



INCREDIBLE VALUE

Flat-rate pricing plans provide unlimited FREE usage when accessing your calls via Toll Access.

HD AUDIO QUALITY

Experience a new level of voice clarity and audio quality with HD Audio, using the G.722 wideband codec.

INTERNET CONFERENCING

You can click directly into your conference bridge using Skype or our browser-based TurboPhone feature. If you have a high-speed Internet connection and a headset, TurboPhone provides HD-quality conference access from anywhere in the world.

SIP CONFERENCING

You can connect directly into TurboBridge conference calls using SIP Phones or SIP-enabled softphones, FREE for the caller, from anywhere in the world.

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>

HD Audio Conferencing

- **Powerful Account Management Tools.** You can manage multiple customer accounts and multiple conference bridges within customer accounts via the TurboBridge Account Manager website. You can create, edit or delete accounts or conference bridges, update service plan options, payment methods and profile information, and access transaction history and usage reports.
- **Multiple Access Methods.** TurboBridge gives your conference participants multiple convenient methods to connect into your conference calls, including directly through the web with TurboPhone Web Connect.
- **Live Conference Features.** All the capabilities you need for productive conference calls.

Understanding the Account Structure

TurboBridge is designed to accommodate the management of multiple **Accounts** (each containing unique payment, profile and plan information), multiple **Conference Bridges** within each account (for those accounts enrolled in **Service Plans** that allow multiple bridges), managed by one or more **Administrators**, each of whom may have access to multiple accounts. An Administrator is identified by a unique email address (with an associated password), and logs into the **Account Manager** via the **My Account** link shown at the top of the

TurboBridge website.

Each conference bridge has an associated **Conference ID** (a numeric code of five to ten digits that callers enter to connect to your conference calls) and a 4-digit **Host PIN** (Personal Identification Number).

The person who creates a new account is automatically designated as an Administrator for that account. (That role can be subsequently transferred or shared via the Account Manager.) Only authorized Administrators can access the Account Manager for a particular account.

The **Live Conference Manager** allows you to configure default feature settings for a conference bridge, as well as to manage live conferences. The Live Conference Manager is accessed via the **Host a Call** link shown at the top of the TurboBridge website. Logging into the Live Conference Manager requires the Conference ID and the Host PIN, which are selected by the Administrator. This feature allows multiple individuals to be designated as **Hosts**, giving them privileges to modify default settings and control Host features on live conference calls, as well as to receive usage reports and access conference recordings for that bridge. (Anybody can act as a Host, simply by entering the Host PIN, and multiple Hosts can be present on a conference call.) Hosts do not have access to the Account Manager, and therefore cannot view or modify payment options, or edit Conference IDs or Host PINs.

Conference Access Methods

TurboBridge provides a number of convenient ways to connect into conference calls. Up-to-date access information is listed at TurboBridge.com, both on the home page and via the **Join a Call** link at the top of the website. (Note that you may be assigned different access numbers than those shown in this guide, but any of the numbers listed in this guide may also be used to reach your conference bridge.)

1. **Toll Access: +1 (805) 309-2350**

TurboBridge provides free or discounted access (depending on the selected Service Plan) for callers who connect through any of the Toll Access numbers, including the 60+ Local Toll Access numbers that are listed in Appendix 1. Callers may incur long distance charges billed by their phone company.

2. **Toll-Free Access: +1 (800) 309-2350**

Callers can dial the Toll-Free Access Number from anywhere in the U.S. and Canada. (Per-minute rates, which apply for every caller who accesses the conference via the Toll-Free Access Number, can be found on the TurboBridge website. Note that toll-free calls originating in Canada are priced at a higher

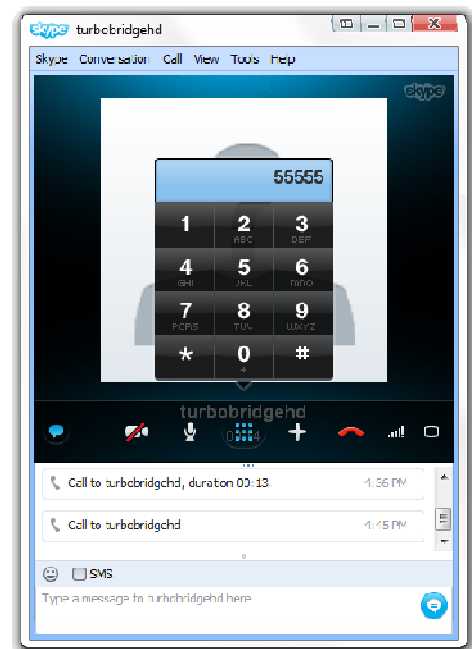
rate.) Administrators can enable or disable Toll-Free Access for any conference bridge via the Account Manager. If a caller attempts to connect into a conference bridge for which Toll-Free Access has been disabled, the caller will be informed to call the Toll Access number.

3. **International Access**

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.

