1 | MODERATOR INSTRUCTIONS
for easy access conference calling

1. Dial your assigned toll-free number from any touch tone phone and **enter your Conference PassCode and PIN**. At any time after you have initiated a conference, you can dial out to bring another party into the conference. *See Section 3.*

2. You can control various aspects of the conference (Lock, Mute, Record, etc.) **simply by pressing the keys on your telephone keypad**. Instructions are on the back of the Wallet Card you can request by logging into your account. *See Figure A.*

3. Start the conference by pressing [2] [#] .

4. Following the conference, you will be emailed a Call Summary identifying each participant by name or phone number, features used, and the duration of the call.

Figure A – Wallet Card

Conferencing ID:
Autotranscribe
Phone #: (888) 783-6602
Passcode: ******

Callers outside the U.S. &
Canada, dial +1 720-571-4144,
and the same passcode.

1. Visit **https://af.confertel.net/** and sign in to your account. Once signed in, use the left navigation bar to manage your account.

You can see the lists of passcodes associated with your account, monitor a live conference, access reports, update account settings, schedule conference calls, and more. *See Figure B.*
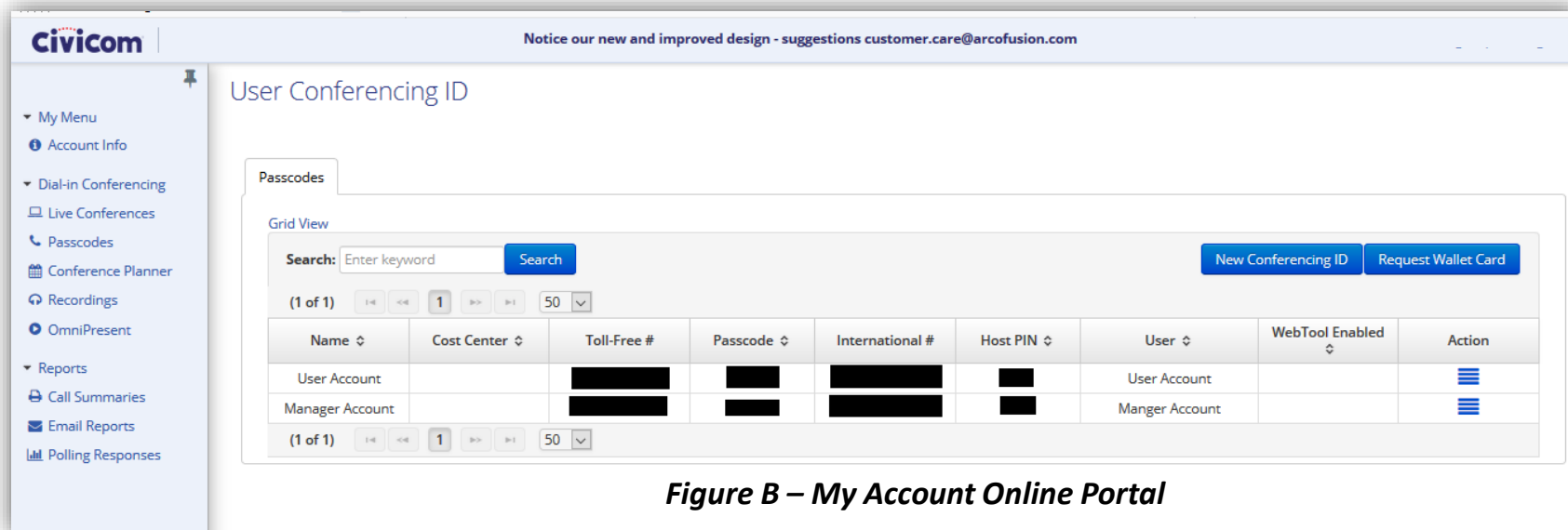

Figure B – My Account Online Portal

2. By default, a tone is heard by participants upon entering or exiting a conference. Alternatively, you can require participants to record their name when dialing into conference. Their name is then announced when the participant enters and exits the conference or when Roll Call is requested.

The Announcement In and Out feature may be activated after logging into your account and clicking the "Conference Settings" option. Use the toggle ON/OFF setting to change the default setting.

ConferTel a Civicom Company

3. Optional Accounting Codes are available and each moderator passcode can be set to assign conference calls to cost centers, projects, client matters or other cost objectives. The Accounting Code feature may be activated after logging into your account and clicking the Advanced Settings option. Use the toggle ON/OFF setting to change the setting. When set to "ON" upon dialing into conference you will be prompted to enter an Accounting Code. If set to "ON" the Accounting Code appears on the Call Summary and Monthly Billing Statement. You can change Accounting Codes by clicking on the accounting code hyperlink in the Call Summary.

4. To record your call, press [6] [#] at any time after you have entered the conference and follow the prompts. You can store multiple recordings in your online account, regardless of length.
To access and listen to a recording:
  (1) Click "Recordings" in the Dial-In Conferencing Page.
  (2) Enter the passcode thru the search box then hit enter or search.
  (3) Select and click the row of the recording. Player would come up in which recording can be played back and/or even downloaded.
  (4) You also have the option to email the recording.

5. To create profiles for conferences, automated attendee notification, and identify attendees by name, click on "Conference Planner". The profiles can be used to create participant lists for automated out dials.

ConferTel a **Civicom** Company

MODERATOR INSTRUCTIONS
to bring another party into conference

To dial-out to third parties at any time during the conference, simply press **1** **#** on the telephone keypad and you will be prompted with dialing instructions for US/Canada press (1), International press (2)

- When dialing a US or Canadian number, enter the area code and phone number, <u>without</u> a leading "1".

- When dialing internationally, enter "011", the country code and number, <u>then</u> press **#** alternately, your international participants can dial the toll number on your Wallet Card or via an international toll-free line.

- After reaching your party, you can bring them into the conference by pressing **#** **#** or to drop that call and re-enter the conference alone, press ***** *****

ConferTel a Civicom Company

MODERATOR CONTROLS

1 # Dial Out to Participant   → **Dial Out Capabilities**

2 # Start/Sub/Post/Lock Conference

     * * Disconnect Line/Return Alone

3 # Broadcast Mode

     # # Add Participant to Conference

4 # Self Mute

     # 0 0 Add Moderator to Conference

5 # Roll Call (if name announcement)

Audibles

6 # Record

9 1 Applause

7 # Replay into Conference

9 2 Cheers

8 # Participant Count

9 3 Boos

9 # End Conference

9 4 Laughter

0 # Operator Assistance

9 5 Happy Birthday

9 6 Buzzer

9 7 Drum Roll

ConferTel a Civicom Company