Conference Bridge

For assistance:

Call 1-800-770-2121
E-mail conference.call@gci.com

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INTRODUCING CONFERENCE BRIDGE WEB PORTAL

FEATURES

Administer Participants

Users can manage the profiles of their regular conference attendees. They can add new participants, edit existing participant details, and delete old participants. These contact details are used when conference notifications are sent.

Manage Scheduled Conference

Users can view a list of their scheduled conferences. They can also change a large number of properties associated with these conferences, such as name, duration and size.

Manage Personal Accounts

Users can update their own account details. They can change their passwords and preferred time zone.

Microsoft Outlook Integration

Microsoft Outlook integration enables users to invite participants to the conference from their Outlook address book. They can also place the conference invitation in the Microsoft Outlook appointment format. This places the conference reservation in participant's Microsoft Outlook calendar.

LOGGING IN

Logging on

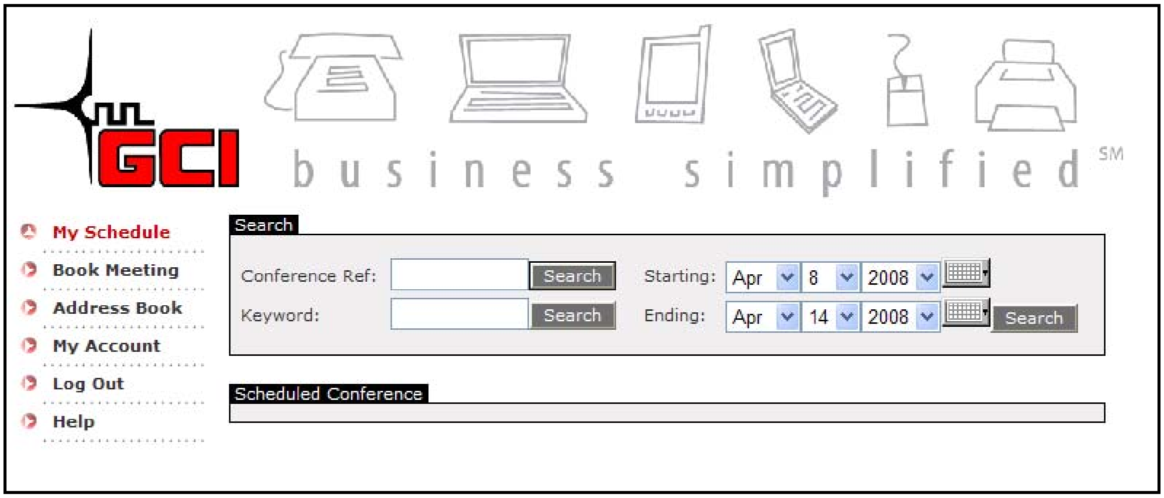
First time users will need to contact our GCI Conference Center to set up an account.

1-800-770-2121

Conference.call@gci.com

For existing users:

1. Start your Web browser.
2. Enter the Web Portal address in the Address field and press **Enter**. The Login screen is displayed.
3. Enter your e-mail address in the E-mail Field.
4. Enter your password in the Password field.
5. Click **Submit**. The My Schedule screen is displayed.



RESERVING CONFERENCES

Reserving Conferences

The Web Portal enables you to create customized conferences to meet your exact requirements. For example, you can create repeating conferences, notify participants by e-mail and configure various levels of security.

