

BRIGHT HOUSE NETWORKS AUDIO CONFERENCING - Getting Started

Bright House Audio Conferencing services from Bright House Networks Business Solutions enables customers to collaborate and share information among large or small groups of people via the phone. This allows you to initiate the conference call without the need of assistance from a third-party operator.

Using Bright House Audio Conferencing

1. Give your participants the date and time of the call, your dial-in number and your Conference Code.
2. At the specified time, dial your Bright House Audio Conferencing dial-in number, then enter your Conference Code followed by #.
3. When prompted for the Host Code, press *, then enter your Leader PIN followed by #.

Note: Alternatively, the leader may use Leader Express Entry to start the conference in one easy step by consecutively entering the Conference Code followed by * and the Leader PIN followed by #.

4. Your participants join the conference by dialing your number and entering the Conference Code only.

Note: Customers are provided with both a toll and a toll free number. If attendees are calling from outside of the United States they use the toll number. The attendee is responsible for all of their long distance or International charges. Bright House customers are charged at the per participant minute charge according to their conference calling plan.

5. Press *6 to mute and unmute your line.

How to Register for an Online Account

To create a Username and Password that will let you access the Audio Conferencing Manager follow the Instructions below:

1. Sign in on the Bright House Networks Manage My Services page with the User name and password you created at http://business.brighthouse.com/Manage_My_Services/
2. Click the **Audio Conferencing** link to access the Audio Conferencing Management tool
3. Click **Go** in the **First Time User** box and enter your User Number and Web PIN (provided in your Welcome Email)

Scheduling a Meeting Using the Audio Conferencing Manager

Though not required to schedule a call, another option for notifying participants of conference call details is through the use of the Audio Conferencing Manager to enter information about the call. An automatic email can then be sent to all the participants with the time, date and the dial-in number and code.

1. Once logged into the Audio Conferencing Manager, click **My Meetings** on the left hand navigation pane
2. Click the **Schedule a Meeting** button in the Meetings box
3. Select **Bright House Networks Audio Conferencing**
4. Fill in your information in the field provided including the meeting date and time, account codes (if applicable) and conference leader information
5. Click **Submit**. Your Conference Call is now scheduled and will be shown in **My Meetings**.

Digital Recording Studio

Enables you to record a message for digital playback over the telephone - no conference call required. After making a recording forward the number and Conference ID that was provided to you when you made your reservation.

1. Schedule a recording session by dialing **1-800-374-2441**
2. At the scheduled time, dial **1-877-836-2673** (toll free) or **1-706-634-5549** (toll)
3. After the prompt, enter the conference ID that was provided to you when you made your reservation.
4. After the prompt, press **1** to record over an existing message or press **2** to hear other options.
5. Click **My Meetings** on the left-hand side of the pane

Billing and Usage

- Calls are billed at a per participant minute rate (ppm)
- Calls are charged on a 60 second basis, rounded up to the next minute
- Recordings are billed at a per recorded minute basis (treated as an additional participant)
- Playback of recordings via online or over the phone are billed on a per minute of playback time per user per playback
- CD recordings and download recordings are provided at a flat fee in addition to the recording fee noted above
 1. To view billing and usage, log on to the Manage My Services page at http://business.brighthouse.com/Manage_My_Services/
 2. Click **Call Detail Record**

Note: Billing and usage information for Audio Conferencing will not be available until up to 4 business days after a conference call takes place.

Billing Example

If there are 4 parties on a call that dialed in at different times for different durations at \$0.08 ppm, the billing would be as follows:

- » Host= 60 minutes
- » Participant 1= 60 minutes
- » Participant 2= 65 minutes
- » Participant 3= 40 minutes

Total conference minutes= 60+60+65+40= 225

Total charge= 225 x \$0.08 ppm = \$18.00



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USING THE AUDIO CONFERENCING MANAGER

Get the most from your Audio Conferencing Service by using our Audio Conferencing Manager to schedule and manage your meetings, change account settings and view reports on your conferencing activity.

