



Quick Reference Guide

Setting Up a Audio Conference Call

When you are ready for a conference follow these simple steps:

1. Inform all participants of the date and time of the conference.
2. Give all participants your 800 Conference phone number and 7-digit access code.
3. When it is time for your conference, dial in on the 800 phone number, enter your 7-digit access code, then listen to the prompts to enter your Chairperson passcode to begin the conference.
4. Conference participants dial the 800 number at the designated time, enter the 7-digit access code, and the conference is underway.

Account Options

- **Change Chairperson passcode – change this periodically to ensure security**
- **Record participant name (on/off) – when set to “on” this allows you to use the Roll Call feature during a meeting and to use the Name Announce option (see below)**
- **Set conference entry/exit announcement (choose one): Tones, Silence, Name Announce**

To change these settings, dial in to your 800 number; enter your 7-digit access code followed by your Chairperson passcode; press *2 to change account options and then just follow the voice prompts. These options can be changed as often as you like.

Conference Controls & Commands

As the conference Chairperson, you can control the access to your conference, as well as who can speak or just listen. To keep your conference well organized the following commands are available to you at any time during the conference. They can be activated through the touch-tone phone that you used to initiate the conference or through your computer via Web Meeting.

Chairperson Commands:

- *1 Dial out to a participant (follow voice prompts)
- *2 Record conference (on/off)
- *4 Lock conference (prevent new participants)
- *5 Unlock conference (allow new participants)
- *6 Mute line
- *7 Unmute line
- *8 Allow conference to continue after you disconnect
- *9 Automated roll call of conference participants (if activated)
- 99 Mute all lines
- ## Unmute all lines
- ## Count the number of participants on the conference
- #1 Listen Only Mode
- #2 Disable Listen Only Mode
- 00 Request Operator
- ** List available commands

Participant Commands:

Participants can choose from these commands during the conference.

- *6 Mute line
- *7 Unmute line
- *9 Automated roll call of conference participants (if activated)
- 00 Request Operator
- ** List available commands

> Helpful Conferencing Hints

- The maximum number of participants that can join the conference (including the Chairperson) is based on your individual subscription. Anyone trying to join the conference once the maximum number of participants has been reached will not be able to join.
- If participants dial in before the Chairperson, they will be placed on music hold until the Chairperson joins the conference.

*>The Quick Start feature allows conferencing to begin without requiring the Chairperson to start the meeting. This feature does override the security requirement of Chairperson Passcode entry to start the conference.**

- When the Chairperson hangs up, the conference call will end. To allow the conference to continue after the Chairperson leaves, he or she should press XXX early in the conference in case of an inadvertent disconnection.

*>The Auto Continuation feature allows all conferences to continue after the Chairperson disconnects without any additional touch-tone commands.**

- When a participant joins or leaves the conference a tone is normally heard. Some subscriptions are configured to record and announce the names of participants as they enter or leave the conference. When this feature is enabled, a Chairperson or participant can press *9 to receive a roll call of every one on the conference.

- To include participants, you can dial out to them after the conference has begun. Press *1 and follow the prompts. This is also an alternate method for connecting participants outside North America.

Global**Conference** Quick Reference User Guide (continued)

Web Meetings

Web Meetings allow you to manage your conferences online using easy point and click conference commands. Some things you can do with web meetings include:

- Show slide presentations and graphics to meeting participants
- Share your desktop with meeting participants
- Record a conference (synchronizes audio and web meeting)

Setting Up an Audio and Web Conference

1. If this is your first audio conference, familiarize yourself with the controls and capabilities of the standard Conference commands.
2. Inform all participants of the date and time of the conference.
3. Give participants your 800 phone number and 7-digit access code.
4. If you are using Web Meeting slide presentation feature, provide participants with the URL to join the Web Conference
5. When it is time for your conference, dial in on the 800 phone number, enter your 7-digit access code, then listen to the prompts to enter your Chairperson passcode to begin the conference.
6. Login to your Web Meeting. If this is your first time using Web Meeting, allow extra time to download and install the Java plug-in.
7. Conference participants dial the 800 number at the designated time, Enter the 7-digit access code, and the conference is underway.
8. If a slide presentation is used, the participants can view slides using a standard web browser. (There are no plug-ins required for the participant).

Keeping Your Conferences Secure

Here are a few suggestions for maintaining the security of your conferences.

- Change your Chairperson passcode number frequently. Follow these steps:
 1. Dial your 800 phone number.
 2. Enter your 7-digit access code.
 3. Press the # key
 4. Enter your current Chairperson passcode.
 5. Select Option 2.
 6. Follow the prompts to create a new Chairperson passcode (4-9 digits).
- Assign an additional security passcode (4-9 digits) to sensitive conferences. Be sure to inform all participants of the security passcode before you begin the conference. After you have entered your 7-digit access code at the start of your conference, you will then be prompted to enter the security passcode for that conference. If you enter this passcode, everyone that dials into this conference must also enter the same passcode after entering the usual 7-digit access code.
- To ensure maximum security use the lock conference feature; *4 to lock, *5 to unlock.

Your Conference Login Information: (Fill in and keep for your records)

800 Conference Number: _____
Intl' Access Number: _____
7-Digit Access Code: _____
Passcode: _____
Web URL: _____

* Available features and conferencing procedures are subject to change without notice. Please contact GlobalPhone for the latest information.

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Global**Conference**

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