



HD Audio Conferencing

TurboBridge Conference Access Numbers

Toll Access:
+1 (805) 309-2350
(see Appendix 1 for additional numbers)

Toll-Free (U.S. & Canada):
+1 (800) 309-2350

TurboPhone Web Connect:
Click "Join a Call" at turbobridge.com

Skype (free to caller):
Skype Name: TurboBridgeHD
or Skype Number: +99051000000481

SIP Access:
sip:bridge@turbobridge.com or
sip:18053092350@turbobridge.com

Accessing Your Conference Call

TurboBridge provides a number of convenient ways to connect into conference calls. The access information is listed at TurboBridge.com, both on the home page and via the [Join a Call](#) link.

Toll Access: +1 (805) 309-2350

1. Dial into your conference using standard Toll Access number, or any of the Local Toll Access Numbers listed in Appendix 1. (You may be subject to long distance charges from your phone company.) You will hear a welcome message when you are connected.
2. When prompted, enter the **Conference ID** followed by the pound key (#).

Toll-Free Access (U.S. & Canada): +1 (800) 309-2350

Toll-Free Access is an optional feature. If Toll-Free Access is not enabled with the conference bridge, you will be instructed to dial the Toll Access Number.

1. Dial **1-800-309-2350**. You will hear a welcome message when you are connected.
2. When prompted, enter the **Conference ID** followed by the pound key (#).

Access from outside the U.S.A.: See TurboBridge.com

Callers from outside the U.S. can reach your conference bridge by making an international long distance call to the Toll Access Number (1-805-309-2350). TurboBridge also provides dial-in numbers in a growing list of cities outside the U.S. Please see the website for the current list of **International Access Numbers**, and the corresponding rates.

Connecting via the Internet: See Appendix 2

Callers can connect to your conference calls using a properly-configured device with a high-speed Internet connection. Please see Appendix 2 for information of these options. There is no charge to the caller for using these options.

Participant Keypad Commands

- | | | |
|--|--|--|
| | | Plays menu of Keypad Commands |
| | | Promote to Host with prompt for Host PIN |
| | | "Raise Your Hand" to comment to ask question |
| | | Mute yourself (toggles on/off) |
| | | Roll call of active participants |
| | | Mute Music-on-Hold (toggles on/off) |

Participant Keypad Commands

During a live conference call, you can perform these commands from your telephone keypad.



Plays menu of Keypad Commands

Plays the list of keypad commands that you can access during the conference call.



Promote yourself to Host, with prompt for Host PIN

To enter a conference call as the host, press the star key (*) instead of the pound key after entering your Conference ID. You will then be prompted to enter the 4-digit Host PIN. If you did not do so when you initially joined the conference, you can still promote yourself to Host during a live conference by pressing star-3. You will then be prompted to enter the Host PIN.



“Raise your hand” to comment or ask question

When requested by the conference Host, you can enter star-5 to “Raise Your Hand”. This sends an indication to the Host that you would like to be called upon by for a question or comment. (This feature requires the Host to be logged on to the TurboBridge online conference manager.)



Mutes Yourself (toggles on/off)

Press star-6 to mute your own line. If muted, pressing star-6 will un-mute your line.



Roll Call of Active Participants

Plays a private announcement of the recorded names for the active participants in the conference.



Mutes Music-on-Hold (toggles on/off)

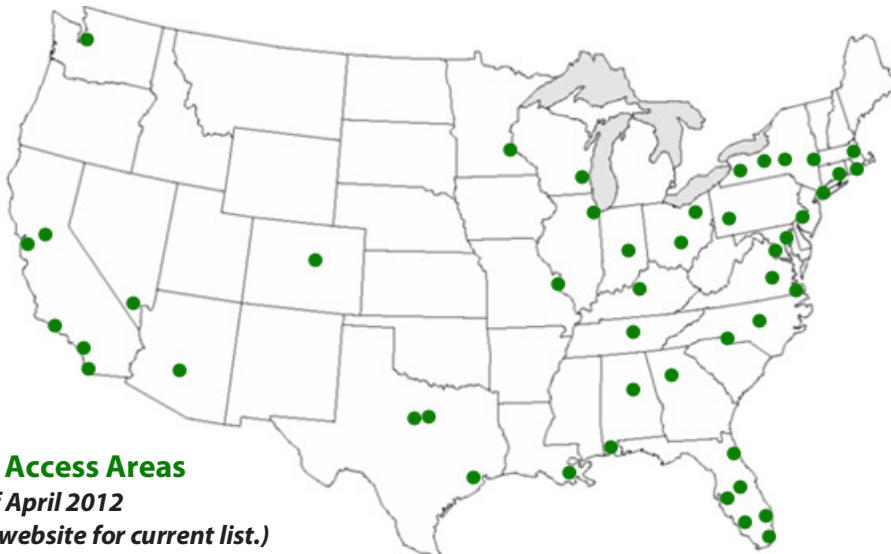
Press star-star to toggle Music-on-Hold on or off. (This only affects your own line.)

