
Spiderphone.com

Owner's Manual

[Updated 10/3/03]

Take control of your conference calls!

Spiderphone gives you the ability to set up and control your own conference calls quickly, easily and cost-effectively. No operator is required, nor are complicated downloads.

Here's how to get around Spiderphone and use it to get more done and grow your business faster.

Remember, Customer Care is always available at 877-877-1585 or you can find more information at our website <http://www.spiderphone.com>.

Your On-Call Features

First, let's get you familiar with the Spiderphone features you have available during a call. We'll walk you through how to set up a call and more later in the guide.

Remember, if you have any questions or need more help, Customer Care is always available at 877-877-1585.

Looking at the Spiderphone Screen

When you're on a call, the top of your screen will display these four buttons: SHARE, PSST, CALL and CONTROL. Here's a look at what each of them does.

SHARE: This allows the presentation and sharing of files during a conference. Access to this function differs depending on the type of conference being conducted:

- during a Normal conference all participants have access
- during a Panel Discussion with Audience, only Panelists have access

The "Share" function allows you to do the following:

PowerPoint: Upload and present PowerPoint files. When uploaded, the file is converted to a GIF file, eliminating the need for the viewer to have PowerPoint on their computer. Files can be uploaded at the time of reservation, after the reservation is made, or during the conference.

Upload by clicking on the Browse button, selecting the file from your hard/shared drive, and click the "next" button. The upload may take a few minutes, based on the size of the file and the speed of your Internet connection.

After uploading, the file will appear in the window with buttons to either "Give" the presentation (everyone will see) or to "Preview" the presentation (only the presenter will see). When the presenter begins to Give the presentation, the viewer does not need to do anything. Note: When the Recording option is used, PowerPoint presentations are recorded in sync with the audio of the call. [\[More on Recording calls later.\]](#)

Sound files: Allows upload and presentation of wav files, as well as audio files from previously recorded Spiderphone conferences. These files are played over the telephones of the participants, eliminating the need for the listener to have sound file programs on their computer.

Files can be uploaded at the time of reservation, after the reservation is made, or during the conference.

Upload by clicking on the Browse button, selecting the file from your hard/shared drive, and click the “Next” button. The upload may take a few minutes, based on the size of the file and the speed of your Internet connection.

After uploading, the file will appear in the window with buttons to “Play” the sound (everyone will hear) or to “Preview” the sound (only the presenter will hear). When the presenter Plays the sound, participants don’t need to do anything. All audio files played into a recorded conference are captured in the recording of the conference, as well. [[More on Recording calls later.](#)]

Other Files: Allows upload of any file types other than those mentioned above. Sharing these files requires that the viewer also have the associated program on their computer in order to open the document (example: Microsoft Word to open a Word doc).

Files can be uploaded at the time of reservation, after the reservation is made, or during the conference. Upload by clicking on the Browse button, selecting the file from your hard/shared drive, and click the “Next” button. The upload may take a few minutes, based on the size of the file and the speed of your Internet connection.

After uploading, the file will appear in the window listed by name, and can then be accessed by the participants by clicking on the name. All files listed in this “Other Files” section, including PowerPoint and sound files, can be download and saved by the participants. Currently, “Other File” documents are not recorded during a recorded call. [[More on Recording calls later.](#)]

Web pages: Allows presentation of web pages. Simply enter a URL address and click “Send URL.”All viewers will then see a live web page, which they can navigate independently. Multiple pages can be presented by entering the URLs in the Share window, which will automatically change the viewer’s page. These web pages are not recorded during a recorded call. [[More on Recording calls later.](#)]

Delete share files: Allows the deletion of any previously uploaded files. With a PowerPoint upload, this window will contain two sections, Files and Presentations. This window allows the deletion of any Files which you wish not to be accessible to others during the call, while leaving the converted PowerPoint Presentation for use during the call.

Files which are not deleted during calls are purged nightly from the Spiderphone server.

An additional note on the Share feature: Panel Discussion calls

During a “Panel Discussion with Audience” call, the Share window works differently.

If an Audience member clicks on Share, they will only see the Files which have been left available for the audience to view or download. They will NOT see any converted PowerPoint Presentations (see “Delete files” above).

They will only be able to do the following:

- PowerPoint: Audience will SEE all ppt presentations.
- Sound files: Audience will HEAR all sound files played into the conference.
- Other files: Audience will have access to whatever files have been left available. (see “Delete files”)
- Web pages: Audience will SEE all web pages sent.
- Delete files: Audience will have no access or need for this feature

PSST: This is Spiderphone’s Instant Messaging feature that allows messages to be sent during your conference.

