

# Host Guide



## No Reservations Required

Your conference bridge is always available, with no advanced scheduling required. Distribute the **Dial-in Number(s)** and **Conference ID** to your invitees, along with the date and time of the conference. Keep your **Host PIN** private, since that code allows you to configure the settings for your conference and manage live conferences via Host Keypad Commands and the online Host Control Panel. The presence of a Host is not required for your conference calls, unless you configure the **Conference Start** setting for your conference line to delay the start of the active conference until the arrival of a Host.

## Your Bridge Info

Conference ID \_\_\_\_\_

Host PIN \_\_\_\_\_

Dial-in Numbers \_\_\_\_\_

\_\_\_\_\_

## Press Star Instead of Pound to Join as Host

Callers are prompted to enter the Conference ID followed by the pound key. However, to join as a Host, **enter the Conference ID, then press star** instead of pound. You will then be prompted to enter your Host PIN. If you are already in the conference as a non-Host, you can **press \*3** which will prompt you to enter your Host PIN. You may have multiple Hosts, all using the same Host PIN.

## Manage Calls and Settings with the Host Control Panel

You can configure your settings, monitor live conference calls, view usage activity, download recordings, and manage User IDs (if enabled) via the **Host Control Panel**. Log in using your Conference ID and Host PIN at:  
<http://panel.turbobridge.com>.

## Use the Conference Mode Setting to Automatically Mute Callers

The **Conference Mode** setting controls the speaking privileges for the participants in your conference call. For group conversations with a dozen participants, **Conversation Mode** extends speaking privileges to all

participants. For larger groups or lecture-style presentations, you can minimize disruptions and maximize audio clarity by automatically muting participants. (Callers can mute/un-mute their own lines by pressing **\*6**.) Use the Host Control Panel to set the default setting for your conference line.

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Mode	Description
Conversation	All un-muted.
Presentation	Only Hosts can speak. Others muted.
Question & Answer	Non-Hosts muted, but can un-mute by pressing *6.
Hosts Only	Private host conversation. Others placed on hold.

## Keep Participants on Hold Until You Arrive

Select the **Settings** tab in the Host Control Panel to view and modify the default settings for your conference line. All your conference calls begin with these default settings, regardless of any changes you made have made during your last live conference. The **Conference Start** setting determines whether a conference can begin without the presence of a host. Select “when host joins” if you want the conference to begin when you arrive. If you expect multiple guest hosts, you may wish to choose “when host confirms” instead, if you don’t want the call to begin if the guest host arrives before you — with this setting, the conference won’t begin until one of the hosts presses \*3.

The table below describes the options for other settings, with the system default setting indicated in **\*bold\***.

Setting	Options	Considerations
Conference Start	<b>*When 2nd caller joins*</b> When host joins When host confirms	In “host confirms” mode, press *3 to begin the conference.
Conference End	<b>*When last caller leaves*</b> 1, 5, 15, 30 min. after Host Leaves	“1 minute after” setting could cause premature termination if host line drops.
Entry Notice	<b>*Chime*</b> Name None	Choose “None” for Entry and Exit Notices to prevent disruptive alerts during large conferences (10+ participants).
Exit Notice	<b>*Chime*</b> Name None	
Record Conferences	Yes <b>*No*</b>	If enabled, participants will hear “This call is being recorded.”
Prompt Callers for Name*	Yes <b>*No*</b>	Must also select “Name” for Entry and/or Exit if you want the name announced.
Announce Caller Count	Yes <b>*No*</b>	Announces the number of participants already in conference to non-Hosts. Hosts will always hear count announcement.
Music on Hold	<b>*Yes*</b> No	Anybody can mute hold music by pressing ** on keypad. (star-star)
Require User IDs (if enabled)	<b>*No*</b> Valid User ID required Valid User ID optional User ID required, not validated	See separate <b>User ID</b> section later in this guide for instructions on this feature.
Time Zone	<b>*US Eastern Time*</b> Others	For proper time display in your activity reports and call detail records.