4. **Skype: Call "TurboBridge" or +9905100000481**

Skype users can connect directly to TurboBridge conference calls at no charge, by adding "TurboBridgeHD" to your contact list (search for "TurboBridgeHD" in the Skype Directory) or by using the "Call Phones" feature and typing **+9905100000481** (the "+" is required) in the "Enter number" box. Once connected to the TurboBridge conference center, you will be prompted for the Conference ID — you will need to enter the digits by opening the Dial Pad window as shown below (from Skype version 5.1).



Callers can also connect via Skype by clicking on the **Join a Call** link on the home page. Clicking on the Skype link automatically opens Skype and connects to the TurboBridge conference center.

5. **SIP Access:** sip:bridge@turbobridge.com

Callers can connect directly over the Internet (bypassing the traditional phone network) using SIP Access with a SIP-enabled device, such as an IP Phone, IP PBX, or SIP-enabled softphone. (SIP stands for Session Initiation Protocol, which enables devices to communicate directly over the Internet.) You may embed the Conference ID and Host PIN into the SIP Address as follows:

sip:bridge#55555@turbobridge.com

sip:bridge#55555*1234@turbobridge.com

where “55555” is the Conference ID and “1234” is the Host PIN. More information on using SIP Access can be found on the TurboBridge website and the TurboBridge Technical Support Forum at:

<http://support.turbobridge.com>

SIP Access is free to the caller, but per-minute charges may apply to your account, depending on your pricing plan. (Note: If your SIP device or IP PBX requires numeric addresses, use sip:18053092350@turbobridge.com.)

6. **TurboPhone:** Click “Join a Call” button at TurboBridge.com (BETA)

TurboPhone is a browser-based software application that works with the 32-bit version of Internet Explorer with Microsoft Windows. (TurboPhone is not supported on Mac OS or other web browsers.) With TurboPhone, callers can connect to conference calls using a headset connected to their computer. (A headset is advised, rather than using built-in microphone and speakers, which could result in echo and disruptive feedback on the conference bridge.) A high-speed Internet connection is required. TurboPhone is enabled with HD Audio technology, delivering enhanced audio quality and voice clarity.

Conference Caller Capacity

Most TurboBridge conference calls support **up to 250 participants**, depending on your selected Service Plan. If you need to accommodate more callers, please contact us for information on **Event Conferencing**, which can support more than 1,000 listen-only participants.

Setting Up the Conference Call

All TurboBridge conference bridges are “reservationless”, which means they require no advance scheduling, and are instantly activated whenever a caller enters the bridge.

Participant Invitation. Provide your participants with the information they need to participate in the conference call:

- Date and time of the conference (with time zone)
- Dial-in Number. (The Toll and/or Toll-Free Access Numbers.)
- Conference ID

You can direct participants to the TurboBridge website for other access options. At the top of the website, there is a **Join a Call** link that provides a list of call-in numbers, along with a links to TurboPhone and Skype and assistance on using SIP Access.

Conference Mode and Settings. Conference Hosts should review the default feature settings via the Live Conference Manager, accessible via the **Host a Call** link at the top of the TurboBridge website. Conference Modes and Feature Settings are described in a later section. Default feature settings can be changed at any time; those changes remain in effect until subsequently changed via the Live Conference Manager or the Account Manager. Every conference call begins with the default settings. **Changes to feature settings made during active calls do not affect the default settings.**

Start Your Conference. When you are ready to begin your conference, follow these steps when accessing via your phone. (See Appendix 2 for information on connecting to your conference call via the Internet.)

1. Dial the TurboBridge Conference Center using your selected dial-in number. (Note that the TurboPhone access number for SIP Access is determined by the user or the user's system administrator. It may be a "speed number" programmed into the IP Phone.) You will hear a welcome message when you are connected.
2. When prompted, enter the **Conference ID** followed by the pound key (#). ***If you are logging in as a Host, enter the Conference ID followed by the star key (*), instead of the pound key*** — you will then be prompted to enter the 4-digit Host PIN.

Connecting Participants. The first party entering the conference bridge will be placed on hold until the second party arrives, unless the default setting for the conference bridge is to start the call when the Host arrives, as described in the **Live Conference Features** section. The conference call ends when the last party disconnects from the conference bridge, unless the call is terminated instantly by a Host. Note that the presence of a Host is not required, unless the active conference settings specify that a call can't begin without a Host.

About Conference Hosts

Hosts have access to commands to manage a conference call, including the ability to modify feature settings, mute or drop participants, and access reports and conference recordings. Unlike an Account Administrator, there is no individual login or profile information associated with a Host. A Host is anybody who identifies herself as a Host by entering the **Host PIN**. (There is no limit to the number of parties that can designate themselves as Hosts on a conference call.) Host PINs are selected and modified by an Administrator via the Account Manager, accessed through the **My Account** link. Hosts can enter the Live Conference Manager for a particular conference bridge by clicking on the **Host a Call** link. In the Live Conference Manager, Hosts can view and modify default feature settings, view activity reports and access conference recordings.

During live conference calls, Hosts have access to the **Host Keypad Commands** as described in the **Live**

Conference Features section. Hosts can also manage live calls via the Live Conference Manager.

Joining as a Host. To enter the conference as a Host, press the star key (*) instead of the pound key (#) after entering the Conference ID. You will then be prompted to enter the 4-digit Host PIN. During a live conference, non-Hosts can "promote" themselves to Hosts by pressing star-three (*3), which will prompt them to enter the Host PIN.

