

## Telephone Conferencing Quick Guide

### Introduction

When you set up an account with Miura you will receive a confirmation email and later a conference card showing your dial-in numbers and conference codes:

#### ◆ Your Dial-in Numbers

These are the main telephone numbers you and your participants use to access your telephone conferences. They include an 0845 (Local Rate), 0800 (Free Phone) and a +44 standard International number. For a full list of all our international toll-free and local dial-in numbers visit our website.

#### ◆ Your Participant Access Code

This is the code your participants use to access your telephone conferences. It is also your username when you log on to the Members Area of our website.

#### ◆ Your Host Access Code \*

This is your own confidential code which opens your conference and initiates billing. This is also your password for logging in to the Members Area of our website.

*Please remember to keep this code confidential. If you think you have been compromised, you can change it in the members area or contact us and we will change it for you.*

### Starting a Conference Call

- ◆ Dial the appropriate dial-in number.
- ◆ Enter your six digit Host Access Code followed by the # key (eg. 123456#) when prompted.
- ◆ Each participant dials the appropriate dial-in number and enters your Participant Access Code followed by the # key (eg. 224455#) when prompted.

### In Conference Controls

Miura's Telephone Conferencing service has many features to help you make your meeting more effective. Some features are only available to you as the host and others are available to you and your participants.

### Conference Control for All Attendees

- ◆ Operator Assistance  
Press\*0 to call an Operator during office hours. (Standard office hours are 07:00 to 22:00 Mon-Fri)
- ◆ Volume Control  
Press \*4 to equalise the volume of your line with others in the conference.
- ◆ Mute/Unmute  
Press \*6 to mute your line.  
Press \*6 again to unmute your line.

### Conference Control for Host Only

- ◆ Interactive Mode. This is the default mode. All participants, including you as Host, can interact.
- ◆ Presentation Mode. All participants are muted and only hear the Host  
Press \*7 to activate presentation mode  
Press \*7 again to return to interactive mode

### Additional Security

Only people with your dial in numbers and Participant Access Code can enter your meeting. For additional security or to prevent late comers from disrupting your meeting, you can:

- ◆ Lock the Conference. This will prevent anyone, from gaining access to your conference. (Including the Operator on \*0 requests)  
Press \*5 to lock the conference  
Press \*5 again to unlock the conference
- ◆ Roll Call. If you have 'Name Announcement' selected you can request a roll call of recorded names at any time.  
Press#1 to request a Roll Call
- ◆ Attendee Count. This will play back into the conference the number of attendees currently on the call, including yourself  
Press #2 to hear the number of current attendees.
- ◆ Both Roll Call and Attendee Count can be cancelled during playback by pressing \*2

### Conference Recording

You can record your telephone conference and select a number of options from the Conference Replay section in the Members Area of our website.

- ◆ Download your recording to your PC
- ◆ Set up a streaming session
- ◆ Set up a Replay session
- ◆ Request a CD or Tape Copy
- ◆ Request a transcription
- ◆ Erase a recording

To record during a conference:

- ◆ Press #7 to launch the conference recording menu
- ◆ Press 1 to select conference recording
- ◆ Press 1 again if you want the recording password protected or any other key to start recording with no password protection.
- ◆ Press #7 again if you want to stop the recording before the conference ends. *(Please note that if you stop, then restart recording during a conference, the second recording will overwrite the first).*

### Host Dial Out

By default dial out is disabled when your account is set up. If you would like to enable the dial out facility please call customer services on 0845 051 8070.

Once activated you can dial out from your conference to other parties and bring them into your conference, this will incur additional costs. Please contact customer services for a full price list.

### To Dial Out

- ◆ Press #3 to obtain a dial tone.
- ◆ The dial 00, then the country code, then the full number with the first zero omitted then press #
- ◆ Press #5 returns both parties to the conference.
- ◆ Press #4 to return yourself to the conference and disconnect the dialled party