



## Conference Now Account Set-up and Users Guide

Conference Now provides the most flexible audio conferencing service, enabling you to conduct a conference any time you want without having to make a prior reservation. When you establish your Conference Now subscription, you will be given personal Toll and Toll-free numbers and a passcode (access code) that are good for life. You and your colleagues can use these over and over again. As the host, you will be the only person with the moderator code that serves as a security measure. Conference Now gives you the freedom to schedule your conferences any time you want or create one on the fly, from virtually anywhere. The following guide will help you get started so you can take advantage of all the benefits of Conference Now today!

### Create an Account or Subscription by Phone

- + Contact a reservationist at (Reservation line number to be provided)
- + A Meeting Consultant will set up your Conference Now subscription and provide you with your dial-in numbers, a participant passcode, and a moderator code.
- + When you set up your account, you will also be provisioned with a web conferencing service to be associated with this particular subscription. There is no charge for the web service, unless it is actually launched and used within a meeting.
- + If you would like online access to create your own subscriptions and manage your account through the MyAccount Dashboard web tool, the Meeting Consultant will provide you with a login and password. (See below for more information on how to create a subscription online.)
- + You will then receive presenter and audience invitation emails. These may be used to invite audience members or fellow presenters to your Conference Now conferences.

### Creating/Editing a Subscription Online

If you already have a login and password for your MyAccount Dashboard, you can create and edit Conference Now subscriptions online.

- + Go to <http://www.myconferencecenter.com/nationsline>
- + In the *MyAccount Dashboard* box, enter your login and password, and then click on the "Submit" button. This will take you to MyAccount Dashboard.
- + Any existing Conference Now subscriptions will be listed in the Subscription Manager area.

### To create a new subscription:

- + On the getStarted bar, click "New Anytime Subscription". This will take you to the New Anytime Subscription page.
- + From the subscription page you will be able to:

- Enter a conference title for a particular subscription. The conference title can be changed by using the edit feature.
- Choose the type of dial-in numbers (Toll, Toll-free, Both).
- Choose the maximum number of participants.
- Choose a web conferencing service.
- Select your conference preferences (Name Record, Entry & Exit Options, etc.).
- + Once you have made your selections, simply click on the “Submit” button and your new Conference Now subscription will be created.
- + You will immediately be provided with your dial-in numbers, a participant passcode, and a moderator code.
- + You will then receive presenter and audience invitation emails.

### **To edit a subscription:**

- + Click on the “Edit” button for the subscription you wish to edit. This will take you to the edit page.
- + Edit the desired attributes and click “Submit”.

**To cancel a subscription, simply click on the “Cancel” button for the subscription you wish to cancel.**

**NOTE: ONCE A SUBSCRIPTION IS CANCELLED, IT CANNOT BE UNDONE.**

### **Become an Online Arranger**

Becoming an Online Arranger allows you to manage Conference Now subscriptions for multiple colleagues through MyAccount Dashboard. To register to become an on-line arranger:

- + Go to <http://www.myconferencecenter.com/nationsline>.
- + In the *MyAccount Dashboard* box, select "Create a New Account".
- + Complete the Registration Form.
- + A Meeting Consultant will contact you within 24 hours with your new Login and Password.
- + Make sure to identify any/all hosts you need to make arrangements for when you speak with the Meeting Consultant.

### **Hosting/Moderating a Conference Now Call**

- + Forward your audience e-mail invitation to your meeting participants - this will provide all pertinent dial-in information for your phone conference and a hyperlink if you are utilizing the integrated web conferencing feature. Use this email to notify them of the scheduled time.
- + A few minutes prior to the scheduled start of your conference, dial-in using one of your conference dial-in numbers.
- + Once connected, a recording will prompt you to enter your participant code followed by the pound (#) key.
- + A recording will then prompt you to press the star (\*) key if you are the host.
- + After pressing the star (\*) key, you will be prompted to enter your moderator code followed by the pound (#) key.
- + If you have your conference set up for “Name Announce” upon entry and exit, you

will be prompted to state your name followed by the pound (#) key prior to entering the conference. Otherwise you will be entered directly into the conference.

## Conference Controls

Conference Now allows you to manage your conference and access conference features from your touch-tone phone or online by using ViewPlus™.

### ViewPlus™

ViewPlus is designed to give conference hosts (moderators) the ability to control participation in a Conference Now call from a secure web browser. ViewPlus is easy-to-use and can be launched either before or after the conference begins.

### Two ways to launch ViewPlus

- 1) **MyAccount Dashboard.** For hosts that have received their login credentials, ViewPlus may be launched directly from their MyAccount Dashboard.
  - + Go to <http://www.conferenceplus.com>
  - + Login through the *MyAccount Dashboard* box.
  - + Click on the “Moderate” icon for the chosen subscription. This will launch ViewPlus.
- 2) **Meeting Center.** Hosts or a designated moderator may access ViewPlus through the Meeting Center. With this accessibility, a conference host can authorize another participant to moderate the conference with ViewPlus without providing access to their host account information that resides on their MyAccount Dashboard.
  - + Go to <http://www.myconferencecenter.com/nationsline>
  - + In the *Meeting Center* box, select “Moderator/Host”
  - + Enter the Dial-in Number, Passcode, Moderator Code and select “Sign In”
  - + In the *Start ViewPlus* box, select “Start”. This will launch ViewPlus.

With ViewPlus, you can simply point and click on icons, buttons, or links to utilize the following conference controls:

- + Speak with an operator
- + Have an operator join the conference
- + Mute or unmute individual lines or the entire conference
- + Lock or unlock the meeting
- + Disconnect and remove participants from the conference
- + InstantConnect™ (dial-out) to other parties to bring them into the conference with no interruption to the meeting
- + Identify participants with playback of recorded names
- + Name conference lines for easy identification of participants
- + Play a “roll call” of all participants
- + Launch a web conference
- + End the conference

## **Touch-tone Phone Conference Controls**

Hosts and participants may also use their touch-tone phones to utilize the following Conference Now features.

### **Dial Feature**

- \*0 Speak privately with an operator (Host and Participants)
- 00 Request an operator to join the conference (Host and Participants)
- #1 InstantConnect (dial – out) to bring others into the conference without interrupting the meeting (Host only)
- \*2 Start and stop digital recording the conference (Host only)
- \*5 Lecture mode – mute all lines except the host (Host only)
- #5 Un-mute all lines (Host only)
- \*6 Mute your own line (Host and Participants)
- #6 Un-mute your own line (Host and Participants)
- \*7 Lock the conference (Host only)
- #7 Unlock the conference (Host only)
- \*8 Receive a participant tally for the conference (Host and Participants)
- \*9 Hear the roll call of participants (Host only)
- \*\* Play a list of available commands (Host and Participants)

If you have any questions or require further assistance or training for Conference Now or any of our other conferencing services, please contact us at (Reservation Line number to be provided) and we will be happy to help improve your conferencing experience.