

WELCOME TO AAPT QUICKREACH



AAPT QuickReach makes it easy for your people to collaborate from different locations, anywhere, anytime. We do this by transforming standard landlines, mobiles and internet connects into conferencing solutions that allow your team to meet virtually and securely.

YOUR AAPT QUICKREACH USER GUIDE

Whilst you have already received your booking confirmation via email, this welcome letter contains the QuickReach User Guide, which provides you with instructions on how to use the many value added features available with this service.



QuickReach support is available 24 hours a day, 7 days a week call 1300 360 451 / +61 8 8104 5051 or email quickreach@aaptbusiness.com.au

HOSTING A QUICKREACH AUDIOCONFERENCE

QuickReach is fully automated and does not require a booking. Follow the easy steps below to organize and host a QuickReach audioconference:

1. Inform participants of conference time and date, nominated dial in number and the guest passcode.
2. Dial-in five minutes prior to the conference start time and enter your Host Passcode followed by the # key. You will hear silence until your Guests arrive.
3. At the time of the conference, participants dial-in and enter the Guest Passcode followed by the # key.
4. Participants are automatically connected to the conference call.

TIPS FOR SUCCESSFUL AUDIOCONFERENCING

- Participants will hear hold music if the Host has not logged into the audioconference. It is recommended that the Host enter the conference 5 minutes prior to the scheduled start time.
- Entry and exit tones sound as participants enter and exit the conference. Be aware of these tones to better manage the flow of your meeting.
- To make the most of your QuickReach conferences, refer to your QuickReach user guide for details on all the value added features available to you as a Host.
- Keep your Host Passcode secure. Please contact QuickReach support should your Host Passcode be compromised.
- These can be made to and from national and international locations.

Digital Replay

Each Reservationless account has the ability to record conferences for digital replay. The recording may be accessed by dialing the Replay Numbers you have been provided on your booking confirmation. You will be prompted to enter the Participant code associated with the recording and then the Confirmation Number (also provided to you on your booking confirmation).

The Playback menu will provide you with the following details:

- Number of recordings available with the account
- The date, time, and playback duration of the most recent recording
- The commands to either listen to this recording or move to the next

As each recording is announced, the caller may choose to listen to the current recording (press 2), to move to the previous recording (press 1), to move to the next recording (press 3), or to exit the playback menu and disconnect the call (press 9).



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Host-Only

Dial Out – Press *0 The Operator will dial out to specified participants on your behalf.

To Record Your Conference – Press *#2 Select this option if you wish to start or stop recording your conference.

Roll Call – Press *#3 Select this option to hear each participant's pre-recorded name.

Conference Lock/Unlock – Press *#4 Initially, your conference will begin unlocked.

The conference may be unlocked at any time by pressing *#4 again.

Mute All (Broadcast Mode) – Press *#5 Select this option if you wish to mute or unmute all participant lines.

Count Conference Participants – Press *#8 Select this option to hear the number of participants on line at any time.

Conference Continuation – Press *#9 Select this option to allow the conference to continue after the Host disconnects.

End the Conference – Press ### The Host may end the conference at any time either by hanging up or by pressing ###.

Recorded Help Menu – Press ** to access the recorded help menu and then press *#7 to end any recorded message.

Conference Details

Passcode Information

Host Code _____

Participant Code _____

Confirmation Number* _____

* required to access recorded calls

Web Conference Control

User ID _____

Password _____

Conference ID _____

AAPT QuickReach e-Meet



QuickReach eMeet is AAPT's integrated audio and webconferencing service. QuickReach eMeet has the standard audioconferencing features of QuickReach with the additional webconferencing functionality of eMeet.

YOUR AAPT eMEET SERVICE

If you have an eMeet user name listed on your QuickReach booking confirmation, you have a QuickReach eMeet account.

If this is not the case and you also require webconferencing, contact either your AAPT Account Manager or QuickReach Support to upgrade your account to QuickReach eMeet.

Our automated services enable you to:

- view documents, presentations and spreadsheets
- collaborate real-time with applications, documents and browsers
- control your conference via the web
- gather real-time feedback from your participants and publish results through polling
- exchange text messages via chat function with all participants, chairpersons or even specific participants
- record your conference with synchronized audio and web playback
- lock access to your conference or disconnect individuals at any time

eMeet

1. Logging into eMeet

To log into your eMeet account:

- Launch an Internet browser and enter <http://aapt.com.au/emeet> in the address bar.
- Select Host or Participant button.
- Enter your Login ID and Passcode and click Log In.

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2. Host Controls

After you have successfully logged in, you are presented with a conference window. At the top of the conference window is a feature toolbar containing buttons used to conduct and manage your web conference.

3. Start an eMeet

- Click the START button on the toolbar. A window opens displaying instructions for inviting participants to join the conference.
- Instruct participants to visit the Login Page (<http://aapt.com.au/emeet>) and to complete the Participant Login form using the Participant Passcode you provide them. The names of participants who join the conference appear in the Roster as they log in.
- NOTE: Participants will not be able to join the conference until the host has started.

QuickReach Access Numbers

Country	Number	Country	Number
AUSTRALIA	1800-735-510	JAPAN†	00531-250-006
AUSTRALIA/SYDNEY	02-8524-1000	AUSTRIA	0800-292-145
AUSTRIA	0800-292-145	MALAYSIA	1800-807-296
CANADA	1-866-270-4611	NETHERLANDS	0800-022-8398
CHINA (Northern)§	10800-714-0631	NEW ZEALAND	0800-441-247
CHINA (Southern)§	10800-140-0631	SINGAPORE	800-616-3012
FRANCE	0800-919-967	SOUTH AFRICA	0800-997-323
HONG KONG	800-900-413	SOUTH KOREA	007-986-135-0704
INDIA‡	000-800-100-6661	THAILAND**	001-800-6135-0708
INDONESIA**	001-803-0613-0706	UNITED KINGDOM	0800-169-8229
IRELAND	1800-556-450	UNITED STATES	1-866-343-3085
ITALY	800-788-044		

**The numbers overleaf can only be dialed by an International Direct Dial (IDD) enabled in-country phone.
 † This number can only be dialed from a China telecom network and is not accessible from mobile phones.
 ‡ AAPT's India number is not available from mobile, MTNL - mobile, Hexacom, HFCL, RPG, Shyam Telecom, or Spice.