For More Information

Additional information can be found via the [Help](#) link at the top of the website. You can find answers by clicking the [FAQ](#) link, which contains answers to frequently-asked questions.

Callers can connect to your conference calls by dialing any of the available **Local Toll Access Numbers** listed on this page. There is no extra charge for using these numbers, and calls to these numbers are treated as **Toll Access** for pricing purposes. An up-to-date listing of available dial-in numbers can be found at http://www.turbobridge.com/local_toll.html.

Alabama		Florida (continued)		Nevada	
Birmingham	(205) 705-1749	Miami	(786) 358-6338	Las Vegas	(702) 359-6338
Mobile	(251) 706-8000	Orlando	(321) 206-6275		
		St. Petersburg	(727) 394-3299	New Jersey	
Arizona		Tampa	(813) 440-5325	Atlantic City	(609) 318-6338
Phoenix	(602) 753-6338	West Palm Beach	(561) 214-8410	Camden	(856) 295-6338
				Newark	(862) 367-6338
California		Georgia		New York	
Alhambra	(626) 544-6338	Atlanta	(404) 891-6338	Albany	(518) 391-2747
Anaheim	(657) 202-6338			Buffalo	(716) 566-5719
Covina-Baldwin Park	(626) 521-6338	Illinois		Nassau	(516) 453-6338
Fremont-Newark	(510) 443-0338	Chicago	(312) 878-6338	New York City	(646) 558-6338
Los Angeles	(213) 289-6338	Chicago-North	(773) 897-6338	New York City	(917) 398-6338
Oakland	(510) 201-0338	Chicago-West	(773) 945-6338	New York City	(917) 793-6338
Ontario	(909) 259-6338	Collinsville	(618) 551-6338	Rochester	(585) 270-2524
Orange	(714) 551-6338	Downers Grove	(630) 869-6338	Syracuse	(315) 703-1464
Riverside	(951) 266-6338	La Grange	(708) 292-6338	Westchester	(914) 339-6338
Sacramento	(916) 637-8111	Northbrook	(224) 649-6338		
San Diego	(619) 924-0338			North Carolina	
San Francisco	(415) 363-6338	Indiana		Charlotte	(980) 224-1999
San Jose	(408) 418-6338	Indianapolis	(317) 559-6338	Raleigh	(919) 706-4669
Santa Barbara	(805) 364-6338				
Thousand Oaks	(805) 309-6338	Kentucky		Ohio	
		Louisville	(502) 873-2361	Cleveland	(216) 282-6338
Colorado				Columbus	(614) 407-6338
Denver	(720) 452-6338	Louisiana			
		New Orleans	(504) 335-1444	Pennsylvania	
Connecticut				Chester Heights	(484) 589-6338
Hartford	(860) 656-7456	Maryland		Philadelphia	(215) 383-6338
		Baltimore	(443) 873-1363	Pittsburgh	(412) 304-0038
Delaware		Silver Spring	(301) 364-5022		
Wilmington	(302) 394-6338			Rhode Island	
		Massachusetts		Providence	(401) 415-9892
District of Columbia		Boston	(617) 274-1199		
Washington	(202) 524-7986			Tennessee	
		Minnesota		Nashville	(615) 649-3967
Florida		Twin Cities	(612) 808-6338		
Boca Raton	(561) 226-7788			Texas	
Fort Lauderdale	(954) 606-6338	Missouri		Dallas	(214) 396-6338
Fort Myers	(239) 425-1111	St. Louis	(314) 627-6338	Fort Worth	(817) 916-8035
Jacksonville	(904) 383-3662			Houston	(713) 955-6338
				Virginia	
				Arlington	(703) 286-5377
				Norfolk	(757) 955-2791
				Richmond	(804) 665-9969
				Washington	
				Seattle	(206) 743-0338
				Wisconsin	
				Milwaukee	(414) 877-6338



Toll Access Areas
As of April 2012
(See website for current list.)

