

## holding a voice conference

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### WHAT YOU WILL NEED

- Your Chairperson Pin
- Your Participant Pin
- The Phone Number to dial

### WHAT TO TELL THE PARTICIPANTS

1. The time they should join the call
2. The Phone Number to dial
3. The Participant Pin

### MAKING THE CALL

1. At the agreed Start Time dial the Phone Number.
2. You will be asked for your PIN number and then your name. As the Chairperson, you should enter your Chairperson Pin. All other Participants should use the Participant Pin.
3. If you are the first person to arrive on the conference call you will hear music. As others arrive on the call you will hear them being announced. When there are at least two people on the call you are ready to start talking!

### IN-CONFERENCE CONTROLS

During a conference the following control keys are available to the Chairperson:

**Head Count #1** allows you to review the number of people on the conference call.

**Roll Call #2** initiates a roll call. It replays all the names which were recorded when the callers arrived in the conference.

**Mute/un-mute All ##** Mute all your participants.

**Recording a Conference #8** Starts/stops recording whilst in the conference. You will be asked to confirm the recording by pressing 1, and then you will hear "recording started" announced into the conference. To retrieve the recording, log in to your account and look in 'My Recordings'. Recordings are stored for 1 month from the date of the conference.

**Locking a Conference #3** will lock and unlock a conference. Locking a conference call prevents anyone else from joining the conference call.

**Private Roll Call #7** Allows only the Chairperson to hear who is on the conference.

**Private Head Count #9** Pressing allows only the Chairperson to hear how many people are on your conference.

**Ending a Conference** When you have finished your conference call, simply hang up. As each person hangs up you will hear their name announced. When the last person hangs up, the conference call ends.

During a conference the following control keys are available to everyone:

**Mute #6** Will mute and un-mute your handset whilst in a conference.