Creating Reservations

1. Click **Book meeting**. The Book Screen is displayed.

2. Enter the name of the conference in the Conference Name field.

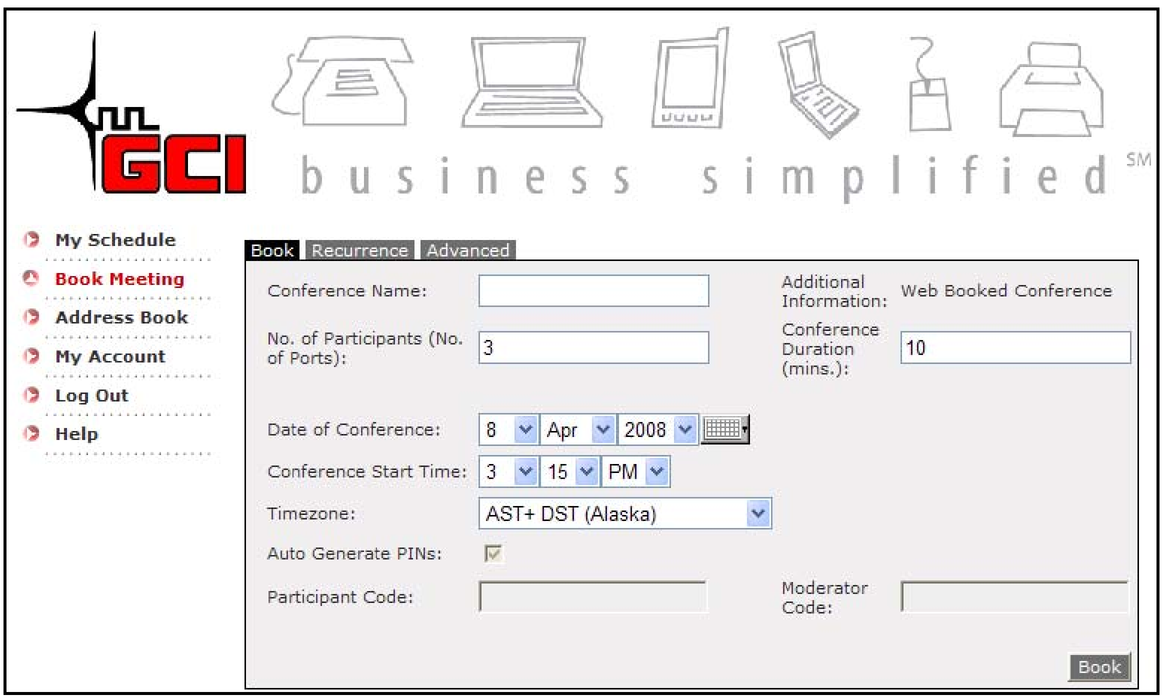
3. Enter the number of participants in the Number of Participants field – the minimum is three.

4. Select the conference date from the Date of Conference drop down list.

5. Select the conference start time from the Conference Start Time drop down list.

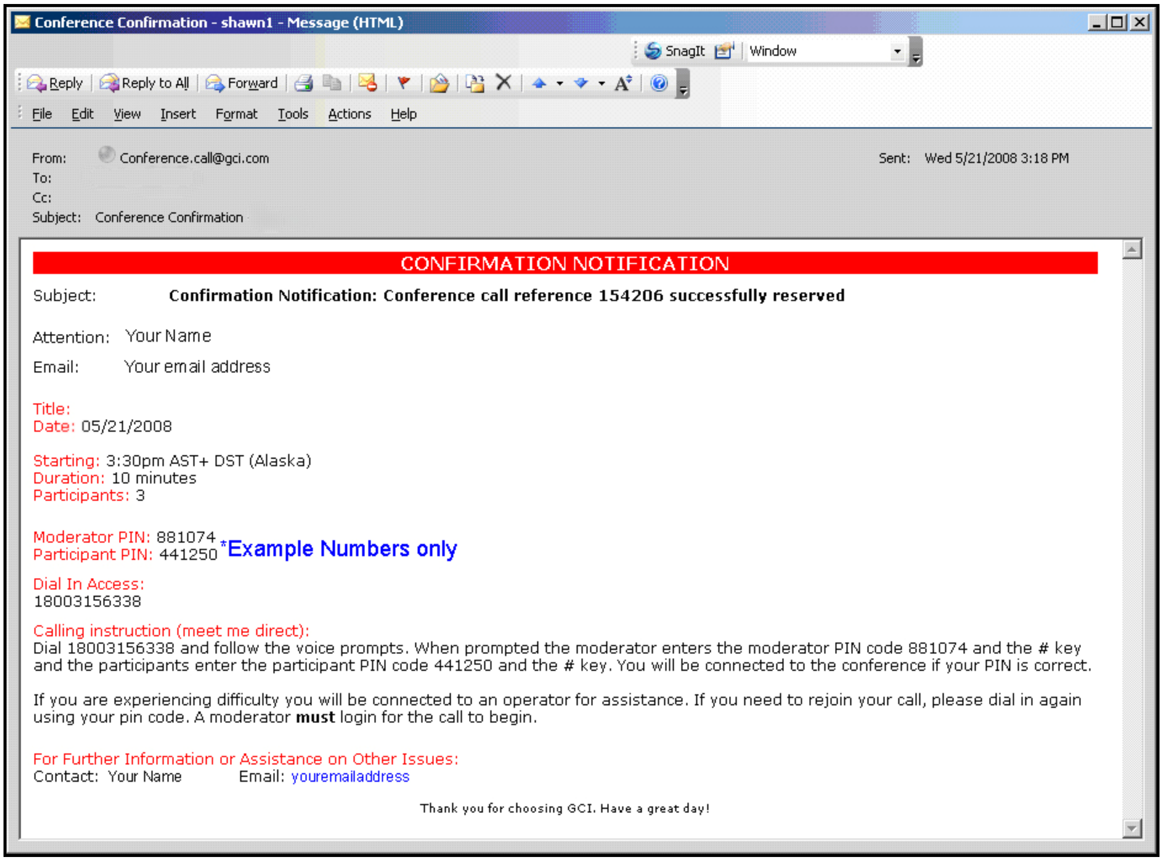
6. Enter the conference duration in the Conference Duration field. The minimum is 10 minutes.