Callers can connect to your conference calls using a high-speed Internet connection and properly-enabled computer or mobile device. There is no charge to the caller when using these Access Methods, though per-minute charges may apply to your account, depending on your selected pricing plan. (See the website for pricing information.)

Skype Access

There are several ways to enter a TurboBridge conference using Skype. (Note that Skype users can use the “Call Phones” feature to dial any regular TurboBridge Toll Access number. If they do so, they are subject to Skype charges, and the minutes are treated as Toll Access for pricing purposes.)

- **Skype Name:** Use the “Add a Contact” option and search for “TurboBridgeHD” as the Skype Name. Click on the “Add” button. You may then connect to any TurboBridge call by clicking on that entry in the “Contacts” list and pressing the “Call Phone” button.
- **Skype Number:** Press the “Call Phones” button and type **+99051000000481** into the box labeled “Enter Phone Number”. Note that the plus (+) sign is required. (That’s +99051, followed by six zeros, followed by 481. Yes, it’s hard to read!)
- **Link from TurboBridge.com:** You can reach Skype by clicking on the **Join a Call** link on the website, then clicking on the linked Skype Number. This automatically activates Skype and places the call to the TurboBridge conference center.

After the welcome greeting, you will be prompted to enter the **Conference ID**. You will need to activate the Dial Pad to enter the code. (Depending on the version of your Skype software, you may need to click on “Call” in the top menu, then choose the “Show Dial Pad” option.)

SIP Access

Conference participants can connect directly to TurboBridge via a broadband connection, using a properly-enabled softphone or IP phone. (The callers do not have to be TurboBridge subscribers to use SIP Access, and there is no charge to the caller.) The SIP address is:

sip:bridge@turbobridge.com.

Since some devices do not accept alphanumeric SIP addresses, either of the following addresses also work:

sip:18053092350@turbobridge.com

sip:18053092350@209.234.245.226

The Conference ID can be embedded in the SIP address as follows:

sip:bridge#5555@turbobridge.com

where “5555” is the Conference ID.

Technical Information. TurboBridge supports two ITU standard codecs, including the normal G.711 codec and the wideband G.722 codec (which enables HD Audio quality). Registration is not required (TurboBridge answers all INVITES); however, you may register using any credentials. TurboBridge supports the RFC 2833 standard for inband DTMF, as well as NAT traversal and STUN.

TurboPhone (BETA)

TurboPhone is a beta feature (no customer support provided), which allows callers to connect directly to TurboBridge from their PCs, using a headset. **The feature only works with the 32-bit version of Internet Explorer on Microsoft Windows.** There is no charge to the caller for using TurboPhone. In the current beta version of the software, there is no built-in echo cancellation in the TurboPhone software, it is essential that the caller uses a headset, otherwise echo will be introduced

into the conference call. (The PC microphone will pick up sound from the PC speakers, transmitting the sound back into the conference call, creating the echo.)

The first time you use TurboPhone, an Active X control is installed in the Internet Explorer browser.

Using TurboPhone as a Participant (non-Host):

1. Click the **Join a Call** link at the top of the TurboBridge website.
2. Enter your **Name** and **Conference ID** press the "Make Call" button. You will be immediately placed into the conference. The entered Name will be listed in the Participant list in the Host's Live Conference Manager active call display.

Direct Link. Optionally, a TurboPhone participant (non-Host) can link directly to a conference bridge by navigating to:

<https://www.turbobridge.com/bridge/###>

where "###" represents the Conference ID. This links directly into TurboPhone and populates the Conference ID field. Enter your **Name** and press "Make Call" button.

Limitations. There is no support for Keypad Commands when using TurboPhone. (For example, TurboPhone callers cannot enter the *5 Keypad Command to "raise their hand" to ask a question.)