

Star-Touch Features

MEETING ASSISTANCE

- *1 = Help Menu
- *0 = Operator Assistance

MEETING INTRODUCTION

- *32 = Record Your Meeting Introduction

VOLUME

- *4 = Increase Meeting Volume
- *7 = Decrease Meeting Volume
- *5 = Increase Your Voice Volume
- *8 = Decrease Your Voice Volume

MUTE / UN-MUTE

- *6 = Mute or Un-Mute Your Line
- *96 = Mute All Participant Lines
- *97 = Un-Mute All Participant Lines

CALL SOMEONE (“Client ID” needed)

- *95 = Dial Out To Add Participants

SECURITY

- *31 = Turn Security Code On/Off
- *91 = Hear Participant Count
- *92 = Hear Roll Call of Participants
- *93 = Disconnect All Lines
- *94 = Lock or Un-Lock the Meeting

RECORDING PLAYBACK

- *22 = Record Your Meeting

An email will be sent to you following your meeting with instructions to access your recording and its playback.

SUB-MEETINGS

- *21 = Initiate Sub-Meeting
- #1-9 = Join Sub-Meeting
- ## = Return To Main Menu
- #0 = Meeting Host Returns All To Main Meeting

Please Note: Two-Digit features can only be utilized by the meeting hosts

Common Web Professional Terminology:

Application Sharing: Share your applications or your entire desktop, enabling Participants to view changes as you make them and to see applications unique to your desktop.

Hand Raising: To ask or respond to a question, Participants can raise a virtual hand to capture the attention of the Moderator.

Full Screen: Maximizes the size of the Web Professional window.

Marker: Choosing this tool allows a Moderator to make annotations to documents or presentations in real time.

Pointer: Highlight or bring attention to the content of your presentation.

File Transfer: Allows a Moderator to transfer any file to one or all Participants.

Remote Control: Share applications on a Participant's computer, where both the Moderator and a Participant have the ability to control documents

Chat: Participants and the Moderator can communicate directly by text in a separate window.

Getting Started:

1. Login to Web Professional by going to Momentum Conferencing's Home Page and logging in, or login directly by going to the Web Professional login page located at: <http://momentum.conferencingportal.com/webconferencing/>
2. You will see the header "Meeting Role", please check the box next to your role: Participant or Moderator. Please be sure to use the same E-mail address each time you log in. (PLEASE NOTE: It is recommended that the Moderator log into the presentation 10 to 15 minutes before the scheduled start time. If a Participant arrives before the Moderator, they will be informed that the meeting is not yet in progress.)
3. There are two easy steps for the Moderator to upload a presentation after logging in:
 - A. Click the "Publish" button, browse to find your file, then click the "Publish Document" button.
 - B. The window will then disappear and the Moderator can click the "Start" button to begin the web conference.Note: "Publish" and "Start" buttons are at the top left of the screen.
4. The Moderator MUST start the meeting by clicking on the "Start" button. (PLEASE NOTE: Participants will not be able to see your web conference until the "Start" button has been clicked.)
5. If the Moderator is logged on and the meeting is being rescheduled, simply click the "Logoff" button. On the rescheduled date, please start at Step 1.

System Check:

All Moderators and Participants should perform a system check before initiating any Web Professional Conference. This system check will ensure that each person's computer is compatible for application sharing. The system check will also tell you if an application sharing applet exists in your system or needs to be downloaded to function properly. Both the check and the applet take seconds to perform and will not interfere with your computer's operating system functionality.



Audio OnDemand™

Whether you have a scheduled meeting or need to instantly connect with others, you can use your audio conferencing solution anytime.

Start hosting meetings today - It's easy!

You will find everything you need in your welcome email which you have recently received. This will include your new passcodes (pins) and access numbers. After that it's simple.

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1. Choose a meeting time and inform your attendees
 2. Distribute your dial-in numbers and attendee passcode
 3. Dial in at the time of the meeting using your host passcode and begin your meeting
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Tips for a successful meeting

You have a complete list of meeting management features that are always available for you to use to make your meetings more productive and engaging. Simply press the * key on your telephone keypad, followed by the corresponding digit(s), to use any of these features.

Meeting Management Features:

Press the * key on your telephone keypad, followed by the corresponding digit(s), to use any of these features. Two-digit features.

Client ID is used in association with the *95 feature. You will be prompted to enter your **Client ID** before you are asked to enter the number you wish to dialout to.

Meeting Assistance

- *1 Help menu
- *0 Operator assistance

Meeting Introduction

- *32 Record your meeting introduction
- Volume

Security

- *31 Turn security code on/off
- *91 Hear attendee count
- *92 Hear roll call of attendees
- *93 Disconnect all lines
- *94 Lock or unlock the meeting



- *4 Increase meeting volume
- *7 Decrease meeting volume
- *5 Increase your voice
- *8 Decrease your voice

Mute/Un-Mute

- *6 Mute or un-mute your line
- *96 Mute all attendee lines
- *97 Un-mute all lines

Sub-meetings

- *21 Initiate sub-meeting
- #1-9 Join sub-meeting
- ## Return to main menu
- #0 Meeting host returns

Training Star Features:

- **Number of Callers *91 or when in the #9 feature if they press 1**
If this feature is selected, the moderator will receive the number of participants who have dialed into his/her call. This information will be broken down into participants and speakers. This will be determined by the passcode that was entered.
- **Record Name for Roll Call *92 or when in the #9 feature if they press 2**
If this feature is selected, the participants name is recorded after they enter the passcode. The name is then available to the moderator for a roll call. Names are captured in a temporary .wav file, meaning the name is erased as soon as the participant hangs up. A roll call must be obtained while the call is in progress. A roll call cannot be generated after a call has taken place Moderator Features must both be activated and the Moderator Passcode entered in order for the roll call to be obtained. To bypass this role call you can press #.
- **Line Termination *93 or when in the #9 feature if they press 3**
This feature allows the moderator to terminate all participants' lines while maintaining his/her own connection. Moderator Features must be activate and the Moderator Passcode entered in order for this feature to be activated.

