



Broadview Networks[®]
Quick Start Guide

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Welcome to Broadview Networks Conferencing

You will need the information found on the welcome email that you received to start a conference. If you didn't receive an email, contact your IT admin or call 888-447-1119 to have another email sent to you or check your spam filter.

The information you'll need from the welcome email is in a table that looks like this:

Chairperson Name:	Your First and Last Name
Company:	Your Company Name
Main Conference Phone Number:	xxxxxxxxxx
Secondary Conference Phone Number:	+1 xxxxxxxxxxx
Access Code:	xxxxxxx
Chairperson Passcode:	xxxx
Web Conferencing URL:	http://broadviewnet.callinfo.com/
Subscription Maximum:	150

This is your personal conferencing information. These numbers and links will give you access to your audio, web and video conferencing tools.

Definitions of each field in the table above:

- Main Conference Phone Number – this is the toll-free dial-in number to start all audio conferences. After dialing this number, you will be prompted with more options. The Main Conference Phone Number is also the Phone Number used for web conferencing. Web conferencing can be accessed via the link in this table called Web Conferencing URL. The same login information is also to be used by all meeting participants.
- Secondary Conference Phone Number - this number works the same way as the Main Conferencing Phone Number mentioned above. The Secondary number is a regular toll telephone number, when you'd prefer to have participants dial a long distance toll number rather than a toll-free number to join the call.
- Access Code – the access code is used for audio and web conferencing as the unique code for your personal conferencing sessions. This code will give you and your meeting participants access to your audio and/or web conference. This code is required by all conference attendees.
- Chairperson Passcode – this is your unique "PIN" number to open your conferencing session. This passcode should only be used by you to securely start your conferencing sessions. This code is required to start a conference.

- [Web Conferencing URL](#) – This link connects you to your web conferencing control panel. After entering your information in the Chairperson login box, you can start audio or web conferencing sessions and control a range of other conferencing settings.
- [Subscription Maximum](#) – This is the maximum number of guests that you can have on an audio or web conference. If you have a situation that requires more guest access, contact your Broadview Account Executive to learn more about our Event class conference calling.

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Accessing Your Conference Control Panel

First click on the link found in the Web Conferencing URL field in the table above. Log onto this page by entering your information, found in the welcome letter, in the Chairperson Login section.

After entering your personal chairperson login credentials, you'll see a page that looks like this:

The screenshot shows the Broadview Networks Conferencing control panel. At the top left is the Broadview Networks logo. On the right, there are buttons for 'Technical Support' and 'Logout'. A navigation menu on the left includes 'Home', 'View Reports', 'Manage Recordings', 'Manage Contacts', and 'Settings'. The main content area is titled 'On-Demand Meeting' and contains a list of meeting options. The first option is selected and shows details: 'On-Demand Meeting', a link to 'Participant Login Info', 'Conference Phone Number: 800.615.4580', and 'Access Code: 7554320'. Below this, there are buttons for 'Open Meeting Controls' and '+ Schedule a Meeting'. A 'Time Zone' dropdown menu is set to 'Eastern Time (US & Canada)'. A 'View Past Meetings' link is also present.

Note: Most browsers (like Internet Explorer or Google Chrome) will save your login information so you don't need to type in your credentials for each conference. When prompted by the browser to save your password, click yes or save.

