

User Guide - Conference Calls

How to start a Conference Call

For the host:

1. Dial the closest available dial-in number, then enter your **Access Code** when prompted.
Please enter the 9-digit **Access Code** followed by #.
2. After step 1, please press * (star key) to identify yourself as the leader. Please enter your **PIN** when prompted. Please enter the 4-digit **PIN** followed by #.

Note: Keep the **PIN** to yourself as a moderator, as this will enable you to initiate and start a meeting.

Never give this **PIN** out to anyone else!

For the participants:

1. Dial the closest available dial-in number, then enter your **Access Code** when prompted.
Please enter the 9-digit Access Code followed by #.

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Helpful Telephone Keypad Commands

Participant Feature Keys

- * 3 Breakout rooms
- * 4 Instructions - conference instructions
- * 6 Mute/Unmute - caller controlled muting

Host Feature Keys

- * 1 Manage Q&A session
- * 2 Caller count - plays the number of parties in the call
- * 3 Breakout rooms
- * 4 Instructions - conference instructions
- * 5 Listen only modes - host controlled muting
- * 6 Mute/Unmute - caller controlled muting
- * 7 Secured/Unsecured - stops callers from entering
- * 8 Tone controls
- * 9 Record conference

Playback Feature Keys

- 4 Rewind 1 minute
- 5 Pause/Resume playback
- 6 Fast forward 1 minute

Telephone Keypad Commands Explanations

Manage Q&A - *1 (Host Only)

The following commands are available in Q&A mode (press *1 before each command):

- Press 1 to start Q&A session
- Press 2 to move to the next questioner
- Press 3 to end Q&A session
- Press 4 to mute or unmute current questioner
- Press 5 to clear Q&A queue
- Press * to return to the conference

Participants must dial *6 to ask a question and enter the queue.

Caller count - *2 (Host Only)

Allows the host to get a count of how many callers are on the call.

Breakout Rooms - *3

- Pressing *3 followed by the number of a sub-conference room from 1-9 or press * to return to the main conference.
 - To return to the main conference room press *3* at any time.
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Telephone Keypad Commands Explanations

Instructions - *4

Plays a menu of touch tone commands.

Listening modes - *5 (Host Only)

There are three different listening modes for participants:

- The default mode is open conversation.
 - Press *5 once to mute participants; however, participants can unmute themselves by pressing *6 for questions or to allow guest speakers the option to speak.
 - Press *5 again to put participants into mute mode without the capability of unmuting themselves.
 - Press *5 one more time to return to open conversation mode.
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Mute - *6

Press *6 to mute your line. Press *6 again to unmute the line.

Security - *7 (Host Only)

- Press *7 to secure the conference and block all other callers attempting to enter the call.
 - Press *7 again to re-open the conference to all callers.
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Telephone Keypad Commands Explanations

Tone control - *8 (Host Only)

- The default setting is to have entry and exit tones on.
 - Press *8 once to set entry and exit tones off.
 - Press *8 again to set entry tone off, exit tone on.
 - Press *8 a third time to set entry tone on, exit tone off.
 - Press *8 one more time to put the conference in default mode with entry and exit tones on.
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Record Conference - *9 (Host Only)

- Press *9 to start recording. An announcement will be made to the attendees that the conference is being recorded.
 - To stop and save the recording, press *9 again.
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