



Reservationless Conference Calling User Guide

How to Conference Call – 3 Easy Steps

1. Dial into the system using either the toll-free domestic phone number or the international (toll) phone number that was supplied to you.
2. Enter your HOST CODE followed by the "#" sign.
3. Your conference participants dial in to the system in the same way and enter the host's PARTICIPANT CODE followed by the "#" sign.

Customizable Options

OPERATOR ASSISTANCE (*0) - Immediate operator support is available by pressing *0 on your telephone keypad.

BILL CODE/REFERENCE NUMBER CAPTURE - To make it easy for clients to track the billing of individual calls, employees or departments, our service gives the ability to assign a billing or reference number to a call. There are two ways to capture this information. Either way is available and can be customized to suit your needs.

1. When a host calls in to begin a call, the system will ask for a number (one to twenty digits) that will be assigned to this call on the client's bill.
2. A permanent bill code or reference number can be assigned to a host in the system. Using this option, all of a particular host's calls will be tracked and their total usage will be shown on the bill.

Note: The BILL CODE/REFERENCE NUMBER CAPTURE feature must be enabled before it can be used. To have this enabled, please [Contact Us](#) and include your host code with your request.

LOCK/UNLOCK CONFERENCE (*5) - Once all of the invited participants have joined the conference call, the host can lock the call using a simple touch-tone command. This feature prevents others callers from being able to dial into the conference. To lock or unlock your conference, press *5.

Presentation Mode (*7) - This listen only function allows the host to mute all participants except for themselves. This is done by placing the conference call in a lecture mode. In this mode, the host is the only line that can be heard. To mute or un-mute all of the members of the conference except for the host, press *7.

Customizable Options: Presentation Mode (*7) – (continued)

The Presentation Mode function allows for multiple presenters or speakers. This is useful when it is necessary to have several people speaking while all others in the conference are muted.

To allow several presenters to speak while the rest of the conference is muted, have all of the speakers dial into the same conference as hosts, using the *host* entry code. Have all other conference attendees dial into the conference using the *participant* entry code.

When *7 is pressed by any of the hosts, all participants (other than the hosts) will be muted and the conference will be in Presentation Mode. In this mode, only the hosts will be heard.

SELF-MUTE/UN-MUTE (*6) - Any participant may mute or un-mute their line - to avoid having any background noise heard - by pressing *6.

HEAD COUNT/ROLL CALL (#1) - This feature announces to the host how many people are currently connected to the conference, and if name recording is enabled, will play back the recorded names of each participant.

DIALING OUT - The host can easily dial out to as many participants as is necessary. Once the host has dialed out and made contact with another user, they may bring the new participant into the conference where all of the other participants are waiting. If the host reaches voicemail when dialing out, they may leave a message and easily disconnect from that line which, in turn, returns them to the main conference.

Note: The DIAL-OUT feature must be enabled before it can be used. To do this, please [Contact Us](#) and include your host code with your request. Once this is done, this feature will be enabled for all subsequent calls.

ENDING A CONFERENCE (99, 1) - The host may end a conference call at any time by pressing 99, and then 1 to confirm. This ensures all lines are properly disconnected.

Conference Room Configuration Options and Default Settings

Current default settings are shown with an **X** and are in **bold**. To change default settings, please [Contact Us](#) and include your host code with your request. To change any of these settings during a conference, press *0 to contact a live operator. Changes made while a conference is in progress are not permanent.

1. Conference Start

Interactive - Everyone on call will hear and talk to each other as soon as they enter the conference - regardless of a Host presence or not.

X Music Awaiting Host - Participants are on Music Hold until the Host enters and the conference is then Interactive.

Music to Presentation - Participants are on Music Hold. Once the Host enters, the conference will automatically be placed into Presentation Mode, which mutes all participants. If the Host enters early he/she will want to periodically announce to the participants so they know they are in the right place.

2. Name Recording

X On - Callers are prompted to record their name.