\* If the caller does not reply to the “record your name” prompt, they are assigned the name “Anonymous”. The recorded names are only available while the caller is in the conference, and are not accessible after the conference ends.

## Control Your Live Conferences with the Host Control Panel

Select the **Live Conference** tab in the Host Control panel to view the list of participants in your conference. The panel provides a full set of controls to manage your conference call.

The screenshot shows the TurboBridge Host Control Panel. At the top, there's a logo for "TurboBridge" and sections for "DIAL-IN NUMBERS" (Toll: +1 (617) 297-9565, Toll-Free: +1 (800) 297-9565), "Sales Demo" (Conference ID: 55555, Host PIN: 1234), and "Tab Menu (Click to Navigate)" and "Active Settings (Click to Change)". Below the header is a navigation bar with tabs: "Live Conference" (selected), "History & Recordings", "Settings", "Caller List", "User IDs", "Bridge Info", "Report Error", and "Logout". Underneath is a control bar with dropdowns for "Mode: Conversation", "Security: Unlocked", "Entry Alert: Chime", "Exit Alert: Chime", "Duration: 00:02:48", and "Recording: Off", along with buttons for "Mute All", "Un-Mute All", "More", and "Filter". The main content is a table of callers:

	Caller ID	Caller Name	Location	Arrived	Duration	Activity	Host	Muted
<input type="checkbox"/>	+1 (240) 292-6632	<a href="#">Heather Smith</a>	WSNGTNZN11, MD, US	5:19 PM	00:02		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	+1 (240) 483-4303	<a href="#">Larry McCoy</a>	WSHNGTNZN2, MD, US	5:20 PM	00:02		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	+1 (301) 215-7185	<a href="#">Sally Johnson</a>	WSHNGTNZN2, MD, US	5:20 PM	00:01		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	+1 (240) 498-0248	<a href="#">Robert Jones</a>	WSHNGTNZN2, MD, US	5:21 PM	00:00		<input type="checkbox"/>	<input type="checkbox"/>

At the bottom right of the panel, it says "Your last login was from 71.178.167.71 Tue, July 28 2015 16:42".

**Change Active Settings.** The top row displays the status for key settings. To change the setting for the live conference, click on that setting and select the new setting from the dropdown menu. The **Security** setting allows you to lock the conference to prevent new participants from joining.

**Caller Actions.** Click on the number displayed in the **Caller ID** column, which reveals a dropdown menu of actions to apply to that caller, such as muting, dropping, placing that caller on hold, or adjusting the speaking volume.

**Caller Name.** This field displays either the Caller ID Name or the stored name from the **Caller List**. Click on the underlined name to modify. If you save the new name to the Caller List, the new stored name will be displayed on future calls. Stored names are linked to a specific Caller ID — note that many callers may share the same Caller ID (e.g., from office location or using services like Skype or Google Voice), so you should avoid assigning caller names in that scenario.

**Activity.** The activity column indicates the caller status (a symbol indicates the caller is on hold). A red flare emanating from the speaker icon indicates that the system is receiving audio from that line. This can be helpful to determine the identity of a speaker or isolate the source of disruptive background noise.

**Checkboxes.** You can click on the checkboxes in the **Host** and **Muted** column to change the status for that caller. The checkbox column on the left allows you to apply an action to group of callers — click on one or more checkboxes, then click on the **More** button above the Caller Name heading to apply the change. For example, you could place a group of callers on hold or drop them from the conference.

**Stars.** The Star column allows you to highlight particular callers. Clicking on the Star icon doesn't

directly apply any action to the caller, but you can “star” a group of callers, then click on the multi-select checkbox button display to the left of the **Mute All** button — one option is to select all of the Starred callers, so that you can apply an action using the **More** button.

**Sorting.** You can change the sort order in the active callers table by clicking on the column heading. For instance, you can sort on the Host heading to bring all the hosts to the top, or click on the Activity heading to identify recent speakers.

**Filter.** Typing a value into the Filter box will remove callers from the table who don’t match the filter criteria. (This doesn’t affect the status of any caller.) The Filter applies to Caller ID, Caller Name and Location fields.