7. Click **Book**. The Reservation Details screen is displayed.



8. **Reservation Created Successfully** will display, providing information about the booked conference and allowing for invitations to be sent.

9. The moderator booking the conference will receive an email from conference.call@gci.com.



Creating Appointments in the Microsoft Outlook Calendar

Moderators can create appointments in their Microsoft Outlook Calendar. They are then alerted, at a specified time beforehand, that their conference is about to start. Moderators can also create an appointment message to send to other conference participants.

Creating an appointment in participant calendars

1. Complete steps 1-7 in **Creating Reservations**. The Reservation Details screen is displayed.

2. Click **Create** at the Create Appointment and Invite Participants area of the Outlook Calendar section. The Appointment window is displayed.

3. Click **Open** to open a new Appointment.

4. Click **Invite Attendees** to invite participants to the conference.

5. Enter the attendees email address in the **To** or **CC** field.

6. Click **Send**. The selected participants receive an email inviting them to the conference. An appointment is created in their Microsoft Outlook calendar if they accept the invitation.

7. The individual creating the reservation will receive an email similar to the one shown below

Inviting Participants to the Conference

Inviting participants to the conference enables the moderator, who created the reservation, to send an e-mail to selected conferees. The moderator can do this by using Microsoft Outlook or another e-mail application.

The Reservation Details screen will be displayed.

Inviting Participants Using Browser E-Mail

1. Complete steps 1-7 in **Creating Reservations**.
2. Click **Invite** at the Invite participants by browser email section of the Email Invitations area.

The selected participants receive an email outlining the conference date, time and access details.

The Sending Invitations screen is displayed.

3. Copy and paste the text into an email.
4. Enter the email addresses of the participants that you want to invite to the conference in the **To** or **CC** area.
5. Click **Send**. The selected participants receive an email outlining the conference date, time and access details.

Inviting Participants using your Configured Email Client

1. Complete steps 1-7 in **Creating Reservations**.

2. Click **Invite** at the Invite participants by email section of the Email Invitations area.

The conference details are automatically entered in the main body of the e-mail. Enter the e-mail addresses of the participants that you want to invite in the **To** or **CC** area.

3. Click **Send**. The selected participants receive and e-mail outlining the conference date, time and access details.

Inviting Participants Using Web Portal Address Book

1. Complete steps 1-7 in **Creating Reservations**.

2. Click **Invite** at the Invite participants by on board Address book section of the Email Invitations area.

3. Select the conference chairman by selecting **Chairman** beside one of the members of your address book.

4. Select the tick box beside the other members of your address book that you want to invite to the conference.

5. Click **OK**. The selected participants receive an email outlining the conference date, time and access details.

VIEWING AND MODIFYING CONFERENCES

Making Changes to Scheduled Conferences

This section describes how to make changes to scheduled conferences, but you can also make changes to reservations before you confirm them.

> Note: If you select notify changes when you set up the scheduled conference, the conference participants are informed of any changes made to the reservation.

1. Click **Edit** beside the scheduled conference you would like to modify.
2. Modify the scheduled conference details as required.
3. Click **Update**. The conference is updated and the Scheduled Conferences screen is displayed.

