



DSNL

ONE TEAM. ONE VOICE.

Converse. Collaborate. Create.

Your Quick Start Guide to effective conferencing

Welcome to DSNL – India's leading Independent Integrated Conferencing provider.

DSNL offers hassle-free audio conferencing services powered by its industry leading Qmulus¹⁰ audio conference platform.

This Quick Start Guide is designed to help you plan, schedule and conduct your meetings across geographies efficiently.

As a new chairperson, you would have received an email with the following details:

- 1) A toll free access number
- 2) Chairperson PIN
- 3) Participant PIN

In case you have not received this information,
please contact us at 044 6677 6625
or write to customercare@dsn.in
for assistance in this regard.

———— TYPES OF CONFERENCE ————

DSNL offers three types of conference options to choose from:



Dial In

If you want the conference participants to dial in to the conference at a designated time, Dial in is your best choice. Give your participants the toll free number, PIN and conference call details such as the time and date.



Dial Out




When time is a premium and you need to conduct a quick call, a Dial out conference serves just right. Email your list of participants to customercare@dsn.in using our standard booking format. You can also schedule a call on your own by using our Web Console.



Operator Assisted


Go for an operator assisted conference while conducting a high priority call for the senior management or when the group size is large. Operators at DSNL dial out to participants; greet the participants as they join a call, mute or unmute lines, conduct Q & A sessions, and offer any other assistance you may require.

SETTING UP A CONFERENCE CALL

-  Send the access number, PINs, time & date of call to all participants
-  Circulate **DTMF** Commands to all participants
-  When it is time for the conference, dial in the toll free/access number. Listen to the prompts, and enter the PIN followed by the # key.

USING THE WEB CONSOLE

<http://webconsole.dsnl.in>



The screenshot shows a web browser window with the URL `webconsole.dsnl.in/DsnlWebInterface/`. The page features the DSNL logo and tagline "ONE TEAM. ONE VOICE." at the top. Below the logo, the text "welcome to DSNL Audio Conference" is displayed. A navigation bar contains "DSNL Audio Conference Login", "Schedule", and "View your conference". The main content area includes a "Login" section with input fields for "Email id" and "Password", a "LOGIN" button, and a "Forgot Password" link. A footer note states "Site best viewed in Internet Explorer 8.0+, Mozilla Firefox 4.0+ and chrome".

- ▶ To enter the Web Console, go to www.dsnl.in or <http://webconsole.dsnl.in> and click **Login**.
- ▶ Click **Schedule** (This feature has limited access and will be activated only for the SPOC).
- ▶ Enter the Email ID and verification password sent to the mobile number.



WEB CONSOLE ° My Schedule

- ▶ Click **My Schedule** to view the bookings made, along with the status indicating whether the PIN has been used or not.
- ▶ Click **Book Meeting** to schedule a conference.
- ▶ Click any of the reference number to view the booking details.

The Book Meeting section offers the following three options:

1. **Demand** – For creating permanent PIN numbers.
2. **One -Time** – A one-time PIN where a conference call booking is made for a particular time duration.
3. **Recurring** – For recurring conference calls, where booking can be made on a Daily /Weekly/Monthly/Yearly basis for a specified duration.



WEB CONSOLE ° Demand/One-time/Recurring PIN

- ▶ Enter **conference name** and chairperson name.
- ▶ Mention **total count** of participants expected to join the conference call (Including Chairperson).
- ▶ Enter **Chairperson Count**.
- ▶ Enter **Participant Count**.
- ▶ Enter **Audience Count** (The moment they join through audience PIN, they are automatically muted).
- ▶ Click **Reserve** and the conference gets booked.

Note: The same process applies for 'One-time PIN' and 'Recurring PIN'



WEB CONSOLE ° View your Conference

- ▶ Click **View your conference**
- ▶ Enter the **Phone Number** through which the chairperson has logged into the conference call.
For example, if the chairperson has entered the conference call through the landline 022 6666666, enter 022 6666666. However, if the landline is Chennai-based, then do not enter the STD Code.
- ▶ Enter the **Chairperson PIN** without the # key and click **Login** to monitor the conference call.



WEB CONSOLE ° Features Dial

- ▶ Click **Lock/Unlock** to prevent unauthorized users from joining the conference call. The chairperson can also bring in additional participants by clicking **Participant Dial**. Enter the name, number, location, type, and then click **Add**.
- ▶ Click the live **Playback** to listen to audio. The duration and the recording file number have to be keyed in for this feature.
- ▶ Click **Lecture** to mute/unmute all participants.
- ▶ Click **Blast** to dial out to all the participants. When a participant answers the call, he/she is entered into the conference call.
- ▶ Click **Recording** to record the conference call. The recording will be notified to all participants (as per regulatory norms). The file number will be saved by the customer care team, which can be requested after the call.
- ▶ Click **QA** (Question and Answer) for the chairperson to moderate the session. If the participants have a question, the chairperson can request them to key in *1. The participant will then enter the **Queue**. The chairperson can select the person and click to address the question. Click **Release** to revert the participant back into the normal mode. During this session, the rest of the participants would be muted automatically.



