



AUDIO CONFERENCING QUICK REFERENCE GUIDE

Whether you have a scheduled meeting or need to instantly connect with others, you can use your Soundpath audio conferencing solution anytime. Plus, up to 125 people can join you in any meeting, so you never have to worry about size limitations.

You have a complete list of meeting management features that are always available for you to use to make your meetings more productive and engaging. Simply press the ***** key on your telephone keypad, followed by the corresponding digit(s), to use any of these features.

General Features

The following star-features are available to Moderators as well as Participants. When accessed, these features help individual callers control their audio output/input into a conference.

- Press ***1** to hear a help Menu.
- Press ***0** to reach an operator.
- Press ***6** to mute or “un-mute” line.
- Press ***4** to increase the conference volume.
- Press ***7** to decrease the conference volume.
- Press ***5** to increase your voice volume.
- Press ***1** to decrease your voice volume

MEETING MANAGEMENT FEATURES

Press the ***** key on your telephone keypad, followed by the corresponding digit(s), to use any of these features.

Meeting Assistance

- *1** Help menu
- *0** Operator assistance

Meeting Introduction

- *32** Record your meeting introduction

Volume

- *4** Increase meeting volume
- *7** Decrease meeting volume
- *5** Increase your voice
- *8** Decrease your voice

Mute/Un-Mute

- *6** Mute or un-mute your line
- *96** Mute all participant lines
- *97** Un-mute all participant lines

Call Someone

- *95** Dial out to add participants

Security

- *31** Turn security code on/off
- *91** Hear participant count
- *92** Hear roll call of participants
- *93** Disconnect all lines
- *94** Lock or unlock the meeting

Record for Playback

- *22** To record your meeting

An email will be sent to you following your meeting with instructions to access your playback.

Sub-meetings

- *21** Initiate sub-meeting
- #1-9** Join sub-meeting
- ##** Return to main menu
- #0** Meeting host returns all to main meeting

Note: Two-digit features can only be utilized by the meeting host.

Moderator Features

The following star-features are available to Moderators as well as Participants. When accessed, these features help individual callers control their audio output/input into a conference.

- **Press *91** to hear participant count.
Announces the number of speakers and active participants on the call.
- **Press *92** to hear a roll call of participants.
Only available when name is captured upon entry into the conference. Therefore this feature needs to be chosen when setting up a new conference.
- **Press *93** to disconnect all participant lines.
- **Press *94** to lock or unlock conference.
If locked, no one will be able to access the conference. Participants will hear a prompt informing them that the conference is locked and to contact the moderator of the call for further information.
- **Press *95** to dial out to participants.
Dial out to a person you wish to connect to the conference. When you have reached the person, press # to place the line into the conference or * to return to the conference. – Note: for security reasons you have to enter your client ID as validation before being able to dial out.
- **Press *96** to mute all participant lines.
You have the option to allow participants to unmute themselves during the call by pressing *6.
- **Press *97** to “un-mute” all participant lines.

Enhanced Moderator Features

- **Press *21** to activate Subconferencing:
Once enabled, this feature will allow the moderator to host up to 9 additional sub conferences/breakout rooms outside of the main conference. Upon initiating a sub-conference participants/moderators may actively move from one conference to another as necessary. At the end of the conference the moderator can pull everyone back into the main conference and terminate the sub conferencing feature.
- **Press *22** to initiate recording (Only available with reservationless conferences).
With this feature the Moderator can start, stop, pause, erase & restart a recording at any time during a conference. After the call, the moderator will automatically be sent an e-mail with their Replay information. Moderators can also purchase a CD of their recording by logging onto the Soundpath.com website.

- **Press *31** to turn conference security code on/off (Only available with reservationless conferences).
This feature allows the moderator to add an additional security code to enter their conference. Once enabled, this feature will ask the moderator to enter a conference specific security code of their choice at the beginning of each conference. This security code must then be entered by all participants to access the conference. The moderator can choose to use (or not use) this feature on each conference.
- **Press *32** to enable recording of a customised conference introduction:
Moderators can record their own customised introduction to their conference by using the *32 moderator control. The intro will be played after all other feature prompts, and before the participant is allowed to enter the conference. The introduction will recur for every conference until the Moderator re-records or disables the feature.

Frequently Asked Questions

I received a prompt stating that my passcode is not valid

You may be using an incorrect passcode. Participants can verify their passcode with their moderators, and moderators can verify their passcodes with Customer Service.

I forgot my passcode

For security reasons, we are unable to share a passcode with anyone except the moderator. However, participants can contact their moderator directly for passcode information, and moderators can contact Customer Service for a written response.

I'm worried that background noise may disrupt the conference

In order to help ensure audio quality during your conference, we recommend that you dial in from a quiet location. When this is not possible, you can press *6 on your telephone keypad to mute your line. You can “un-mute” your line by pressing *6 again. Background noise can be especially troublesome in conferences with large numbers of participants. To help protect against this, the moderator may press *96 in order to simultaneously mute all other participants. If possible, try to avoid using speakerphones and mobile phones. If a speakerphone has to be used, then sit close to the phone when speaking. For operator assistance at any time during the conference, the moderator can press *0 on their telephone keypad to connect to our Customer Service department who will assist in isolating any issues.

Get Customer Support

- › Press *0 to reach live customer support at any time during your meeting.
- › Access online support information like FAQs, detailed user guides and tutorials at www.Soundpath.com.
- › Email us with your specific questions at EUCustomerServices@Soundpath.com