

Telephone Conferencing Quick Guide

Introduction

Welcome to Miura Conference. This handy quick guide will help you to be conferencing in minutes.

◆ 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 click on the link in your Welcome Email.

◆ Your Participant Access Code

This is the code your participants use to access your telephone conferences.

◆ Your Host Access Code *

This is your own confidential code which opens your conference and initiates billing.

Please remember to keep this code confidential. If you think you have been compromised, please call our Customer Service Team on 0845 051 8070.

Starting a Conference Call

- ◆ Dial the appropriate dial-in number.
- ◆ Enter your Host Access Code followed by the # key (eg. 1234567#) when prompted.
- ◆ Each participant dials the appropriate dial-in number and enters your Participant Access Code followed by the # key (eg. 2244555#) 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
- ◆ **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 from a number of options below. Please contact us for details.

- ◆ 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 our Customer Services Team 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.