 8, 10, 12

Recordings will be available for 60 days or longer if a digitized replay end date is past the 60 days of the date of recording.

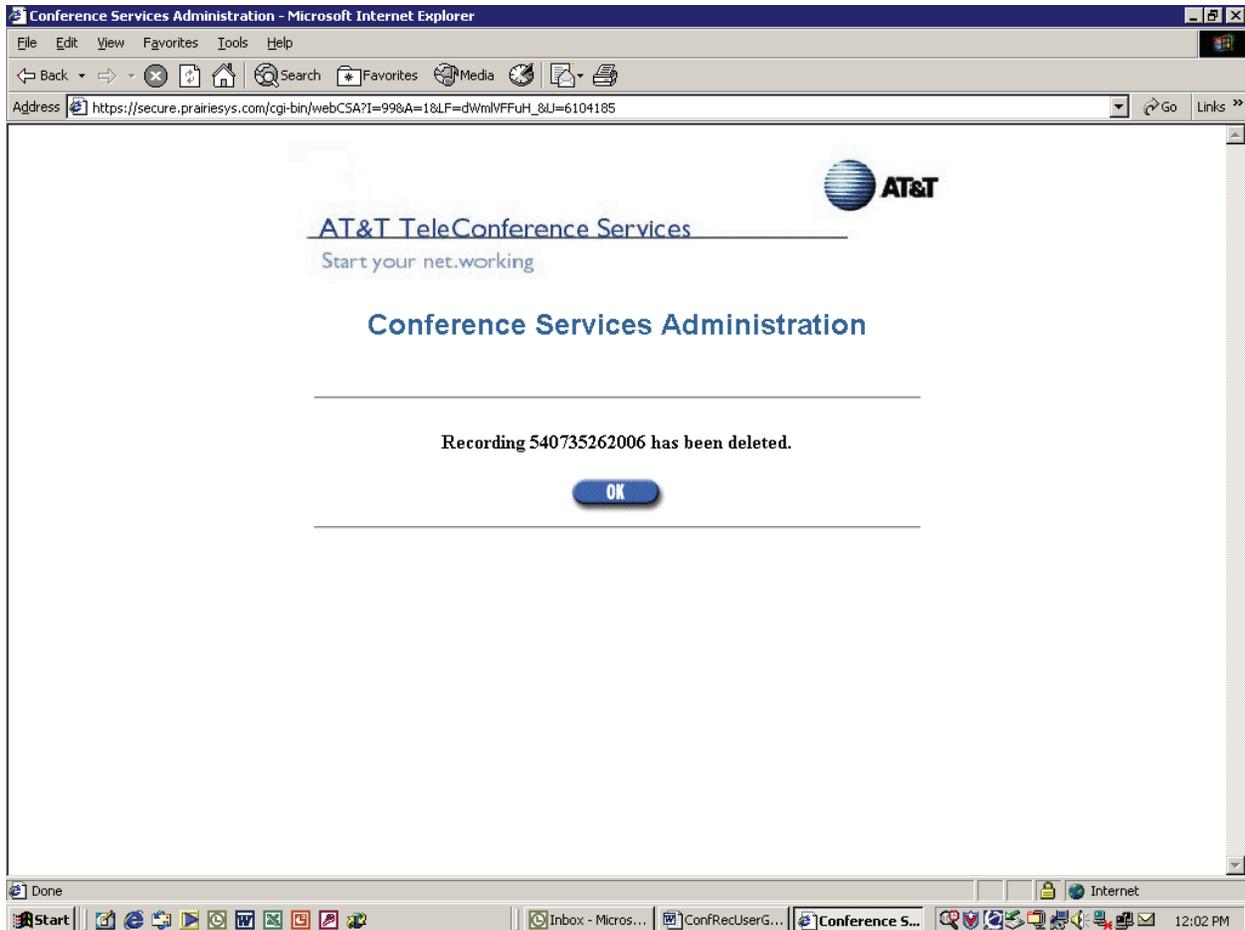
Delete Recording

To delete a recording, click the recorded conference from the Enhanced Services Conference Selection Screen and then select Delete Recording from the Enhances Services Screen.

A message will appear asking you if you really want to delete the recording.



If you click “ok” to confirm the deletion request, the following screen will be displayed as an acknowledgement of deletion.