The messages appear in the transaction box of the Sender and Receiver. The availability of who can send to whom depends on the type of conference being conducted:

Normal conference: All participants can send messages to any other participants, including “Everyone.”

Panelist Discussion with Audience: All Panelists can send messages as described above. Audience members can only send messages to the Panelist members.

CALL: This feature allows you to call out and bring others into your conference.

Dial direct: Enter any US/Hawaii/Canada phone number, add the optional name and organization, enter an extension if necessary and click the Dial-out button.

The Call window will close and another participant line will be added to the list. If the person answers, they'll automatically be in the conference. If there is no answer or you reach voice mail, simply click the "Hang-up" button.

Adding tones: For security purposes, tones are played when someone enters and exits a call. It plays for all participants on a "Normal" call and for all Panelists on a "Panel Discussion with Audience call. Audience members do not have audio tones played when entering and exiting.

If it becomes necessary to add tones to a particular line after the call has commenced, simply head to the Participant List, click the name of the associated line and use the "Play tones" field found in the "Caller information" box.

Note: If you feel that these tones may be intrusive during your conference, simply select "Tones Off" found under "Control."

CONTROL: Under this button, you'll find the following options:

Start recording: This link will start recording your conference. A prompt is played, advising participants when the recording is turned on or off. Participants joining after recording started are advised as they join the call. The recording will automatically "end" and "save" when the conference is ended.

Once the Recording link is selected, two new links appear in the Control Pad.

End and discard recording: This will end the recording and discard the file. Use this if you choose not to archive the call for later use, or if you're recording a "power e-mail" [[more on this later](#)] and want to start over.

End and save recording: This will end the recording and save the file. The host will receive an e-mail shortly after the call with a link to the recording. He can then forward it for others to listen to via RealPlayer.

Mass line controls: When a "Panel Discussion with Audience" call is selected, there are additional links in the Control pad. Panelists can access these links to place the entire Audience on either "Active," "Muted" or "Hold" status.

Tones: For security purposes, tones are played when someone enters and exits a call. It plays for all participants on a “Normal” call and for all Panelists on a “Panel Discussion with Audience call. Audience members do not have audio tones played when entering and exiting. If you feel that these tones may be intrusive during your conference, simply select “Tones Off.”

End conference: This ends the conference by playing a warning prompt and disconnecting all lines. We recommend you use this on all calls to ensure that no one forgets to hang up, or prevent others from continuing to chat, thus adding unnecessary costs to your conference.

During a call, other things you’ll notice on your Spiderphone screen include:

CONFERENCE INFORMATION

Title: This information was entered when reserving the conference.

Host: This is the person whose account was used to host the call.

Started: This is the time that the first person joined the call.

Phone: This is the phone number that was used to join the call.

Access code: This is the combination of the Conference code and the * Code used to join the call. (The * Code is unique to each caller).

TRANSACTION BOX

This text box reveals all activities by a participant: entering and exiting the conference; effecting any line controls, sharing files, presentations or URLs.

This box also displays any instant “PSST” messages.

PARTICIPANT LIST

Name links: Depending on whether the participant is on the call via web or by audio-only, the information under “name link” will vary. Clicking on the name link opens the Caller Information box. This box contains two sections:

Caller Information: Contains available information about the participant, some of which you can edit. This information is saved in the call history of the host’s account.

Audio-only Participant: The information collected will range from the phone number and city/State, to “Unknown” if that information is unavailable. Once the caller is identified, this information can be entered or edited in the appropriate fields. Updated information will be displayed and stored in the history of the call.

Web participant: The name is mandatory, while the organization, phone number and e-mail address are voluntary. Again, this information may be edited to update the participant list and call history.

Line Control: Any time during your conference, a Panelist may play additional tones into a specific phone line from this window.

Note: Playing Tones to An Automated Voice System thru Spiderphone
Should you use Spiderphone to dial into an automated voice system that requires tones to proceed, here’s how:

For digits 0 though 9, just dial them on your phone. They will be played to the line you dialed.

In order to play a * or # to the dialed-out line, click on that line from the Participant list found on the Conference Control page. From there, you can enter digits (0 - 9, *, #, and even a comma for pausing if need be) to play directly to that line. Others in the conference won’t hear them. However, if you dial the 0 - 9 on your phone directly, all lines in the conference will hear them.

