

Cypress Communications Smart Conferencing

Your New Audio Conferencing Service



In an effort to extend our large suite of communications and conferencing services to you, we will be integrating your audio conferencing service with new systems, products and services. While this move will result in some differences in your experience, we are confident that our conferencing solutions and global options will provide you with many added benefits.

This document is intended to provide an overview of some of the audio and web conferencing modifications you can expect from this integration. Please use this document to assist you in a smooth transition with your conferencing experience.

TERMINOLOGY

Old	New
Reservationless	Reservationless-Plus®
Moderator	Leader
Conference ID	Conference code
PIN	Leader PIN
Dial-in	Toll-free dial-in
International dial-in	International dial-in
International Toll-Free	International Toll-Free Service (ITFS)

GENERAL PRODUCT INFORMATION

	Old	New
Capacity	125 participants per conference call	125 participants per conference call
Availability	24/7/365	24/7/365
Conference ID/Conference code	6 to 10 digits	10 to 16 digits
PIN/Leader PIN	4 to 7 digits	4 to 16 digits

FEATURES

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
Conference Continuation	Auto Continuation	Allow participants to stay on the reservationless conference call without your attendance. The conference will end once the last participant disconnects.	Y

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
	Conference Breakdown	Prevent your conference calls that have not been disconnected properly from continuing indefinitely by ending your conference once it has reached a set duration and number of participants limit.	E
	Consecutive Interpretation	Utilize your dial-out option to instantly connect an interpreter to your conference allowing your participants to listen in two languages. By pausing every two or three sentences during your conference call, you allow the interpreter time to render your remarks in your participant's language.	E
Custom/ Branded Greetings	Custom/Branded Greetings	Record a custom welcome message that is played to all your participants who join your conference using your dedicated toll-free or toll dial-in numbers.	Y
	Custom Call Flow	Bypass all the prompts that play after you enter your conference code or leader PIN so you can quickly enter your conference.	E
Dial-out	Dial-out	Dial out to domestic participants directly from your conference and bring them into the call or contact the operator to dial out to international participants.	Y
Participant Entry	Entry/Exit Options	Decide how your participants are announced when they join or leave your audio conference call. Choose from the following options: tone, name announce, name and tone or silence.	Y

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
	Force Disconnect	Clear your conference by disconnecting all participants from your call while you stay connected. This feature is useful when you have scheduled back-to-back meetings.	E
Group Mute/Unmute	Group Mute/Unmute	Silence all participants' lines by pressing a keypad command on your telephone. Group mute/unmute helps reduce background noise and limits interruptions during your conference.	Y
International Dial-In	International Dialing	Expand your global reach with international conferencing solutions. We offer five methods to connect your international participants to your conference call, including links through our international call centers, U.S. toll numbers, international toll-free numbers, international toll numbers and dial-out option.	Y
	Lecture Mode	Mute all guests' lines during the presentation to reduce background noise allowing you to deliver your message uninterrupted.	E
Conference Lock	Lock/Unlock	Lock your conference to prevent participants from joining, except for those you dial-out to.	Y
	Mobile Assistant	Control and access your conference call from a large selection of mobile phones.	E
	Multiple Leaders	Have multiple leaders on your conference call, allowing them access to all leader controls.	E
Online Management	Online Management	Manage your conference calls online by starting, presenting and archiving your conference.	Y

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
Online Management	Online Management	Manage your conference calls online by starting, presenting and archiving your conference.	Y
Operator Assistance	Operator Assistance	At any time during your call, request an operator simply by pressing *0 on phone keypad.	Y
	Outlook Plug-In	Quickly and easily create, edit and schedule meetings with pre-determined conferencing information right from your Outlook toolbar.	E
Participant List	Participant List	Receive a list of participants in conference summary report.	Y
Phone Commands	Phone Commands	Control your conference call with the touch of a button on your telephone keypad. You have the ability to mute lines; lock the conference, request operator assistance and more.	Y
Post-conference Summary Reports	Post-Conference Emails	Keep an attendance roster of your participants with an email record of which participants were on the phone and/or web. Also, keep track of your total conferencing minutes for budgeting purposes.	Y
Participant Count	Private Participant Count	Privately announce the number of participants on conference call at any participant's request.	Y
Billing Codes	Project Accounting Codes (PAC)	Become more efficient when charging back for billable hours by using PAC Codes. Every time you make a reservation, we can capture your expense center, department or location, and the information will appear on your monthly invoice.	Y

