

USER'S GUIDE:

Ready Bridge Conferencing Service

PAETEC's audio conferencing products.

Start increasing your efficiency today.

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Conferencing Basics

As a new Chairperson you should have received an e-mail with;

1. A Toll Free Access Phone Number
2. Your Own Seven-Digit Access Code
3. Your Chairperson Pass Code

If you have not received this information, please call your PAETEC Account Manager, or call 888-447-1119.

Setting up a Conference Call

When you are ready for a conference, follow these simple steps:

1. Inform all participants of the date and time of the conference.
2. Give all participants your toll-free access phone number and 7-digit access code.
3. When it's time for your conference, dial the toll-free conferencing phone number, listen to the prompts to enter your 7-digit access code, then enter your Chairperson passcode to begin the conference.
4. Conference participants dial the toll-free conferencing access number at the designated time, enter the 7-digit access code, and the conference is underway.

Conference Call Details

- When you order your Ready Bridge number, you can set the maximum number of participants, up to 96, that can join a conference (including the chairperson). Anyone trying to join the conference after the maximum number of participants has been reached will not be able to join.
- If participants dial in before the Chairperson they will be placed on music hold until the Chairperson joins the conference.
- When the Chairperson hangs up, the conference call will end. To allow the conference to continue after the Chairperson leaves, he or she should press *8 early in the conference.
- You will hear a tone each time a participant joins or leaves a conference.
- If you need assistance anytime during your call, simply press 00 for a live operator.

Rating

There is no charge for owning a conference bridge. You are only charged for service usage. The total cost of a conference call is calculated as follows:

(Conference Call Rate) x (Duration of Call in Minutes) x (Number of Participants)

Different rates apply for international versus domestic participants. Consult your service contract or contact your account manager for your conference call rates.

Ready Bridge set up options

Ready Bridge provides you the flexibility to configure your bridge number with key options that will be in effect for all your calls. Options include;

- **Record Names:** The name of each participant will be recorded as they enter the conference. Each participant will be announced by name as they enter and exit the conference call.
- **Change Password:** Change your Chairperson password
- **Set Tones:** Set conference tones for when participants enter and exit conference call. You can set to normal tone, silence, or announce participant's name

To change set-up option, dial your toll free access number, your 7 digit access code and your password then enter 2 and listen to prompts.

Call Control Features

Call control features provide you with the advanced tools you need to manage an efficient conference call.

Dialing Out To Participants

If you want a participant to join a call that has not dialed in, the Chairperson can dial out to them from the conference call. To dial out to a participant dial *1 and listen to the prompts.

Muting And Un-Muting Lines

Any participants can mute and un-mute their line. To do this, press *6 to mute the line, and *7 to un-mute the line.

The Chairperson can also mute and un-mute all other lines in a conference call. Press ## to mute all lines and 99 to un-mute all lines. This will affect all lines except the Chairperson's.

Continuing Your Call

By default, the conference call will end when the Chairperson drops off the call. To allow the call to continue after the Chairperson has dropped off, the Chairperson can press *8 anytime during the call. The call will not end until all participants have dropped off the call.

Keeping Track Of Participants

Anyone on the call can obtain a count of participants by dialing *# anytime during the call.

You can also do an automated roll call, which will announce the names of all participants on the call by pressing *9. To use this feature, you must have activated the Record Names feature listed in the "Ready Bridge Set Up Option" section of this guide.

Security Features

These features allow you to customize the level of security you need to keep your conferences confidential.

Changing your Chairperson Pass Code

Change your Chairperson pass code number frequently by following these simple steps:

1. Dial the toll-free conferencing phone number
2. Enter your 7-digit access code
3. Press the *key
4. Enter your current Chairperson pass code
5. Select Option 2
6. Follow the prompts to create a new Chairperson pass code

Assign additional Security Code

You can add an additional security code for sensitive conferences. No one will be able to enter your conference call without entering the security code. Be sure to inform all participants of the security code before you begin the conference.