For assistance using the online conference record ordering tool only, please call 800-586-1749 or 205-206-2114. For all other customer support please contact Customer Care at 1-800-526-2655 or 205-206-2301.

CHAPTER FOUR

Using the AT&T Conference Monitor - Web Interface

This chapter describes how to use the AT&T Conference Monitor. Using the AT&T Conference Monitor, you can monitor and control your conference call over the Internet. Some of the capabilities include: dialing out to add participants, end the conference, request Specialist Assistance, plus many more. The AT&T Conference Monitor interface is typically used by the Host; however, a Host can delegate this function to someone else.

Supported Browser

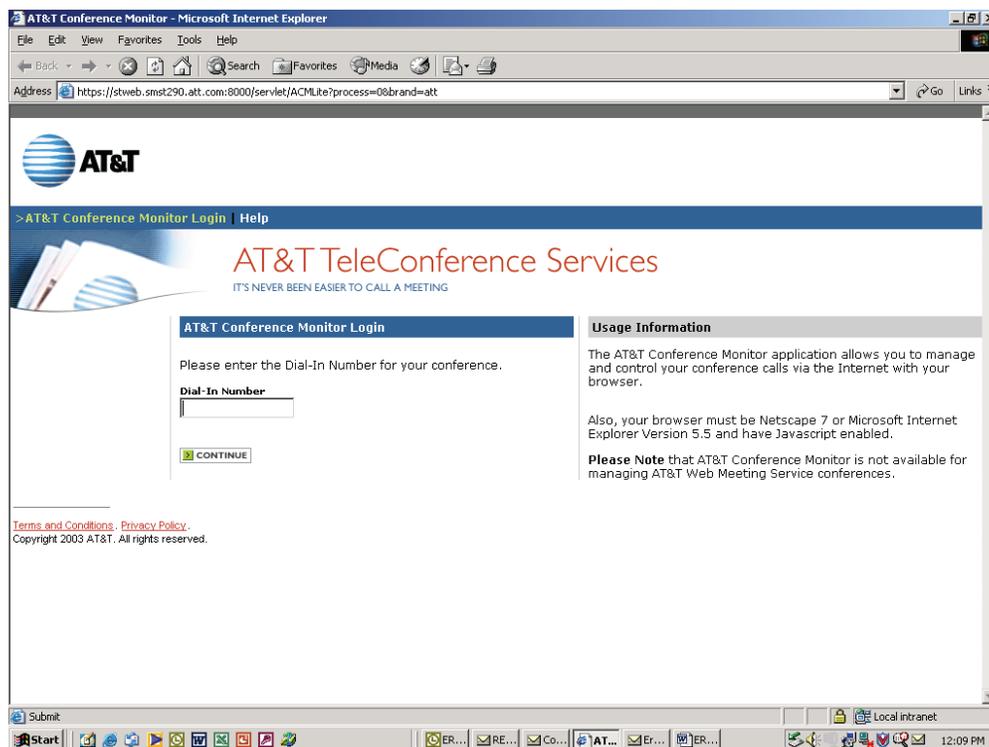
To use the AT&T Conference Monitor, you need a compatible Web browser. Supported Browsers: Netscape 7, Microsoft Internet Explorer Version 5.5, or Mozilla 1.4. Javascript must be enabled.