WEB CONSOLE ° Security and Support

- ▶ To **Change Password**, enter the old password (the one that was sent to your mobile) and then enter the new password.
- ▶ Click **Search** to search for bookings made during a specified period (Enter start date and end date). Alternatively, you can also key-in the reference number of the conference call and search a particular booking.
When you have a large party conference, click **Chat with Agent** to get special support and provide periodical instruction. (Will be activated on request).

CUSTOMISED / SPECIAL FEATURES

The Special features provided by DSNL will enable you to customize your conference for all calls in the future.



Music File – In case you wish the participants to listen to a company/product branded music file, send the file to customercare@dsnlin.in. Your participants will listen to the file while they are being connected to the conference room. (File available in MP3 format).



Customized Greeting system – Start off your conference on a special note by greeting every participant by his/her name. Ensure that the correct list of participants is sent to the customer support team before this feature is activated.
















Call Recording – The call recording feature can be activated on request if you feel there will be participants who might miss out on the call. This feature provides the participants an opportunity to catch up later by listening to the entire conference by keying in the audio file reference number.


DTMF COMMANDS

Make the most of your conference!

Keypad Commands Ready Reckoner for effective audio conferencing

 * 0	Conference support/assistance	 * 8	Roster playback *
 * 6	Self mute on/off	 * 9	Stop roster playback *
 * 1	Question & Answer session	 * 9 7	Conference count
 * 2	Recording on/off	 * 9 8	Disconnect all participants
 * 3	Playback (*3 followed by file name provided)	 * 5	Lecture mode
 * 9 6	Stop playback	 * 7	Lock conference

 Commands available for all Participants

 Commands available only for the Chairperson

* This feature is available only if the name recognition feature is activated on request.

AUTO-BOOKING

Conference-booking made easy through MS Outlook

- ▶ Register your Email-ID as a client by sending a mail request to customercare@dsnl.in
- ▶ Click **Calendar**
- ▶ Click the **New Appointment** Tab
- ▶ Click **Invite Attendees**
- ▶ Set the **Date and Time** of the conference call
- ▶ Select the **Time Zone** required
- ▶ Mark a mail to reservations@dsnl.in, add the participants mail IDs separated by ` ; `
- ▶ Send the **Invite**

The sender will receive both the chairperson and participant PIN details along with the Access Numbers.

The participants will receive the participant PIN along with the access numbers.

- Conferences can be initiated within minutes using the DSNL Auto Booking feature.
- Eliminate the process of sending mails to Customer Care for conference call booking.
- No external software plugins required.
- No TAT (Turnaround time) – Hence NO delay in organizing your conference!
- Highly secured as the PINs are generated instantly before the call.
- Features such as Conference Monitoring and Post-call Summary are available.

CONFERENCE ETIQUETTES

Your guide to Productive Conferencing!

Here are some guidelines you should strive to follow when attending a conference call:

- ▶ **Keep track of conference call dates/times.** Make sure you know when your conference call is, and be sure to keep the conference call number and pin handy so you are not scrambling to find it at the last minute.
- ▶ **Call in to the conference line a couple minutes early.** Try to avoid being late, especially if you know you will have to contribute to the discussion.
- ▶ **Mute your phone when you are not speaking.** To help avoid distracting sounds, conversations, or noises that are not applicable to the conference call, the mute button can be your friend.
- ▶ **State your name before speaking.** Since the conference call attendees are not all in the same room, it is important for others on the line to know who is speaking so that they can understand the context of your comments. In some cases you may also want to state your role, company, or location after your name; this is most relevant when your conference call includes people from other groups or organizations that have never met you face-to-face.
- ▶ **Be prepared to discuss the topic at hand.** Like with all meetings, you should do a little prep work or jot down topics or questions that you would like to bring up on the conference call.
- ▶ **Keep background noise to a minimum.** When you take your phone off mute to speak or to get ready to chime in, make sure that you are not distracting the other callers. This noise may be generated from standing outside in the wind, typing on your computer, kids running around, pets barking, side conversations with people in the office just to name a few. It is best to find a quiet location for the meeting.
- ▶ **Pay attention!** If someone asks you a question on a call and you don't realize they are talking to you until the end of their question, it will be obvious that you weren't paying attention.
- ▶ **Maintain a good cell phone reception.** A bad cell phone connection could cause static or make your voice break up when you speak, making your input to the conference call hard to understand.
- ▶ **Follow an agenda.** An agenda should be provided before the conference call. Be sure to stay on topic. If additional items need to be discussed that are unrelated to the reason of the conference call or items need to be discussed in greater detail than the time allots, take the conversation offline.
- ▶ **Define a clear leader.** Every conference call should have a clear, defined leader. The leader should be the ones that emails out the agenda ahead of the call, directs the conversation, makes sure everyone sticks to the agenda, pays attention to time, and sends any follow up action item emails or additional meeting invites.

Whether you're a moderator or a participant, practicing these rules will help to improve your conference call etiquette!

CONTACT US FOR MORE INFORMATION.

Visit www.dsnl.in or call:

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