1. Enter the conference before participants are scheduled to join
2. Enter your 7-digit access code
3. Press the *key
4. Enter your current Chairperson pass code
5. Select Option 1
6. Enter your additional security pass code (4 to 9 digits)

Lock Feature

To ensure maximum security you can lock your call once all your participants have joined. This will prevent any other participants from joining your call.

Press *4 to lock the conference

Press *5 to unlock the conference

Controls and Commands

Chairperson command Controls

- * 1** Dial out to participant
 - * 1** Join new participant to conference
 - * 2** Join new participant and dial out to another participant
 - * 3** Disconnect line and rejoin conference
 - * 4** Disconnect line and dial out to another participant
- * 2** Conference Call Recording (Start / Stop)
- * 4** Lock Conference
- * 5** Unlock Conference
- * 6** Mute your line only
- * 7** Unmute your line only
- * 8** Allow conference to continue after you disconnect
- * 9** Automated roll call of participants (if activated)
- * #** Count number of participants in the conference
- # #** Mute all lines
- 9 9** Unmute all lines
- 0 0** Ask for operator
- * *** List of available command

Participant command Controls

- * 6** Mute Line
- * 7** Unmute Line
- * 9** Automated Roll Call (if activated)
- * #** Count Participants
- 0 0** Ask for operator
- * *** List of available commands

Conference Call Recording

The chairperson can start and stop recording an audio conference by simply pressing *2. When the recording starts, a message will play notifying participants that the meeting is being recorded. **To avoid multiple recording fees for a single meeting, do not start and stop the recording multiple times during the conference.**

The recording will continue until the chairperson presses *2 again to stop the recording, or until the call is ended.

Conference Recording Playback

Recordings are available immediately after the conference ends. Recordings can be accessed in several ways:

1. Chairperson can access recordings from the Archive Management Screen (see Managing Your Recording Archive).
2. Participants can access recordings via a link, which is e-mailed to the chairperson after the conference.
3. Recording can be downloaded in MP3 format by the chairperson and distributed via e-mail, posted on corporate internet or intranet sites, or various other electronic media.

Managing Your Recording Archive

You can access your recordings through the Archive Management section of Ready Bridge On-Line at www.paetec.com/readybridge.

Access Archive Management by selecting "Archives" from the Ready Bridge On-Line main Sign In Screen. You will receive the Archive Management Sign In Screen (figure 1).

Archive Management Sign In Screen



Figure (1)

Previously recorded conferences will be stored in the Archives List (see next page) for future use. This list includes the title of each archive, the date and time it was recorded, and a file ID number. In addition, there are some report settings that you can turn on or off. These include the following columns:

Registration When Registration is ON, a viewer is asked to enter their name, company name, phone number, and e-mail address when they access the recording for online playback. This information is not required for playback. To change this setting for a specific recording, just click on the checkbox (checkmark = ON; blank = OFF).

Notification When checked, you will be notified via e-mail each time a recorded file is played back by a viewer. To change this setting, just click on the checkbox (checkmark = ON; blank = OFF).

Security - To assign a security code to a recording, select "Security" and enter any number between 4 and 9 digits long. Viewers will need to enter the security code to access the recording for playback. You can change the security code for a specific recording as often as you like. If you use the e-mail button to distribute the recording link, the security code will appear in the e-mail.

E-mail – Send an e-mail message along with a link to the selected archive for playback.

Play – Playback the conference. Using play, pause, stop, and volume control buttons, you can control the recording playback. If your recording contains slides, you can click on a slide to skip to that portion of the conference.

Download Audio – Download either the audio only portion in MP3, or the audio and visual portion in Macromedia Flash format.

Rename – Rename selected recording.

Security – To add a 4 – 9 digit security code to the selected recording.

Report -View a real-time report (Figure 3) showing playback activity for a recording. A line item is created for each playback, showing the date and time of the playback. If viewer registration information was collected it is also displayed. This report can be saved by selecting the "Save" button in upper right corner.

