Conference Calling
User Guide

Smithville®

For assistance, please call (812) 876-2211.

Setting Up Your Conference Call

Setting up a Smithville Conference Call is easy. First, decide on a date and time and provide the following information to each attendee:

1. Date and Time of Call

2. Dial-in Number: **(812) 876-0102 or Toll-Free (855) 876-0102**

3. When prompted enter the **5-digit Conference Identification Number** ☐ ☐ ☐ ☐ ☐

Second, choose the settings you want to customize before each call with the Smithville Conference Calling Web Portal. To access the web portal:

1. Go to: **http://smithville.net/webportal** *The web portal may prompt you to download Microsoft Silverlight before you are able to access your account.* Silverlight may not be compatible with some mobile devices. Device compatibility may change in the future.

2. Log-in with your assigned username and password.

> Your **Web Portal Username** is: _____
>
> Your **Web Portal Password** is: _____

*Change your password the first time you log-in. Click the **My Settings** tab and then click the **General** category. **For assistance changing your password, please call (812) 876-2211**

3. Once you are logged in, go to the **My Settings** tab and choose the **Conferencing** category. Open the **General** settings using the **Blue Arrow**. The **General** settings will show your Conference ID number as well as allow you to work with the following options:

- **Conference ID**—you can change this 5-digit number. Conference IDs cannot be duplicated. If the number you choose is already in use, you will receive an error message when you try to save your changes and you will be required to choose another number.

- **Administrator Access Code**—at any time you can change this code to any 5-digit number.

- **Terminate When Admin Leaves**—selecting **Yes**, will ensure that the call ends when you, the administrator, hangs up the call. Selecting **No**, will allow attendees to continue the call even if you hang up your line.

- **Quiet Mode**—selecting **Yes** mutes the beeps that indicate when an attendee has joined and left the call. Selecting **No** turns these notification beeps on.

- **Mute Attendees**—selecting **Yes** will mute all attendees in the call, besides you, the administrator. Selecting **No** will allow all attendees to talk on the conference call.

NOTE: You can mute individual attendees at any time during a conference using the Call Manager controls within the web portal.

4. You will not be able to change any settings within the **Rates or Access Numbers** settings; you will be able to see your rates and access numbers within those areas.

5. The **Recording** settings will show the recording options you've signed up to receive and will give you the ability to view, playback, download or delete any of your recorded conferences.

6. Once you have customized your call, click the **Save button** at the bottom of the screen. Your chosen settings will be saved and applied to all conference calls until you change them again.

Beginning your Conference Call

1. To begin a conference call, dial-in to the Smithville Conference Call service—(812) 876-0102 or Toll Free (855) 876-0102

2. Enter your **Conference Identification Number** when prompted.

3. All callers will hear the prompt to enter your **Administrative Access Code.** Enter your code at this time.

 * Do not share your Administrative Access Code with anyone.

4. You will hear an announcement letting attendees know that you have joined the conference call, telling you how many attendees are connected and, if you have recording enabled on your account, you will hear an announcement notifying you that your call may be recorded. As the administrator, you control the recording option. Please see the **Recording your Conference Call** section for more information on recording.

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Managing your Conference Call—Web Portal Controls

1. To control your conference call in real time, log-in to the Smithville Conference Calling web portal using your **username** and **password**.

2. Within the Home tab, you will see the **Call Manager Box** appear.

3. The **Call Manager Box** will default to the **Main screen**. As attendees call in, a box will pop up for each one, including you. Each attendee's box will have: an icon for that attendee, their phone number and a bar that activates when that attendee is speaking.

4. Each attendee's box also has buttons that allow you to manage each attendee:

    Clicking the **Speaker button** so that the icon shows a red circle with a line through it will mute that specific attendee.

    The **Volume Slider Bar** will allow you to increase or decrease the attendee's volume by clicking and dragging right or left.

    Clicking the **Red X button** will remove the attendee from the call.

5. Also available on the **Main screen** is the record button for your call. You can read more about recording in the **Recording your Conference Call** section.

NOTE: The **Add Participant Service** in the Settings screen of the **Call Manager Box** is not an operational service at this time. You will not be able to add a participant to the conference in this manner.

Recording your Conference Call

Smithville Conference Calls can be recorded if you signed up for a recording package. **To learn more about the available recording packages, please call Smithville Customer Service at (812) 876-2211.**

You can start, stop and manage conference call recordings at any time with the Smithville Conference Call web portal. You can listen to the recordings directly from the web portal or download them as MP3 files. All recordings can be stored within the web portal for up to 30 days. After 30 days the recordings will be removed.

To Record a Conference:

1. On the **Main screen** of the **Call Manager Box** of the web portal, click the **Record button** to start recording. All audible attendees will be recorded.

2. You can stop recording at any time by clicking the **Stop button** that appears during the in-progress recording. The recording will stop if the call is disconnected.

To Access your Recording after the Conference:

1. From the web portal, within the **Call Manager Box**, click **Recordings**.

2. Click on the recording you want to access, then:

Click the **Play button** to listen to the recording

Click the **Red Download Arrow** to download the recording. Follow the prompts to save the file.

Click the **Red X button** to permanently delete the recording.

NOTE: Smithville cannot retrieve deleted recordings.

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Ending your Conference Call

To end your Smithville Conference Call, stop the recording if one is taking place and hang up your line. The call will end once all attendees hang up or if you've chosen for the conference to **Terminate When Admin Leaves**, the conference will end once you hang up your line.

Advanced Features

Setting up a Private Conversation:

From the web portal, you can set up a private conversation with any attendee of your conference call.

1. In the **Main screen** of the **Call Manager Box**, you will see an icon of a person with a speech bubble next to every attendee except yourself.

Click the icon in the box of the attendee with whom you want to have a private conversation. When you click that icon, it will be replaced with an icon of two people and a yellow lock.

The same two-person icon will appear in your box. When that icon appears in your box, the only person who can hear what you say is the other attendee who has that icon in their box. All the other attendees can still hear and speak with each other, but they cannot hear your conversation and you will not be able to hear their conversation.

You can end your private conversation by clicking the **two-person icon** within your box or within the other attendee's box. While recording, your private conversation is not recorded.

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