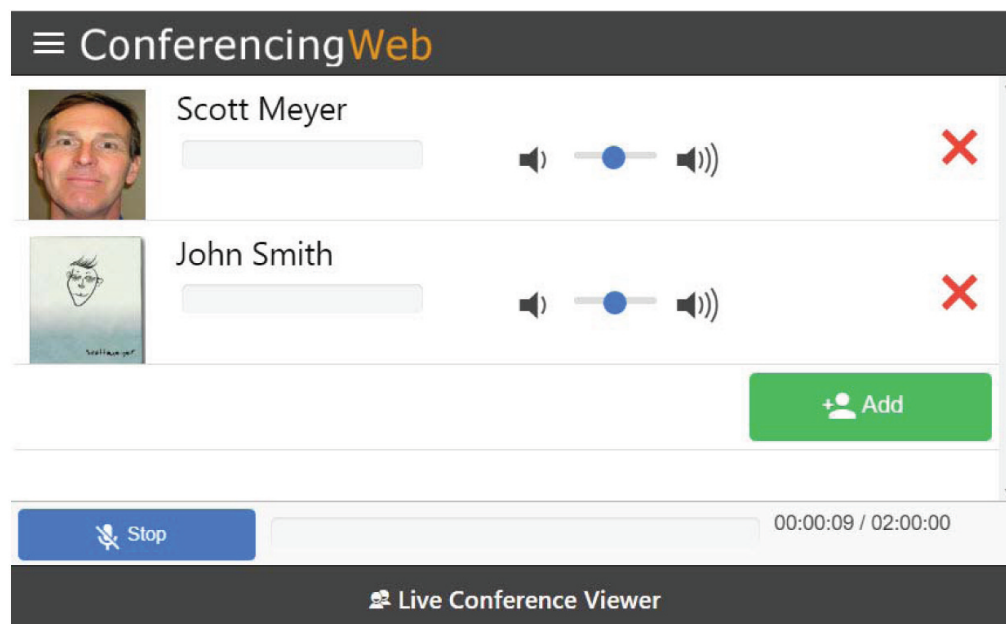


# Conferencing Calling

## User Guide



**ALLIANCE**  
COMMUNICATIONS™  
*wired differently*

Dial 611 from any phone with Alliance service or call 605-582-6311 from your cell phone.  
[www.alliancecom.net](http://www.alliancecom.net)

## SET UP YOUR CONFERENCE CALL

- Send prospective attendees a notice with the date and time of the conference via E-Mail, mail or telephone.
- Provide your attendees the Phone Number to dial-in to the Conference:  
Direct: 605-582-9008 Toll Free: 1-877-549-5018
- Provide your attendees the 5-digit Conference Identification Number:  
Alliance will give you your Conference ID when you call us to add conferencing service.  
Then you'll be able to see your Conference ID# in the web portal if you need a reminder.

Tell attendees that there will be a prompt asking for this number.

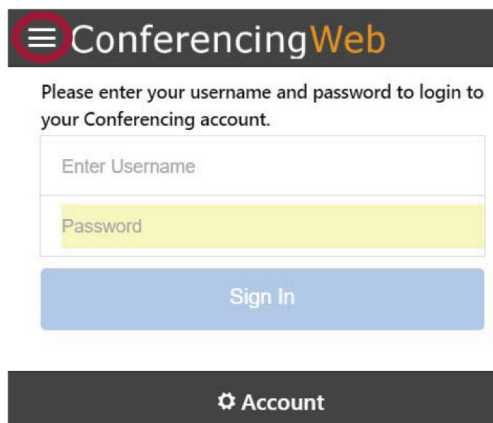
## ADMINISTRATOR CONFERENCE CALL ACCESS

- Call the same number your attendees will call. When prompted, enter the Conference ID # you supplied to your attendees. You will then be prompted to enter your Administrator Access Code. Alliance will provide you with your code when you call us to add conferencing service. Then you'll be able to see your code in the web portal if you need a reminder.
- You will hear an announcement letting attendees know you have joined the call and hear how many attendees are in the conference.
- If Attendees call in before the Administrator, they will be notified that the Conference Administrator has not yet arrived and will be asked to remain on the line until the Administrator arrives.
- Use this same access procedure if your are using the Web Portal to administer your conference.

## MANAGE CONFERCING WITH THE WEB PORTAL

Enter the following web address into your PC's web browser:  
<https://customerportal.alliancecom.net/Conferencing>

Click on the Area circled in Red to open the Main Menu.



