

# WCTA On-Demand Conferencing User Guide



“On-demand” means you can have conference calls whenever you want—at a minute’s notice if you want! Simply provide the telephone number and code to all participants, or you can also dial out to participants to connect them into the call.

- Easy to use, can manage conference options from your phone or computer
- Up to 46 attendees
- No per-minute fee for attendees dialing into the local number
- .14/minute for attendees dialing into the toll-free number
- .14/minute for out-dials
- \$10 set-up fee plus \$1/attendee per conference

## To Schedule a Conference

Notify all of your participants the following information:

1. Date and time of conference call.
2. The Conference Bridge Telephone number.
3. The Participant Code.

Local Conference Bridge Telephone numbers:

218-445-1030	218-564-1030
218-472-1030	218-837-1030
218-538-1030	

Toll-free number:

877-216-7836 (charges apply)

**The Participant Code they will enter when prompted is:**

\_\_\_\_\_ followed by the # key. (You can change the Participant Code or assign unique codes to each employee.)

## To Start a Conference

Your conference service is configured to require a Moderator on the call for the conference and billing to officially begin (although this option can be changed, it is not recommended). Anyone who calls in before the moderator will hear music on hold, but will not be able to speak with other participants until the Moderator dials in and enters the Moderator code when prompted.

**Your Moderator code is:** \_\_\_\_\_ followed by the # key.

Once you, the Moderator, are on the call, any participants on hold will also immediately connect, and you can begin conversing. (If there are no participants yet, you will be notified and will hear music on hold until the first participant joins.)

## To Administer a Conference

There are a number of options you can perform while the conference call is occurring. Some can be only be accessed using the keypad on your phone, some are only available using the conference website, and some are available on both the telephone keypad and the website.

## Features Available on Your Telephone Keypad:

**\*1 - Outdial call (Phone keypad option only)** - to add a participant by calling them rather than having them dial in:

- 1) Press the \* key followed by the 1 key.
- 2) Dial the potential participant's full telephone number; then press #.
- 3) You can listen to the instructions or press # to skip. Wait for the call to be connected.
- 4) If the participant answers, you can converse without the other conference attendees hearing; then either:

**Press 1 to connect the participant into the conference,**  
-OR-

**Press \* to abandon the outdial and return to the conference.**

## Other Keypad Options Are:

- Press \*2** Mute or unmute moderator
- Press \*3** Lock or unlock conference
- Press \*4** Hear a roll call of all participants on the call
- Press \*5** Hear a count of the total participants on the call
- Press \*6** Turn the joining announcements on or off
- Press \*7** Hear name of last participant to join
- Press \*8** Turn recording on or off
- Press \*9** Mute or unmute all participants
- Press \*01** Record secondary greeting (phone option only)
  - \*\* Soft exit (you the moderator leaves but allows the conference to continue without you) (phone only)
- Hang Up** End conference

\* Recording may require consent of all participants; check with state and federal regulations.

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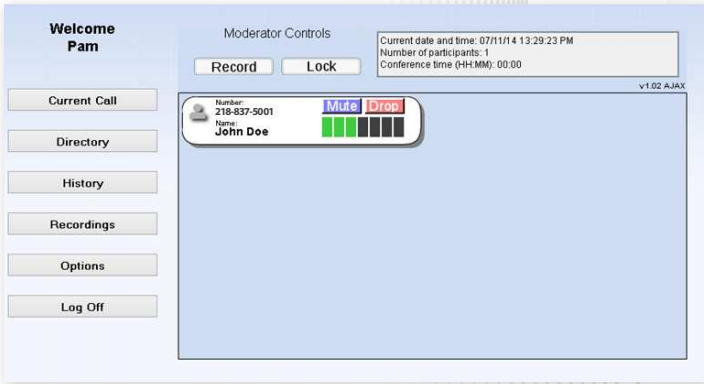


## Features Available on the Conference Website

You can perform many call administration options using the Conference website. You can still use the telephone keypad for options while using the website. The conference website can be accessed at: <https://conference.wcta.net>

Enter both the Participant and Moderator code, and you are presented with the main Welcome Screen.

If there is an active conference call, all participants on the call will be displayed on the right side as shown below.



## Current Call Options

**You can mute, unmute, or drop a participant** using the options to the right of the participant's phone number on the display.

**You can increase or decrease the volume of a participant** by clicking on the bars to the right of the participant's name. More green bars equal a higher volume.

**You can record, stop recording, or lock the conference** using the options at the top of the Moderator Controls panel.



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## Additional Website Options

**Directory** – You can store phone numbers in the directory for easy reference while on a call. (Note, you cannot use this option to outdial, that can only be done using \*1 on your telephone keypad.) You can also use this option to add a name to a participant that doesn't have an associated caller ID on the display.



**History** – You can view a history of your recent conference calls showing the date, time, duration, and a list of participants. You can assign a name to a logged conference call for easier reference.

**Recordings** – You can view, download, and manage any conference recordings that you have made.

**Options** – You can modify the following options for a call as shown on the display below. You can also generate a new Moderator or Participant Code. There are many additional options available, such as assigning account codes to conferences for billing, playing custom recordings while on hold, assigning unique Moderator codes to each employee, and much more. Talk to your WCTA service representative to learn more!

\* Changes made using the website Options will not change a call in progress.

