

OPERATION
GUIDE
on
Conference Call
Service Usage
for



CONTENT INDEX

AUDIO CONTROL OF CONFERENCE CALL SERVICE

- 1. How to Make a Conference Call p. 3
- 2. How to Manage a Conference Call p. 4

WEB CONTROL OF CONFERENCE CALL SERVICE

- 1. Access to JOIN portal p. 5
- 2. JOIN portal interface p. 6
- 3. Create/eliminate conference codes p. 7
- 4. See information on conferences p. 8
- 5. Search for created conferences p. 10
- 6. Reports on past conferences p. 13

AUDIO CONTROL OF CONFERENCE CALL SERVICE

1. HOW TO MAKE A CONFERENCE CALL

Making an audio conference call is really easy.

All you need are the following:

- a telephone
- the **PIN codes** to enter your virtual room

We will send an email to the conference host which will contain two codes:

- the Host Code
- the Participant Code

Firstly, the Host should send an e-mail to all the Participants with the following information:

- Date and time of the conference
- Participant code
- Dial in telephone numbers^(*)

Next, **the Host** dials in to the conference on the telephone number provided and is prompted to enter the Host PIN code followed by the # key.

Similarly **the Participants** dial in using the details provided and they are prompted to enter the Participant code. Participants are put on hold until the Host joins and opens the conference.

(*) Remember that anyone can call in to the conference from any country - just consult the **PoP list** which contains all the country dial in numbers

2. HOW TO MANAGE A CONFERENCE CALL

Use the phone keypad to manage your conference call:

- *0 - Ask for Operator Assistance
 - *2 - Count Participants
 - #1 - Join the Subconference 1
 - #2 - Join the Subconference 2
 - #3 - Join the Subconference 3
 - #4 - Join the Subconference 4
 - ## - Come Back to the Main Conference
 - *5 - Mute All Participants (Host only)
 - *6 - Mute Yourself
 - *7 - Lock the Conference (Host only)
-

WEB CONTROL OF CONFERENCE CALL SERVICE

1. ACCESS TO JOIN PORTAL

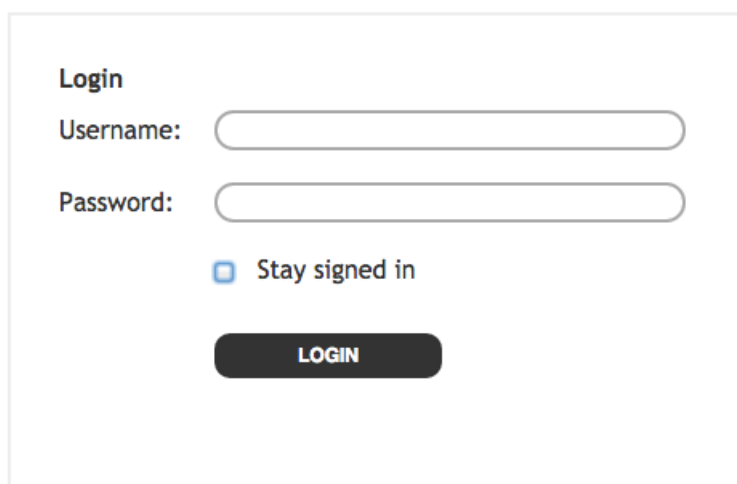
Via the JOIN portal users can schedule their conferences and see reports on them.

It's also possible to manage Spot Audio Conferences, that is to create conferences, as well as temporary ones, to each of which a temporary valid **Host Code** and a temporary valid **Participant Code** are assigned.

The period of validity of these codes is determined by the Host of a Spot Conference. Each conference, together with its codes, can be deleted at any time.

In order to access the JOIN portal, go to the link below and enter your username and password from the service activation e-mail

<http://join.u-comm.eu/uclogin.aspx>



The screenshot shows a login form with the following elements:

- Login** header
- Username:** followed by a text input field.
- Password:** followed by a text input field.
- A checkbox labeled **Stay signed in**.
- A black button with the text **LOGIN**.