Conference Modes

TurboBridge supports four different modes, distinguished by the speaking privileges of Hosts and participants.

1. **Conversation Mode**
All Hosts and participants are un-muted.
2. **Presentation Mode**
All participants (non-hosts) are muted. Note that since multiple Hosts are allowed, multiple "conference leaders" can have speaking privileges if they are designated as Hosts.
3. **Question & Answer Mode**
All participants (non-hosts) are initially muted. They can selectively "un-mute" themselves (pressing *6) to speak. Any Host can "mute all participants" at any time to "silence" the questioners. An extra feature for Hosts using the Live Conference Manager is the "Raise Your Hand" feature. In lieu of asking participants to selectively un-mute themselves, the Host could request that participants who wish to speak press the "Raise Your Hand" code (*5), which displays a flag on the participant list in the Live Conference Manager. The Host can then un-mute the participant to extend speaking privileges.
4. **Private Host Mode**
All participants (non-hosts) are placed on hold, while Hosts engage in a private conversation. This can be helpful if a group of speakers (hosts) wish to coordinate prior to commencing the general conference.

The Conference Mode can be changed at any time by any Host during a live conference call, via the **Live Conference Manager** or a **Keypad Command**.

Live Conference Features

TurboBridge provides all the features you're looking for in a conferencing service. Default feature settings can be established independently for each conference bridge, which can be modified via the online Live Conference Manager accessed via the **Host a Call** link. Most features can be accessed or configured during live conference calls by using a telephone keypad or via the Live Conference Manager.

Live Conference Manager

Hosts can log into the Live Conference Manager to manage live conference calls, including viewing participant Caller IDs, muting participants, modifying feature settings and controlling conference recording.

Reservationless Conference Start

Your conference bridge is active at all times. Conference calls begin instantly whenever the bridge is accessed; no scheduling is required. Hosts can control when callers are placed into a live conference:

1. Upon the entry of the second caller, regardless of whether a Host has arrived. ("When 2nd caller joins")
2. Upon the entry of a Host. ("When host joins")
3. When a Host manually initiates the conference start by entering the *3 (star-three) Keypad Command. ("When host confirms")

A Host may wish to delay the start of a conference until a certain number of participants have arrived. A Host may start the conference in "When host confirms" mode prior to the arrival of the second caller. (Pressing *3 in this scenario would start the conference upon the arrival of the second caller.)

Conference Settings and Feature Commands

Conference Recording

Digital recording of the call (.mp3 format), which can be subsequently downloaded from the TurboBridge website. Hosts can toggle the recording on and off during a call, using a Keypad Command or the Live Conference Manager. A limited number of conference recordings are stored online; once they are deleted from the website, they cannot be recovered. (The storage limits are listed in the FAQs on the TurboBridge website.) It is recommended that you download any recordings that you wish to save upon the conclusion of a conference call.

Entry/Exit Notice

Participants can be announced upon joining or leaving the call, using chimes or recorded names.

Record Name

Callers joining a call can be asked to record their name, which may be announced upon entry or exit to the call, or replayed privately via the Roll Call feature.

Participant Muting

Via the Live Conference Manager, a Host may mute specific participants to reduce background noise.

Group Muting

Via the Live Conference Manager or Keypad Command, a Host may silence all participants (non-hosts) on the call.

Self-Muting

Hosts and participants can mute themselves by pressing a keypad code (*6).

"Raise Your Hand"

Participants can enter the "Raise Your Hand" keypad feature code (*5) to indicate to the Host that they would like to be called upon by the Host for a question or comment. Entering the code triggers an indicator flag next to the participant's listing in the active call list in the Live Conference Manager. If the call is in **Presentation** or **Q&A mode**, the Host can un-mute that participant. (A Host must be logged into the Live Conference Manager to use this feature.) To solicit questions or comments, the Host should announce that callers should press *5 (star-

five) to indicate their request. Note that in **Q&A mode**, all participants can selectively un-mute themselves (by pressing *6) without acknowledgement by the Host. However, in Presentation mode, no participant can selectively un-mute himself—use of the “Raise Your Hand” feature in **Presentation mode** gives the Host more complete control of participant speaking privileges. Via the Live Conference Manager, a Host can un-mute any participant while the conference is in Presentation mode.

Security Lock

A Host can lock access to the conference bridge, preventing new callers from joining the active call.

Conference Termination

A Host can force the termination of the conference call by disconnecting all participants, by pressing a Keypad Command. This feature is useful when you have scheduled back-to-back conference calls.

Participant Count

Callers joining a call can hear a private announcement of the number of active participants.

Private Roll Call

Participants can press a Keypad Command to hear a private playback of the recorded names for the active participants on the conference call.

Multiple Hosts

Any number of parties can join the call as Hosts (by entering the Host PIN upon joining the bridge), allowing multiple leaders on the conference call.