Making Changes to Live Conferences

This section describes how to make changes to live conferences. You can extend conferences while they are in progress. You can also change the number of participants.

1. Click **My Schedule**. The My Schedule screen is displayed.
2. Click **Edit** beside the live conference you would like to modify. The Reservation screen is displayed.
3. Modify the live conference details as required.
4. Click **Update**. The conference is updated and the Scheduled Conferences screen is displayed.

Modifying the Schedule Page

It is possible to list the conferences in three different formats:

- Name
- Start Time
- Reference

1. Select **My Schedule**. The Schedule Screen is displayed.

2. Select **Conference Title** in the Scheduled Conference section. The conferences are listed in alphabetical order.

3. Select **Ref**. The conferences are listed incrementally by their reference number.

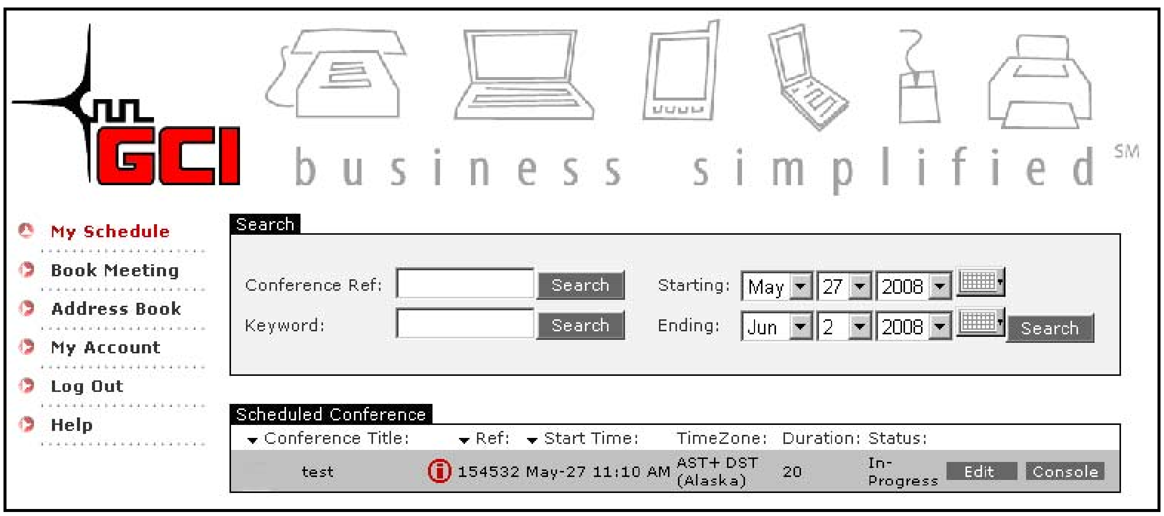
4. Select **Start Time**. The conferences are listed by their start time.

