



Keypad Options

<p>*0 Operator Assistance</p>	<p>If you are experiencing any difficulties in your call, you can ask an operator to join your call. They will be able to troubleshoot for you during Business Hours (8:30am to 5:30pm).</p>
<p>*1 Help Menu</p>	<p>This option will provide an audio recording describing all the different keypad options.</p>
<p>*2 Conference Roll Call Public (Audible to all)⁺</p>	<p>You can use this function to listen to the names of the participants who have joined. This way you are aware of who is on the call, determine if there are any unwanted participants on the call, or whether you need to wait for somebody to join before you start.</p>
<p>*3 Conference Roll Call Private (Audible by user only)</p>	<p>Conference leader/host can perform a private roll call and listen to the names of the participants who have joined.</p>
<p>*4 Conference Mute/Un-mute⁺</p>	<p>As the Host of the call you can mute/un-mute all participants lines on your conference call. Participants will be placed on 'listen only' mode, enabling you to control background noise levels during your call, a great feature for when you need to present to an audience.</p>
<p>*5 Host Disconnection/Reconnect⁺</p>	<p>Usually your conference will end when the Host hangs up. Use this function if you would like your participants to continue without you.</p>
<p>*6 Self Mute/Un-mute⁺</p>	<p>If you are in a noisy environment or on a mobile phone, all participants can mute their own line when not speaking. This will reduce background noise levels in the conference call.</p>
<p>*7 Conference Lock/Unlock⁺</p>	<p>To control your meeting and ensure no one else (including the Operator) can enter the conference, you can lock and unlock your conference call.</p>
<p>*9 Begin/End Conference Recording (when feature activated)⁺⁺</p>	<p>This option is only available when the recording feature is activated in your web Self Service Account. The recording of a conference can start at any time by pressing the keypad option *9. You will be asked to confirm the start of recording by pressing *1 (or *2 if you choose not to record and go back). When you have completed the recording, press *9 again.</p>

+ Host Only Features

++ Host Only Feature. Additional charge applies.