Keypad Commands

During a live conference call, a Host can modify a variety of feature settings by pressing combination of keys on the telephone keypad. Non-hosts (participants) have limited keypad controls. The **Conference Mode** is controlled by the “4” key — *41 puts the conference in Presentation Mode, *42 invokes the Conversation Mode, *43 invokes the Question & Answer Mode, and *44 invokes the Private Host Mode. (Pressing *40 while in Private Host Mode returns the call to the prior Mode.)

***3 Command.** The star-three (*3) command serves two

Host Keypad Commands

MODE	* 0	Plays menu of Keypad Commands	ENTRY	* 6	Mute yourself (toggles on/off)	
	* 1	Record the conference (toggles on/off)		* 7 1	Play Entry Chime on caller arrival	
	* 2	Lock the conference to new entrants (toggles on/off)		* 7 2	Announce name on caller arrival	
	* 3	Start the conference (in “Host Confirms” situation)		* 7 3	No notification on caller arrival	
	* 3	Promote to Host with prompt for Host PIN (after conference start)		EXIT	* 8 1	Play Exit Chime on caller departure
	* 4 1	Mute all participants (switch to Presentation Mode)			* 8 2	Announce name on caller departure
	* 4 2	Un-mute all participants (switch to Conversation Mode)			* 8 3	No notification on caller departure
	* 4 3	Mute all participants; they can un-mute pressing *6 (Q&A Mode)		* 9 1	Terminate the conference	
	* 4 4	Enter Private Host conference; others are placed on hold		* #	Roll call of active participants	
	* 5	“Raise Your Hand” to comment or ask question		* *	Mute Music-on-Hold (toggles on/off)	

Participant Keypad Commands

<p>* 0 Plays menu of Keypad Commands</p> <p>* 3 Promote to Host with prompt for Host PIN <i>(after conference start)</i></p> <p>* 5 "Raise Your Hand" to comment to ask question</p>	<p>* 6 Mute yourself (toggles on/off)</p> <p>* # Roll call of active participants</p> <p>* * Mute Music-on-Hold (toggles on/off)</p>
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purposes. For non-Hosts, pressing *3 will prompt for the Host PIN, allowing the caller to be promoted to a Host. If the caller is a Host, pressing *3 will start the conference, if the Conference Start setting is "when host confirms".

Default Feature Settings

Each time a conference bridge is created, default feature settings are established. These default settings can be modified at any time by an Administrator or Host via the Live Conference Manager. In the table below, the System Default is indicated in *blue*.

Feature	Options
Conference Mode	*Conversation* Presentation Question & Answer Private Host Mode
Conference Start	*When 2nd caller joins* When host joins When host confirms
Entry Notice	None *Chimes* Chimes with Name
Exit Notice	None *Chimes* Chimes with Name
Music on Hold	*Yes*/No
Record Caller Name	Yes/*No*
Announce Caller Count	Yes/*No*
Record Calls	Yes/*No*
Time Zone	Select (*U.S. Eastern Time*)

Hosting Calls with the Live Conference Manager

Hosts can manage live conference calls with the Live Conference Manager, accessed via the **Host a Call** link at the top of the TurboBridge website, using the

Conference ID and the Host PIN. The Live Conference Manager contains the following capabilities.

Default Settings. Hosts can view and modify the default settings, prior to starting the next conference call. Note that all conference calls begin with the default settings, regardless of any changes made during the previous live conference call.

Print Wallet Card. You can create a wallet card listing the keypad commands, customized with your dial-in numbers, Conference ID, and Host PIN.

Feature Control Panel. While a conference call is active, the Live Conference Manager will display a Control Panel which allows the Host to modify features during the call:

- Conference Mode
- Entry Notice
- Exit Notice
- Security Lock
- Recording

Participants List. A list of participants (indicated by Caller ID number) will display. For convenience, a Host can enter a name associated with the Caller ID (these names are stored and will be displayed on future calls). Via the Live Conference Manager, a Host can mute a particular participant, drop a participant (i.e., disconnect from the call), or designate a participant as a Host (to extend the Host privileges to that caller).

Call Termination. Any Host can instantly terminate a live conference via the Live Conference Manager (equivalent to pressing the Keypad Command *91).

Using the Raise Your Hand Feature. Use of the "Raise Your Hand" feature is controlled by the Live Conference

Manager. When a participant presses the *5 (star-five) keypad command, a visible alert will be displayed.

The number next to the hand flag indicates the order in which the participants pressed the *5 "Raise Your Hand" command. Pressing the **NEXT** button will un-mute the caller indicated in the drop-down box. In the example shown, 202-550-1212 would be un-muted, allowing her to ask a question, while "lowering" her hand (i.e., removing the hand alert icon) and muting all other non-Hosts. Pressing the **SKIP** button would "lower the hand" of the indicated participant, without un-muting that caller, and move to next caller. The **SKIP ALL** button "lowers" all the hands without un-muting any of the callers.

Alternatively, the Host could click on any of the hand

flags, which would bring up a pop-up box, providing the option to **SKIP** (which "lowers" the hand without un-muting that caller) or to **SELECT** (which un-mutes that caller, while "lowering" that hand and muting all other non-Hosts).

