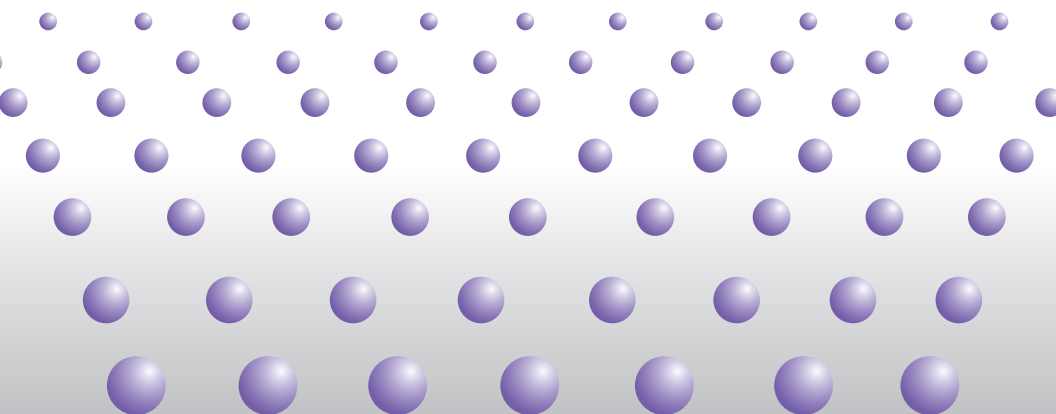




Audio & Web Conferencing

Instruction Manual

November 2009



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Audio Conferencing

● Moderator and Participant Codes

Convergia provides two (2) codes for each user:

1. Moderator Code:

This code is used only for the person hosting the Audio (Host) and must not be provided to other participants.

This code is used to start the Audio Conference.

2. Participant Code:

This is the code that the Host or Moderator will share with all the guests.

● How to use the service?

- Coordinate date and time for the Audio Conference with all your guests.
- Share the access numbers and the participant code to your guests.
- On the agreed date and time, you will dial the access number and will be asked to dial your Participant Code.
- Once the Moderator arrives the Audio will start.

The following Touch-Tone commands are useful during the Audio:

***5** = Place all participants in listen only mode.

To deactivate just dial “*5” again.

***6** = Mute own line. To un-mute just dial “*6” again.

This option is also available for Participant users.

= Disconnect all lines.

Audio Conferencing

- **When the service is available?**

Available 24x7 and no reservation is required.

- **How many participants can be on the call?**

Up to 100 participants can be on the call without any assistance. For more than 100 participants, contact Convergia Customer Service.

Audio Conferencing

● Access numbers

Country	Number	Description	IVR language
Argentina - Bs As	54 11 6841 0200	Local Access #	Spanish
Brazil - Sao Paulo	55 11 3516 9119	Local Access #	English / French
Brazil - Sao Paulo	800 932 1013	Toll Free #	English / French
Canada	1 866 426 6337	Toll Free #	English / French
Canada - Toronto	1 416 507 1619	Local Access #	English / French
Chile - Santiago	56 2 760 0140	Local Access #	Spanish
Chile	112 800 / 112 500	Toll Free #	English / French
Mexico - Guadalajara	52 33 1086 0012	Local Access #	Spanish
Mexico - Mexico DF	52 55 5017 0101	Local Access #	Spanish
Mexico - Monterrey	52 81 8883 0001	Local Access #	Spanish
Mexico	800 607 0120	Toll Free #	Spanish
Peru - Lima	51 1 640 0130	Local Access #	Spanish
Peru	1960 121	Toll Free #	Spanish
Spain - Madrid	34 911 880 843	Local Access #	Spanish
Uruguay - Montevideo	805 0071	Toll Free #	Spanish
USA - Los Angeles	1 310 359 6006	Local Access #	English / French
USA - Miami	1 305 894 7000	Local Access #	English / French
USA - New York	1 212 381 9194	Local Access #	English / French
USA	1 866 426 6337	Toll Free #	English / French
Venezuela - Caracas	58 212 650 0100	Local Access #	Spanish
Venezuela	0800 268 6772	Toll Free #	Spanish

Web Conferencing

● Moderator and Participant Codes

Convergia provides two (2) codes for each user:

1. Moderator Code:

This code is used only for the person hosting the Audio (Host) and must not be provided to other participants.

This code is used to start the Audio Conference.

2. Participant Code:

This is the code that the Host or Moderator will share with all the guests.

● Links needed to use the service:

For customers billed in:

USA and Canada:

<http://wip3.webdialogs.com/brands/EN6/ConvergiaPro/default.htm>

Mexico, Argentina, Uruguay, Chile and Venezuela:

<http://wip3.webdialogs.com/brands/EN6/ConvergiaLAOSPro/default.htm>

Peru and Brazil:

<http://wip3.webdialogs.com/brands/EN6/ConvergiaSIATPro/default.htm>

The above links are used by the participant and the moderator.

