

LUMEN® Event Call Director

November 25, 2020



LUMEN EVENT CALL DIRECTOR USER GUIDE

Lumen Event Call Director is an online tool that enables the meeting organizer to view who has joined the conference call, manage the question queue and chat with the conference operator. Lumen Event Call Director is reserved by simply requesting the feature during the scheduling process.

GETTING STARTED

All details for logging into the tool will be provided in the event confirmation email.

Two moderator logins will be provided anytime the feature is reserved.

NOTE: A third login, called the Universal Login, is provided for the chairperson. The chairperson can use the Universal Login to view all calls they have scheduled with Event Call Director and enter the feature from that site.

To log in:

1. Click on the respective link for either moderator 1, moderator 2 or universal login to access the Event Call Director site.
2. Enter the appropriate Login ID and password.
 - If someone is already logged into the site with those credentials, you will receive a message that the login is already in use.
 - You can log into the Event Call Director up to 60 minutes prior to your call start time. An operator will be available 15 minutes prior to start time unless requested otherwise.
3. Enter your name to be displayed for the operator and other moderators and hit “Continue”.

LUMEN®

Event Call Director

Welcome to Event Call Director

Please enter your Login ID and Password

Login ID

Password

Login Clear

** Before logging into Event Call Director, please ensure you have disabled pop-up blockers.

To do so, from your Tools menu, select Pop-Up Blocker settings and disable pop-up blockers. We recommend you permanently disable pop-up blockers for this site by adding it to your allowed sites via Pop-up Blocker Settings.

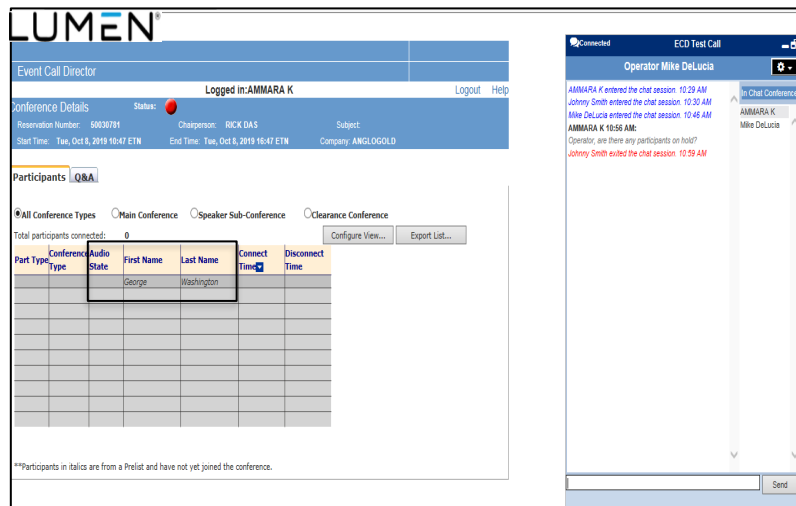
For assistance, please contact Customer Care at
US and Canada: +1 800-473-0602, Rest of World: +1-303-389-4018.

USING EVENT CALL DIRECTOR

Participants Tab

There are two tabs in the Event Call Director feature. The first tab you will see is the “Participants” tab. From this screen you will be able to watch as participants join your call.

NOTE: If you have a pre-list you will see those participants in gray and italicized as indicated in the image.



Notable Information

- Chat with the operator or another moderator in the chat window as indicated above. **If you do not see the chat window when you log in, see the FAQs below.
- Check who is in the other sub-conferences such as the Speaker sub-conference or Clearance sub-conference.
- Configure your view of the participant tab by selecting “Configure View”.
- Download a real-time participant list by selecting “Export List” to capture who has joined at any time during the conference.
- Sort by any of the participant data by clicking on the link (Part Type, Conference Type, Audio State, First Name, Last Name, Connect Time, Disconnect Time, or any other fields you may have selected for your conference). Event Call Director will automatically sort participants by Connect Time.
- Select the “Help” link at any time to be able to view the user guide within the online tool.