Simple Private Polling. The Raise Your Hand feature can be used to privately poll participants, simply by asking them to press *5 to indicate agreement (e.g., "press star-five on your keypad if you prefer option two"). Only Hosts logged into the Live Conference Manager would be able to see the results. The number of raised hands will be indicated at the top ("3 Raised Hands" in the example shown). You can then press the **SKIP ALL** button to lower all the hands, and ask another poll question.

Live Conference Manager

Change Live Conference Settings

Access Numbers:
 Toll: (805) 309-2350
 Toll-Free: (800) 309-2350
 sip:bridge@turbobridge.com
 Additional Local Numbers.

Name: Executive Conference Line
ID: 520-843
PIN: 3334
Duration: 0:18
Participants: 6

[Default Settings](#) **Edit Default Settings**
[Print Wallet Card](#)

To join the conference as a host enter the Conference ID followed by the star key (*) and enter your PIN number.

Non-hosts enter the Conference ID followed by the pound key (#).

Conference Mode: Conversation **Entry Notice:** Chime **Exit Notice:** Chime
Security: Unlocked **Recording:** Off

2 Raised Hands: 202-550-1212 [Next](#) [Skip](#) [Skip All](#) [Assign Reference](#)

Host	Caller ID	Name	Muted	Activity	Duration	
<input checked="" type="checkbox"/>	+14102332378	Jane Doe Baltimore, MD, US	<input type="checkbox"/>		0:18	Drop
<input type="checkbox"/>	+14133231212	unknown Belchertown, MA, US	<input checked="" type="checkbox"/>	2	0:16	Drop
<input type="checkbox"/>	+12025501212	unknown WSHNGTNZN1, D	<input type="checkbox"/>	1	0:17	Drop
<input type="checkbox"/>	51212	unknown Tampa Central, FL, US	<input type="checkbox"/>		0:18	Drop
<input type="checkbox"/>	+12133611212	Acme Widgets LSANGLS DA1, CA, US	<input type="checkbox"/>		0:14	Drop
<input type="checkbox"/>	Skype - alice.b.wilson	alice.b.wilson Unknown	<input type="checkbox"/>			Drop

Assign & Store Caller Name

Mute, Un-mute & Drop Participants

Caller ID information from SIP devices was provided by the participant and not verified by TurboBridge.

[Mute All](#) [Un-Mute All](#) [End Conference](#)

Recent Activity [Create Custom Report](#) [Create Report](#)

Start	Participants	Duration	Total Minutes	
Feb-07-2011 10:36:07 AM	2	1 min	2 min	Detail Ref Recording
Feb-07-2011 10:26:42 AM	6	9 min	26 min	Detail Ref Recording

Download Recording

Conference Modes. The Raise Your Hand feature can be used regardless of Conference Mode, but generally would be most useful when the conference is in Presentation Mode, with all non-Hosts muted. In that mode, the only way to un-mute a participant is via the Live Conference Manager, and the Raise Your Hand feature allows a participant to indicate a request to speak. Note that in Question & Answer Mode, any non-Host can un-mute herself at any time by pressing the *6 command, without requesting Host permission via the Raise Your Hand command.

Recent Activity. The Live Conference Manager contains a list of recent calls, with an option to create a custom report by specifying a date range. Hosts can click on the "Detail" link for a specific conference call to see additional details about that call, including a list of participants. The recent activity list also indicates whether a conference recording is available for that call. If available, the Host can click on the associated link to download the recording (in mp3 format) to the Host's computer.


About the "Join a Call" Button

You may direct participants to the **Join a Call** button on the website, which lists various options for connecting to your conference call, including a link to local dial-in number and dial-in numbers outside the U.S.A. The **Join a Call** screen is pictured below.

Post-Conference Reports

At the conclusion of each conference call, a report itemizing the participants, access method, and participation duration will be emailed to the addresses listed on the **Notification List** associated with that Conference ID. The Conference Report will also contain a URL link to the stored conference recording, if one is available. The URL of the recording can be provided to individuals who may have missed the call, and would like to hear the replay. The Conference Report also includes a link to associate an alphanumeric **Reference Label** with the conference call for project tracking or accounting purposes.

About the Notification List. When a conference bridge is created via the Account Manager, the Administrator has the option to associate an unlimited number of



Join a Conference Call

Return

By Phone	Over the Internet	Connect to the Conference
<p>Standard Toll +1 (805) 309-2350 <i>Alternate Toll</i> +1 (714) 551-9842</p> <p>Standard Toll-Free +1 (800) 309-2350 <i>Alternate Toll-Free</i> +1 (800) 551-9842</p> <p><small>Click here if you are calling from outside the U.S.A. Other Local Toll Access numbers are available.</small></p>	<p>Skype +99051000000481 <i>Skype Name</i> "TurboBridge"</p> <p>TurboPhone (beta) Click Here <small><i>Works with Internet Explorer on Windows Only</i></small></p> <p>SIP Access (<i>Using IP phone or softphone</i>) sip:bridge@turbobridge.com</p>	<p>1. Dial or connect using one of the options at left.</p> <p>2. When prompted, enter the Conference ID, followed by the pound sign (#).</p> <p>If you wish to connect as a host, press the star key (*) instead of the pound sign, and you will be prompted to enter the Host PIN.</p>