Opening the AT&T Conference Monitor

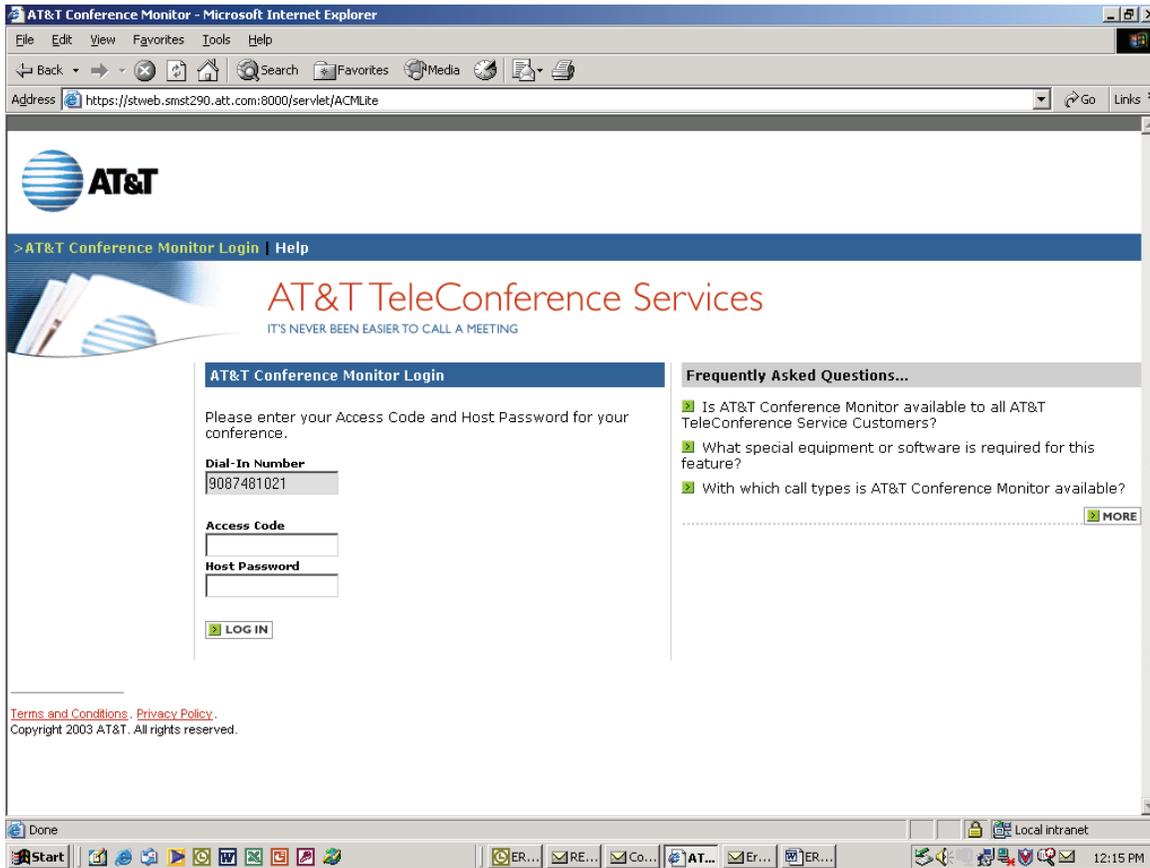
Follow the below steps to start the Conference Monitor after dialing into your conference call.

Step 1 — Launch your Web browser go to <https://www.att.com/teleconferencecenter> (Please bookmark)

Figure 3-1 login page



Step 2 — Enter the Access Phone Number for your conference. Enter only the digits, with no punctuation, spaces, or leading 1. For example, enter **9087481021**.



Step 3 – Fill in the fields that appear:

- **Access Code** field — Enter the Access Code for your conference call. Enter only the digits, with no punctuation, spaces, or leading 1. For example, enter **9087481021**.
- **Host Password** field — Enter the Host Password for your conference call.

Step 4 — Click the **Login** button.

Main Conference Monitor Home Page

Figure 3-3 Main Conference Monitor Home Page

STATUS

Active Participants
3

Entry/Exit Options
TONES

Conf. Continuation
ACTIVE

Specialist
OFF

Conference Lock
UNLOCKED

Recording
ON

Broadcast Mode
INACTIVE

Q&A Mode
INACTIVE

Q&A Queue
0

CONFERENCE CONTROLS

[END CONF](#)
[LOCK CONFERENCE](#)
[BROADCAST MODE](#)
[FUTURE CONF. OPTIONS](#)
[CURRENT CONF. OPTIONS](#)

[CONF. CONTINUATION](#)
[ROLL CALL](#)
[DIAL OUT](#)
[END RECORDING](#)
[SPECIALIST](#)
[HELP](#)
[LOGOUT](#)

[PARTICIPANT LIST](#)
[CONFERENCE DETAILS](#)
[QUESTION & ANSWER](#)

| Line | First Name | Last Name | Phone | Role | Mode | Status | Q | Actions |
|------|------------|-----------|----------------|-------------|------|---------|---|--|
| 1 | IP | HUSTED | (732) 420-1806 | Host | | Rsrvd | | [Mute] [Unmute] [Hold] [Release] [End] |
| 2 | | | (253) 429-3454 | Participant | | Dropped | | [Mute] [Unmute] [Hold] [Release] [End] |
| 3 | | | (253) 429-3454 | Controller | Talk | OnConf | | [Mute] [Unmute] [Hold] [Release] [End] |
| 4 | | | (253) 429-3454 | Participant | Talk | OnConf | | [Mute] [Unmute] [Hold] [Release] [End] |
| 5 | DIGITAL | RECORDER | (402) 970-2672 | Feature | Talk | Calling | | [Mute] [Unmute] [Hold] [Release] [End] |

Using the AT&T Conference Monitor, you can perform all the conference control actions that the Host can perform with touchtone commands described in [Chapter 2](#) as well as monitor participants in your conference.