“SPIDER” ICON

Located to the right of each name on the participant list. This indicates that the participant is fully connected on the web. They’ll be able to use all of the features — based on their authority — and see any presentations.

MUTE, HOLD, HANG UP

On a Normal Conference: During a normal conference, all participants can control all lines. Any activity is displayed in the Transaction Box.

On a Panel Discussion with Audience: This type of conference restricts audience members from controlling any other lines but their own.

Depending on the options selected when making the reservation, or in the Control Pad during the call, this limited control can be restricted even further. Mass mute/un-mute and hold/un-hold buttons are located in the Control Pad during this type of conference. Any activity is displayed in the Transaction Box.

“Q & A” FEATURE

This feature is only available when the “Panel Discussion with Audience” conference is selected. It provides an orderly method in which Audience members can “raise their hand” and ask a question, and Panelists can manage the Answers via a feature-rich window.

When “Q&A” is clicked, Panelists will see

“Q&A is currently off: “ They can then choose to

- Turn Q&A on – Raise hand only: This will allow the Audience to raise their hand.
- Turn Q&A on - Allow audience to type question text: This lets the audience type in their question/comment and raise their hand.

“Q&A is currently on.” They can then choose to

- Turn Q&A off – Keep existing questions: This will allow you to continue with any unanswered questions once Q&A is turned on again during the call.
- Turn Q&A off – Clear existing questions: If Q&A is turned on again during the call, unanswered questions will not be saved.
- Instructions: Simply read the instructions presented.
- Queue: As Audience members raise their hand, their identifier (from the participant list) populates the Q&A queue. You may occasionally want to refresh to view any changes in the queue.

Additional Q&A controls allow Panelists to do the following:

Unmute: This allows the person to speak and ask their question

Remove: This removes a select Audience member from the queue.

Both: Once the person is unmuted, a “Both” button will appear that will allow the Q&A moderator to both re-mute the line and remove it from the queue, at the same time.

When “Q&A” is clicked, Audience members will see

- *“The moderator has not started the Q&A session yet. Please wait until the moderator starts the Q&A session and try again.”*
- *“Click the button below to indicate that you have a question to ask. You may ask your question when you hear the prompt, you may speak to your conference now.”*
After the Raise Hand button is clicked, it changes to “Lower Hand”, enabling the Audience member to remove his name from the queue.
- *“Question text: Enter your question in the text box and click Raise hand.”*
After the Raise Hand button is clicked, it changes to “Lower Hand”, enabling the Audience member to remove his name from the queue.

OK, now that you've got an idea of the Spiderphone features, let's walk through how to set up and use them during a call.

SETTING UP A CALL

One of the key advantages of Spiderphone is that advance reservations are preferred, but not required. If you need to arrange a last minute meeting, you can jump on in a few quick steps. Whether it's going to take place next week or in the next 5 minutes, here's how to arrange your call:

From your Account screen/Set Up A Call:

Enter your account information: Enter the account ID (e-mail address) and password. [If you don't have an account or have forgotten your password, contact Spiderphone Customer Care @ 877-877-1585.]

Enter the date of the call: Click directly on the calendar or use the drop down windows to select the date.

Enter the Time of the call: This is the time for the start of the conference. Participants can join up to 10 minutes prior to the start time. Be sure to confirm AM/PM and Time Zone. All four US time zones will appear in the e-mail confirmation, with the one you choose listed first.

Duration: This is how long you expect the call to last. If you need more time, your call will extend automatically, based on system availability [Note: calls with large numbers of participants may not extend as easily as smaller calls.]

Remember, charges are based on actual time used, not on time reserved. You can reserve a conference for up to 8 hours.

If you know ahead of time that your scheduled call will run shorter or longer than originally noted in your reservation, you can edit "duration."

Occurrence: Select from the menu

One time only (default): Select this for making a single, one-time reservation.

Multiple times: Select this if you are making a recurring reservation (a standing Monday conference call, for example). On the "Next" page, select the additional dates for your recurring conference. Remember to skip holidays. You are able to cancel un-needed reservations right up to the time of the conference. Note: cancelling un-needed reservations assists Spiderphone in better managing the "ports" in our system for other customers. Thanks!

Participants: This is how many legs, or phone lines, you'll need for your conference. Additional participants can be added during the call automatically, based on availability [i.e. adding 2 or 3 participants at the last minute will go more smoothly than adding 20 or 30]. You can always edit your reservation ahead of time to accommodate changes in your conference. **Note:** editing down participants assists Spiderphone in better managing the "ports" in our system for other customers. Thanks!

