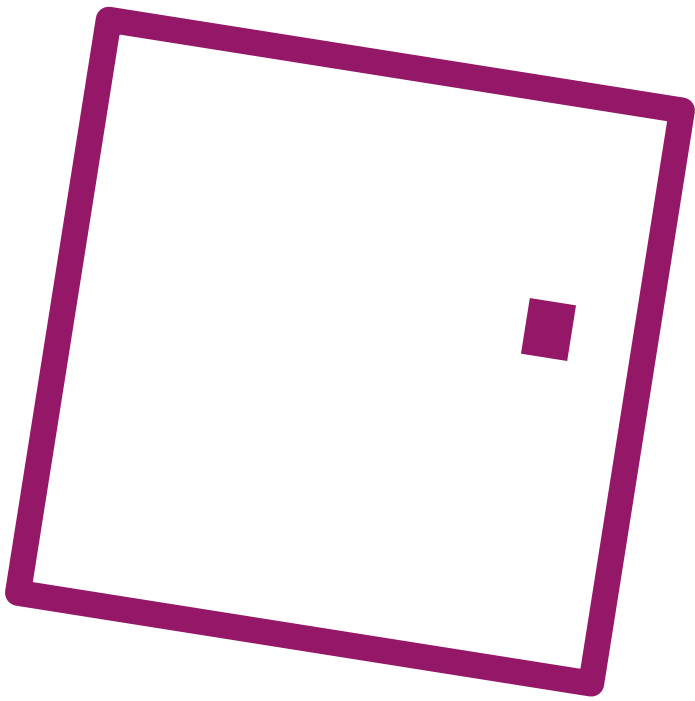


Smartic

User guide **Conference call**
Premium plan



Solutions

General use of service "Premium Plan"

How to open the conference room (Free Access)

The host:

1. Dial the **conference call number** (902, 91x, 900, 6x...)
2. Enter your PIN code: ***no. PIN#**

How to enter as a participant

Incoming calls

Call the **conference call number**

If the host has already opened the conference room, the participants go straight into the meeting. If the conference room is closed, music plays until the host opens the call. It is possible that there will be an access code in which case the participant will not enter directly but will have to follow the automated instructions of the system.

Outgoing calls

The host, with the conference room open, calls each one of the participants who want to attend the meeting regardless of the configuration of the access mode: free, filtered, encrypted or blocked.

Whenever the participant answers this call, they will be included in the conference call.

1. The host dials ***participants telephone number#**. To invite further participants to the meeting redial ***participants telephone number#** until all participants are included.
2. If there is no response it is possible to redial the last call made by dialling ***02#**
3. You can disconnect the last participant included in the confe-

rence, if, for example, the call is answered by an answering machine with ***0#**

Ending the conference call

The host can close the conference call room and end all the participants' calls by dialling the code ***9#**

Help line

If you cannot access the conference or, as a host, you need assistance, call the help line by dialling ***5#** which will connect you with one of our agents. You will also be transferred to one of our agents if you dial your PIN code incorrectly 3 times.

If you make a mistake while dialling, by dialling ***#** you can re-enter desired codes.

Advanced Access Modes

The advanced access modes can be activated on opening or during the conference call. It is possible to change the mode at any time. These advanced modes give security and protection to the meetings.

Encoded Access

The host can assign a confidential code of four digits to each conference call. On activation of this mode only the participants who have been given this code can access the conference. This mode can be activated on opening or during the conference call.

1. After opening the conference room by dialling the conference call number, enable the encoded mode with:
***PIN*12*confidential code#**

- 2.If the conference room is open in any another mode, the encoded mode can be activated by dialling ***12*confidential code#**

The participants

- 1.Dial the conference call number
- 2.Introduce the conference call confidential code:
***confidential code#**

The system will request that the participants dial the confidential code previously provided by the host. If they do not know the code they will be directed to the waiting room. The host is then advised by a recorded message and can give them filtered access (see filtered access mode).

