TW TELECOM ONE SOLUTION *FORUM*℠ QUICK START GUIDE

TW TELECOM *one* SOLUTION

Toll Free Access Number: 877.533.MEET (6338)

Direct Dial Access Number: A list of local access numbers that are available in each of Time Warner Telecom's 44 local markets is located within the resource section of the Time Warner Telecom Enterprise Portal: *http://myportal.twtelecom.com*

Static Ad-Hoc User Account Information

Conference ID: _____

Master Passcode: _____

TO CONDUCT AN INSTANT ONE SOLUTION *FORUM* CONFERENCE (UP TO 48 PARTICIPANTS):

ONE SOLUTION *FORUM* IP Conferencing does not require a prior reservation for hosting a conference call.

Moderator Access:

1. Dial Access Number
2. Enter Static Ad-hoc Conference ID
3. Enter Master Passcode

MODERATOR TELEPHONE-BASED * CONTROLS

- * 1 *Invite Participant (will require phone number of participant to invite)*
- * 2 *Obtain Conference Head Count*
- * 3 *Extend the Conference (subject to conference resource availability)*
- * 4 *Continue Without a Moderator (allows the conference to continue after the moderator disconnects)*
- * 5 *Lock or Unlock the Conference (Toggle)*
- * 6 *Mute or Unmute Your Line (Toggle)*
- * 7 *Recording Options Activation*
  - *Press* 1 *to Start Recording*
  - *Press* 2 *to Pause Recording*
  - *Press* 3 *to Resume Recording*
  - *Press* 4 *to Stop Recording*
- * 8 *Volume Modification Activation*
  - *Press* 1 *to Increase Volume*
  - *Press* 2 *to Decrease Volume*
- * 9 *Place Conference in Lecture Mode (mutes all lines except the moderator)*
- * * *Help*

Participant Access:

1. Dial Access Number
2. Enter Static Ad-hoc Conference ID
3. Participants will be placed in Music On-Hold until the moderator enters their Master Passcode to commence the conference.

PARTICIPANT TELEPHONE-BASED * CONTROLS

- * 2 *Obtain Conference Head Count*
- * 6 *Mute or Unmute Line (Toggle)*
- * 8 *Volume Control Activation*
  - *Press* 1 *to Increase Volume*
  - *Press* 2 *to Decrease Volume*
- * * *Help*

If you have any questions or concerns, please contact TW Telecom Customer Service Center at: **800.829.0420**

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