Keypad Commands	*0	*6
<p>Commands highlighted in green are accessible by non-hosts.</p> <p>Other commands are only accessible to those who designate themselves as hosts, by entering the 4-digit Host PIN.</p>	<p>*0 Plays menu of Keypad Commands</p> <p>*1 Record the conference (toggle on/off)</p> <p>*2 Lock out new entrants (toggle on/off)</p> <p>*3 Start conference (in "host confirms" mode)</p> <p>*3 Promote to Host (if non-host)</p> <p>*41 Switch to Presentation Mode</p> <p>*42 Switch to Conversation Mode</p> <p>*43 Switch to Question & Answer Mode</p> <p>*44 Switch to Private Host Mode</p> <p>*5 Raise your hand</p>	<p>*6 Mute yourself (toggle on/off)</p> <p>*71 Play entry chime on caller arrival</p> <p>*72 Announce name on caller arrival</p> <p>*73 No notification on caller arrival</p> <p>*81 Play entry chime on caller exit</p> <p>*82 Announce name on caller exit</p> <p>*83 No notification on caller exit</p> <p>*91 Terminate the conference</p> <p>*# Private roll call of participants</p> <p>** Mute music-on-hold (toggle on/off)</p>

email addresses for the Notification List of that bridge. (For convenience, the email address of the Administrator is pre-populated on the list, but can be manually deleted.) There is also a checkbox to enable those on the Notification List to receive the email Conference Reports. When an email address is added to the Notification List, a welcome email will automatically be sent to that address (referencing the email address of the Administrator who entered the address), containing information required to utilize the conference bridge, such as the Conference ID, the Host PIN, the available Access Methods, and a link to the TurboBridge website for more information. Whenever the Conference ID, or Host PIN changes, an email notice will automatically be sent to those on the Notification List. The Notification List may be updated at any time by an Administrator via the Account Manager.

Reference Labels. You can associate an alphanumeric Reference Label with a conference call. This label will be displayed in the Recent Activity Report, which is accessible to Hosts in the Live Conference Manager and to Administrators via the Account Info tab in the Account Manager. The Reference Label is also included

in the Call Detail Records that can be downloaded (in CSV format) and manipulated via a spreadsheet program like Microsoft Excel. The Reference Label can be specified in three different ways:

1. During the conference call, the Host can enter the Reference Label by clicking on the **Assign Reference** link in the Live Conference Manager.
2. The Email Conference Report includes a link to add the Reference Label,
3. It can be added by clicking on the **"Ref"** link displayed in the Recent Activity Report.

Account Manager

Complete control of your TurboBridge accounts is enabled by the Account Manager, which is accessed through the **My Account** link at the top of the website. The first time you establish an account with TurboBridge, you will provide an email address and specify a password. That information will subsequently be used to log into the Account Manager. You can establish and manage multiple service accounts (each with

Account Manager: Summary - View summary info on multiple accounts, add or cancel accounts.

The screenshot displays the TurboBridge Account Manager interface. At the top, there is a navigation bar with links for Log Off, Host a Call, Join a Call, and Help. The user is logged in as janedoe@acme.com. Below the navigation bar, there is a section for 'Managing Account' with a dropdown menu showing '213752838: ABC Company - Solo Plan' and a link to 'Add New Account'. A green callout box labeled 'Toggle Between Multiple Accounts' points to the dropdown menu. Below this, there are five tabs: Summary, Manage Bridges, Account Info, Billing, and My Info. A green callout box labeled 'Create an Additional Account' points to the 'Add New Account' link. The main content area shows two account summaries. The first account is '213752838' for 'ABC Company' with a 'Solo Plan'. It shows '1 of 1 active' bridges and a 'Pre-Paid Toll Free Balance' of 0. The second account is '213752335' for 'Acme Widgets' with a 'Turbo Plan'. It shows '5 of 100 active' bridges and a 'Pre-Paid Toll Free Balance' of 398. For each account, there are links for 'Manage Bridges', 'Account Info', 'Billing', and 'Cancel Account'. A green callout box labeled 'Manage & View Multiple Accounts' points to the 'Manage Bridges' link for the first account. Another green callout box labeled 'Cancel Existing Account' points to the 'Cancel Account' link for the second account.

independent payment information) from the Account Manager. You can also invite other individuals to access individual service accounts, if you would like to share or transfer account administration responsibilities. An individual with login access to a Service Account is called an **Administrator**.

Summary. This area lists all the accounts in which you are listed as an Administrator, along with summary information on each account. If you have access to multiple accounts, a “drop-down” selection box will be shown at the top — the account highlighted in the box represents the “active” account that you are managing. You can choose another account to manage by selecting that account from the drop-down selection box. There are also links listed inside the summary boxes on the Summary tab that allow you to link directly to view or modify aspects of specific accounts.

Manage Bridges. This area lists the active conference bridges associated with the account, along with important information on each bridge, including the Conference ID, the Host PIN, the Name assigned to the bridge, the email addresses associated with the

Notification List, the current default Feature Settings, and whether Toll-Free Access is presently enabled on that bridge. You can edit the bridge information by clicking on the Conference ID. You can also add or delete bridges in this area, as well as to directly log into the Live Conference Manager for that bridge.