MANAGING LIVE CONFERENCES

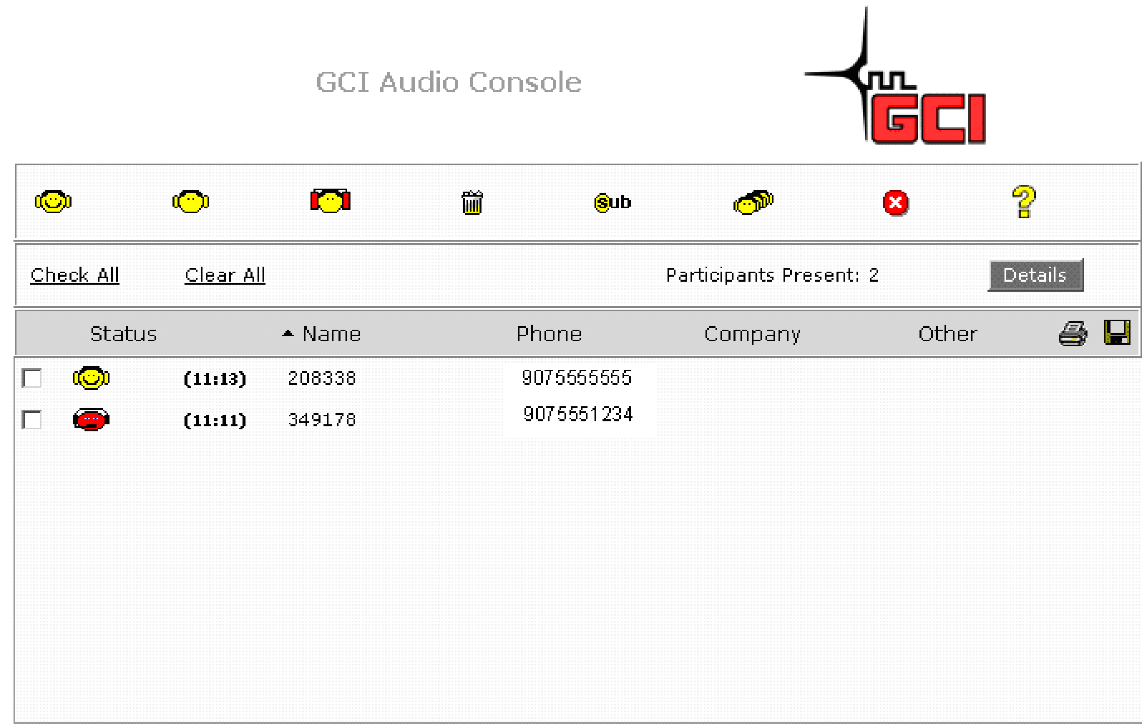
Accessing the Audio Console

When you log on to the Web Portal, a list of scheduled conferences is displayed. If a conference is in progress, a Console button is displayed beside it. You can also use the search functionality to display conferences.

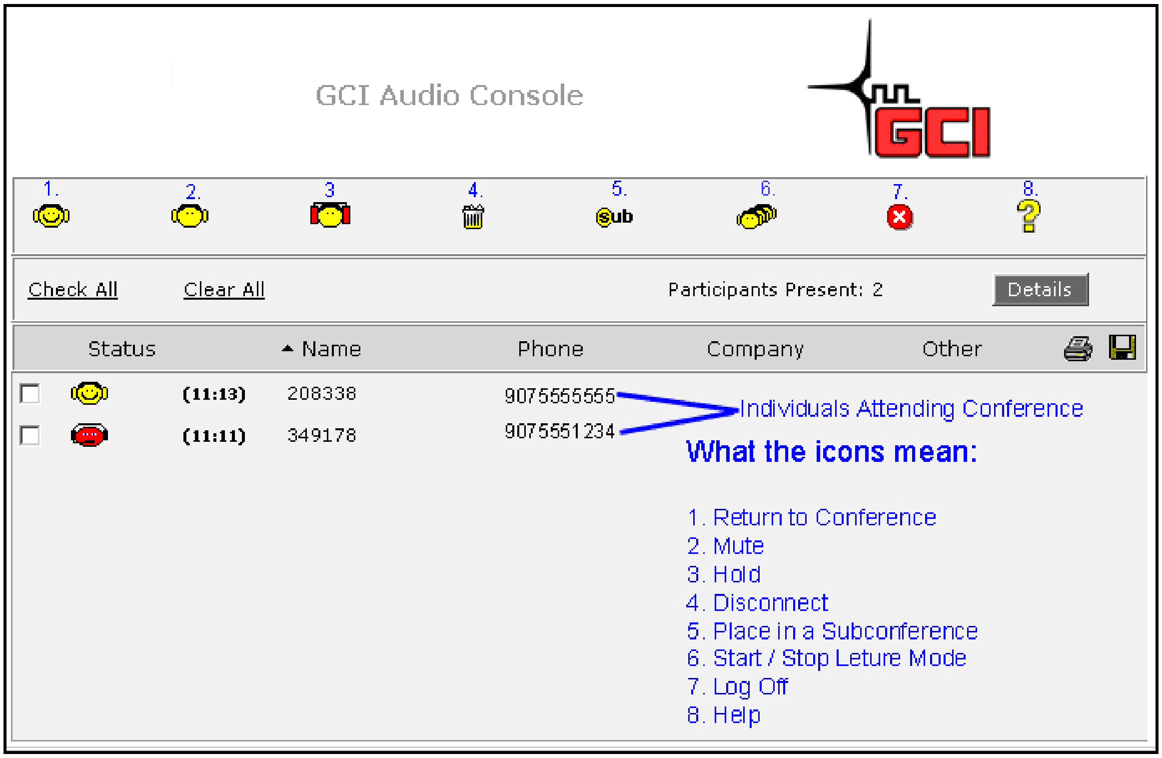
Note: The Console button is only available when a conference is in progress.