2. JOIN PORTAL INTERFACE

Welcome James [14339](0)

JOINAUDIO REPORTS LOGOUT

JOINAUDIO[®] AUDIOCONFERENCE

SEARCH

Conf. ID: Conference Name: Start Date: Status: Active and Permanent Active Permanent All

Host code: Participant code:

Conf. ID	Name	Group	Date	Start	End	Del.
1071130	Marketing Department	Deafult group	Perm.			<input type="checkbox"/>
1071132	Sales Department	Deafult group	Perm.			<input type="checkbox"/>
1071134	Board of Directors	Deafult group	Perm.			<input type="checkbox"/>
1071140	Peter's Project Discussion	Deafult group	2016-08-10	16:00	17:00	<input type="checkbox"/>

The list of all active, scheduled and expired conferences

To search for active, scheduled or expired conferences

To create a new conference

3. CREATE/ELIMINATE CODES

The screenshot shows the 'JOIN SCHEDULER' interface for creating a conference. The form is titled 'CONFERENCE' and contains the following fields and elements:

- 1**: Conference Name field containing '2016_08_10_(16_41)'.
- 2**: Start Date field containing '2016-08-10' and Start Time field containing '16 : 30'.
- 3**: End Date field containing '2016-08-10' and End Time field containing '17 : 30'.
- 4**: A dropdown menu with 'ADVANCED OPTIONS' selected.
- 5**: A dropdown menu with 'CONFERENCE SETTINGS' selected.
- Host Code field containing '15109'.
- Participant Code field containing '17706'.
- SAVE and CANCEL buttons.

1. Enter a conference name to identify the conference
2. Select date and time when the period of codes validity starts
3. Select an expiration date and time for this conference codes (there are no time limits)
4. Ignore the **Advanced Options** menu (already set up by default)
5. Click **Conference Settings** if you need to change them, otherwise click **SAVE** and then confirm the new booking

THE CONFERENCE AND CORRESPONDING CODES HAVE BEEN CREATED. REPEATING THE PROCEDURE, YOU CAN CREATE AN UNLIMITED NUMBER OF CONFERENCES, EACH ONE WITH TWO DEDICATED CODES.

4. SEE INFORMATION ON CONFERENCES

SEARCH
Conf. ID Conference Name Start Date Status Active and Permanent Active Permanent All
Host code Participant code

Conf. ID	Name	Group	Date	Start	End	Del.	
1071130	Marketing Department	Deafult group	Perm.			<input type="checkbox"/>	   
1071132	Sales Department	Deafult group	Perm.			<input type="checkbox"/>	   
1071134	Board of Directors	Deafult group	Perm.			<input type="checkbox"/>	   
1071140	Peter's Project Discussion	Deafult group	2016-08-10	16:00	17:00	<input type="checkbox"/>	

Selecting “All” and then clicking “Search”, you can see information on the newly created conferences.

Clicking the **Lens** or the **Envelope** icon, you will open a pop-up window with more detailed information, including the Host Code and the Participant Code (see next page)

4. SEE INFORMATION ON CONFERENCES

DETAILED INFORMATION

Conference Detail
✕

JoinAudio® AUDIOCONFERENCE

1	Conference ID: 1071140
2	Conference Name: Peter's Project Discussion
3	Start: 2016-08-10 16:00
4	End: 2016-08-10 17:00
<p>To join the conferece please dial the phone number followed by the access code.</p>	
5	HOST CODE: 57550 PARTICIPANT CODE: 21452
6	Phone Numbers: Direct Connection AR R2 Direct Connection AR R2 Direct Connection CZ R2 Direct Connection CZ R2 Direct Connection DE R2 Direct Connection DE R2 Direct Connection EN R2 spare Direct Connection EN R2

1. Conference identification number (automatically generated)
2. Conference name
3. Date and time when the period of codes validity starts
4. Codes expiration date and time
5. Host Code and Participant Code
6. Available Access Numbers

Now you just should inform your participants about conference date and time, the Access Number(s) to call and the PARTICIPANT CODE.

5. SEARCH FOR CREATED CONFERENCES

To search for created conferences and their codes, you can use various criteria:

- By conference identification (ID) number
- By conference name
- By conference start date
- By Host Code or Participant Code

SEARCH








Active and Permanent
 Active
 Permanent
 All

Or, if you need a **complete list of active conferences**, make sure that the other search fields are empty and then select **Active**.

