

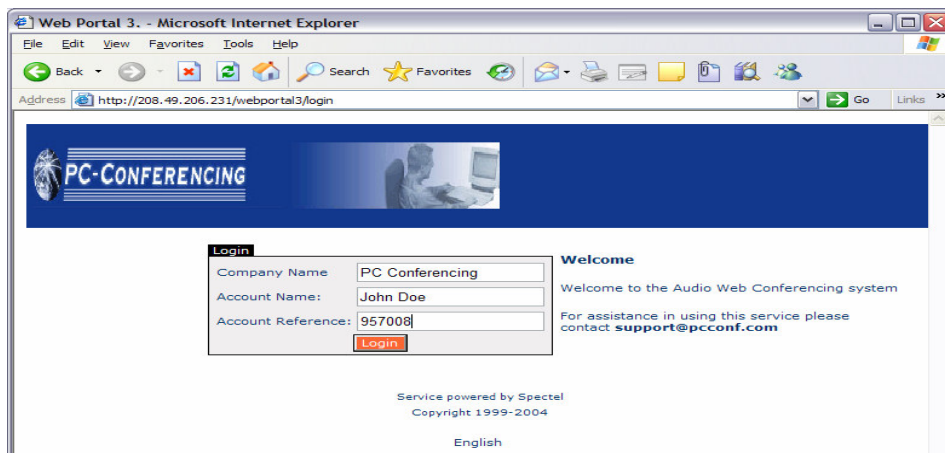
PC Control is a free feature for our Point Click Audio conference call service. We know you are going to like it because it is simple, and can improve the effectiveness of your conference calls. If you have any questions about using PC Control, please contact us at (800) 839-9976. Thank you for your business!

To access PC Control

1. Go to www.pcconf.com, our home page, and click on “Control Audio Meeting”



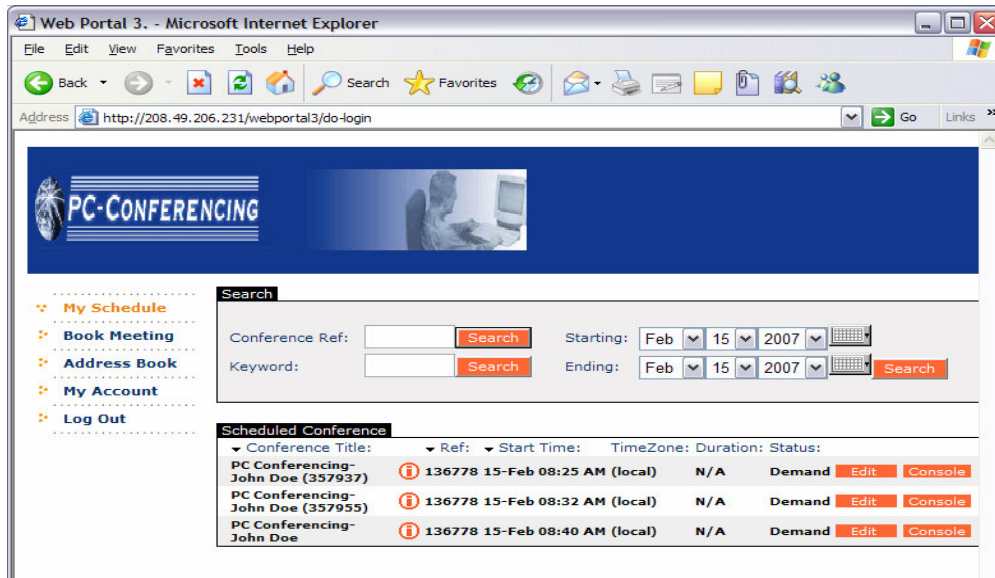
2. From the Login screen, **enter your Company Name, Account Name** (Moderator’s name), and **Account Reference** (Audio Account #). You will find this information on your electronic account confirmation. Please note that these fields are case sensitive. Click “Login” and your Account Screen will come up.