1. Click **Console**. A new browser window displaying the Audio Console opens. The reference number and PIN associated with the selected conference are displayed in the Conference Reference and Pin Code fields. For security purposes, the PIN is represented by a series of symbols. Console displayed below.


GCI Audio Console
GCI
Sub
Check All
Clear All
Participants Present: 2
Details
Status
Name
Phone
Company
Other
(11:13)
208338
9075555555
(11:11)
349178
9075551234

2. What the **ICONS** mean



3. To log-off at any time, click **Log Off**.

EDITING YOUR PERSONAL PROFILE

Editing Your Personal Account

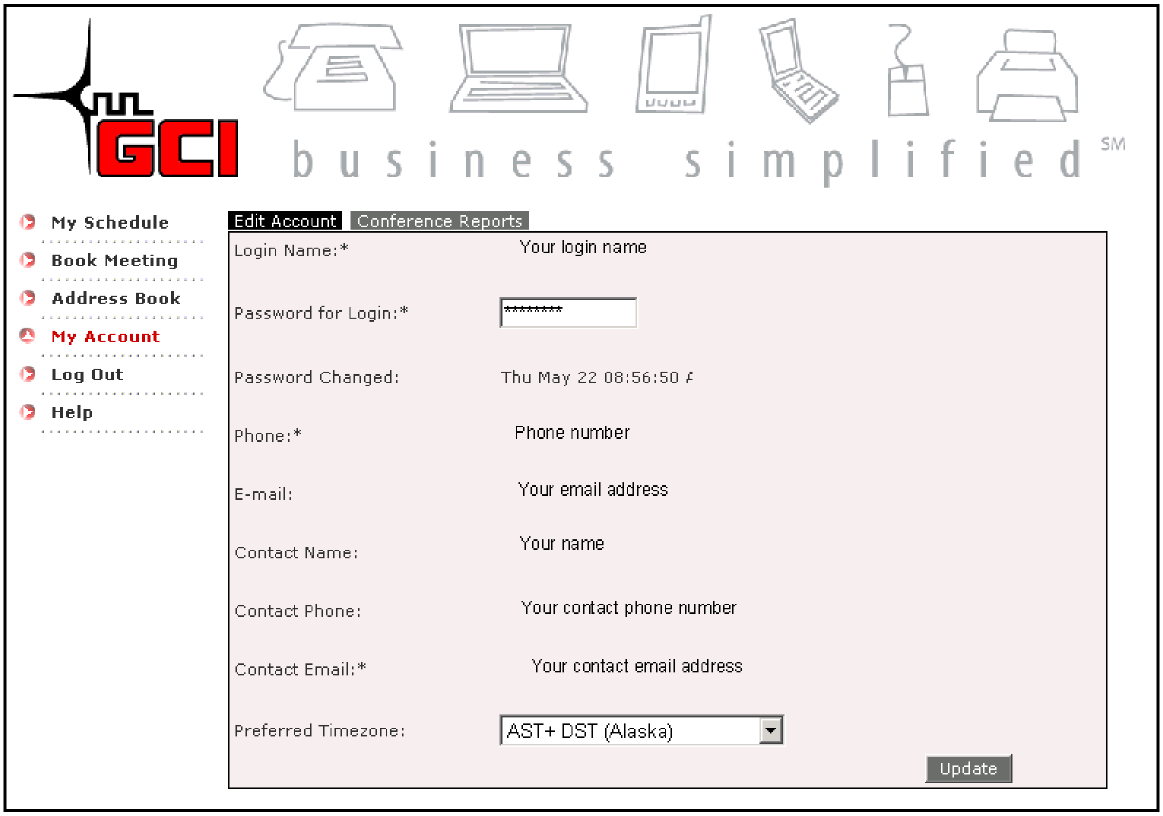
1. Click **My Account**. The Edit Account screen is displayed.