Library

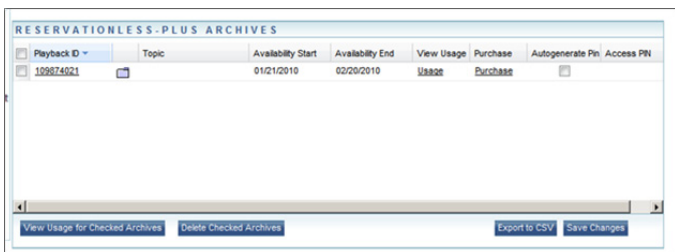
Archives: Allows you to access previously recorded calls. To listen to a recorded conference via phone, participants should dial **1-888-899-7904** (toll free), or **1-706-679-5560** (toll).

To listen to the recorded conference via the web, click the **Playback ID** link next to the call you wish to hear. A separate window opens. Enter your name and email address and click **Submit**.

To download your recording, click **Purchase** and select the archive extension option. Additional charges apply. To view charges go to: http://business.brighthouse.com/Communication_Services/Audio_Conferencing/ and select **Pricing Options**.

View the usage report for a recorded conference call by clicking **Usage** next to the call you wish to review.

Archived conferences can be deleted by selecting the check box next to each of the conferences you wish to delete and clicking the **Delete Checked Archives** button.



PIN Assignment: You may assign a unique PIN or system generated PIN for each recording to ensure the recording remains secure in the case that previous recordings are streamed or downloaded by participants.

To assign a custom PIN, select the recording, click in the Access PIN column and enter a 4-12 numeric pass code. Click the **Save Changes** button.

To assign a system-generated PIN, select the recording and check the corresponding Auto-generate PIN check box. Click the **Save Changes** button to save. A unique system-generated PIN will then be displayed.

Address Book: Use the address book to create and manage prospective conference participants and distribution lists for those you consistently invite to your meetings. When scheduling meetings using the Audio Conferencing Manager, these contacts and lists can be used to populate your participant list.

To upload contacts into the address book click **Upload Contacts**, then follow the onscreen instructions.

Manage My Account

Change your Password Security Settings: Click **Change Your Password and Security Settings** and provide your information in the fields provided.

View/Edit User information: Click **View/Edit User Information** and provide your information in the fields provided to change your personal information.

Account Codes: Account Codes allow you to keep record of billable time for your customers. Each customer is assigned a unique code. Assigned Account Codes are entered prior to a conference call.

Product Details: Click the **Product Details** button on the **View/Edit User Information** page. This page allows you to see your current product details, including your Conference Code and Leader PIN, as well as set your Call Preferences.

Delegates: Use the search function provided to find the Delegate you would like to view/edit.

Reports: Use the three drop down boxes to select the start and end dates as well as the output you wish to receive your report in. Then select the items you wish your report to contain under the **Reports Items** column. Finally, set your Filters under the **Filters** column and click view report.

FIELD	MEANING	DEFAULT
Entry Announcement	Decide how participants are announced when they join call	Entry Tone
Exit Announcement	Decide how participants are Exit announced when they leave call	Exit Tone
Quick Start	Must be OFF if Conferencing security is ON	OFF
Auto Continuation	Allows call to continue after the leader disconnects	ON
Recorder Dial Out	Enables leader to record call by pressing *2 on phone keypad	ON
Prompt set	Select the language call prompts will be spoken in	English
Continuation	Allows leader to turn Auto Continuation ON/OFF during call	ON
Operator Request	<u>Leader only</u> - Leader will be removed from the conference when operator assistance is requested <u>Leader and Participants</u> - Leader and participants will be removed from conference when assistance is requested <u>Neither</u> - Operator will join conference when assistance is requested	Leader and Participants
Name Record	<u>ON only</u> - Name record will be set as default for all calls <u>Both Selected</u> - Ability to change the Name Record on setting via your telephone keypad within your conference	Both Selected
Post Conference Emails	You will receive emails after a conference containing attendee caller information. (additional fee waived)	NO
Sub Conferencing	Ability to transfer participants into up to 9 different Conferencing sub-conferences. - Use the web moderator to select the line(s) you wish to transfer to and choose desired sub conference from the drop-down selection. - Or instruct your participants to press *9 on phone keypad then the desired sub conference code (1-9)	OFF
Waiting Room	<u>ON Only</u> - use with the conference lock (*7) feature to place participants in a waiting room until the conference is unlocked <u>Both Selected</u> - enables the leader to turn the waiting room feature ON/OFF via the leader menu at beginning of call	Neither Selected