The sections that follow describe the controls and features available with the AT&T Conference Monitor.

Working with Your Conference

The AT&T Conference Monitor interface offers a visual, point-and-click alternative to using touchtone commands for controlling your conference and changing Host options. The AT&T Conference Monitor interface offers enhanced participant information and control. (described in “Working with Participants” on page 32). Figure 3-3 shows the upper section of the AT&T Conference Monitor main page.

Figure 3-3 Upper section of Conference Monitor page



This section contains 13 buttons and that let you control the conference. They are:

- **Start Conf/End Conf** — Start a conference or disconnects all participants and ends the conference.
- **Lock Conf / Unlock Conf** — Locks the conference so that no one else can join (not even a Specialist). When the conference is locked, this button changes to **Unlock Conf**.
- **Broadcast Mode** — Mutes all conference participants except the Host (and Specialist, if present).
Note: Individual participants may unmute their telephone through touchtone commands.
- **Future Conf. Options** — Opens the Conference Options dialog box, which allows you to change Roll Call and Auto Continuation options for your account. See “Changing Future Conference Options” on Page 30. *Note: If your conference has already started, Conference Continuation changes affect future conferences only.*
- **Current Conf. Opts** — Opens the Conference Options dialog box, which allows you to change Roll Call options for the current conference. Enables host to select Name Announce, Entry/Exit Tones, or silent participant entry for the current conference. *Note: For more information, see “Changing Current Conference Options” on Page 31.*
- **Conference Continuation** — Selecting enables the current conference to continue after the Host hangs up. The conference does not end until the last participant disconnects. Available only if the account’s Conference Continuation feature is turned on.
- **Roll Call** — Play the names of participants as recorded upon entry into the conference and also provides the participant count. *Note: For names to be played, Name Record must be enabled. See “Changing Future Conference Options” on page 30 or “Changing Current Conference Options” on page 31.*
- **Dial Out** — Dial out to add a participant to the call.
- **Start/Stop Record** – Turn Conference Record on and off. (Note to start and stop recording via touchtone commands, press *2 on your telephone keypad) If you want to resume recording after stopping, click on the Record button in Conference Controls or press *2 again on your telephone touchtone keypad. *Note: When recording begins an announcement is heard by all participants on the call at the time that the conference call is being recorded. Participants joining the call after the recording session has begun will not hear the announcement.*
- **Specialist** — Request help from a Specialist. (To request private Specialist assistance, select your entry in the participant list and click the **Specialist** Action Button.)
- **Help** — Opens the online help page in a separate window.
- **Logout** — Logs you out and closes the AT&T Conference Monitor. You can exit at any time without affecting a conference in progress. **CAUTION!** Do not use the browser  button instead of the Logout button. You must select the Logout button to exit properly from the AT&T Conference Monitor.