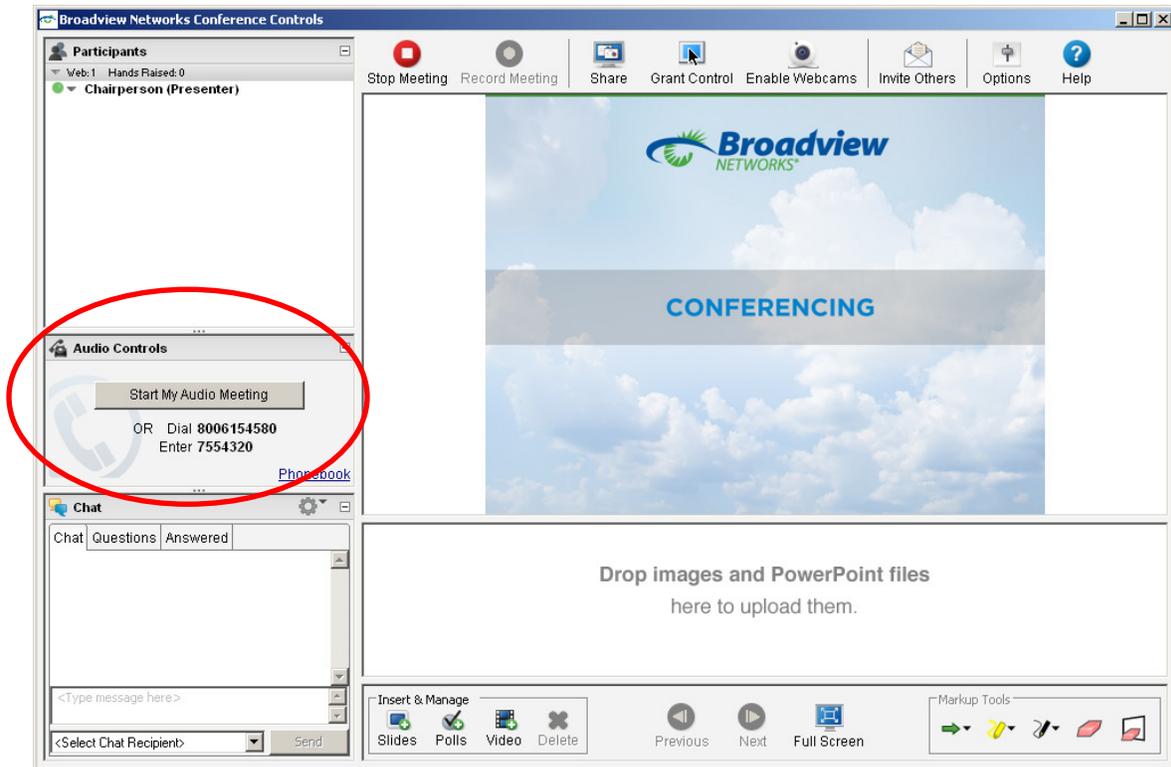
This console is your own conferencing control panel. From here, you can start audio, web and video conference calls. You can also schedule meetings, view past meeting records, manage recorded

meetings and view and edit your contact list. For more information on using these controls, view the more in-depth User Guide found here: <http://broadviewnet/CustomerCenter/Conferencing.asp>

Starting an Audio Conference Call

There are two ways to start an audio conference.

1. We suggest opening the web meeting controls so you can easily view your participants via the portal. To do this, click the green “Open Meeting Controls” button from you conference control panel. Your web conference console will open after a brief start-up process. When open, you will see this screen.



To start an audio conference, simply click the Start My Audio Meeting button on the left side of the screen (shown in the red circle in the screen shot above). Type in your phone number and the conference will call you. That's it! Your audio conference has now begun.

2. You can also start your audio conference with your phone. All you need to do is dial the phone number from your welcome email from your desk or mobile phone. You will then be prompted on what to dial next to start you're meeting. Here are the prompts you will hear:

1. Enter your 7-digit access code, then **#**
2. Press *****, enter your Chairperson passcode, then **#**
3. Press **1**, then *****

Your participants will also only need to dial the phone number and access code to join the call (regardless of the method in which you chose to start the call from the two choices above).