**Action Icons.** These icons are displayed to the left of the Filter box:

**End Conference.** You will be asked to confirm this action if you click on this icon.



**Assign Reference Label.** The label will be displayed in the History & Recordings table.



**Dial Out to Participant** (if enabled). This brings up an input box allowing you to enter the phone number. The system places an outbound call to that number, with an announcement that the called party has been invited to join a conference call.



## Manage Q&A with \*5 Raise Your Hand

For an orderly Q&A session, place the conference in **Presentation Mode**, which mutes all non-Hosts. Invite the participants to **press \*5 on their phone keypad** if they wish to comment or ask a question. The Host Control Panel will display an action panel at the top, allowing you to selectively un-mute one at a time.

The screenshot shows the Host Control Panel interface. At the top, there's a navigation bar with links for Live Conference, History & Recordings, Settings, Caller List, User IDs, Bridge Info, Report Error, and Logout. Below the navigation bar, there's a dropdown for Mode (Presentation), Security (Unlocked), Entry Alert (Chime), Exit Alert (Chime), and Recording (Off). A section labeled "Selected: None" is shown. Below it, a green box displays "Hands Raised (3): Sally Johnson +1 (301) 215-7185". To the right of this box are three buttons: "Select", "Skip", and "Skip All". A large red arrow points to the "Select" button. Below this, there's a toolbar with buttons for Mute All, Un-Mute All, More, Callers: 5, Started: 3:49 PM, Duration: 00:03:47, and a Filter field. The main area is a table titled "Active Callers" with columns: Caller ID, Caller Name, Location, Arrived, Duration, Activity, Host, Muted, and Hands. The table lists five callers, with the first one (Sally Johnson) having the "Select" button highlighted. The "Hands" column shows counts of 3, 1, and 2 respectively for the other callers.

Caller ID	Caller Name	Location	Arrived	Duration	Activity	Host	Muted	Hands
WebCall - john@email.net	John Doe	Bethesda, MD, US	3:49 PM	00:03	◀	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
+1 (240) 483-4303	Larry McCoy	WSHNGTNZN2, MD, US	3:49 PM	00:02	◀	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3
+1 (240) 292-6632	Heather Smith	WSNGLTNZN11, MD, US	3:50 PM	00:02	◀	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
+1 (301) 215-7185	Sally Johnson	WSHNGTNZN2, MD, US	3:51 PM	00:01	◀	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1
+1 (240) 498-0248	Robert Jones	WSHNGTNZN2, MD, US	3:52 PM	00:00	◀	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2

In the above example, three callers pressed \*5, which added the Q&A section to the panel. To call upon the first caller in the queue (Sally Johnson), click on the **Select** button — which will un-mute Sally’s line, allowing her to speak. (All participants will hear Sally’s question.) Pressing **Skip** will bypass Sally, who will hear a private announcement (“your hand has been lowered”). **Skip All** will lower all hands.

When a caller is selected from the queue, the Q&A box highlights that caller, as shown below:

At this point, you have several options, by clicking on one of the buttons on the right:

- Mute** Mutes Sally's line, without moving to the next caller in the queue. Sally remains "selected", in case the host might want to un-mute her again for a follow-up comment.
- Done** Mutes Sally's line and removes her from the queue, without moving to the next caller.
- Return** Mutes Sally's line and returns to the front of the queue.
- Select** Clicking the Select button on the second row will mute Sally's line (removing her from queue), and un-mute Robert Jones. (This would be the most common action.)

You can abort the Q&A session at any time by pressing the **Skip All** button. To call on a particular caller with a raised hand (in lieu of proceeding in chronological order), you may either select that participant from the dropdown box to the right of **Hand Raised** in the Q&A box, or click the hand icon displayed in the right column in the caller table.

## Change Conference Settings Using Keypad Commands

The following keypad commands are available when you are designated as a Host in the conference. The commands shown in black are also available to non-Hosts. To promote yourself to host, press \*3 on your keypad and you will be prompted to enter your 4-digit **Host PIN**.