NOTE: Status button will remain red until the operator has started the conference. Once conference begins, the status button will turn to green.

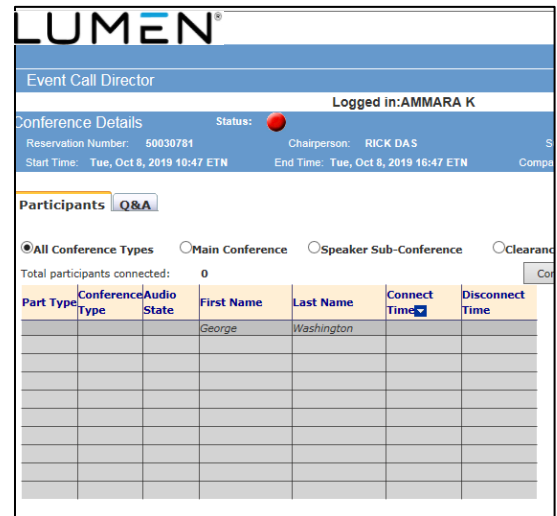
Category Descriptions

Part Type: Displays the attendee's type in the conference which include: Participant, Speaker, Moderator, Facilitator, Comm. Line, etc.

Conference Type: Allows you to see which sub-conference attendees are in. Once your call has started all participants will be in the main sub-conference.

Audio State: This displays if the attendee has an open microphone, they are muted, or if they are listening to music.

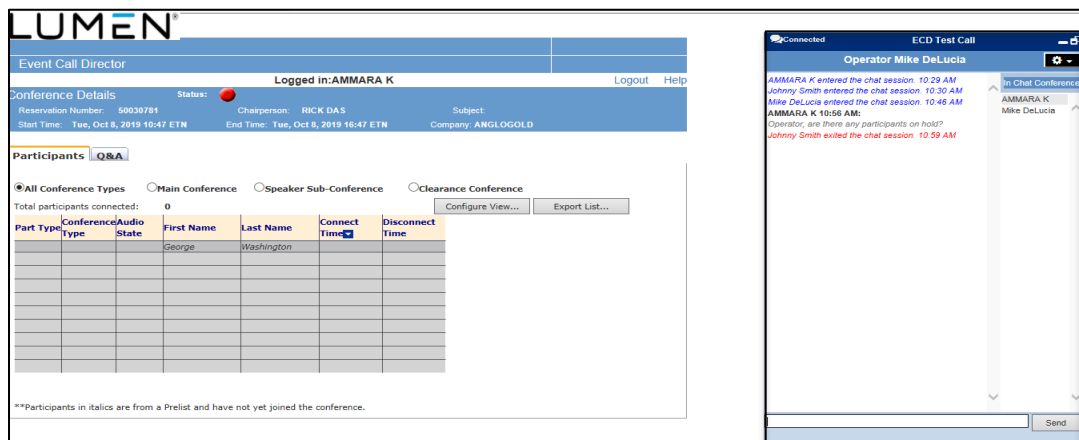
Total Participants Connected: Will reflect the total number of participants and speakers who are currently connected.