Current Conference Call Status Screen

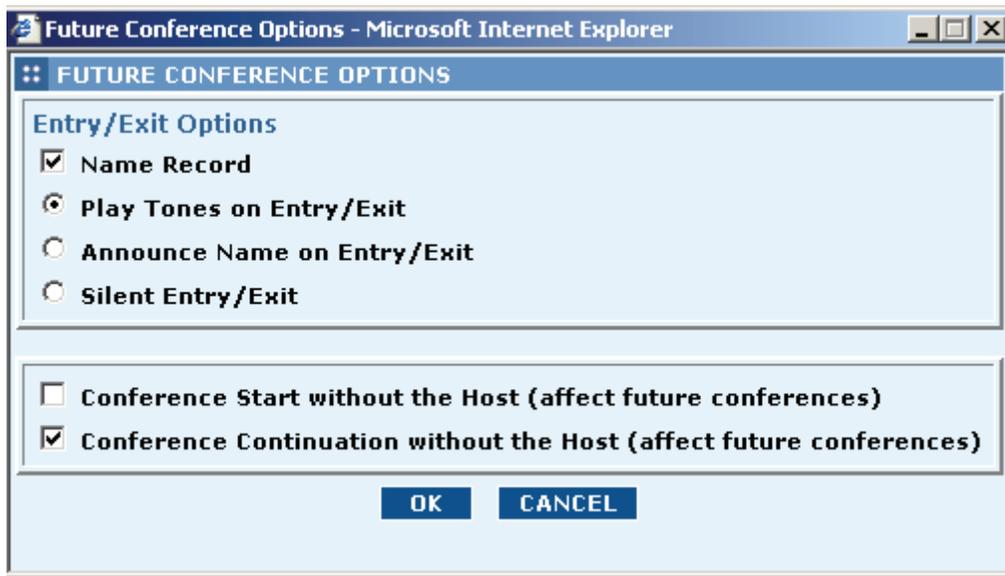
| :: STATUS | Status | Description |
|-------------------------------------|----------------------------|--|
| Active Participants 1 | Active Participants | Number of participants including Host on the call. |
| Entry/Exit Options OFF | Entry/Exit Options | Indicates Off if silent entry, Tones, or Names. |
| Conf. Continuation ACTIVE | Conf. Continuation | Indicates Active or Inactive. |
| Specialist OFF | Specialist | Indicates if Special Request is on or off. |
| Conference Lock LOCKED | Conference Lock | Indicates if conference is locked or unlocked. |
| Recording OFF | Recording | Indicates if Conference Record is on or off. |
| Broadcast Mode INACTIVE | Broadcast Mode | Indicates Broadcast mode is turned on when Active or turned off when Inactive. |
| Q&A Mode INACTIVE | Q&A Mode | Indicates if Question and Answer mode is Active or Inactive. |
| Q&A Queue 0 | Q&A Queue | Indicates the number of Question and Answer participants are in queue. |

Changing Future Conference Options

When you click **Future Conference Options** on the AT&T Conference Monitor page, the Conference Options dialog box appears.

Here, you can change certain options affecting the Host account.

Figure 3-4 Future Conference Options dialog box



The configurable options may include:

Name Record — determines whether participants are prompted to record their names when they call to join a conference. Note: If you want name announce entry/exit, Name Record must be turned on.

Plays Tones on Entry/Exit — Entry and exit tones are played when a participant enters and leaves the conference. One beep is heard when a participant joins the call and two beeps when a participant drops.

Announcement Name on Entry/Exit — each participant's name is played when he or she enters the conference and the participant count is also provided. Available only if you turn on Name Record.

Silent Entry/Exit — Silent Entry/Exit, no message or tone is played when participants enter and leave the conference.

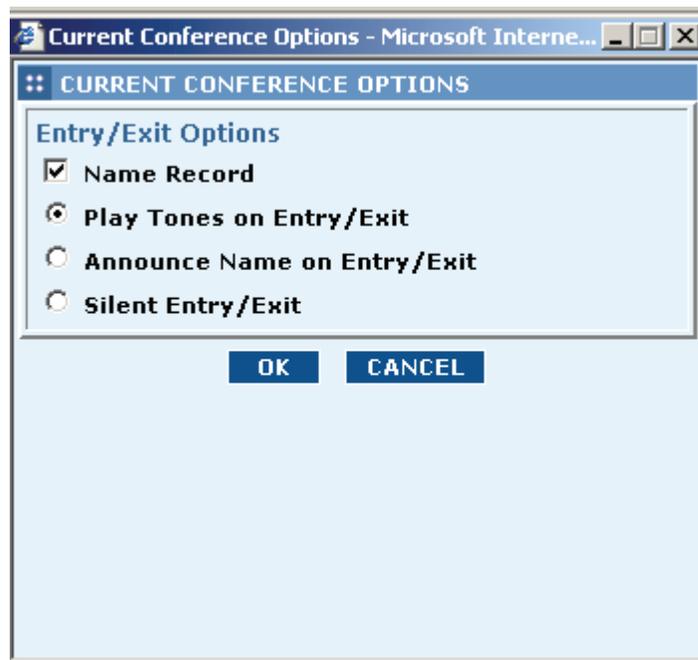
Conference Start without the Host – Conference call can begin prior to Host joining the call. (Also known as Conference Start without Host)

Conference Continuation without the Host — Turns Conference Continuation on by default for all your conference calls. With Conference Continuation on, the conference does not end when the Host disconnects, but continues until the last participant disconnects. Note: If your conference has already started, Auto Continuation changes affect future conferences only.

