













PARTICIPANT LIST MANAGEMENT

- Click on a participant's name to manage individual lines: Rename, Mute, Place on Hold (participants will hear music), Change Comment, Sub-Conference or Disconnect.
- Click on the column headers to sort the attendees by arrival time, name, type, phone number or comment.
- **Icon Definitions:**  Moderator  Participant  Dial-in call  Dial-out call


Main conference (4) Note: Click on the participant name to manage it.

7%	7%	7%	7%	7%	7%
7%	Name	Phone	Type	Arrival	Comment
	Eric Lull	4408431372		6:03:31 PM	
	John Markey	3304056020		5:57:00 PM	
	Mary McQuinn	3303185812		6:04:42 PM	
	Rick Larovere	3307370916		6:02:14 PM	

- Rename
- Mute
- Place on Hold
- Change comment
- Sub-conference With ...
- Disconnect

OTHER

- **Messages Window:** This allows the moderator and participants to send messages to all participants or privately to an individual participant.

<Type your chat message here>
[To all participants] 

- **Conducting Q&A:** To conduct a Q&A session within the TBG Conferencing Web Console without operator assistance you need to contact a TBG Conference Operator to activate the Q&A session during or prior to a conference. In addition, you can use the TBG Conferencing Web Scheduling Interface to schedule a future conference with Q&A mode selected as an option.
- When a conference is in Q&A mode, all participants are automatically placed in listen-only mode. Once in conference, you must instruct the participants to press 01 on their telephone keypad to ask a question. Pressing 02 takes the participant out of the queue. As participants enter the Q&A queue, you will see the below:
QA: 1 Bill Jones QA: 2 John Doe QA: 3 Tom Smith
- Click from the moderator tool bar. You can:
 - Give floor:** Automatically un-mutes the participant to ask a question
 - Clear queue:** Takes all the participants out of the queue
- Click on participant's names, you can:
 - Delete from queue:** Does not allow the participant to ask a question
 - Put end of queue: Move the participant to the last position**
 - Change queue position before:** Change the order of the participants in queue.

After the first question is complete, click on the second participant's name to move to the next question.



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CONNECT — COMMUNICATE — COLLABORATE



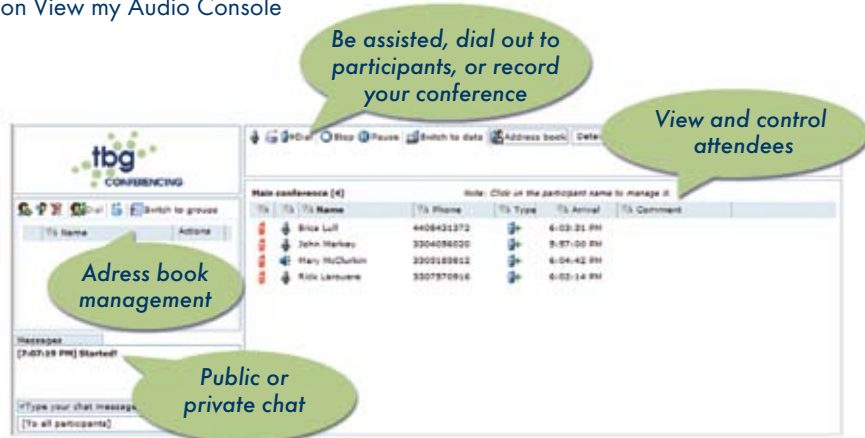
WEB CONSOLE USER GUIDE
TO MONITOR AND MANAGE YOUR RESERVATIONLESS
AUDIO CONFERENCE CALL

TBG CONFERRING WEB CONSOLE

Monitor and manage your reservationless audio conference call online in realtime

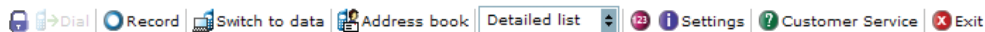
LOGIN INSTRUCTIONS

- Access the TBG Conferencing Web Console at www.tbgconferencing.com/webconsole
- Enter your **Web Login** Reference Number your **Moderator PIN Code** and your Name
- Check the box **"I am the presenter and I want to prepare an upcoming meeting or manage my a account"**. If you fail to check this box, you will be placed into the Web Conference portal. To move to the Web Console from that screen, click on **Switch to Audio** in the Moderator's Toolbar
- Click on Go
- Click on View my Audio Console



MODERATOR TOOLBAR

As the moderator, you will have access to all functions available in the toolbar. To see a description of each icon, leave your cursor over each of them for a few seconds.



Mute/Unmute: This allows you to mute all participant lines and place the conference in listen-only mode. Only the moderator is able to speak

Lock/Unlock: This allows you to lock the audio call to prevent additional callers from joining. Clicking on the icon again will unlock the call.

Dial Out: This allows you to dial out to a participant to join your conference.

- Click on Dial from the Dial out Window:
- Enter the phone number. No dashes or spaces are required. (i.e. 11234567890)
- Enter the name of the participant
- You can choose to bring the participant directly into the conference or to have the participant intercepted prior to entering the call
- Click on Dial

Record: This allows you to start recording your conference call. You can also pause or stop your recording once the recording has begun.

Stop/Pause

Switch to data: This allows you to access your web conference service if enabled. Clicking on the icon will automatically switch to your screen in the TBG Conferencing Web Conference Portal from the Web Console.

Address Book: This allows you to enter or store contacts into an Address Book.

Dial | **Switch to groups**

Add a new contact; **Rename the contact;** **Delete the contact**

Dial the contact; **Import or export contacts** (from xls or csv files)

Switch to groups: This allows you to create groups using the stored contacts.

Participant list display: This allows you to select how your participant list is displayed: detailed, intermediate or compact.

Billing Code: This allows you to add an alphanumeric billing code for your call.

Settings: This allows you to establish the participants' rights.

- Chat Rights: Enable or disable Public or Private chat rights.
- Participant Display: Determine the participants' view when they enter the conference.
 - Full screen or Normal screen
 - View the full participant list
 - View the full content list and the thumbnails of each document page
- Email Rights (Attendance Report): As the moderator, you can automatically receive an attendance report via email. If you select the attendance report, you will be asked, when exiting the conference, to confirm the email address the report will be delivered to and your time zone.
- Once you have selected the desired options, select the Apply Settings tab at the bottom of the screen and the settings will be applied immediately.

Customer Service: This allows you to access a TBG Conference Operator for assistance.

- Upon clicking the icon, an alert will appear to confirm the request.
- Once confirmed, the Customer Service icon turns red and a chat session will be started in the Message Center

Exit: This allows you to disconnect all lines from the conference.

- A window will appear that will give you the option to Exit or Exit and Close the conference.
- Exit will disconnect your individual line from the conference.
- Exit and Close the conference will disconnect all participants.