Tip: You can enter an alphanumeric value (no spaces or special characters) when creating a new Conference ID. This is useful if you want to establish an easy-to-remember “vanity code” as the Conference ID. TurboBridge will automatically convert the alpha characters to the corresponding number on the standard telephone keypad. The Conference ID field in the **Manage Bridges** section will display the alphanumeric Conference ID as you entered it, followed by the corresponding numeric value in parentheses. Hosts can log into the Live Conference Manager (via the **Host a Call** button) using the alphanumeric vanity code in lieu of the numeric value. (Note that callers using Skype must enter the numeric value on the Skype Dial Pad.)

Account Info. This area lists the profile information on

Account Manager: Manage Bridges - Add, delete or modify conference bridges..

Managing Account: 213752335: Acme Widgets - Turbo Plan [Add New Account](#)

Summary | **Manage Bridges** | Account Info | Billing | My Info

Click Conference ID to edit. **Active Bridges: 5 of 100** [Create New Bridge](#)

Search:

#	Conference ID	Host PIN	Name	Toll-Free	Notification List	Feature Settings	Log In	Delete
1	Jackson (522-5766)	3425	Steve Jackson		View	View	Login	Delete
2	32500	9741	Sales Department	Enabled	View	View	Login	Delete
3	333-544	9889	IT Department		View	View	Login	Delete
4	For Acme (367-2263)	2234	For Acme		View	View	Login	Delete
5	520-843	3334	Executive Conference Line	Enabled	View	View	Login	Delete

Toll: (805) 309-2350
Toll-Free: (800) 309-2350
SIP: sip:bridge@turbobridge.com
[Click here for additional local toll numbers.](#)

[Assign Names to Each Bridge](#) | [Log into Live Conference Manager](#) | [Create Another Conference Bridge](#)

Account Manager: Account Info - Edit profile, manage Administrators, view activity and create reports..

The screenshot shows the 'Account Info' tab of the Account Manager. It includes sections for Profile, Account Administrators, and Recent Activity. Green callout boxes highlight specific features: 'Allow Multiple Administrators' points to the list of administrators; 'Edit Profile Information' points to the profile details; 'Create Custom Detailed Reports' points to the 'Create Report' link; and 'Download Conference Recordings (.mp3)' points to the recording icon in the activity table. Another callout 'Assign Reference Codes & Labels' points to the 'Detail' link in the activity table.

Profile [Edit Profile](#)

Account Number: 213752335
 Account Status: Active
 Account Name: Acme Widgets
 Address: 123 Main Street
 Baltimore, MD 21202
 US
 Phone: 410-555-1212

Account Administrators [Add Administrator](#)

Name	Email	
Jane Doe	janedoe@acme.com	
Alice Wilson	alice@acme.com	Delete

Primary Support Contact: Jane Doe ([change](#))

Recent Activity [Create Report](#)

Conference ID	Conf #	Bridge Name	Start	Callers	Duration	Total Minutes			
520-843	312	Executive Conference Line	Feb-03-2011 12:35:35 PM	8	48 min	278 min	Detail	Ref	Recording
522-5766	309	Steve Jackson	Jan-21-2011 9:56:28 AM	2	35 min	68 min	Detail	Ref	
32500	307	Sales Department	Jan-20-2011 11:51:55 AM	12	25 min	192 min	Detail	Ref	
1234,Weekly Sales Call									
520-843	305	Executive Conference Line	Jan-19-2011 7:12:42 PM	4	93 min	273 min	Detail		
32500	303	Sales Department	Jan-19-2011 5:27:21 PM	3	44 min	129 min	Detail		
6000,State Government Project									

Displaying results 1-5 of 14

[First](#) [Previous](#) [Next](#) [Last](#)

the account (account number, status, name, address and contact phone number), the list of Administrators associated with the account, and a summary of recent conferencing activity on the account. From this area, you can modify account profile information, invite or delete Administrators, and specify the **Primary Support Contact**. The primary support contact is the individual who is referenced in email notices sent to the Notification List (i.e., the person they can contact for support).

To add an Administrator for the account, click on the **Add Administrator** link in the Account Administrators box on the Account Profile tab. You can specify an email address for the individual to which you wish to extend administrative privileges on the account. That will trigger an email invitation to that person, indicating your request. That individual must confirm acceptance (and establish a login password, if not presently listed as an Administrator on another account) in order to become an Administrator on the account.

Any Administrator can delete another Administrator listed on the account; this will trigger an email notice to the Administrator being deleted and the Primary Support Contact. However, there must be at least one active Administrator on the account — you can delete yourself as an Administrator, but only if at least one other Administrator remains. If you delete the Administrator presently designated as the Primary Support Contact, you will become the Primary Support Contact by default.

Billing. This area lists information regarding the active Service Plan, Prepaid Toll-Free Minutes, payment methods, and invoice history. An Administrator can change the active Service Plan, purchase Prepaid Toll-Free Minutes (or enroll in an AutoPrepaid plan, whereby the prepaid account would be automatically replenished when the prepaid balance is depleted), add or modify payment methods, and view and print payment receipts.