Off - No prompt for name.

3. Entry Announcement

X Personal Message - Used in conjunction with name recording – recorded name will be played upon participant arrival to conference.

Tone - Each participant arrival is noted with a short tone.

None - there is no indication that the participants have entered the conference.

Conference Room Configuration Options and Defaults (continued)

4. Exit Announcement

Personal Message - Used in conjunction with name recording - will announce for each participant "Fred Smith has left the conference."

Tone - Each participant departure is noted with a short 'beep' tone.

X None - There is no indication that the participants have departed the conference.

Phone Conference Usage Reports

A Phone Conference Usage Report can be emailed to the host after each conference. This is a valuable tool that gives comprehensive detail of how a conference was used and keeps a complete record of each call.

For the call summary, this report tracks:

- The room and company name
- Total minutes billed and total cost of the conference
- How many lines dialed into the conference
- The start and end time and date of the conference

For details on individual conference members, this report tracks:

- The time each conference member joined the conference
- Each conference member's phone number (if available)
- Each conference member's connection type
- Each conference member's total minutes billed

Note: This feature must be activated before it can be used. Go to the [Activate Phone Conference Usage Reports](#) web page. Once done, this feature will be enabled for all subsequent calls.

Conference Call Recording

OPERATOR INITIATED RECORDING - As a Host you may contact a live operator via the *0 command and request the operator initiate the process to ensure proper recording.

HOST INITIATED RECORDING (#7) - A Host may record a conference call. To enable this feature:

- #7 - Enter Record Mode
- Press 1 to begin recording the current conference

<<< Recording Begins >>> You will hear, "The conference is now being recorded." This is your confirmation that the recording initiated successfully.

- #7 - Re-enter Recording Menu
- Press 1 to pause the recording.
- Press 2 to stop the recording.

<<<Recording Stops>>> You will hear, "Recording stopped." Please note the recording will also stop if all lines disconnect from the conference.

SCHEDULE A RECORDING - To ensure that there are no issues with your recording, you may also schedule a recording in advance. An AT Conference operator will initiate your recording. A recording reservation form is available online on the Account page.

RETRIEVING A RECORDED CALL – There are three ways to retrieve/listen to your recorded conference calls (additional charges apply).

1. **MP3/WAV File** - After your conference has ended, go to the [Conference Call Recordings](#) page to retrieve your recorded call. An email will be sent from support@atconference.com containing a secure link.

Please note the following:

- You are limited to 12 downloads of this recording, please do not use this site as the file delivery mechanism to others.
- Download links are available for one month from the date of the email.
- All recordings are delivered in MP3 format.

Conference Call Recording: MP3 File (continued)

- If your email program does not support active links, please cut and paste the link into the "address" or "location" field of your browser.

2. CD Recording - A CD of your recording will be mailed to the requested address. The following additional shipping options are available (additional shipping charges vary).

- USPS Priority Mail
- FedEx Standard Overnight
- FedEx Priority Overnight

3. Phone Playback – You can request playback access and instructions on the same form when requesting MP3 files. An email will be sent from support@atconference.com containing access information and directions on how to retrieve all conference recordings.

This access information will be valid for all subsequent recordings. It is not necessary to make this request more than once. You may store up to 6 recordings at a time.

To access a conference recording:

1. Dial your conference playback access number.
2. Enter your participant code, followed by #.
3. Press 1 to listen to the latest recording, or 2 to listen to a previous recording.

Conference Call Recording (continued)

Your playback can be controlled with the following keypad controls:

- 5 - Pause / resume playback
- 8 - Stop playback
- 1 - Rewind 1 minute
- 3 – Fast forward 1 minute
- 4 – Rewind 5 minutes
- 6 – Fast forward 5 minutes
- 7 – Rewind 20 minutes
- 9 – Fast forward 20 minutes
- 0 – Obtain recording reference
- *0 – Listen to playback control options

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