Selecting “All”, you’ll get a complete list of conferences (both active and expired).

Conf. ID	Name	Group	Date	Start	End	Del.	
1071130	Marketing Department	Deafult group	Perm.			<input type="checkbox"/>	
1071132	Sales Department	Deafult group	Perm.			<input type="checkbox"/>	
1071134	Board of Directors	Deafult group	Perm.			<input type="checkbox"/>	
1071140	Peter's Project Discussion	Deafult group	2016-08-10	16:00	17:00	<input type="checkbox"/>	
1071144	Mark's Presentation	Deafult group	2016-08-10	17:45	18:45	<input type="checkbox"/>	

















5. SEARCH FOR CREATED CONFERENCES

Conf. ID	Name	Group	Date	Start	End	Del.	
1071130	Marketing Department	Default group	Perm.			<input type="checkbox"/>	   
1071132	Sales Department	Default group	Perm.			<input type="checkbox"/>	   
1071134	Board of Directors	Default group	Perm.			<input type="checkbox"/>	   
1071140	Peter's Project Discussion	Default group	2016-08-10	16:00	17:00	<input type="checkbox"/>	
1071144	Mark's Presentation	Default group	2016-08-10	17:45	18:45	<input type="checkbox"/>	   

Each conference is characterized by:

- an automatically generated **Conf. ID**; it's just a sequence number, identifying each activated conference
- a **Name**, invented by the Host (e.g.: CdA 23/08); it's very useful for reporting purposes (to identify immediately the conferences, which you need to see the access information on)
- a **MODERATOR CODE** and a **PARTICIPANT CODE** (automatically generated)
- **DATE AND TIME** when the period of codes validity **STARTS AND ENDS** (set up by the Host)

5. SEARCH FOR CREATED CONFERENCES

Conf. ID	Name	Group	Date	Start	End	Del.	
1071130	Marketing Department	Deafult group	Perm.			<input type="checkbox"/>	   
1071132	Sales Department	Deafult group	Perm.			<input type="checkbox"/>	   
1071134	Board of Directors	Deafult group	Perm.			<input type="checkbox"/>	   
1071140	Peter's Project Discussion	Deafult group	2016-08-10	16:00	17:00	<input type="checkbox"/>	
1071144	Mark's Presentation	Deafult group	2016-08-10	17:45	18:45	<input type="checkbox"/>	   

Symbols



to open a pop-up window with conference details (codes, start and end time, access numbers)



to eliminate a conference (it will still be visible on the list, but the codes will not be active)



to modify a conference

6. REPORTS ON PAST CONFERENCES

REPORTS function allows to see information on conferences one day after they were held.

SEARCH

Joinaudio Joinvidyo CREDITS...

From: 2016-08-01
 To: 2016-08-10
 Detail Type: Conference ▾
 Results: 50 for page ▾
 SEARCH
 PRINT DETAILS
 EXPORT FILE...

ID	Code	Company	ID	Code	Group	ID	User	Conference ID	Date	Start	End	Sender	To	Duration
UC0409	171	Unicredit Bank Ag	G0001	DFLT	Deafult group	14339	Fox James	1071130						36
UC0409	171	Unicredit Bank Ag	G0001	DFLT	Deafult group	14339	Fox James	1071132						26
UC0409	171	Unicredit Bank Ag	G0001	DFLT	Deafult group	14339	Fox James	1071134						62
UC0409	171	Unicredit Bank Ag	G0001	DFLT	Deafult group	14339	Fox James	1071140						35
TOT. 159														

IMPORTANT: It is still possible to view reports, but all callers are labelled as *Anonymous*. In other words, the reports include information on the activity of the room, but do not include any user data.

CONTACTS

For more information,
please visit your dedicated website:
<http://unicreditgroup.joinconferencing.com/>

or

contact our **Help Desk**:

from UK: **+44.2036086716**
from GER: **+49.8921093308**
from AU: **+43.720884355**
from IT: **+39.0289877729**

E-mail: unicreditgroup@joinconferencing.com

