



Simply the best conference call experience
...and lower costs



USER GUIDE RECORDING MANAGEMENT FOR HOSTS

This User Guide explains:



- 1 How the host can record conference calls
- 2 How the host can make recordings available for playback

Recording conference calls

Only the host can initiate the recording of conference calls. This can be done in two ways:

- 1 Through the host telephone key pad: pressing the '*' and then the '3' button will start the recording
- 2 Through the web control panel by pressing  located in the Conference Controls panel or Current Conferences panel. The recording is in progress when the icon looks like this .

Recordings are concluded in one of the following ways:

- a Through the host key pad: pressing '*' and then the '3' button will stop the recording
- b Through the web control panel by pressing  the recording is stopped when the icon returns to this state .
- c When all participants exit the call

Making recordings available to interested parties.

The most recent recording is always available through the recording playback line 0844 316 0 317. The customer calls the recording playback number and enters the conference ID.

- 1 If only one recording is associated with the conference ID, the recording begins playing immediately.
- 2 If there is more than one recording, the customer will enter '0' and '#' to listen to the most recent recording.

To make available previous recordings, the host will login to the web control and select "Conference Recordings" from the list on the left hand side. The recordings from the previous 30 days will be displayed.

- 1 From here the host can Download, Convert to MP3, Start Sharing, or Delete the recording.
- 2 Select "Start Sharing" and the display changes to "Stop Sharing: (share code)" – this code can be provided to interested parties who will call the recording playback number, enter the conference ID, and then enter the share code to listen to the recording.

*****Please remember any participant with the recording playback number and your conference ID has the ability to listen to your most recent recording at any time, this does not require a share code*****



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Example Conference Recordings in your web control panel:

- Line 1 – New recording which has not been converted to an MP3 or been selected for sharing
- Line 2 – Recording which has been selected for sharing, share code = 2289
- The second recording has been converted to an MP3 format which can be played from the icon or downloaded to the user's computer. If the user selects the download before conversion (Line 2 download), the audio file is downloaded in a ".wav" format.

Current Recordings

| | | | | | |
|------------------|------------|--------------------------|--------------------------------|------------------------------------|------------------------|
| 92574-1244824261 | 2009-06-12 | Download | Convert to MP3 | Start Sharing | Delete |
| 92574-1243359071 | 2009-05-26 | Download | Convert to MP3 | Stop Sharing: 2289 | Delete |
| 92574-1243359071 | 2009-05-26 | Download | | | Delete |