<b>* 0</b>	Play Keypad Command Menu	<b>* 6</b>	Mute your line (toggle on/off)
<b>* 1</b>	Record Conference (toggle on/off)	<b>* 7 8</b>	Turn off Entry & Exit Alerts
<b>* 2</b>	Lock out new entrants (toggle on/off)	<b>* 7 9</b>	Restore default Entry & Exit Alerts
<b>* 3</b>	Promote to Host (prompt for Host PIN)	<b>* 8 6</b>	Increase Speaking Volume
<b>* 3</b>	Start Conference <i>(with "Host Confirms" Conference Start setting)</i>	<b>* 8 7</b>	Decrease Speaking Volume
<b>* 4 1</b>	Presentation Mode	<b>* 9 0</b>	Start Conference <i>(allows 1-party conferences for recording)</i>
<b>* 4 2</b>	Conversation Mode	<b>* 9 1</b>	End the Conference
<b>* 4 3</b>	Question & Answer Mode	<b>* 9 5</b>	Dial-out to participants (if enabled)
<b>* 4 4</b>	Hosts Only Mode	<b>* #</b>	Private roll call announcement
<b>* 5</b>	Raise Your Hand	<b>* *</b>	Toggle hold music on and off

## Validate Participants with Assigned User IDs

Using the **User IDs** tab in the Host Control Panel, you can create numeric codes (one or more digits), associated with a corresponding Name. You can enable the User ID feature via the Settings tab, and callers will be prompted to enter a User ID when joining your conference calls. (This comes after the Conference ID prompt.) The following validation options are available:

- **Valid User ID Required** — Callers must enter a valid User ID to join the conference.
- **Valid User ID Optional** — Callers may enter the conference by either entering a valid User ID or by pressing # without entering a code. They will not be allowed to join if they enter an invalid User ID. This option is primarily used for identification purposes (to positively identify a particular caller who has been pre-assigned a User ID), without preventing others from joining the conference.
- **User ID Required, Not Validated** — Callers are required to enter a User ID, but the value is not checked. (All callers who enter any code are allowed into the conference.) Instruct callers in advance on what to enter in response to the prompt to enter the User ID. For example, this could be a membership number, a call-back phone number, a referral source, etc.

The Host Control Panel and call detail reports show the User ID code with the associated name.

## Troubleshooting

Most audio defects (echo, noise, static) are introduced by bad line connections from one or more participants. The quickest remedy is to instruct all callers to press \*6 to mute their lines. When a caller is ready to speak, re-press \*6 to un-mute. If the audio defect returns, the caller should hang up and re-dial into the conference.

Issue	Remedy
Can't connect to dial-in number (busy, no answer).	In nearly all cases, this is due to temporary issues in the phone network. Using a different dial-in number (see our website for alternate numbers) will usually bypass the problem. Your Conference ID will work with any available dial-in number.
Trouble entering Conference ID	The caller's phone company is supposed to detect the keypad digits and transmit them to our system through the phone network. Occasionally, the digits don't arrive at all, or some digits are skipped or duplicated. Often, dialing back in will resolve the issue. If not, using a different dial-in number will usually bypass the network problem.
The conference won't start — all callers are still hearing music.	If there are multiple callers in the conference, this indicates that either the Conference Mode or Conference Start requires the presence of a Host. Press *3 and enter your Host PIN. If the conference still doesn't start, press *3 again (this indicates the Conference Start setting is in "when host confirms" mode).
There is noise or music disrupting the conference.	Ask callers to press *6 to mute their lines. If the disruption continues, make yourself a Host (press *3 and your Host PIN), then press *43 to put the conference into Question & Answer Mode. (This will mute all lines except your own.) Callers can then press *6 when they wish to speak. (This problem is sometimes caused because a participant placed their line on hold.)
Where do I find my recording?	The History & Recording tab in the Host Control Panel displays a list of your conferences. If a recording is available, there will be a icon link to download the .mp3 file.