

# HIDEF CONFERENCING

## Musings From The Tech Guy

### **How do I stop anyone using my toll-free minutes without permission?**

That's a great question. It's a balancing act. On the one hand you want to make it as easy as possible for callers to get to your conference but on the other hand you don't want anyone to use your toll-free services without permission since you pay for them (either as included minutes in a monthly subscription plan or as an extra charge if you run over your allowance).

HiDef Conferencing has features that allow you to control the use of your toll-free minutes.

### **Toll-Free Blocking**

The first and simplest is the toll-free blocking feature. You can stop everyone from using your US toll-free access lines and/or your international toll-free access lines. Remember that there's no allowance for international toll-free so you always pay for anyone using those.

Log on to your account at [www.hidefconferencing.com](http://www.hidefconferencing.com) and navigate to ACCOUNT INFO and then to PREFERENCES. Towards the end of the list are a couple of radio buttons called:

» Allow callers to use the US toll-free numbers?

Yes  No

» Allow callers to use the International toll-free numbers?

Yes  No

By default, both of these are set to YES so that callers can access your conference via the toll-free numbers. If you do not like that you can set one, or both, of these radio buttons to NO. You can change these settings as often as you like. They take effect immediately. Calls already connected to your conference are not affected but anyone who starts dialing after you change the setting will have their access curtailed if you set these switches to NO.

### **Start and End Control**

You can also control whether participants are allowed to join the conference if you are not there and whether the conference can continue without you.

Log on to your account at [www.hidefconferencing.com](http://www.hidefconferencing.com) and navigate to ACCOUNT INFO and then to PREFERENCES. The first switch that helps is:

» If participants call in before you, what would you like them to do?

Join conference  Wait on hold

By default your participants are allowed to join the conference before the moderator is present (the JOIN CONFERENCE setting). If you change this to WAIT ON HOLD then the callers are placed into a holding pen with lovely muzak before you arrive. If and when you show up everyone follows you into the conference room itself. If you are a no-show then the callers are unceremoniously booted out of the corral after enduring the muzak for twenty minutes or so.

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The other switch deals with callers staying in the conference after you have left. By default, callers stay in conference even after the moderator has left. By resetting this switch on the PREFERENCES page the participants will be automatically kicked off when you leave the conference.

» When you disconnect, do you want participants to continue the conference without you?

Yes  No

In fact it can be a little more complex than that. You are allowed to have multiple moderators in a single conference. Sometimes it's helpful to have another moderator, particularly when dealing with large conferences. If you set this switch to NO, the conference will end when there are no moderators left in the conference. So all moderators have to hang up for the conference to terminate automatically.

### **Captain Security Code**

This is set by another switch on the PREFERENCES web page.

» Implement a per session security code set by the host?

Yes  No

When set to YES the security code system is active. The security code is chosen by the moderator when she/he calls in to the conference. All users are then given a chance to enter the correct security code. Those that do are placed into the conference and those that don't are booted out. For the complete scoop on Captain Security Code please see the monograph "HSC-071128-Security-Code.pdf" which can be found on the [www.hidefconferencing.com](http://www.hidefconferencing.com) web site.

### **Star-Six**

While we are on the subject of security and privacy, I mustn't forget about locking the conference. You can lock the conference from the WEB CONTROLS page (see the LOCK button at the bottom) or by pressing Star-Six (press \* then 6) on your telephone or Skype dial-pad. Once the conference has been locked, no new callers can join the conference so you cannot be interrupted. Pressing Star-Six again unlocks the conference so that new callers can join.

You now have all the tools you need to protect your assets.

- Toll-free blocking allows you to control when callers can use the toll-free numbers.
- Start and end control gives you the power to prevent your conference starting without you and to prevent it carrying on if you are not there.
- Giving every conference session an individual security code ensures that only callers who know this session's code can gain access.
- Locking the conference prevents anyone from joining until you unlock the conference.

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It's easy to look after your resources. Look at the PREFERENCES page and decide what characteristics you want. You can also use the WEB CONTROLS panel and boot off callers that you don't like.

Cheers,  
The Tech Guy

These musings from the Technical Corner are geared to users of the new HiDef Conferencing service (the orange one). Users of the older +Plus or Premium HighSpeed Conferencing service (the blue web pages) or of the ConFreeCall service or of another Vapps' service may find this helpful but the exact web page navigation, command sequences or capabilities may be different.

As always, if you have questions, comments or ideas for a new musing do let me know. I will not have time to answer all of your questions but I will answer as many as I can. I can be reached by email at: [TechGuy@hidefconferencing.com](mailto:TechGuy@hidefconferencing.com)

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