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
Quick Start	Quick Start	Select Quick Start to immediately begin your reservationless conference call by allowing your participants to enter your conference before you and start speaking before the call officially begins.	Y
Recording	Record & Playback	Digitally record your call for participants who were unable to attend or for those who would like to listen to it again. For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording.	Y
Roll Call	Roll Call	Prompt participants to record their names as they join your audio conference call. Any time during your conference, names can be replayed privately to any conference participant.	Y
Security Passcode	Security Passcode	Added level of security for your audio conference by having greater control over who joins. Select and distribute a security passcode for your hosted conferences.	Y
Mute/Unmute	Self Mute/Unmute	Allow participants to silence their own lines by pressing a keypad command on their telephones. Self mute/unmute reduces background noise from cell phones, speaker phones, etc.	Y
	Sub-conference	Allow pre-selected guests to join a private discussion during your reservationless conference call. Sub-conferencing allows you to discuss side issues and other non-public information.	E

Old Feature Name	New Feature Name	Feature Description	Y = Available with New E = Enhancement over Old
	Third-Party Conference Start	As a participant, bypass hold music and start the conference as the leader if original leader is late or unable to host call.	E
Waiting Room	Waiting Room	Place participants on music hold until conference begins for a formal conference atmosphere.	Y
Web Conferencing	Web Conferencing	Make your audio conference more engaging and interactive by adding visuals and functionality online.	Y

DIAL-IN OPTIONS

	Available with Old	Available with New	E = Enhancement
Toll dial-in number	Yes	Yes	
Toll-free dial-in number	Yes	Yes	
International Toll-Free Service (ITFS)	Yes	Yes	
International Local Access	No	Yes	E
Dial-out	Yes	Yes	
International dial-out restriction	Yes	Yes	
First in conference announcement	Yes	Yes	

ENTRY/EXIT OPTIONS

	Available with Old	Available with New
Name announce	Yes	Yes
Tone	Yes	Yes
Silent	Yes	Yes

BILLING CODES/PROJECT ACCOUNT CODES (PAC)

	Available with Old	Available with New	E = Enhancement
Number only via telephone keypad	Yes	Yes	
Alpha/numeric via web	Yes	Yes	
Permanent alpha/numeric	No	Yes	E

TELEPHONE KEYPAD COMMANDS

Command	Old	New	Enhancement
List available keypad commands	**	**	
Operator assistance for conference	00	*0	
Operator assistance for individual	*0	00	
Private roll call	*9	*4	
Participant count	*#	*#	
Dial-out to a participant	<p>*1 – Initiates dial-out</p> <p>Submenu:</p> <p>*1 – Connect self/participant dialed to the conference</p> <p>*2 – Connect participant dialed and dial another</p> <p>*3 – Disconnect line and rejoin self to conference</p> <p>*4 – Disconnect line and dial another participant</p>	<p>*1 – Initiates dial-out</p> <p>Submenu:</p> <p>*1 – Connect self/participant dialed to the conference</p> <p>*2 – Connect participant dialed and dial another</p> <p>*3 – Disconnect line and rejoin self to conference</p> <p>*4 – Disconnect line and dial another participant</p>	
Change entry/exit method	n/a	*3	E
Lock/unlock conference	*4 / *5	*7 / #7	
Group mute/unmute	## / 99	*5 / #5	
Individual mute/unmute	*6 / *7	*6 / #6	
Lecture mode	n/a	*51 / #51	E
Begin/end conference record	*2	*2	
Allow/disallow auto continuation	*8	*8	
Sub-conferencing	n/a	*9	E
Third-party conference start - bypass hold music to start call as leader	n/a	11	E
Disconnect all lines except leader's	n/a	#99	E