Changing Current Conference Options

When you click **Current Conf Opts** on the AT&T Conference Monitor page, the Current Conference Options dialog box appears (Figure 3-5). Any change you make here affects only the current conference call and is not saved for future conferences. Once the current conference ends, this setting automatically reverts to the Entry Announcement setting in the Host Options dialog box.

Figure 3-5 Current Conference Options dialog box



Here, you can change how the entry and exit of participants is announced for the conference currently under way:

Name Record — determines whether participants are prompted to record their names when they call to join a conference. Note: If you want name announce entry, Name Record must be turned on.

Plays Tones on Entry/Exit — Entry and exit tones are played when a participant enters and leaves the conference. One beep is heard when a participant joins the call and two beeps when a participant drops.

Announcement Name on Entry/Exit — each participant's name is played when he or she enters the conference and the participant count is also provided. Available only if you turn on Name Record.

Silent Entry/Exit — Silent Entry/Exit, no message or tone is played when participants enter and leave the conference.

Working with Participants

The AT&T Conference Monitor provides the host with a visual record of participant activity.

Using Participant Information

Figure 3-6 shows the Participant Information section of the AT&T Conference Monitor. Here, you can view and manage the participants in the conference. The [Participant List](#) and [Action Buttons](#) areas are described in this section.

Figure 3-6 Participant Information section of Conference Monitor page

| PARTICIPANT LIST | | | | | | | | CONFERENCE DETAILS | | QUESTION & ANSWER | |
|------------------|------------|-----------|----------------|------------|------|---------|---|--------------------|--|-------------------|--|
| Line | First Name | Last Name | Phone | Role | Mode | Status | Q | Actions | | | |
| 1 | JOHN | HOST | (732) 555-1234 | Host | | Rsrvd | | | | | |
| 5 | JOHN | SMITH | (908) 555-1234 | Controller | Talk | OnConf | | | | | |
| 7 | DIGITAL | RECORDER | (444) 555-1224 | Feature | | Dropped | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |

Participant List — The participant list contains:

- **Line** — Indicates the order in which the participants entered the conference call
- **First Name, Last Name** — The participant’s name. For participants you dial out to or who dial into the conference, you can assign a name to each participant by selecting each entry and clicking on the pencil action button and typing the name into the field.
- **Phone** — The participant’s telephone number. If the participant dialed into the conference, and if the telephone network provided the information, this is the number from which the participant called.
- **Role** — This field displays the role of each leg on a conference. The role can be a Host, an Audio Controller, a Participant or a Feature.
 - **Host:** This will be displayed when the Host of the call is dialed-out by a TeleConference Specialist or has dialed into the conference using the Host Code.
 - **Controller:** This will be displayed when dialed into the conference using the Host Code.
 - **Participant:** This text will be displayed for all lines on the call that are not the Host/Controller.
 - **Feature:** This will be displayed when a feature such as conference record is on the conference.
 - **Specialist:** This will be displayed when a Specialist joins the conference.
- **Mode** — Indicates whether the participant is in talk or listen only mode.
- **Status** — The participant’s status:
 - **OnConf:** The participant is currently on the conference.
 - **Rsrvd:** Displayed if the line has been added to dial out to a participant.

- **Calling:** When dialing to add a participant, the status for the host and reserved line displays Calling.
 - **Dropped:** Indicate that the line (participant) was dropped from the call.
 - **OnHold:** Participant is waiting to join the conference.
 - **Privacy:** The host is in private conference with the specialist.
 - **Busy:** Displayed during call setup during dial out.
 - **InMenu:** Participant is interacting with the call flow or on hold, waiting to join the conference
- **Q** — This field displays the status of a line in regard to a Question & Answer session. Valid values are shown below:
 - **F** – The line is the Q&A Facilitator.
 - **Q** – The line is in queue to ask a question.
 - **A** – The line is currently asking a question.