Web Conferencing

● How to join a Web Conference?

- Coordinate date and time for the Audio Conference with all your guests.
- Share one of the links indicated on the previous slide and the Participant Code to your guests.
- Open a Web Browser and type in the link provided and type your code.

The Participant on the “Join” Section
The Moderator on the “Host” Section

This is the screen that you will see:

Conferencing Pro

Join

To join a conference complete the form below and click the “Log In” button. Required fields are indicated by asterisks(*)

*Access Code:

*Name:

Company:

E-Mail:

LOG IN >

Remember info for next time

Host

To host a conference complete the form below and click the “Log In” button. Required fields are indicated by asterisks(*)

*Access Code:

*Chairperson Code:

*Name:

Company:

E-Mail:

LOG IN >

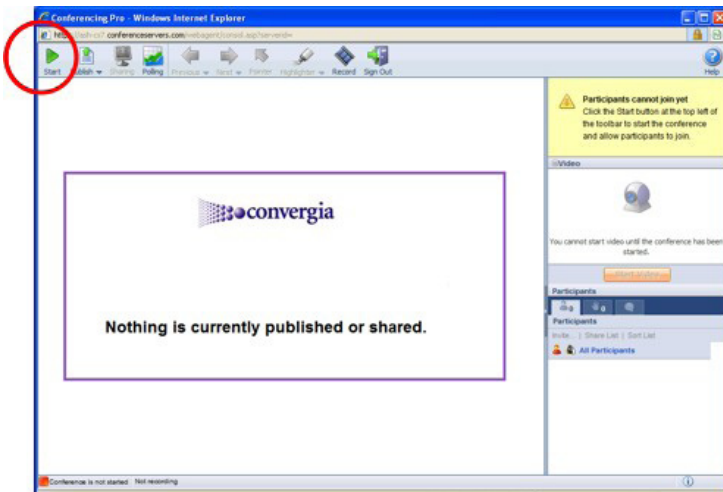
Remember info for next time

 Conferencing Pro System Check

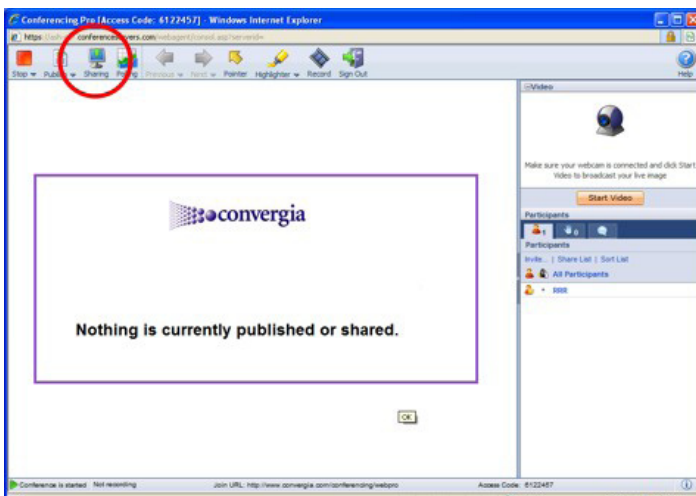
Web Conferencing

● How to use the Web Conference?

After joining to the Web Conference, the Moderator must start the Web Conference with the participants who already joined by clicking the **“Start”** button:



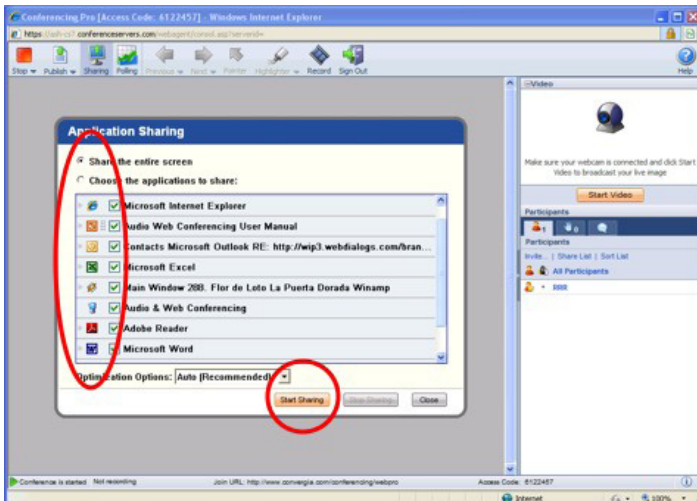
After the Web Conference has started, the Moderator should click on **“Sharing”** to start sharing his/her screen with the participants:



Web Conferencing

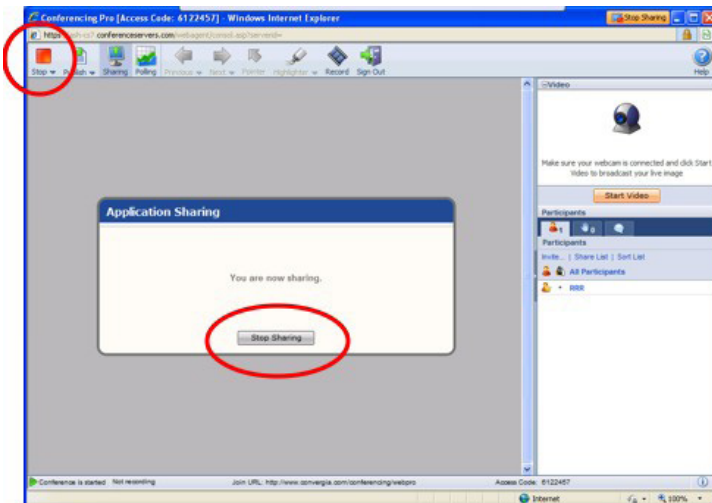
The Moderator must select the applications to share with the participants and then click on **“Start Sharing”**.

All the applications selected will be seen by the participants.



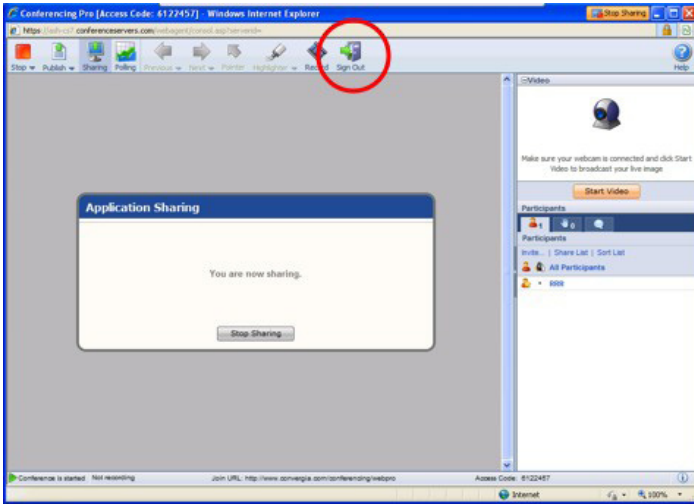
● How to stop a Web Conference?

The Moderator must simply click in the **“Stop”** buttons as shown in the image below:

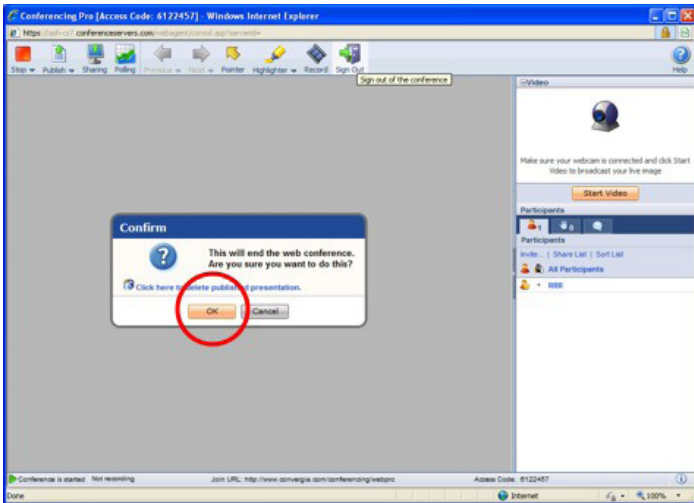


Web Conferencing

The Moderator must also click in the **“Sign Out”** button:



The Moderator must confirm **“Sign Out”** from the Web Conference:



IMPORTANT NOTE:

Convergica will charge for the service until the customer has completely signed out from the Web Conference.

Web Conferencing

YOU ARE READY

Check if you are prepare to use the Web Conferencing.

Conferencing Pro

Join

To join a conference complete the form below and click the "Log In" button. Required fields are indicated by asterisks(*).

*Access Code:

*Name:

Company:

E-Mail:

LOG IN >

Remember info for next time

Host

To host a conference complete the form below and click the "Log In" button. Required fields are indicated by asterisks(*).

*Access Code:

*Chairperson Code:


*Name:

Company:

E-Mail:

LOG IN >

Remember info for next time

 [Conferencing Pro System Check](#)



Click here and follow the instructions.



Delighting our Customers Worldwide