- **Lock/Unlock Conference *94 or when in the #9 feature if they press 4**
This feature allows the moderator to lock the conference once all participants have joined the call. It is a toggle switch, meaning the same prompt is used to lock and unlock the call. Participants that attempt to dial into a locked conference are told that the conference has been secured and to contact their moderator for more information. Moderator features must be activated and the Moderator Code entered in order for this feature to be active
- **Moderator Dial Out *95 or when in the #9 feature if they press 5**
This feature allows the moderator to dial out to additional participants and connect them to the conference. Once you have dialed the number, you may access extensions and voice prompts within a given phone system until you reach the desired party, then add them to the conference by pressing the pound (#) sign and then pressing the (*) to enter you both into the conference. If at any time you wish to cancel the dial-out call, press the star (*) key and you will be returned to the conference. You can bypass this prompt by press the pound (#) sign. This prompt is repeated every couple of seconds if you do not dial-out to anyone, or if you press the wrong keys. After adding all of the desired participants to the call, press the star (*) key to rejoin the conference.

Important Note: The moderator feature must be enabled and the moderator must enter into the conference with the moderator passcode in order to use this feature.

- **Moderators will be able to dial out, with unlimited usage.**
To initiate a dial-out the moderator will be asked to enter their Client ID.
This feature will not allow moderators to use the following:
 - Will not be able to dial out to any phone number with less than ten (10) digits

Will not be able to dial a number without the area code or toll-free prefix. When dialing out to a participant within their own state or country the moderator must dial the area code/country code and then the number, otherwise the system will not recognize the information. (Note: You MUST dial '1' or 011 for Int'l first) If you don't dial a 1 or 011, your access to dial-out will be denied.

The conference will not be charged until the party the moderator wishes to reach is brought into the call. So, if the moderator dials wrong and does not realize it until the party answers, the conference will not be charged as long as the moderator does not place the person into the conference.



- **The moderator dials *95 on their telephone keypad, a voice prompt will say:**
“Please enter your Client ID followed by the pound (#) key for validation before continuing”
After entering your Client ID and pressing the pound (#) key you will hear the following:
“Dial out mode. For domestic dial please enter the digit one, the area code and the number you wish to dial followed by the pound key. For international numbers please enter 011, the country, city and number you wish to dial followed by the pound key. You may return to the conference now by pressing the star key.”
- **Moderator Feature “mute all” *96 or when in the #9 feature if they press 6**
This feature allows the moderator to mute all participant lines, while keeping open those lines where a Moderator Passcode was entered. This allows a call to have multiple speakers. If a speaker dials in with the Moderator Passcode after the lines have been muted, the Moderator will have to un-mute then re-mute all of the lines in order for the new speaker to be able to speak into the conference. Moderator Features must be activated and the Moderator Code entered in order for this feature to be active
- **Moderator Feature “un-mute all” *97 or when in the #9 feature if they press 7**
This feature allows the moderator to un-mute all participant lines. Moderator Features must be activated and the Moderator Code entered in order for this feature to be active.
- **Multi Sub-Conferencing *21**
This Moderator feature provides the moderator the ability to manage up to 9 breakout rooms/sub-conferences within a single ReadyConference call. Sub-conferences are managed using the moderator’s/participant’s touch-tone keypad.

To use the feature the moderator presses *21 and instructs participants on the different sub-conferences available. Participants will press #1-9. If a participant enters the wrong sub-conference he/she will be able to switch to the correct sub-conference by pressing pound (#) followed by the correct conference number.

The moderator cannot control which sub-conference a participant enters. The moderator can deactivate all sub-conferencing by pressing #0, this will return all participants back to the main conference.



- **Record On Demand *22**
(not available for SRC conference these must be booked in advance by speaking to a CS agent or when booking online)
This feature allows a moderator to start, stop, pause and restart a recording utilizing a touch-tone keypad. When the feature is enabled during a conference all participants will hear a prompt indicating, “the conference is being recorded.”
Begin Recording – press *22
Pause Recording – press *22 1
Unpause Recording – press *22 1
Erase and start over – press *22 2
Cannot stop the recording once it has begun – recording will end when the conference ends
- **Help Prompts *3 & *30**
*3 gives help information for Conference Configuration

*30 give help information for setting a Conference Security Code

Conference Security Code *31

This moderator feature will be available to all clients for their ReadyConference on Demand and Scheduled ReadyConference calls. This will enable the moderator to enter a moderator security code that participants must use in order to enter the conference.

If a moderator wants to use this feature, once he/she has entered into the conference with their moderator pass-code, they would press *31 to turn the feature on, the feature is turned off by default. After turning the feature on the moderator will be prompted to enter their moderator security code of 4-8 digits. Once the code has been set only participants with the moderator security code will be allowed to join the conference.

The Reservations Agent will be unable to see this code.



Custom Prompt/Verbal Message Code *32

This moderator feature will be available to all clients for their ReadyConference on Demand and Scheduled ReadyConference calls. This will enable the moderator to record a custom message/introduction.

If a moderator wants to use this feature, once he/she has entered into the conference with their moderator pass-code, they would press *32 and they would get the following verbal menu options.

- *32 + 1 = Record the prompt
- *32 + 2 = Delete the prompt (and disable the feature)
- *32 + 3 = Listen to the prompt
- *32 + * = Return to the conference

This message/introduction can be up to 20 seconds long, and will play after all other features have been prompted, but before the Participant is allowed to enter the conference.