Actions

      - these are buttons that you click on to select the following:

-  Talk/Listen Mode
-  Join the line to the call
-  Drop participant Line
-  Enter/Edit participant name
-  Hear name of participant on line
-  Remove line from list



Conference Details Screen

CONFERENCE CONTROLS

END CONF
LOCK CONFERENCE
BROADCAST MODE
FUTURE CONF. OPTIONS
CURRENT CONF. OPTIONS
CONF. CONTINUATION

ROLL CALL
DIAL OUT
START RECORDING
SPECIALIST
HELP
LOGOUT

PARTICIPANT LIST
CONFERENCE DETAILS
QUESTION & ANSWER

| | | | |
|--------------------------|----------------|--------------------------------|----------|
| Host Name: | | Conference ID: | PMB5296 |
| Conf. Type: | Dial-In | Ports Requested: | 10 |
| Toll-Free Number: | (877) 336-1286 | Ports In Use: | 1 |
| Dial-In Number: | (404) 443-6390 | | |
| Start Date: | 04/12/07 | Conf. Status: | Started |
| End Date: | 04/12/07 | Active Participants: | 1 |
| Start Time: | 01:46PM CDT | Conf. Lock: | UNLOCKED |
| Duration: | 001:30 | Recording: | OFF |
| Elapsed Time: | 000:01:08 | Start without the Host: | ON |
| | | Entry/Exit Options: | TONES |
| | | Conf. Continuation: | OFF |

Features

PARTICIPANT NAME RECORDING
 CONFERENCE START WITHOUT

- Conf. Status:** Indicates if conference call started or ended.
- Dial-In Number:** Telephone number dialed to enter conference call.
- Ports Requested:** Always defaults to 10 ports but will go up to 125 ports if necessary. Host is only charge for the actual ports used. (Ex: if ports requested indicates 10 ports but only 3 people are on the call, the host will only get charged for 3 ports.)
- Ports In Use:** Number of legs associated with the conference call.
- Elapsed Time:** Time elapsed since meeting began.
- Active Participants:** Number of participants on the call including the host.
- Conf. Locked:** Indicates if conference call is locked or unlocked.
- Recording:** Indicates if Conference Record is On or Off.
- Start w/o Host:** Indicates On or Off. If On, call can begin without host. (Also known as Quick Start without Host.)
- Entry/Exit Options:** Indicates participant entry selected - off (silent entry), tones, or name.
- Conf. Continuation:** Indicates On or Off. If On, call will continue after host hangs up.

Dialing Out from the AT&T Conference Monitor to Add Participant

The AT&T Conference Monitor supports the same simple dial-out process that is available using touchtone commands, which is most often used to add another participant to an existing conference.

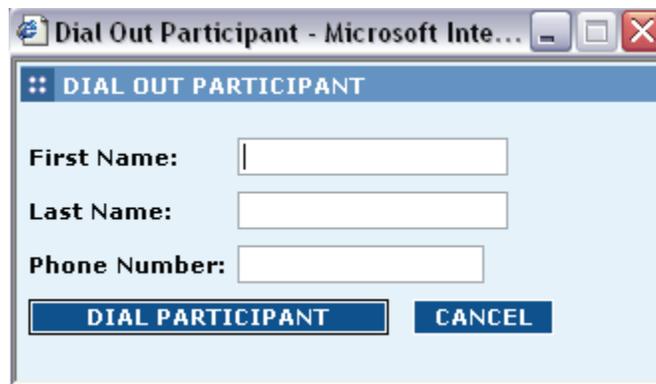
Adding a Participant

To add a participant to a conference that is under way and to which the Host is connected:

Step 1 — Click Dial.

The Dial Window dialog box appears (Figure 3-7).

Figure 3-7 Dial Window dialog box



Step 2 — Enter the phone number you want to dial (without dashes, parentheses, or spaces). If you enter the participant name, the name will be displayed in the Participant List screen. Then click **Dial Participant**.

Step 3 - To join the participant to the call, click on the up arrow action button, to cancel joining the participant to the call, click on the down arrow action button.



Resolving AT&T Conference Monitor Problems

If you have trouble logging into the Conference Monitor, verify that:

1. Your computer has access to the Internet.
2. You are using the correct Web address (<https://www.att.com/teleconferencecenter>)
3. You are using a supported Web browser as specified in “Supported Browser” on page 22.
4. You entered the correct Access Phone Number, Access Code, and Host Password in the login dialog box. If this fails, contact Customer Care at 800-586-1749 or 205-206-2114.