



Simply the best conference call experience  
...and lower costs

## USER GUIDE GETTING STARTED

**This User Guide explains the following:**

- 1 How to invite participants to the call
- 2 How to start the call
- 3 How to end the call
- 4 The controls available to the participants
- 5 The additional controls available to the host

### Inviting participants to your conference call

Before the call inform your participants of the following:

- 1 Date and time of the call
- 2 Your dial in number: 0844 316 0 316
- 3 Your PIN number

In order to make participants aware of their Telephone Key Pad Controls we recommend you send this pdf as well.

### Starting the call

- 1 The host and participants all call the same dial-in number and enter the same access code followed by #.
- 2 If you are the first to arrive in the conference call you will hear music
- 3 When there are at least two people on the call you are ready to start talking!

A note for the host: After entering your conference ID followed by the '#', you will be prompted to press '1' to indicate you are the host. You will then enter your host ID followed by the '#'. You are then placed into the conference with the ability to utilize the additional hosts features.

### Ending the call

To end the call simply hang up. As the last person hangs up the call is finished.

### In-Conference Telephone Key Controls for the participants

The conference will begin in Conversation Mode (all participants will be able to talk). All participants can use the following keys on their telephone key pad:

#### Participants feature keys

*1 mute/ unmute yourself	2	3
*4 conference volume down	5	*6 Conference volume up
*7 speaking volume down	*8 exit menu	*9 speaking volume up
* press before any command	*0 participant count	# exit conference



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### In-conference Telephone Key Pad Controls for the host

The host can use the telephone key pad for an enhanced feature list to further improve the management of the call.

#### Host features key

<b>*1</b> mute/ unmute yourself	<b>*2</b> lock/unlock conference	<b>*3</b> start/stop recording
<b>*4</b> conference volume down	<b>*5</b> mute all callers	<b>*6</b> conference volume up
<b>*7</b> speaking volume down	<b>*8</b> exit menu	<b>*9</b> speaking volume up
<b>*</b> press before any command	<b>*0</b> participant count	<b>#</b> exit conference

Notice: Hosts with access to their Web Control Panel can use that to monitor and manage calls. See User Guide - Web Control Panel.