

This Guide explains how hosts can conduct the audio meeting and how participants can join to the meeting. For hosts it informs you of how to establish and control the voice conferencing and for participants it informs how to participate in the voice conferencing.

Audio Meeting Host Commands

Meeting hosts have the ability to control all aspects of the meeting. Enhanced DTMF (telephone keypad) functions are provided exclusively to meeting hosts. The following is the procedure for entering a conference call for hosts:

1. Dial the conference number assigned during the registration.
2. When prompted “*Please enter your meeting ID followed by the pound or hash sign*”, enter the meeting ID using your telephone keypad, then press the # key.
3. After the meeting ID is entered, you may hear: “*If you are the host – press star now, otherwise please wait and you'll be joined into the conference*”. Press the * key.
4. After you pressing the * key, you will hear: “*Please enter your PIN followed by the pound or hash sign*”. Enter your host PIN using your telephone keypad, then press the # key. If the PIN is correct, you will be connected to the live conference and the host permissions will be granted to your line.



To skip step 3 and enter your host PIN right after your meeting ID, you should enter the meeting ID followed by the * key (instead of the # key, see step 2) and you will be asked to enter your PIN as described in step 4.



If you do not hear the prompt described in the step 3 that means that there is another host joined to the meeting; in this case you will be placed into the conference without any additional prompts and the participant permissions will be granted to your line. If you joined to the conference as a participant you can always press #<host pin># and the host permissions will be granted to your line.



If you are subscribed to the *Custom Greeting* feature, it will be played immediately after the meeting ID is entered (i.e. after step 2). To interrupt this greeting you can press the * key; you will hear the prompt to enter your host PIN described in step 4; if you interrupt the greeting using number-keys of your phone you will hear the prompt described in the step 3.



Pressing the * key after the meeting ID does not only give you a possibility to skip the welcome prompt, but also guarantees that you will be prompted for the host PIN even if there is another host in the meeting.

As the host, you can control the conference with the DTMF keypad touch tone commands described below:

- * 1** *Manage Q&A session*
The following commands are available in Q&A session mode: **1** – start Q&A session; **2** – move to the next questioner; **3** – end Q&A session; **4** – mute or unmute current questioner; **5** – clear Q&A queue; ***** – return to the conference.
- * 2** *Hear the number of parties in the meeting*
Hear a count of how many callers are joined to the conference.
- * 3** *Breakout rooms control options*
Leave the main conference to join a sub-conference (conference room). Press these keys followed by the number of the sub-conference from **1** to **9**, or press ***** to return to the conference. To return to your main conference press *** 3 *** at any time.
- * 4** *Listen to the help message about the conference instructions*
Plays a menu of available touch tone conference commands.
- * 5** *Mute all lines except moderators*
By default, the conversation is open and all participants can talk; press these keys once to mute all participants' lines, however the audience can un-mute themselves by pressing *** 6**; press these keys again to put the audience into mute mode without the capability of un-muting themselves; press these keys again to return the conference to open conversation mode.
- * 6** *Mute or unmute your line*
Press these keys to mute your individual line; press them again to un-mute the line.
- * 7** *Lock or unlock the conference*
Press these keys to secure (lock) the conference and block all other participants from entering the conference; press them again to unsecure (unlock) the conference and re-allow any participants to join to the conference.
- * 8** *Control entry and exit tones*
By default, the entry and exit tones are turned on. Press these keys to set entry and exit tones off; press them again to set entry tone off and exit tone on; press them again to set entry tone on and exit tone off; press them again to set back default mode for both entry and exit tones on. After each entry and exit tones mode changing you will hear the prompt explaining the current tones settings.
- * 9** *Start or stop conference recording*
Press these keys to start the conference recording; press these keys again to stop and save the recording. Recording files are accessible under the *History and Recordings* tab in your account/lobby or the playback number provided under the *Dial Info* tab.

Audio Meeting Participant Commands

Meeting participants can actively participate in the conference by both talking and listening. Participants have access to DTMF (telephone keypad) functions to manage their own line within a meeting. The meeting host provides to his or her participants the phone number that can be dialed to join to the meeting and the meeting ID. The following is the procedure for entering a conference call for participants:

1. Dial the conference number provided by your meeting host.
2. When prompted “*Please enter your meeting ID followed by the pound or hash sign*”, enter the meeting ID (provided by the host) using your telephone keypad, then press the # key. If the meeting ID is correct, you will be placed into the conference.



If after step 2 you hear: “*If you are the host – press star now, otherwise please wait and you’ll be joined into the conference*”, that means that the host did not join the meeting yet. After 5 seconds, you will be placed into the conference or press the # key to skip this prompt and join to the meeting now.



The custom greeting message could be played right after the meeting ID is entered (i.e. after step 2). You can press the # key to interrupt this greeting and join to the meeting with the participant permissions.



Depending on the conference settings, you may need to wait on music-on-hold until the host arrives.

As a participant, you can control your own line with the DTMF keypad touch tone commands described below:

**2**

Hear the number of parties in the meeting

Hear a count of how many callers are joined to the conference.

Note: this feature may be unavailable depending on your host conference audio settings.

**3**

Breakout rooms control options

Leave the main conference to join a sub-conference (conference room). Press these keys followed by the number of the sub-conference from **1** to **9**, or press ***** to return to the conference. To return to your main conference press ***3*** at any time.

**4**

Listen to the help message about the conference instructions

Plays a menu of available touch tone conference commands.

**6**

Mute or unmute your line

Press these keys to mute your individual line; press them again to un-mute the line.

If Q&A session is started by your meeting host and you’d like to ask a question, press these keys to add yourself to the queue of questioners.