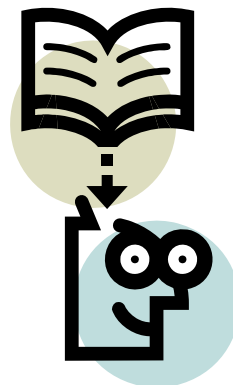


Encounter Collaborative.



Single source solution provider for all your
conferencing needs

Student Guide



Use these simple keypad functions on your Express Audio Conference

Mute and Unmute your own line

Presenters can mute and unmute their own line by:

- ❖ Press ***6** to mute individual line
- ❖ Press **#6** to unmute individual line

Operator Assistance

At any time during your conference, Presenters and Attendees can contact an Encounter Operator.

- ❖ Press ***0** to contact an Encounter Operator

Audio Recording Playback System

Audio Recording Playback

Recordings made for University of Alaska courses can be accessed via the University of Alaska Playback System. This system is a phone-based system that allows presenters and attendees to listen to archived recordings at their own pace and at times that are convenient. There is no limit to how many times a recording can be accessed, which provides a resource that can be utilized throughout the semester.

The following steps will assist you in accessing the University of Alaska Recording Playback System

- ❖ Dial **1.800.230.8546** to access the system
- ❖ When prompted, enter the **7-digit PIN** assigned to the instructor or course for which you are accessing the recording
- ❖ Enter the date the recording took place as a **6 digit number in the format MMDDYY**. For example, for August 31, 2006, you would enter **083106**.
- ❖ The system will then prompt you to select which chapter you wish to replay. Chapters refer to recordings in chronological order (e.g., Chapter 2 is the second recording done that day on a number). You may also replay all chapters from a given day for that course or instructor by pressing 0.
- ❖ Once the recording starts, there are several ways to control the recording to allow you to review it thoroughly. Controlling the recording is done with your keypad using the single button commands seen below:
 - **4 = Rewind 10 Seconds**
 - **5 = Pause 10 seconds**
 - **6 = Fast Forward 10 seconds**
 - **# = Go back to the recording menu for that day**

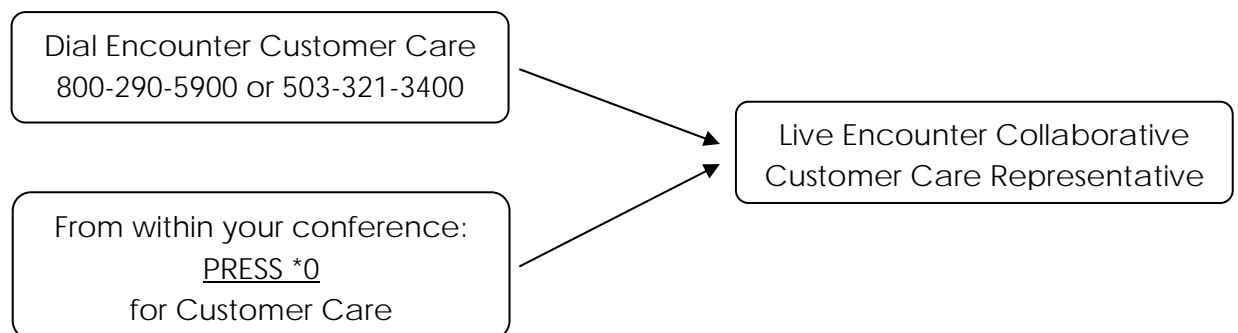
If you have any questions about the Recording Playback System, please contact Encounter Collaborative Customer Care at 1-800-290-5900, or email us at customer care@encounter.net.

Encounter's Contact Information

At Encounter we have a simple philosophy: support of our customers must meet or exceed their expectations. As our technology has evolved, so has the experience and expertise of our personnel – and it is this experience that enables us to provide the level of support customers have come to expect from Encounter.

When you call Encounter, one of our award-winning support team members will be available to help you – real people who know the business, understand the technology and are committed to you experiencing the best customer care in the industry.

During Business Hours (5am - 6pm PT)



After Hours (6pm – 5am PT)