To return to **free access mode** dial ***10#**

Filtered access

The host can attend to the participants one by one, identify them and choose whether or not to give access to the conference call or disconnect them. This mode can be activated on opening or during the conference call.

The host

- 1.After opening the conference room by dialling the conference call number, enable the encrypted mode with ***n° pin*11#**
- 2.If the conference room is open in any mode you can enable the encrypted mode with ***11#**

In this mode, the system will advise the participants that they are on hold.

The host will be advised with a recorded message and will be able to speak with the participant in a separate room by dialling ***1#**

They will be able to readmit this participant into the meeting room by redialling ***1#** or disconnect them by dialling ***0#**

After dialling one of these codes, if there are more participants on hold, the most delayed will enter to speak separately with the host, who once again can readmit them into the conference call or disconnect them. Finally, when all the participants have been attended to, the system will advise the host that there are no more participants on hold and go back to the conference call.

To return to the access free mode at any time dial ***10#**

Blocked access

- 1.After opening the conference room by dialling the conference call number, blocked mode can be enabled by dialling ***n° pin*14#**
- 2.If the conference room is open in any mode blocked access can be enabled with ***14#**

When the participants call the service, they will hear a recorded message informing them the room is closed and will be disconnected. New participants can be incorporated by making outgoing calls.

To return to free access mode in all cases, dial ***10#**

Other advanced functions of the host

Transferring the host role

If the host abandons the meeting before the end, or wants a colleague to take the conference call, they can hand over the functions of host to another participant without giving them the pin code.

The host dials the code ***999#**, the system confirms the acceptance of the code with a tone then returns to the conference call. The participant that is going to take on the role of host then dials ***999#** within a period of less than 2 minutes after it was dialled by the host and a recorded message will confirm the transfer of functions and return to the conference call.

Mute the audio of the participants

***4# - Dialed by the host** will mute all the participants except the host. This function can be used in classes, training, conferences or to block out external noises. **Participants** can mute their own microphones (useful if they are in a noisy environment).

***40#** - As host, this returns the audio of all the participants, (except for those who have muted themselves).

If the host has muted the conference call and then disconnects the call the audio of all participants will be returned, except to those who have muted themselves.

Turns to speak

1. With the conference room in mute mode (***4#**), the participant can request a turn to speak by dialling ***20#**

If they wish to leave the queue, (or example, if someone comments or

answers the reason for the request), they can do it with ***21#**

The host can assign a turn to speak to the participants who request it, in chronological order of request, by dialling ***20#**

Each time they dial this code, they will silence the previous participant and move to the following participant. They can reinitiate a new turn taking order by deleting all the requests of the participants by dialling ***21#**

Recording the Conference Call

To begin the recording, the host dials the code ***30#**. To end, they dial the code ***31#** or it ends when the conference call is closed (or when the last participant has disconnected).

It's possible to listen and download the audio archive of the meeting in an mp3 file from the client webpage:

<http://estadisticas.smartic.es>

User: 91x no. ; Pass: PIN code room

Summary of access mode and codes

	on opening	during
free	*PIN#	*10#
filtered	*PIN*11#	*11#
encoded	*PIN*12*code#	*12*code#
blocked	*PIN*14#	*14#

- *1#** includes all participants on hold- Host
- *0#** disconnect last call - Host
- *02#** redial outgoing calls- Host
- *20#** Give a turn - Host
- *20#** Request turn to speak - Participant
- *21#** Restart turn to speak - Host
- *21#** Delete requests to speak - Participant
- *30#** Begin recording of the meeting - Host
- *31#** End recording of the meeting - Host
- *4#** Mute participants - Host
- *4#** Mute microphone - Participant
- *40#** Give audio to the participants - Host
- *40#** Give audio to microphone - Participant
- *999#** Hand over host functions - Host
- *999#** Receive host functions - Participant
- *9#** End the conference call - Host
- *#** in case of error dial
- *5#** help line