



# BroadData Reservationless Audio Conferencing

## Audio Conference Recording & Playback

Sometimes it is impossible to bring everyone together for a conference, so we have conference recording and playback features that let you archive your conference for people who are unable to attend your meeting. For easy 24x7x365 availability, the recording can be accessed over the phone by dialing a toll-free number or over the Internet via a playback link. You may also download a digital file (.mp3) of your recording.

### Record a Conference Call

Use these step-by-step instructions to successfully record your conference call to ensure everyone receives your message.

#### STARTING A RECORDING

- 1 Once your conference begins, press **\*2** on your telephone keypad to start a recording.
- 2 When prompted, press **1** to confirm that you would like the recording to begin.
- 3 Your conference is being recorded once you hear, "The conference is now being recorded." (If you start conference recording, but do not hear this message, please dial 00 for operator assistance)

#### ENDING A RECORDING

- 1 Press **\*2** to end your recording **or** hang up to end your conference call.
- 2 When prompted, press **1** to confirm that you would like the recording to end.
- 3 Your recording will end once you hear, "This conference is no longer being recorded."

### Playback a Recorded Conference Call

With \*2 Recording you can use one easy phone command to record your conference call. After the call is over you will automatically receive an email with information as to how to access the recorded conference playback over the phone or web. Conference recording playback will be charged at your standard conferencing rate per minute. Forward or distribute this information to give access to the recorded conference call to participants (or other parties unable to attend your original call).

#### PLAYBACK KEYPAD COMMANDS

3	Fast forward 30 seconds
7	Rewind 30 seconds
#	Pause 30 seconds (or until any key is pressed)
*	Exit recording

## Archived Recorded Conference Calls

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We save your recorded conferences for 30 days. **There is no cost to extend the amount of time that your conference will be available for playback beyond the initial 30 day period.** To extend the amount of time that your conference will be available for playback beyond 30 days:

- 1 Log in to your account at <https://broaddata.tcconline.com/>
- 2 Select **My Library** and then **My Recorded Conferences**
- 3 Click the small checkbox next to the appropriate **Playback ID** and click **Purchase** (there is no cost to extend the amount of time that your conference will be available for playback beyond the initial 30 day period)
- 4 Select **Archive Extension** and click **Continue**. Choose new Start Date (you must choose a new Start Date, please choose today's date for the new Start Date) and End Date and click **Continue** and then **Close** after you receive confirmation. (Note that the Availability End Date will not show as updated on your Archive List until you logout and log back in.)

## Download a Recorded Conference Call

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As an alternative to using our hosted playback via phone or web, if you want a digital file of your recording, here's how to download recorded conference file(s):

- 1 Log in to your account at [https://broaddata.tcconline.com](https://broaddata.tcconline.com/)
- 2 Select **My Library** and then **My Recorded Conferences**
- 3 Click on the **Folder Icon** next to the appropriate Playback ID (you can get the Playback ID from your post conference playback instructions email)
- 4 Click **OK** and then you will be able to download the file (.mp3 format) to your computer.

## Logging Into broaddata.tcconline.com

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- 1 Go to <https://broaddata.tcconline.com/>
- 2 If you are a **Returning User**, enter your username and password and click **Login**.
- 3 If you are a **First-Time User**, click **Go** under **First Time User** and enter your Owner Number and Web PIN. **You received your Owner Number and Web PIN in your welcome email.**
- 4 You will be prompted to create a unique username and password which you will use to log into the site going forward.

If you or your users are a First Time User at <https://broaddata.tcconline.com/> and you can't find or were never provided your Owner Number and Web PIN, you will not be able to create your account. Please contact us at 877-321-2255 or [support@broaddata.com](mailto:support@broaddata.com) and we can provide this information to you.