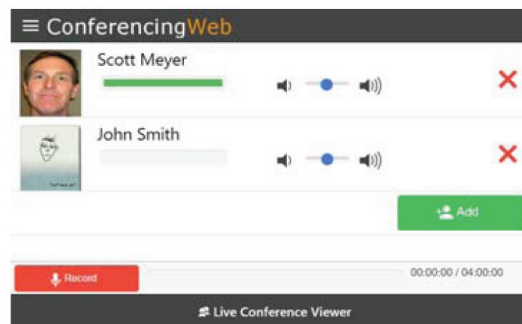
Live Conference Viewer shows you an in-progress Conference.

Recordings shows you saved recordings.

Settings lets you change your log in passwords, and access settings and also displays the Conference Call in Number(s).

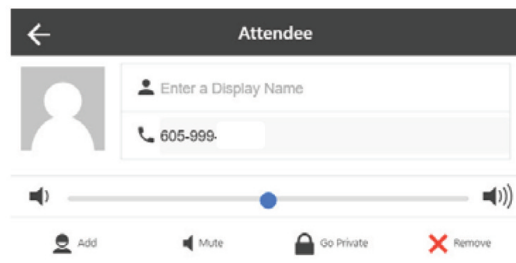
Account allows you to Log Out and to change your Web Portal Password.

## ATTENDEE ADMINISTRATION FEATURE - LIVE CONFERENCE VIEWER



Click on an attendee's left speaker to Mute/Unmute them. Use the Blue slider button to Increase/Decrease attendee volume. Click on the Red X to remove an Attendee from the Conference.

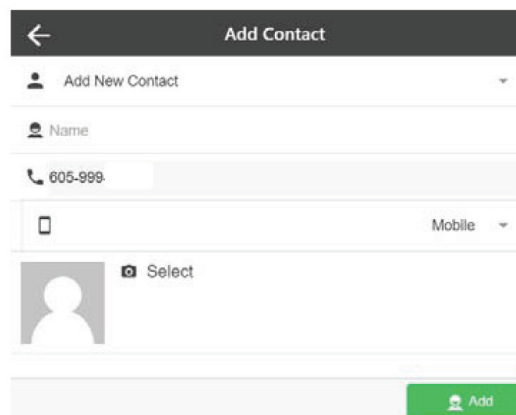
Click the Add button to add an attendee to an in-progress conference. Enter their number including area code and click the Call button.



### Editing Conference Attendees

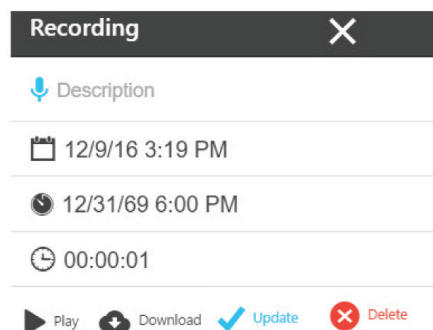
Click on a Conference attendee to open an Attendee window. From this screen you can Add or Update an attendee's Live Conference Viewer display information. You can also Mute attendees. With Go Private, you can have a private conversation with the attendee. Remove will drop the attendee from the Conference Call.

Click on Add to create contact information for new conference attendees and Update to edit information for an existing contact.



You can associate a name with a conference attendee's number by entering it in the Add New Contact field. From the drop down menu, you can select the phone type.

You can also associate an image with the Contact by clicking on Select, which allows you to upload an image. Click Add when you have finished Adding or Updating your contact information.



### Recordings

From the main Menu, click Recordings to Play, Download or Delete your Recordings. If you would like to create a name for your recording, enter it in the Description field and click on Update. Click on Play to listen to your recording. Click on Download to save a copy of your recording to your computer. If you would like to remove a recording from your service, click on Delete. Contact our office if you wish to enable the recording feature.

## Settings

From the main Menu, click on Settings if you want to change your Conference ID Number or Administrator Access Code. You can also set your service to Terminate the conference call when the administrator leaves the conference, Disable the Entrance or Exit beeps of your

General	
Conference ID	08158
Administrator Access Code	21573
Terminate When Admin Leaves	No
Quiet Mode	No
Mute Attendees	No

Recording	
Recording Enabled	Yes
Total Recording Allowed	04:00:00
Max Duration Per Recording	02:00:00
Recordings Expire	Never

Access Numbers	
990-7415	

conference attendees with Quiet Mode, and Mute or Unmute all Attendees of your conference calls. The Settings window also displays the default setting for your ability to Record conference calls and also the Access Numbers that people need to call for access to your conference service.

If you choose to change your Conference ID Number or Administrator Access Code, you must enter 5-digit numerical codes for each.

If you want the conference to end when you (Administrator) leave the conference, select Yes from the dropdown menu in the Terminate When Admin Leaves field. If you want attendees to enter and exit without beep tones, select Yes from the dropdown menu in the Quiet Mode field.

If you want all attendees of your conference to be muted, select Yes from the dropdown menu in the Mute Attendees field.

## Account

From the main Menu, choose Account to change your access password to the Web Portal or to Log Out of the Portal.