Charges are based on the number of legs used, not the number reserved. You can reserve up to 160 without any assistance [for up to 180, please contact us for special assistance]. The number of Participants can be changed right up to the start of the conference by editing the reservation.

Title: This field allows you to identify the subject or purpose of the call and allows for easy identification of each conference. This field is voluntary.

Billing Code: The billing code field allows you to enter a call-specific code to this particular conference. It can be an accounting code, budget code, customer reference number, job number, case name, etc. This identifier is listed along with the call detail on the invoice. This field is optional, but when enabled, becomes mandatory.

Type: Select from the menu:

- *Normal conference (default):* This, interactive conference allows for one level of participant authority, called the "Panelist". The Panelist has full access to use and control all of the web features during the call.
- *Panel Discussion with Audience:* This lecture-style conference allows for two levels of authority: "Panelist" and "Audience."

The Panelist has full access and control of the web features, and the Audience has limited access (based on permissions selected when making the reservation and during the call). [See a complete description of feature access at the end of this document.](#)

When Panel Discussion with Audience is selected, there are additional options you can choose in advance:

- *Allow audience members to Unmute themselves:* This type of conference generally restricts Audience members from controlling any other lines but their own. By overriding the default and selecting this option, your audience members can Unmute themselves (only) and speak to the conference when they like. Note: the Panelist members have the ability to fully control all lines at any time during the call.
- *Audience members cannot see each other.* The default allows all participants to “see” the full participant list on the web. When this option is selected, audience members will only see Panelist members and themselves.

This option helps reduce the frequent refreshing for Audience members which is typically part of a call with a large number of participants.

- *Audience members start out:* (Note: Once the call starts, any Panelist can change the Audience status with the click of a single button or individual line buttons).

-*Active:* Audience members will enter the call able to hear and speak

-*Muted:* Audience members will enter the conference able to hear, but not speak.

-*On hold:* Audience members will enter the conference unable to hear or speak. They will be advised of such when joined and will listen to music until a Panelist moves them to muted or active status.

Note: See a full display of the on-call features accessible (or not) by panelists and audience during Panel Discussion calls. Grids follow at the end of this document or [click here](#).

Recording: You have the option of recording your conferences for later playback. During conferences where a PowerPoint presentation is given, both the audio and visual can be recorded for a synchronized playback later on. Currently, other documents and files can NOT be recorded.

The recording button is located within the “Control” section. You may choose one of three options for recording when you set up your call:

- *Start recording from control pad (default):* This allows any panelist to manually start the recording when you are ready to begin the meeting. This keeps any extraneous conversations from being recorded, ensuring a quality playback. If you do not wish to record your call, leave this default.
- *Start recording when first caller joins:* This will automatically start the recording at the moment the first caller enters the conference.
- *Start recording when second caller joins:* This will automatically start the recording at the moment the second caller enters the conference.

To end the recording, hit “end recording and save” (or “end recording and discard” if you don’t want to keep it). Should you forget to “end,” Spiderphone will automatically do so at the conclusion of the call and save the recording.

At the conclusion of a recorded call, the host will receive an e-mail containing the information and instructions for playback.

Note: This is an outstanding method for relaying important news or information over the web in an easy-to-use, multi-media format. And since Spiderphone converts your PowerPoint to a GIF file, viewers don’t need to have it installed at their end to experience it.

Send one of these “power e-mails” or “power press releases” instead of a plain old voice mail, email or press release and see what an impact it makes!

[Click here for more tips on doing this.](#)

Options:

- *Generate unique conference codes:* Your account has permanent conference codes that will be issued for every conference your host, so long as none of your conferences are in conflict with another. If you have conflicting calls or just want the system to issue unique codes for this conference, select this option.
- *Block use of toll-free number:* Your account will always issue both the toll and toll-free dial-in phone numbers. In the event you do not want to offer the more expensive toll-free to your participants, for this particular call, select this option.

Confirm your reservation: This recaps the options and selections you've made for your conference. If you need to make a change, select "Back"; otherwise select "Next".

The following conference call has been reserved: The information displayed is everything needed for all participants to join your conference. You can scroll to the bottom and upload files for this call if needed. You'll receive an e-mail within minutes containing all the information, which you can then edit and forward to your participants. At this point, you've completed the reservation and can either exit or go elsewhere on the website.

