Lumen Ready-Access
User Guide

December 2022

Table of contents

Ready-Access Overview

The Lumen Ready-Access audio conferencing service provides the foundation for on-demand communications and virtual teaming. Knowledge workers can instantaneously enhance productivity, resources and ultimately lead to quicker revenue attainment. Now you can meet virtually anyone, anywhere, anytime.

Setting Up a Conference Call

When you are ready to set up your audio conference, follow these simple steps:

1. If this is your first Lumen Ready-Access conference, familiarize yourself with the controls and capabilities of the standard Ready-Access conference commands (see below).

2. Inform all participants of the date and time of the conference.

3. Give all participants your Ready-Access phone number and access code.

4. When it is time for your conference, dial in on the Ready-Access phone number, enter your access code, then listen to the prompts to enter your chairperson passcode to begin the conference.

5. Conference participants dial the Ready-Access phone number at the designated time, enter the access code, and the conference is under way.

Ready-Access Account Options

- To change your account settings, dial in to Lumen Ready-Access, enter your access code followed by your passcode, press* 2 to "change account options" and then just follow the voice prompts.

- The options can be changed as often as you like.

- Helpful Hints for Using Ready-Access

- The maximum number of participants who can join the conference (including the chairperson) is based on your individual subscription. Anyone trying to join the conference once the maximum number of participants has been reached will not be able to join.

- If participants dial in before the chairperson, they will be placed on music hold until the chairperson joins the conference.

- When the chairperson hangs up, the conference call will end. To allow the conference to continue after the chairperson leaves, he or she should press * 8 early in the conference in case of an inadvertent disconnection.

- The Auto Continuation feature activated by pressing * 8 allows all conferences to continue after the chairperson disconnects without any additional touch-tone commands.

- When a participant joins or leaves, the conference tone is normally heard. Some Ready-Access subscriptions are configured to record and announce the names of participants as they enter or leave the conference (entry/ exit announcement options).

  - When this feature is enabled, a chairperson or participant can press * 9 to receive a roll call of everyone on the conference.

Keeping Your Conference Secure

Change your chairperson passcode number frequently. To do so, follow these steps:

1. Dial your Ready-Access phone number.

2. Enter your access code.

3. Press the # key.

4. Enter your current chairperson passcode.

5. Select Option 2.

6. Follow the prompts to create a new chairperson passcode.

    • Assign an additional security passcode (4-9 digits) to sensitive conferences. Be sure to inform all participants of the security passcode before you begin the conference. After you have entered your access code at the start of your conference, you will be prompted to enter the security passcode for that conference. If you enter this passcode, everyone who dials into this conference must also enter the same passcode after entering the usual access code.

7. For maximum security, use the lock conference feature: * 4 to lock, * 5 to unlock.

Ready-Access Controls, Commands and Features

To keep your conference well-organized, the commands below are available to you at any time during the conference. They can be activated through the touch-tone phone that you used to initiate the conference.

Command	Feature
*1	Dial out to a participant
1*1	Add new participant to the conference
1*2	Add a new participant and dial another participant
1*3	Add a new participant and dial another participant
1*4	Disconnect line and rejoin the conference
*2	Record conference (on/off)
*3	Change entry/exit tone
*4	Lock conference (prevent new participants)
*5	Unlock conference (allow new participants)
*6	Mute line
*7	Unmute line
*8	Allow conference to continue after you disconnect
*#	Count the number of participants on the conference
##	Mute all lines
#1	Turn listen only mode on
#2	Turn listen only mode off
#3	Sub conferencing
**	List available commands
99	Unmute all lines

Additional Ready-Access Features

Please reach out to your account manager or contact Customer Care to enable the features listed below. Some of these features can also be toggled on/off via the Account Options and Account Setup pages in the Lumen Conferencing Portal.

- **Flexible Access Codes:** Access codes can range from 5-20 numeric digits in length.

- **Name Record (on/off):** Participants can record their names for future playback by either the chairperson or a participant.

- **Quick Start (on/off):** Participants can be joined into the conference without the chairperson.

- **Account Codes (on/off):** This is additional digit string initiated by the chairperson before the start of the conference that attaches to the invoice for future tracking. We offer a total of three layers of account codes.

- **Secure Chairperson Passcode:** The chairperson can pick his or her own passcode, as long as it is not against the intuitive PINs rules.

- **Update Chairperson Passcode via DTMF (available for specific prompt sets only):** The chairperson can change his or their passcode via phone commands (DTMF codes).

    o   Instructions: Press 2 for account options, then 1 to change the passcode.

- **One 800 # Per Customer:** This feature provides customers with a single phone number per region

- **Global Origination Services:** We support the following access methods: ITFS, DTFS, in-country toll, and mobile. The ANI and the DNIS will be available by the caller in the operator interface and the CDR

- **Entry/Exit Tones (silence, tones or name announce):** This feature enables tones to be played to all parties upon entry, exit, or both

- **Security Passcode (on/off):** This is an added passcode for another layer of security that allows a chairperson to require a participant to enter another string of digits before entering the conference.

- **Sub-Conference (on/off):** This feature turns on the sub-conference feature, allowing for 1-15 separate breakout rooms per conference.

Instructions:

1. The chairperson presses # 3 to toggle sub-conferencing on/off.

2. Once sub-conferencing is turned on, participants use the following commands to enter their respective sub-conferences:

    1 # # – Participant enters sub-conference 1

    2 # # – Participant enters sub-conference 2

    9 # # – Participant enters sub-conference 9

3.To rejoin the main conference, the chairperson or participant hits 0 # #.

NOTE: You can use up to 15 different sub-conferences at a given time. You do not need to use them in numeric order; you could use 3, 6, 1, and 8, or any combination you desire.

- **Waiting Room (on upon lock, on upon entry, or off):** With this feature, the chairperson can set up a waiting room for participants either after the call starts or after he or she locks the conference.

Instructions:

1. The chairperson joins the conference.

2. A participant calls in, enters the access code, reaches the conference bridge, and hears a message stating that he or she will be on music hold until added to the conference by the chairperson.

3. The chairperson is alerted that there is a participant in the waiting room.

4. The chairperson hits # 5 to go into the waiting room call flow.

5. The chairperson hits # to speak with the first participant to call into the queue (in a private conference).

6. The chairperson will then have the following commands:

   - 1 - Place the participant into the conference.
   - 2 - Send the participant back into the waiting room.
   - 3 - Disconnect the participant.
   - * - Return to the main conference.

Please call the Lumen Networx Federal NOC if you need assistance: 866-472-6389 Option 2 for Repair