Delete – Permanently deletes the recording. You will be asked to confirm the deletion.

Help -Provides general help information.

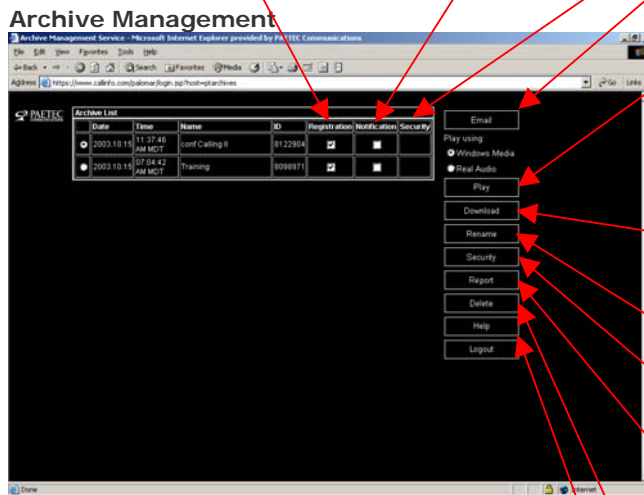


Figure (2)

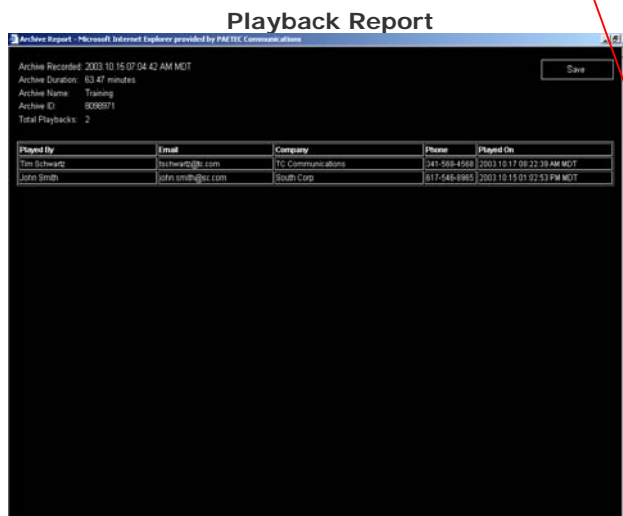


Figure (3)

International Conferencing

With Ready Bridge you can join people from around the world to your conference. You can dial out to join participants anywhere in the world. Participants can also dial in to a conference, toll free, from many international locations. Below is a list of countries we offer dial in service from, along with the toll free access number they would dial to join a conference from each country.

Country	Access Number	Restrictions
Argentina	8006660532	
Austria	800291436	
Bahamas	18003890373	
Belgium	80075721	
Brazil	8008918917	
Chile	800202660	
CHINA	108001400596	Not available on all networks. No availability from mobile phones
Colombia	18005180093	
Denmark	80881702	
Dominican Republic	18887514619	
Finland	800116219	
France	800900581	
Germany	8001815666	
Greece	80016122038906	
HONG KONG	800933514	The only mobile network with access is C&W-HKT
Hungary	680016068	
Iceland	8008013	
Indonesia	8800105506	
Ireland	1800504084	
Italy	800786637	
Jamaica	18002039157	
JAPAN	531160304	
Luxembourg	80023957	
Malaysia	1800808102	
MEXICO	18005148740	
Netherlands	8000223752	
Norway	80014762	
Philippines	180011100752	
Poland	8001114630	
Russia	81080023231012	
Saint Kitts / Nevis	18002039155	
South Africa	8009944809	
SOUTH KOREA	308140442	Not available from mobile networks
Spain	900971501	
Sweden	200285759	
Taiwan	801126640	
Thailand	18001562039157	
UNITED KINGDOM	8009170593	Works in the following areas of UK: England, Guernsey, Isle of Man, Northern Ireland, Scotland, Wales, Channel Island