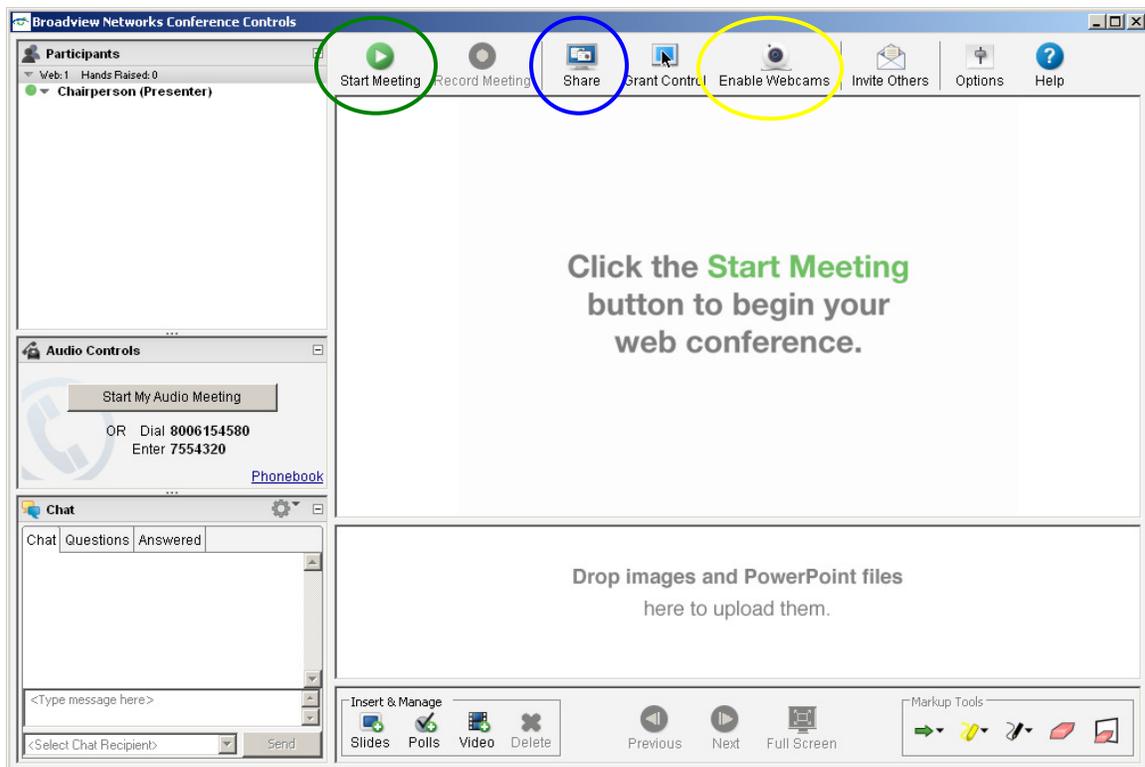
When the call is started, you will have audio conference features available to you. Here are the choices you have with the phone keypad commands needed to start each feature.

Chairperson Commands and Features

Command	Feature
* 1	Dial out to a participant
--> * 1	Join a new participant to the conference
--> * 2	Join a new participant and dial another participant
--> * 3	Disconnect line and rejoin conference
--> * 4	Disconnect line and dial another participant
* 2	Record conference (on/off)
* 4	Lock conference (prevent new participants)
* 5	Unlock conference (allow new participants)
* 6	Mute line
* 7	Un-mute line
* 8	Allow conference to continue after you disconnect
* 9	Automated roll call of conference participants (if activated)
* #	Count the number of participants on the conference
# #	Mute all lines
9 9	Un-mute all lines
# 1	Turn Listen Only Mode ON
# 2	Turn Listen Only Mode OFF
0 0	Ask for operator
* *	List available commands

Starting a Web & Video Conference

To start a web & video conference, open the web conferencing console by clicking the green “Open Meeting Controls” button from your conferencing control panel. Your web conference console will open after a brief start-up process. When open, you will see this screen.



All you have to do now is click the Start Meeting button shown with a green play icon (circled in Green above). Your meeting will begin and all participants will see the Broadview Networks Conferencing screen in the sharing window.

When you start the web conference, you can share your desktop (anything on your screen), or share only the applications you want by clicking the Share button (shown in the blue circle above). For more information on the sharing options, see the User Guide. To show video (webcams) of yourself and other participants, click the Enable Webcams button (shown in the yellow circle above). A new window will open allowing up to 4 video images in a vertical presentation that will remain on the top of any other application being shared.

Your personal web conferencing URL can be shared with all participants you want on the conference. Simply copy the URL from the Invite Others menu option from the screen shot above, copy the link and email it to whomever you'd like. They can join the web conference by simply clicking that link, without a need to enter the phone or access numbers.

Outlook Plug-In

To schedule a meeting, you can load your contacts into the control panel that you accessed above. But, there's an easier way to schedule conferences with Broadview Conferencing. With our Outlook plug-in you can schedule conferences from your Outlook calendar. When downloaded, a tool-bar will appear in Outlook. The tool-bar will allow you to schedule meetings using your address books within Outlook. To download the tool-bar, click [here](#). On this web-page click the Outlook Plug-in link and follow the on-screen prompts to complete the download.

Help & Support

Please call Customer Care if you need assistance. Users in the US or Canada can contact Customer Care by dialing 888-447-1119.