

This guide will briefly describe how to hold a conference call with onConference. It will also provide details on the features available to use during your conference call.

If you do not already have your own **onConference access codes**, please contact our sales department at 1.877.466.6266 (+1.613.225.4249) or visit our website at [www.onConference.com/newuser](http://www.onConference.com/newuser). You will be provided with your access codes online and they will be sent in an e-mail entitled **Important Conferencing Information**.

Your **onConference Access Codes** are all that you require to start using the service. You can use the service at any time you want, without needing a reservation. You will only be billed for the time you use.

Questions about our service can be directed to the 24/7 Operator Support Conferencing Center at 1.800.804.8608, (+1.303.389.4086) or any of the support numbers shown at [www.onConference.com/g800](http://www.onConference.com/g800).

#### BEFORE YOUR CALL

Send everyone your dial in codes. All participants require the **access phone number**, 1.866.305.1460 and the **7-digit access code** for your subscription. These are found in your **Important Conference Information** e-mail, or on your onConference wallet card.

Optionally, you may want to protect this call with an additional **security code** of between 4 and 9 numbers. You will need to inform all of the participants of the **security codes** are per call and are entered when the chairperson activates the call, further explained below.

#### INTERNATIONAL (G800) ACCESS PHONE NUMBERS

Participants outside the USA and Canada can access onConference via the toll-free or toll **international access phone numbers**. When participants use the toll-free access phone numbers, the chairperson incurs all charges. Participants in countries with no **access phone number** can dial the **International Access Phone Number** (+1.416.620.1296). Note that participants will pay a long distance toll charge when using the toll **access phone number** or **International Access Phone Number**.

**International Access Phone Numbers for all countries are found at** [www.onConference.com/g800](http://www.onConference.com/g800)

#### STARTING YOUR CONFERENCE CALL

The Chairperson and participants dial the **access phone number** and enter the **7-digit access code**. The Chairperson also dials in their **passcode**. Participants are left with music on hold until the Chairperson activates the conference with their **passcode**. The **passcode** controls the call – it should be kept secret like a computer password. Do not share the **passcode** with the conference participants.

As mentioned, for additional security, you can add a **security code** to each call. You will be prompted for an optional **security code** as you are starting the conference, after you enter your **passcode**. You can choose to skip this feature, however, you will need to inform all the participants of the **security code** for the call if it is enabled.

#### DURING THE CALL

The call will begin when the Chairperson dials in. The call ends when the Chairperson leaves the call, unless they activate the \* 8 Conference Continuation feature, as explained below.

There are several additional conferencing features available that will add to your conference call experience. Here is a list with the activation codes.

### MUTING FEATURES

Active use of the muting features can allow the Chairperson a high degree of control of the conference call. Muting allows participants to hear the call while cutting off their ability to speak. Participants can un-mute themselves anytime.

- # # Mute all participant lines. The Chairperson is not muted.
- 9 9 Un-mute all participant lines.
- # 1 Listen only on. Participants enter conference muted.
- #2 Listen only off.
- \* 6 Mute self. Only the Chairperson is muted.
- \* 7 Un-mute self

### SECURITY FEATURES

\* 4 Lock conference. Locking the conference prevents any additional participants from dialing in. This would be used after verifying the number of participants in the conference and verifying their identities before disclosing any sensitive information.

5 Unlock conference. Allows people to join the conference again, if the conference had been locked.

\* # Count participants. A computer voice will inform the activator of the feature how many ports are being used on the call, including the chairperson's. Use it to verify your participant list.

\* 9 Automatic Roll call (Name Record must be enabled. See advanced features below).

Additional security can be added by adding a security code to the conference call.

### RECORDING THE CALL

The call can be recorded for later playback by activating this feature.

- \* 2 to start or stop recording.

The conference recording file is available after your call ends. You will receive an email notification. A conference recording file can be played back on-line or downloaded via your web browser. Recordings are available at [www.onConference.com](http://www.onConference.com) under the "Conference Recordings" menu. Refer to the Meeting Management, Podcasting and Editing User Guide to learn how to edit your recording or turn it into a podcast.

### OTHER FEATURES

\* 8 Conference Continuation. Allows the conference to continue after the Chairperson hangs up. Normally all participants would be disconnected if the Chairperson hung up.

\* 1 Dial out. Pull in a new participant to the conference. You will be prompted as to how you want to add the participant after you dial them in as follows:

- \* 1 Join the participant to the conference.
- \* 2 Join the dialed participant to the conference, and dial another number.
- \* 3 Disconnect and rejoin the conference.
- \* 4 Disconnect and redial another number

Note: Activation of international dial out must be requested and approved prior to use. To request this, email us at [info@onconference.com](mailto:info@onconference.com). International numbers are entered as if dialed from the USA or Canada. (e.g. 011 + country code + telephone number).

### GETTING HELP DURING THE CALL

\* \* Lists the available features and activation codes.

\* 0 To talk to an operator.

0 0 To ask for a conferencing operator to join the call at any time to help with problems on the call.

Call the 24/7 Operator Support Conferencing Center at any time at 1.800.804.8608 or +1.303.389.4086 for problems with **Access Codes** or **Access Phone Numbers**, technical issues or questions about feature operation.

### PARTICIPANT CONTROLS DURING THE CALL

Each participant has access to a subset of features during the call.

- \* 6 Mute self. If you are in a noisy area, on a cell phone, or just want to listen to the call, activate mute self.
- \* 7 Un-mute self. Allows you to speak if you have been muted by yourself or by the chairperson.
- \* 9 Automated Roll call. (Name Record must be enabled. See advanced features below).
- \* # Count participants informs the participant of the number of active ports on the call.

### ADVANCED FEATURES

**Project / Department Account Codes** allow more detailed billing of your conference. For each chairperson, calls with **Project / Department Account Codes** will be shown in separate categories on the bill. **Project / Department Account Codes** can be set up in one of two ways: **Per Chairperson** will show all calls from that chairperson in an account line (for departmental type billing) or each call can have an **Per Call Account Code** assigned to it (for billing by project or client). For **Per Call Account Codes**, you will be prompted during the dial in of the call to enter your account code number. **Per Call Account Codes** must be activated on your account by contacting the 24/7 Operator Support Conference Center before you can use it. .

View and update your **Project / Department Account Codes** from our website using the Recent Usage function on myAccount.

**Name Record** prompts each participant for their name when they join the conference. This enables the **automated Role call** to work and also the **Name Entry/Exit Announcement**. **Name record** is set up for each subscription when the Chairperson first dials in. To add name record to your calls:

- Dial in and enter your **7-digit access** code and **pass code**.
- Hit 2 when prompted to "Change Account Options".
- Select 1 "Name Record". All calls from that account will then be prompted for their Names.

**Entry Exit Announcement** allows you to change what you hear when someone dials in or leaves the conference. Normally you will hear tones whenever someone joins or leaves the conference. You can choose to hear nothing, tones, or the person's name announced when they dial in. For name announcement, **Name Record** must be enabled (see above). To change your **Entry/Exit Announcement**:

- Dial in and enter your **7-digit access** code and **pass code**.
- When prompted, hit 2 to change account options.
- Hit 2 to change Name Record/Entry Exit Announcement.

### CHANGING YOUR PASSCODE

When you first receive your **Important Conferencing Information** e-mail, you will want to change your **passcode**. To change your **passcode**:

- Dial your **Access phone number**
- Enter your **7-digit access code**
- Press the \* key
- Enter your current **passcode**
- Select option 2 to change account options
- Select option 1 to change your **passcode**
- You will then be prompted for your old and new **passcode**.