



Work as a team instantly, anytime, anywhere with Smart Conferencing. Present slideshows and brainstorm ideas at a fraction of the cost and hassle of travel. Reservation-less Web and phone conferencing supports up to 125 phone attendees and 1000+ Web attendees.

## IMPORTANT PHONE NUMBERS

**Technical Support:** 877-549-3137

**Operator Assistance & Scheduling:** 800-896-1204

## MODERATOR CONTROLS – START A CONFERENCE

### Starting a Phone Conference

1. Dial the toll-free number listed on your moderator card.
2. Enter your **conference ID** and press **#**.
3. Press **\***. Enter your **PIN** and press **#**.

\* **International users:** Dial your international dial-out number and country code. Then dial the 303 number on your moderator card.

### Starting a Web Conference

1. Go to <http://www.cypresscom.net>.
2. Select **Customer Care** from the top navigation bar.
3. Select **Resource Center** from the right-side navigation bar.
4. From the left-side navigation, select **Smart Conferencing**.
5. Click on the **Smart Conferencing Login** link.
6. Click on **Moderator**. Enter your **conference ID** and **PIN** and click **Enter**.
7. Click the appropriate buttons for conference management tools or click **Conference Now** to begin your conference.

## MODERATOR CONTROLS – PHONE COMMANDS

Command	Dial
Main Menu	**
Private Operator Assistance	*0
Conference-wide Operator Assistance	00
Dial a new participant	*1
Join participant	*1
Cancel dial-out	*3
Start phone recording	*2
Stop phone recording	*2
Lock conference	*4
Unlock conference	*5
Mute your line	*6
Unmute your line	*7
Conference Continuation (Moderators can allow conference to continue after disconnecting by pressing *8 or selecting <b>Conference Continuation</b> in the <b>Conference Control Window</b> before hanging up.)	*8
Participant count	*#
Mute all lines except moderator	##
Unmute all lines	99

## PARTICIPANT CONTROLS – JOIN A CONFERENCE

### Joining a Phone Conference

1. Dial the toll-free number provided by the moderator.
2. Enter the **conference ID** and press **#**.
3. You'll enter conference or be placed on hold until it starts.

\* **International users:** Dial the international dial-out number and country code. Then dial the 303 number provided by the moderator.

### Join a Web Conference

1. Go to <http://www.cypresscom.net>.
2. Select **Customer Care** from the top navigation bar.
3. Select **Resource Center** from the right-side navigation bar.
4. From the left-side navigation, select **Smart Conferencing**.
5. Click on the **Smart Conferencing Login** link.
6. Click on **Participant**. Enter your **name**, **email address** and **conference ID**.
7. Select your conference audio preference – **Phone** or **Web** and click **Join Now**.

## PARTICIPANT CONTROLS – PHONE COMMANDS

Command	Dial
Operator Assistance	00
Mute your line	*6
Unmute your line	*7

## PLAYBACK A RECORDED CONFERENCE

1. Dial the toll-free number provided in your conference recording email and press **1** to listen to the recording.
2. Enter the conference ID and press **#**.
3. Enter the playback ID and press **#**.

## RECORDED CONFERENCE PLAYBACK – PHONE COMMANDS

Command	Dial
Skip Backward	1
Pause/Un-pause	2
Skip Forward	3
Go to the beginning of the recording	4
Skip backward to the beginning of previous segment	5
Skip forward to the beginning of next segment	6
Increase the volume by 25%	7
Decrease the volume by 25%	8
Stop and return to the main menu	#
Main Menu	**