Chatting with Operator and Moderators

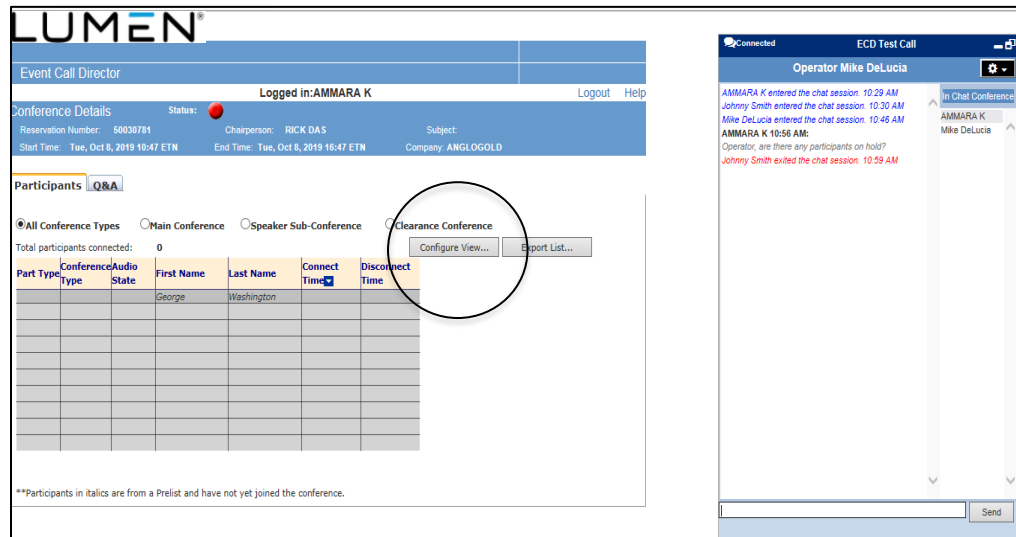
Speak with the operator or another moderator logged into Event Call Director via the chat window at any time.

- The chat window will open automatically on the right side of your screen when you log into Event Call Director. If it does not, see the FAQs below.
- The chat window can be maximized or minimized. If the chat window is minimized and someone sends a message, the chat bar will flash to get the users attention. The chat window is static and cannot be resized or moved to different positions on your screen.
- Text within chat can be enlarged or reduced by selecting the Tools button. Spell check is also enabled and will update as you are typing. A tone is played for new messages.



View Configuration

Configure your view in the Participants tab by selecting “Configure View”. This will allow you to move or hide displayed columns. Simply select the field and choose move up or down or hide to configure.



Download Participant Lists

Download a real-time participant list in excel format at any time by selecting “Export List” on the Participants tab.

You will then be prompted if you want to open, save, or cancel the download.

If you download a real-time participant list you will see all of the fields in Event Call Director as you have them set.

You will also see pre-list participants (if provided).

Participants who have joined will have connect times.



Participant List: ECD Walkthrough							
Reservation Number: 21889261				Reservation Date/Time: Wed, May 9, 2018 13:45 ETN			
Chairperson: ANDREA LAGACE				Total Number of Lines: 3			
Company:							
Part Type	Conference Type	First Name	Last Name	Connect Time	Disconnect Time	Company	Location
Participant	Main	Amy	Foster	14:14 ETN		A B C CO	Tulsa, OK
Participant	Main	Walter	Johnson	14:15 ETN		Daily Post	San Diego, CA
Speaker	Main	Andrea	Lagace	14:13 ETN		Century Link	Montreal, QC
		Conrad	Fischer			Private Investor	Frankfurt, Germany
		Samantha	Fitzgerald			W T X D Chicago	Chicago, IL
		Didier	Gauthier			Lys Financial Svcs	Marseille, France
		Jorge	Hernandez			Steele Svcs	Monterrey, Mexico

Question and Answer (Q&A) Tab

The second tab in the Lumen Event Call Director is the Q&A tab. This section is specifically designed to help you manage your Question and Answer session.

Items to note in this section:

Chat: Chat with the operator or another moderator using the chat window.

Request Queue Control: Manipulate the Standard and VIP queues with this function. Only one person can control the queue at a time. To take control, simply hit the Request Queue Control. A pop-up message will appear on their screen showing your request for control. The arrow indicates which person has control of the queue.

Standard Queue: View who is in queue for questions.

- If you have not indicated any priority, all participants will queue up in a 'low' status. Participants will automatically sort by who indicated a question first.
- If you have included a priority for participants in a pre-list (high, medium, low, restricted), those participants will sort with high at the top, medium, low, and then restricted. Within each priority participants sort according to who queued up first. The operator will take questions from the top of the Standard Queue unless the VIP Queue is used (described below).

