V-CUBE Voice — "See" the tone of voice
V-CUBE Meeting — "See" saved costs by Web-Meeting
V-CUBE Document — "See" sharing and teamwork

Teleconference Manual

For V-CUBE Voice and the Teleconference in V-CUBE Meeting / V-CUBE Document

Before the Conference

The moderator should send the following 4 items to the participants by e-mail or fax:
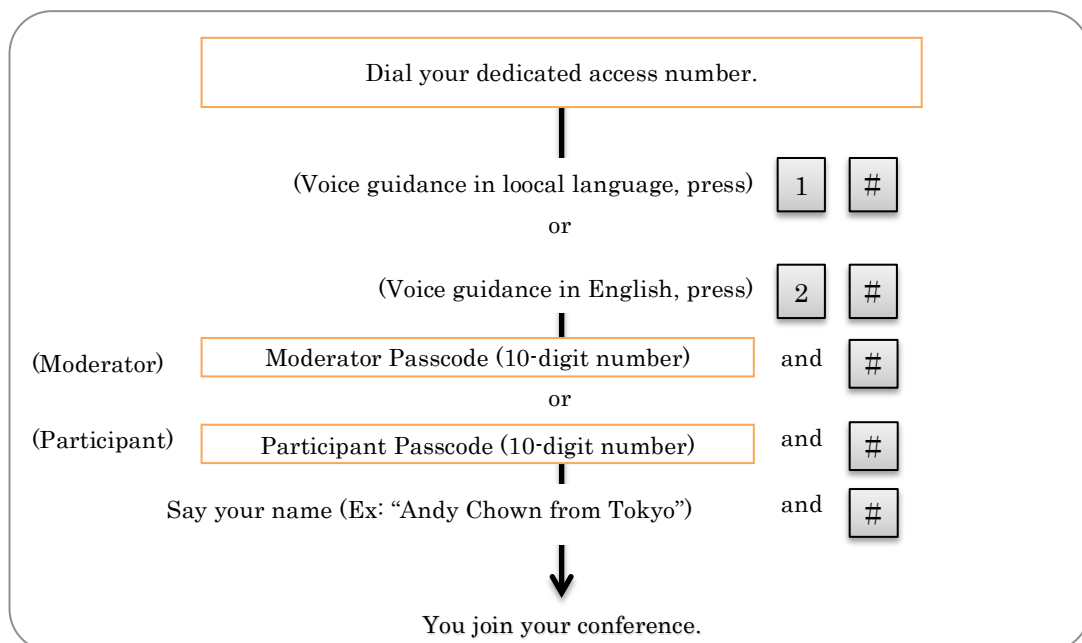
- Conference date and time,
- Access number,
- Participant passcode (10-digit number),
- and This manual.

Note
Tone is well known as push-button dialing, while Pulse is known as rotary dialing. V-CUBE supports a Tone system, as well as a Pulse system that can be readily converted into Tone.

Start Conference

To access the conference, the moderator and the participants will call the access number. Then, voice guidance in local language will be provided. Press "2#", if the guidance in English is preferred. When appropriate buttons are pressed, the next step will start even while the voice guidance is played.

Dial your dedicated access number.	
(Voice guidance in loocal language, press)	1 #
or	
(Voice guidance in English, press)	2 #
(Moderator) Moderator Passcode (10-digit number)	and #
or	
(Participant) Participant Passcode (10-digit number)	and #
Say your name (Ex: "Andy Chown from Tokyo")	and #
You join your conference.	

- **To leave the conference,** simply hang up your phone.
- The Moderator should press ⁂ 9 3 to ensure that all participants disconnect at the end of the conference.

⁂ To use Teleconference in V-CUBE Meeting / V-CUBE Document, please start the conference as a Participant.

Functions

Features For Both Moderator and Participants		
*1	Help menu	To hear a menu of audio quality features available for your conference. Press * to end this feature and rejoin the conference.
*4	Increase conference volume	To increase the conference volume if you are having problems hearing others.
*7	Decrease conference volume	To decrease the conference volume if you are hearing others too loudly.
*5	Increase your voice volume	To increase the volume of your voice in the conference.
*8	Decrease your voice volume	To decrease the volume of your voice in the conference.
*6	Mute or "un-mute" your line	To mute your own line and help prevent background noise in the conference. Press *6 again to "un-mute" your line.

Features Available to Moderators ∗ These are for V-CUBE Voice only.		
*90	Moderator Help menu	To hear a menu of audio quality and moderator features. Press * to end this feature and rejoin the conference.
*91	Number of participants	To hear the total number of participants.
*92	Participant roll call	To hear a roll of participants. Press * to end this feature and rejoin the conference.
*93	Disconnect all participant lines	To disconnect all participant lines at any time.
*94	Lock or "un-lock" conference	To ensure no other participants can join your conference. Press *94 again to "un-lock" your conference.
*96	Mute all participant lines	To place all participants in a mute, or listen-only, mode. You will then be prompted to press: "1" if you want your participants to have the ability to open, or un-mute, their line by pressing *6, "2" if you do not want your participants to have the ability to open, or un-mute, their own line.
*97	"Un-mute" all participant lines	To "un-mute" all participants lines at the same time to allow participants to speak with each other.
*31	Enable/disable conference security code	To activate the conference security code (1~15 digit number). Then press a security code of your choice, followed by #. All participants must then meter the code to join the call. Press *31 again to deactivate the security code.

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Q&A

Q1. I cannot log into my conference.

A. You may be using a telephone that is incompatible with tone (push-button) dialing. If you follow the prompts but are still unable to log in, it is possible that you are using a pulse, or rotary dialing phone. Locate the tone/pulse switch on your telephone, and simply set it to "tone". If you are using a phone that does not allow for this adjustment, you can easily access your conference from a mobile/cellular phone, the phone on a fax machine, or a public telephone.

Q2. I received a prompt starting that my passcode is not valid.

A. You may be using an incorrect passcode. Moderator passcode and participant passcode are 10-digit number. Participants can verify their passcode with their moderator, and moderator can verify their passcodes with Customer Service Center. You will also hear this announcement when you use the wrong dial-in number. Finally, you may hear this announcement if you are using a telephone that is incompatible with tone dialing. See the first point for more details.

Q3. I forgot my passcode.

A. For security reasons, we are unable to share a passcode with anyone except the moderator. However, participants can contact their moderator directly for passcode information, and moderators can contact Customer Service Center for a written response.

Q4. I'm worried that background noise may disrupt the conference.

A. In order to help ensure audio quality during your conference, we recommend that you dial in from a quiet location. When this is not possible, you can press *6 on your telephone keypad to mute your line. You can "un-mute" your line by pressing *6 again. Background noise can be especially troublesome in conference with large numbers of participants. To help protect against this, the moderator may press *96 in order to simultaneously mute all other participants. Also, moderators may press *96 to mute all lines in order to stop hold music from playing into a conference. When the participant whose phone is on hold returns to the conference, he/she may press *6 to "un-mute" the line and have the ability to speak once again. (Please see page 2 for details.)

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Q5. Music starts playing into the conference.

A. The most likely explanation for this is that the hold music from a participant's line is being heard. If a participant places the phone on hold while in a conference, their hold music will play into the conference and be heard by all other participants. To solve this problem, if participants wish to place their phones on hold during the conference, they can press *6 beforehand to prevent hold music from playing into the conference.