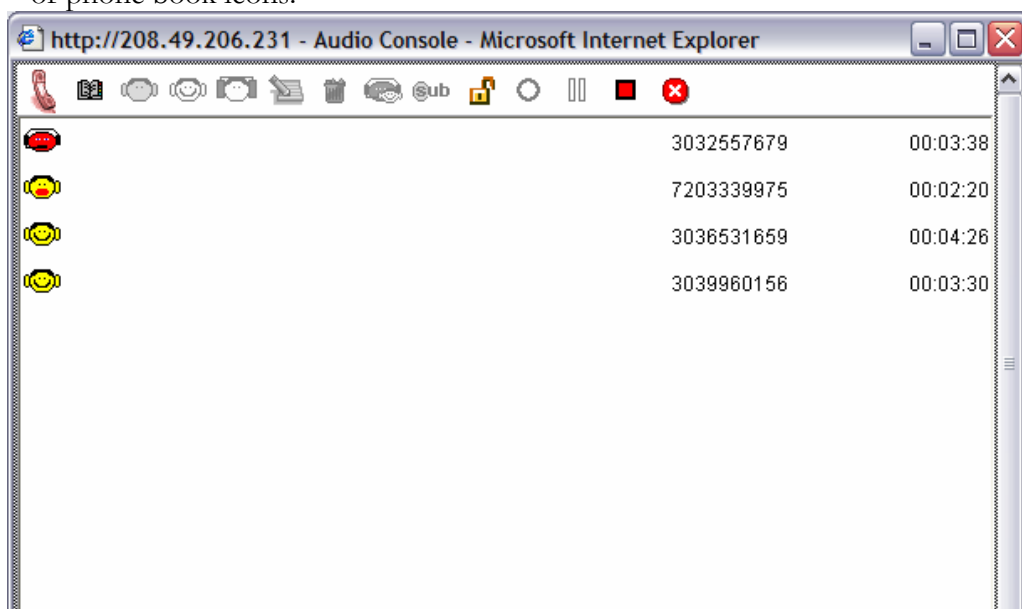
PC Conferencing

PC Control User Guide

- From your Account Screen, launch PC Control by clicking on any of the **orange “Console” buttons** you see on the right margin of the Scheduled Conference tab. If you happen to have multiple conference calls in a day, you will see all of those calls under the Scheduled Conference tab. The Console button aligned with any call will launch PC Control to manage an on-going call or to begin a new conference call.




- A new window will open for PC Control. This may take up to 20 seconds and you may see a Flash icon as PC Control is loaded. If a call is already under way, you will see the callers listed with their individual ANI (caller ID) displayed and how long the caller has been connected. If the call is not underway, you will only see the call management icons. You may dial out to join participants via the phone or phone book icons.









PC Control Features







Once a conference is in progress this area is populated with the details of each participant currently logged on. There are three sections that identify details about each participant.

Status	Dial in Phone#	Time elapsed since login
	8008399976	00:10:45

The icon that appears to the left of each participant reflects their current status.







Icon	Status
	This participant is the main Moderator.
	This participant on hold.
	This participant is muted, however they still have listening privileges.
	This participant is currently quiet but can listen and speak at any time.
	This participant is currently addressing the conference.
	This participant has been intercepted by the conference moderator for a private one-to-one conversation.

What follows is an explanation for each tool button that exists in the Web Console. Place your mouse cursor over the icon for a brief description of its function.

Item	Description	Icon
Dial Participant	Enables you to add a participant to the conference by dialing out.	
View Dial Our Directory	Dial out to anyone on your pre-created Directory. Click on the line name of the person you want to dial out to and then click on "Dial" in the lower right corner. If you want that person to have access to the moderator controls via the phone, click on the "moderator" tab on their Directory line. To create your Directory, visit the Account Screen and click on "Address Book" in the left menu	
Mute	Enables you to place an active conference participant on mute. However, they can still listen into the conference.	
Return to Conference	Enables you to return any participant that has been put on hold or muted to interactive mode.	
Hold	Enables you to place an active conference participant on music hold. That participant will be unable to hear what is said in conference.	
Edit Participant Details	Enables you to select a participant and edit the participant's line with a name.	

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Disconnect Participant	Enables you to disconnect a conference participant from a conference.	
Intercept Two Participants	Enables you to select a participant for one-on-one discussion. All other participants are automatically excluded from this conversation.	
Lock/Unlock	Enables you to lock/unlock a conference. When you lock a conference, no new participants can enter the conference.	
Start Recording	Enables you to start recording a conference.	
Pause Recording	Enables you to pause a conference recording.	
Stop Recording	Enables you to stop recording the conference.	
Restart Conference Connection	Functions as a reset button. You must log back in to see your conference. Used more for admin purposes	