VIP Queue: Prioritize your standard queue further with the VIP queue.

- Select priorities VIP1 through VIP5 to indicate the order in which you want their questions to be answered.
- The operator will take questions from the VIP1 participants and continue down.
- If no one has been selected for the VIP queue, the operator will start at the top of the Standard Queue.

The screenshot shows the LUMEN interface with the following details:

- Event Call Director:** Logged in: Ammara Khan
- Conference Details:** Reservation Number: 21931767, Chairperson: AMMARA KHAN, Start Time: Fri, Oct 11, 2019 13:00 ETN, End Time: Fri, Oct 11, 2019 23:59 ETN, Company: CENTURYLINK
- Participants & Q&A:**
 - Queue Control:** Ammara Khan (Current Questioner), Barbara OPERATOR (VIP 1)
 - Current Questioner:**

Priority	First Name	Last Name	Company
VIP 1	Carey	Price	Mtl Canadiens
 - VIP Queue (No one currently in queue):** (Empty table)
 - Standard Queue (2):**

Priority	First Name	Last Name	Company
Medium	Nacho	Camacho	Mtl Impact
Low	Chris	Smith	Scotiabank

NOTE: At any time, you can restrict a participant’s ability to ask a question by setting their priority to restricted.

A participant who is asking their question will be shown as the “Current Questioner”. If they are of a VIP status, you will not be able to assign anyone else that VIP priority until their question has finished and they have been placed back into conference.

Any participant who has asked their question and queues up for an additional question will queue up in high priority.

Post Conference Details

Once the conference has ended, all participants will be displayed as disconnected (gray with disconnect times). The status will then return to red.

The screenshot shows the LUMEN interface with the following details:

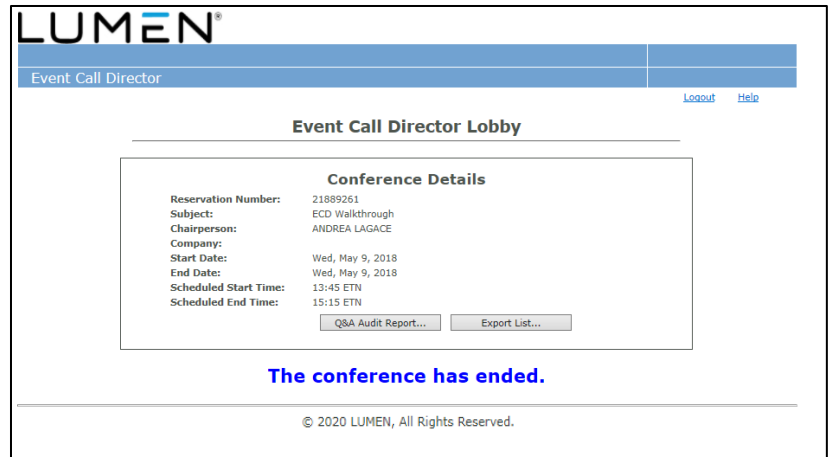
- Event Call Director:** Logged in: Ammara Khan
- Conference Details:** Reservation Number: 21931767, Chairperson: AMMARA KHAN, Start Time: Fri, Oct 11, 2019 13:00 ETN, End Time: Fri, Oct 11, 2019 23:59 ETN, Company: CENTURYLINK
- Participants & Q&A:**
 - Conference Types:** All Conference Types, Main Conference, Speaker Sub-Conference, Clearance Conference
 - Total participants connected:** 0
 - Participants List:**

Part Type	Conference Type	Audio State	First Name	Last Name	Connect Time	Disconnect Time	Company
			Carey	Price	14:23 ETN	14:44 ETN	Canadiens
			Marc-Andre	Charrier	14:23 ETN	14:44 ETN	Canoe Financial
			Chris	Smith	14:23 ETN	14:44 ETN	Scotiabank
			Frank	Cingul	14:23 ETN	14:43 ETN	HLA
			Tim	Hain Food			HLA
			Karl	Fortin			Scotiabank
			Pascal	Lapensee			CVI Investment Division
			Tech	Support			Scotiabank Centre
			Timothy	Li			ELC Rose Management Group Ltd
			Nicholas	Smart			Fiera Capital Corporation
 - Chat Window:** Ammara Khan entered the chat session 2:44 PM

Download a Participant List

You can download a Post Participant list at any time after the call.

