

SETTING UP A CONFERENCE CALL

When you are ready for a conference follow these simple steps:

1. Inform all participants of the date and time of the conference.
2. Give all participants your ReadyAudio Connect phone number and 7-digit access code.
3. When it is time for your conference, dial in on the ReadyAudio Connect phone number, enter your 7-digit access code, then listen to the prompts to enter your Chairperson passcode to begin the conference.
4. Conference participants dial the ReadyAudio Connect number at the designate time, enter the 7-digit access code, and the conference is underway.

READYAUDIO CONNECT ACCOUNT OPTIONS

- Change Chairperson passcode - change this periodically to ensure security
- Record participant name (on / off) - when set to "on" this allows you to use the Roll Call feature during a meeting and to use the Name Announce option (see below)
- Set conference entry / exit announcement (choose one): Tones, Silence, Name Announce. To change these settings dial in to ReadyAudio Connect; enter your 7-digit access code followed by your Chairperson passcode; press to change account options and then just follow the voice prompts. These options can be changed as often as you like.

READYAUDIO CONNECT CONTROLS AND COMMANDS

As the conference Chairperson, you can control the access to your conference, as well as who can speak or just listen. To keep your conference well organized the following commands are available to you at any time during the conference. They can be activated through the touch-tone phone that you used to initiate the conference or through your computer via ReadyAudio Connect Web Meeting.

CHAIRPERSON COMMANDS AND FEATURES

Command	Feature
*1	Dial out to participant
*1*1	Join new participant to the conference
*1*2	Join new participant and dial new participant
*1*3	Disconnect line and rejoin conference
*1*4	Disconnect line and dial another participant
*2	Record conference (on/off)
*4	Lock conference (prevent new participants)
*5	Unlock conference (allow new participants)
*6	Mute line
*7	Unmute line
*8	Allow conference to continue after you disconnect
*9	Automated roll call of participants (if activated)
*#	Count number of participants
##	Mute all lines
99	Unmute all lines
00	Ask for operator
**	List available commands
*0	For Private Operator assistance

PARTICIPANT OPTIONS AND COMMANDS

Participants can choose from these commands during the conference.

HELPFUL HINTS FOR USING READYAUDIO CONNECT

- The maximum number of participants that can join the conference (including the Chairperson) is based on your individual subscription. Anyone trying to join the conference once the maximum number of participants has been reached will not be able to join.
- If participants dial in before the Chairperson, they will be placed on music hold until the Chairperson joins the conference.
- The Quick Start feature allows conferencing to begin without requiring the Chairperson to start the meeting. This feature does override the security requirement of Chairperson Passcode entry to start the conference.*
- The Auto Continuation feature allows all conferences to continue after the Chairperson disconnects without any additional touch-tone commands.*
- When a participant joins or leaves the conference tone is normally heard. Some ReadyAudio Connect subscriptions are configured to record and announce the names of participants as they enter or leave the conference. When this feature is enabled, a Chairperson or participant can press * 9 to receive a roll call of everyone on the conference.
- To include participants, you can dial out to them after the conference has begun. Press * 1 and follow the prompts.
- This is also an alternate method for connecting participants outside North America.

KEEPING YOUR CONFERENCE SECURE

Here are a few suggestions for maintaining the security of your conferences.

- Change your Chairperson passcode number frequently. Follow these steps:
 - Dial your ReadyAudio Connect phone number.
 - Enter your 7-digit access code.
 - Press the # key.
 - Enter your current Chairperson passcode.
 - Select Option 2.
 - Follow the prompts to create a new Chairperson passcode (4-9 digits).
- Assign an additional security passcode (4-9 digits) to sensitive conferences. Be sure to inform all participants of the security passcode before you begin the conference.
- After you have entered your 7-digit access code at the start of your conference, you will then be prompted to enter the security pass code for that conference. If you enter this passcode, everyone that dials into this conference must also enter the same passcode after entering the usual 7-digit access code.
- To ensure maximum security use the lock conference feature; * 5 to lock, * 4 to unlock.

If you need assistance with your ReadyAudio Connect conference, please call:

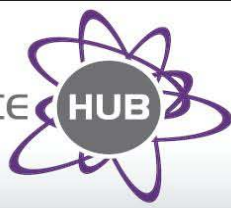
International: +44 207 855 1255 or [click here](#) for your local access number
UK toll Free: 0800 528 0527
Email: vc-net@cfer.com

....and follow the prompts.



Last Update: 24.03.10

Country	Phone Number	Access Type
Australia	1800709616	Toll-free
Australia	1800626399	Toll-free
Austria	0800281633	Toll-free
Belgium	080071642	Toll-free
Brazil	08008919451	Toll-free
Brazil	0114947460	Local Toll
Canada	8008679289	Global VPN
Canada	16477233973	Local Toll
China North	108007140880	Toll-free
China North and South	8008700594	Toll-free
China North and South	4006860594	Toll-free
China South	108001400855	Toll-free
Cyprus	80096450	Toll-free
Czech Republic	800142367	Toll-free
Denmark	80703162	Global VPN
Denmark	36914397	Local Toll
Egypt	8000000220	Toll-free
Finland	0800113061	Toll-free
France	0800941759	Global VPN
France	0174181122	Local Toll
Germany	08001014543	Global VPN
Germany	069509594676	Local Toll
Greece	0080016122035869	Toll-free
Hong Kong	8009008637	Toll-free
Hong Kong	30508677	Local Toll
Hungary	0680013133	Toll-free
India	8001006218	Toll-free
Ireland	1800944137	Global VPN
Ireland	14360775	Local Toll
Israel	1809245896	Toll-free
Italy	800787419	Global VPN
Japan	00531160543	Toll-free
Japan	0357674805	Local Toll
Luxembourg	80021017	Toll-free
Malaysia	1800812242	Toll-free
Mexico	0018005146770	Toll-free
Netherlands	08002658229	Global VPN
Netherlands	0207977949	Local Toll
New Zealand	0800445093	Toll-free
New Zealand	0800447684	Toll-free
Norway	80057420	Global VPN
Poland	008001114755	Toll-free



Country	Phone Number	Access Type
Romania	0800895525	Toll-free
Russia	81080024331012	Toll-free
Singapore	8001011690	Toll-free
Singapore	64944184	Local Toll
South Africa	0800999515	Toll Free
South Korea	00308140654	Toll-free
Spain	900987046	Toll-free
Spain	900800325	Toll-free
Spain	917911840	Local Toll
Sweden	0114501522	Local Toll
Sweden	0201400571	Global VPN
Switzerland	0800561642	Toll-free
Thailand	001800656913	Toll-free
Ukraine	88005042840	Toll-free
United Kingdom	02079040069	Local Toll
United Kingdom	08005280527	Global VPN
United Arab Emirates	8000172655	Toll-free
United States	8008679289	Global VPN
United States	16477233973	Local Toll

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Any countries not listed can use the UK local dial-in number to access a conference call
UK - +44 207 904 0069