Account Manager: Billing - Change Plan, buy Toll-Free Minutes, manage payment methods, view invoices.

Summary

Manage Bridges

Account Info

Billing

My Info

Service Plan

[Change Plan](#)

Turbo Plan (\$0.00 per month)
 100 Conference Bridges (5 active)
 Maximum conference participants: 250
 U.S. Toll Access: 1.9¢ per minute
 U.S. Toll-Free Access: 3.9¢ per minute



Prepaid Toll-Free Minutes

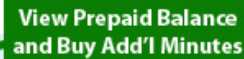
Current Prepaid Balance: 398 minutes
Auto Recharge: OFF (Standard plan rates apply) [Change](#)
[Click Here](#) to make a one-time purchase of prepaid toll-free minutes.



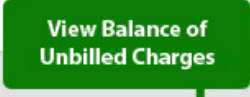
Payment Info

[Add New Payment Method](#)

Card	Name	Exp	Primary
Visa****8455	Jane Doe	11/2013	✓



Billing Contact: Jane Doe ([change](#))



Invoice History

Next Invoice Date: Feb-09-2011 Current Balance: \$30.28

Date	Invoice #	Transaction Description	Service Plan Amount	Usage Amount	Taxes and Fees Amount	Credit Amount	Credit Card Amount
Jan-09-2011	213752335-615	Usage Charges	\$23.17	\$20.06	\$3.11	\$0.00	\$23.17
Dec-08-2010	816121932-401	Turbo Plan (100 conference bridges)	\$0.00	\$95.00	\$12.26	\$0.00	\$107.26

Displaying results 1-2 of 2

Check the TurboBridge website (under [Plans & Pricing](#)) for information on available Service Plan and Prepaid Toll-Free options.

You may specify multiple payment methods on the account, with one designated as the primary payment option. If a transaction against the primary payment method fails (such as due to an over-limit credit card), the charge will be applied to another available valid payment method.

There is a **Billing Contact** associated with each account, listed on the Billing tab in the Payment Info section. The Billing Contact receives email payment receipts and will be contacted regarding payment issues. The individual establishing the account is initially designated as the Billing Contact, but that designation can be re-assigned to another Administrator via the Billing tab.

My Info. This area lists the login and profile information for an Administrator. You may update your name,

contact phone number, time zone, email address and password via this section.

Customer Support

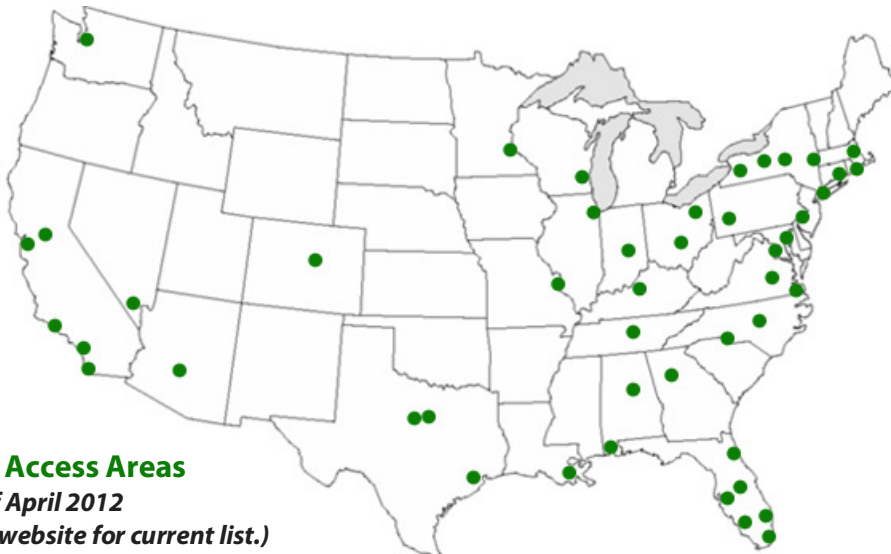
An online version of this User Guide is available at all times via the [Help](#) link at the top of the website. Additional information can be found by clicking the [FAQ](#) link, which contains answers to frequently-asked questions. Technical support information is located on the TurboBridge Support Forum at:

<http://support.turbobridge.com>

Options to contact TurboBridge are listed on the website via the [Contact Us](#) link at the bottom of the page.

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 number 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



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.) *If you are logging in as a Host, enter the Conference ID followed by the star key (*), then enter the 4-digit Host PIN.*

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 and Host PIN can be embedded in the SIP address as follows:

sip:bridge#55555@turbobridge.com

sip:bridge#55555*1234@turbobridge.com

where “55555” is the Conference ID and “1234” is the Host PIN.

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 Host:

1. Click the **Host a Call** link at the top of the TurboBridge website.
2. Enter the **Conference ID** and **Host PIN** and press the LOGIN button. This logs the Host into the Live Conference Manager.
3. Click on the **TurboPhone** link at the top left of the subsequent screen. The box will expand, revealing an input box for your **Name** (which will be listed in the active call display in the Live Conference Manager) Press the "Make Call" button and you will be immediately placed in the conference.

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.)