- To do so, simply log into Event Call Director using the same information you used for the live conference.
- You will be directed to the Lobby page that will display the conference details and have a link to "Export List".
- Post Participant lists will only show participants who connected to the conference.
- Select the Q&A Audit report to view the participants who queued up for questions during the Q&A.



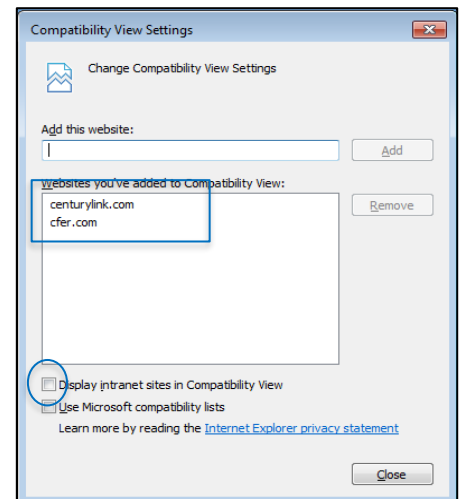
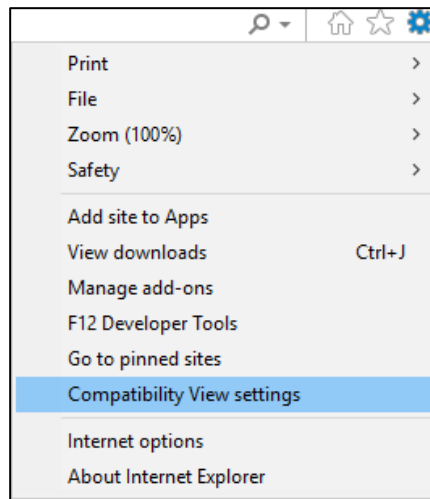
Post-Conference Participant List: ECD Walkthrough				
Reservation Number: 21889261		Reservation Date/Time: Wed, May 9, 2018 13:45 ETN		
Chairperson: ANDREA LAGACE		Total Number of Lines: 3		
Company:				
First Name	Last Name	Company	Location	
Amy	Foster	A B C CO	Tulsa, OK	
Walter	Johnson	Daily Post	San Diego, CA	
Andrea	Lagace	Century Link	Montreal, QC	

FAQs

Q: I'm not seeing chat window when I log in, what do I do?

A: *Make sure your browser is not in Compatibility View*

- *Internet Explorer: Select the Tools button in the browser window and select "Compatibility View settings"*
- *If you see **lumen.com**, **centurylink.com** or **cfer.com**, select and hit the "Remove" button to remove from Compatibility View*
- *If "Display intranet sites in Compatibility view" is selected, unselect*
- *Select "Close"*
- *Log out and log back into Event Call Director*



Q: My chat window is positioned differently than the images in the user guide. How can I resolve?

A: *If you are using dual monitors or have a different screen resolution, the chat window and participant windows may look a little different. Optimal screen resolution is 1366 x 768. You can also reduce your browser window to have the participant and chat screens closer in alignment.*

Q: What browsers are this compatible with Event Call Director?

A: The preferred browser is Chrome. Event Call Director has been certified with Internet Explorer, Firefox and Chrome on Windows and Safari on MAC.

- Apple no longer offers Safari updates for Windows. It's recommended to use one of the alternate browsers above.