The Client Name and Address fields hold the name and address of the user. The Contact Name and Address fields hold the name and address that should be used for notifications. In many cases, the client details and contact details are identical. In some cases, a user may wish to direct all notifications through a secretary or assistant.

2. Enter a new password in the Password field. For security reasons an asterisk (*) is displayed for each character in the Password field. When changing your password, please use 6-8 characters which include both letters and numbers.

3. Select your preferred time zone from the Preferred Time zone drop down list.

4. Click **Update**. Your personal account details are updated.



Editing Your Participant List

You can:

- Add new participants
- Delete existing participants
- Modify the details of participants

Adding New Participants

1. Click **Address Book**. The Contact Listing screen is displayed.

2. Click **New Contact**. The New Contact screen is displayed.

3. Enter the new participant's name in the Name field.

4. Enter the new participant's email address in the Contact Email field.

5. Enter the new participant's dial out from conference number in the Contact Phone Number field.

6. Enter the new participant's fax number in the Fax number field.

7. Enter a brief description of the new participant in the Description field.

8. Click **Submit**. The new participant's details are saved to your participant list.

Deleting Existing Participants

1. Click **Address Book**. The Contact Listing screen is displayed.
2. Click **Delete** beside the participant you want to delete. The participant is deleted from your participant list.

Modifying the Details of Participants

1. Click **Address Book**. The Contact Listing screen is displayed.
2. Click **Modify** beside the participant you want to modify. The Modify Contact screen is displayed.
3. Modify the participant details as required.

You can modify:

- Name
- Contact E-mail
- Dial Out Number
- Contact Fax
- Description

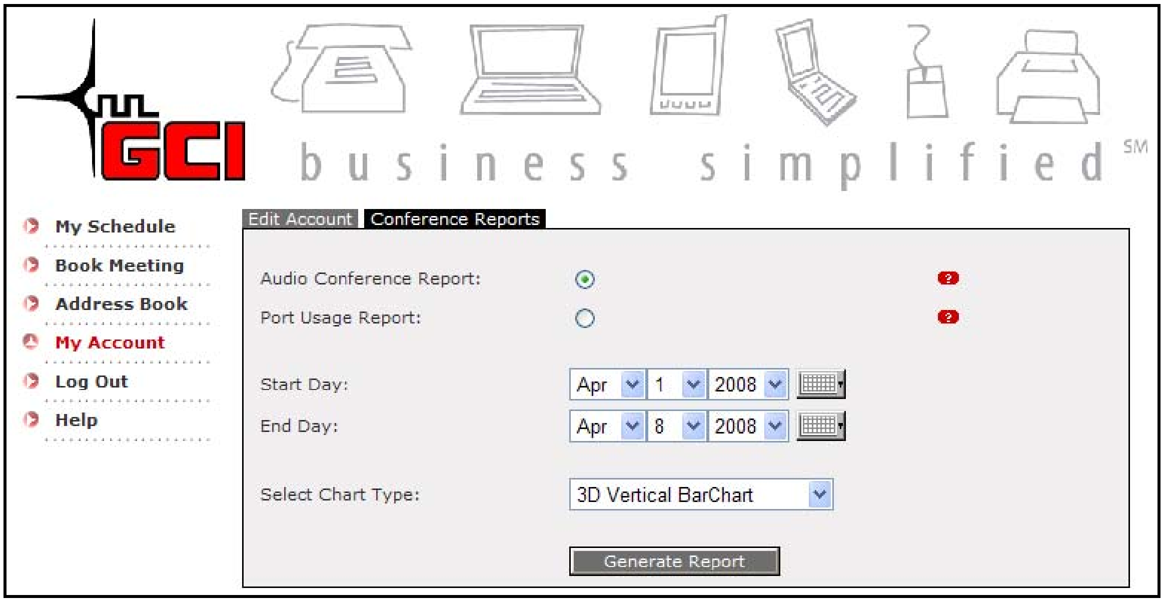
4. Click **Submit**. The participant details are updated and the Contact Listing screen is displayed.

GENERATING REPORTS

Generating Reports

This section describes how to generate a list of all conferences. You can view the details in a selection of graphical formats.