Sending the conference information to the participants: When inviting your guests to join a conference, we recommend the following:

- If you've selected the "Panel Discussion with Audience" conference, you have received two different URL links and two different Conference Codes for joining the conference. Only send one Conference Code/URL to any one participant: the Panelist Code/URL for people who will help run the call and the Audience Code/URL for those who will be in the audience.
- If you plan to invite your participants to the web, give the URL only. This path provides all the simple step-by-step instructions (including the phone number) to join the call. Always include the "Test your browser" link so that first-time attendees can be sure they will connect fully to the web.
- If you do not plan for your participants to join on the web, just give them the dial-in phone number and Conference Code.
- If you plan to invite your participants to the web, but some attendees might not have access to the web, then you will need to distribute both the URL link plus the phone number and Conference Code.

TRAINING & CONFERENCE PLANNING

Our specialists are available to provide conference planning assistance and feature training to help maximize your conferencing abilities with Spiderphone. Contact Spiderphone Customer Care: 877-877-1585, or feedback@spiderphone.com

AUDIO-ONLY CONTROLS

If you're unable to access your conference on the web, you can still control many functions with the keys on your telephone.

Start a call on-demand using the host account PIN number.
Have participants join after the host starts the call, using their account Conference Code.

OR

Join a reserved call with everyone using the account Conference Code.
Participants can join before or after host.

Select control options:

Normal Conference

- #1 - Call out to add a participant to your call (USA numbers only)
- #4 - Hang up last number dialed
- #7 - Start or stop recording
- *6 - Mute own line - press any key to speak

Panel Discussion with Audience

Panelist control: "Panel Discussion with Audience"

- #1 - Call out to add a participant to your call (USA numbers only)
- #4 - Hang up last number dialed
- #5 - Change Audience to On or Off Hold
- #6 - Change Audience to Mute or Unmute
- #7 - Start or stop recording
- *6 - Mute own line - press any key to speak

Audience control:

- *1 - Q&A Raise/Lower hand
- *6 - Mute own line - press any key to speak (If Audience members are allowed to unmute self)

MORE INFORMATION ON PANEL-DISCUSSION CONFERENCES

Panel Discussion with Audience: Authority Levels

This grid below shows who can do what during a Spiderphone Panel Discussion. If you need further assistance, our Customer Care line is available at 877-877-1585.

Feature	Panelist	Audience
Mute / Unmute / Hold / Un-hold / Hang-up	Can do all to all participants	Can only Mute / Hold / Un-Hold / Hang-up - self (cannot un-mute self, when "listen-only" is selected)
"Call" - Make outbound calls from within the conference	YES	NO
"End" - Terminating the conference, disconnecting all	YES	NO
"PSST" - Sending instant messages	Can send to any one, some, or all participants	Can send only to "panelist" participants.
"Share" files	Upload / Download / Pre-view / Present / View files, documents, & URLs	Download / View Only
Enter the call in "listen-only" mode (muted)	NO - always enter able to speak	Optional
Participants cannot view participant list	NO - always can see participant list	Optional
Enter & Exit Tones Enabled	Yes	No
Question & Answer (not available in "Normal" conference)	Given a window to view & manage each participants question – allowing them to either read the question or unmute the participant and then re-mute them & remove them for queue	Allows the audience member to "raise their hand" and / or type in their question

Panel Discussion with Audience: Feature Access

The grid below shows which Spiderphone features can be accessed by Panelist(s) and Audience Members. If you need more help, Customer Care is always available at 877-877-1585.

Feature	Panelist	Audience
Mute / Unmute / Hold / Un-hold / Hang-up	Can do all to all participants	Can only Mute / Hold / Un-Hold / Hang-up - self (cannot un-mute self, when "listen-only" is selected)
"Call" - Make outbound calls from within the conference	YES	NO
"End" - Terminating the conference, disconnecting all	YES	NO
"PSST" - Sending instant messages	Can send to any one, some, or all participants	Can send only to "panelist" participants.
"Share" files	Upload / Download / Pre-view / Present / View files, documents, & URLs	Download / View Only
Enter the call in "listen-only" mode (muted)	NO - always enter able to speak	Optional
Participants cannot view participant list	NO - always can see participant list	Optional
Enter & Exit Tones Enabled	Yes	No
Question & Answer (not available in "Normal" conference)	Given a window to view & manage each participants question – allowing them to either read the question or unmute the participant and then re-mute them & remove them for queue	Allows the audience member to "raise their hand" and / or type in their question