

# Unattended Conference Call Quick Start Guide

## 1. MODERATOR INSTRUCTIONS for easy access conference calling

1. Dial your assigned toll-free number from any touch tone phone and enter your Conference PassCode and PIN. At any time after you have initiated a conference, you can dial out to bring another party into the conference. **See Section 3.**
2. You can control various aspects of the conference (Lock, Mute, Record, etc.) simply by pressing the keys on your telephone keypad. Instructions are on the back of the Wallet Card you can request by logging into your account. **See Figure A.**
3. Start the conference by pressing **2** **#**.
4. Following the conference, you will be emailed a Call Summary identifying each participant by name or phone number, features used, and the duration of the call.

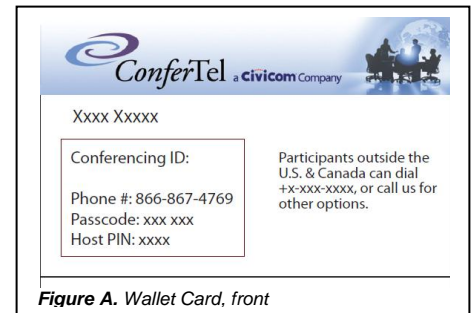


Figure A. Wallet Card, front

## 2. MODERATOR INSTRUCTIONS to access online account management

5. Click "Customer Login" at the top-right portion of the screen at [www.confertel.net](http://www.confertel.net). Enter your email address and password to access your account where you can monitor a live conference, access reports, update your account settings and schedule conference calls. **See Figure B.**
6. By default, a tone is heard by participants upon entering or exiting a conference. Alternatively, you can require participants to record their name when dialing into conference. Their name is then announced when the participant enters and exits the conference or when Roll Call is requested. The Name Announcement feature may be activated after logging into your account and clicking the "Advanced Settings" option. Use the toggle ON/OFF setting to change the default setting.
7. Optional Accounting Codes are available and each moderator passcode can be set to assign conference calls to cost centers, projects, client matters or other cost objectives. The Accounting Code feature may be activated after logging into your account and clicking the Advanced Settings option. Use the toggle ON/OFF setting to change the setting. When set to "ON" upon dialing into conference you will be prompted to enter an Accounting Code. If set to "ON" the Accounting Code appears on the Call Summary and Monthly Billing Statement. You can change Accounting Codes by clicking on the accounting code hyperlink in the Call.
8. To record your call, press **6** **#** at any time after you have entered the conference and follow the prompts. You can store multiple recordings, regardless of length. To listen to a recording (1) Dial the ConferTel Instant Replay line at 800-852-7509, (2) When prompted, enter the Recording Code provided in the Call Summary followed by the **#**, (3) Playback begins immediately.
9. To create profiles for conferences, automated attendee notification and identify attendees by name, click on "Conference Planner". The profiles can be used to create participant lists for automated out dials.



Figure B. Conference View Window

### 3. MODERATOR INSTRUCTIONS to bring another party into conference

To dial-out to third parties at any time during the conference, simply press **1#** on the telephone keypad and you will be prompted with dialing instructions for US/Canada press (1), International press (2)

- When dialing a US or Canadian number, enter the area code and phone number, without a leading "1".
- When dialing internationally, enter "011", the country code and number, then press **#**. Alternately, your international participants can dial the toll number on your Wallet Card or via an international toll-free line.
- After reaching your party, you can bring them into the conference by pressing **# #**, or to drop that call and re-enter the conference alone, press **\* \***.

## Unattended Conferencing

### Moderator Controls

**1 #** Dial Out  **Dial Out Controls**

**2 #** Start/Sub/Post/Lock Conference      **\* \*** Disconnect Line/Return Alone

**3 #** Broadcast Mode <sup>1</sup>      **# #** Add Participant to Conference

**4 #** Self Mute <sup>1</sup>      **00#** Add Moderator to Conference

**5 #** Roll Call (if name announcement)

**6 #** Record <sup>1</sup>

**7 #** Replay into Conference

**8 #** Participant Count

**9 #** End Conference

**0 #** Operator Assistance

#### Audibles

**9 1** Applause

**9 2** Cheers

**9 3** Boos

**9 4** Laughter

**9 5** Happy Birthday

**9 6** Buzzer

**9 7** Drum Roll

<sup>1</sup> Toggle ON/OFF to START/STOP