- Click on My Account
- Click on Conference Reports
- Select either Audio Conference Report or Port Usage Report (See Web Portal Reports section)
- Select Start Date
- Select End Date
- Select Chart Type from drop down menu
- Click Generate Report



Web Portal Reports

There are two different types of reports:

- Audio Conference. Displays conference activity in a selected graphical format.
- Port Usage. Displays data defined by the levels of system utilization during a conference or a series of conferences. System activity is checked over time with the relevant

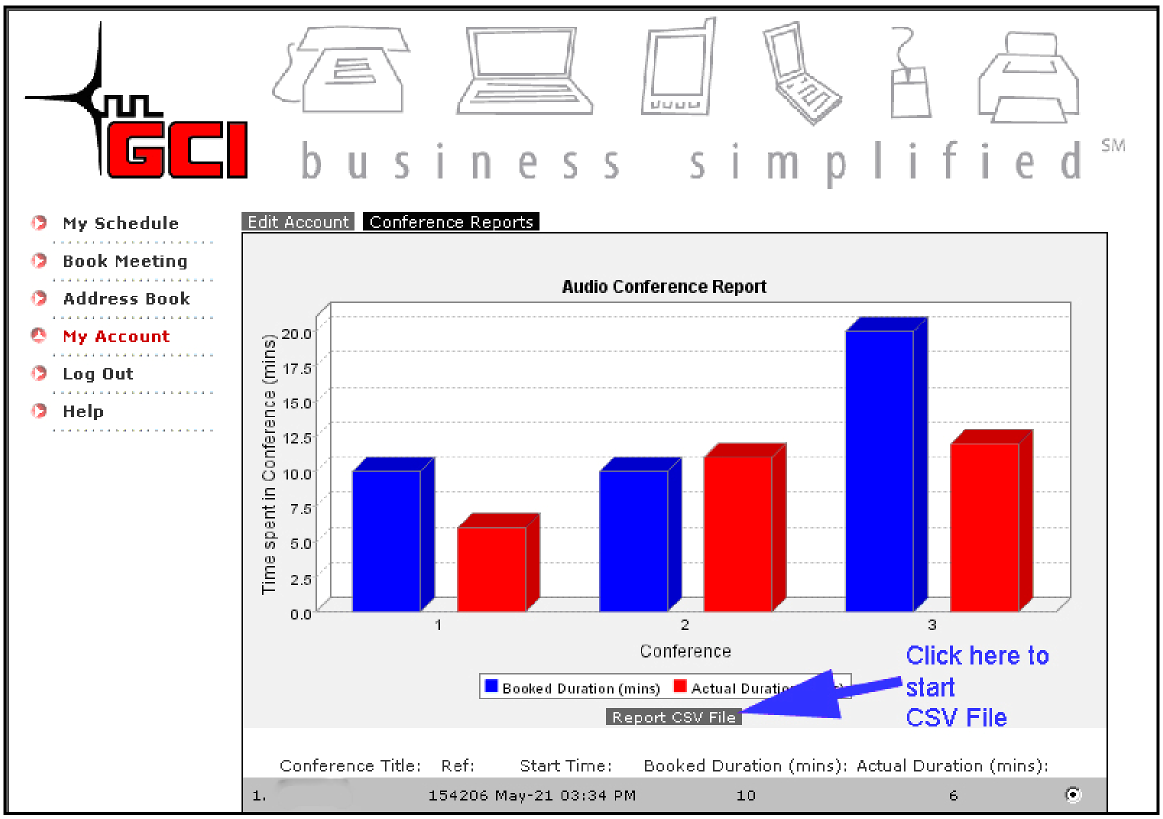
information saved to the system database. By generating a report a moderator can determine how often an individual or company uses the GCI conferencing system. These reports also show an individual their port usage.

It is also possible to view the data in a Microsoft Excel™ spread sheet. The output is listed in a series of fields.

Viewing Report Details in a Microsoft Excel Spreadsheet

You can also view the report output in more accurate detail by creating a .csv file.

1. Generate a report.



2. Click **Report CSV File**. The File Download dialog is displayed.

3. Select whether you want to open the Microsoft Excel spreadsheet from the current location or save it to your hard disk and click **OK**. The Microsoft Excel spreadsheet is displayed if you have decided to open the file from its current location. The Save As dialog is displayed if you have decided to save the file to your hard disk.

4. Enter a location to save the file and click **Save**. The Microsoft Excel spreadsheet is saved to that location.

REFERENCE

Contact Us

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