



AUDIO CONFERENCING

User Guide





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» Introduction

Impact Telecom's Audio Conferencing service is an on-demand conferencing solution that enables conference leaders to initiate conference calls without a reservation or operator coordination.

With a toll free dial-in number, personalized leader PIN, and advanced features, conference leaders can quickly organize meetings and participants can easily join conferences from their desks or mobile phones.

If you have additional questions, please contact Impact Telecom Customer Support at customersupport@impacttelecom.com or **888-411-1175**.



Audio Conferencing Information

Dial in Toll Free: 866-482-2877
Domestic Dial in: 303-532-5778



How to Start an Audio Conferencing Call as a Conference Leader

1. Give your participants the date and time of your conference call, your dial-in number, conference code, and security passcode (if enabled).
2. At the specified time, dial your audio conferencing dial-in number.
3. When prompted, enter your conference code followed by #.
4. When prompted, press * to identify yourself as the leader, then enter your leader PIN followed by #.



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5. Press 1 to begin your conference or press 2 to change your default conference options.
6. If the security passcode option is enabled, you will be prompted to enter the passcode.

How to Join an Audio Conferencing Call as a Participant

1. At the specified time, dial the audio conferencing dial-in number.
2. When prompted, enter the conference code followed by #.
3. Depending on your conference leader's settings, you may be asked to state your name.

Features

The advanced Audio Conferencing features enhance your conferencing experience. Below are descriptions and instructions for how to use each feature.

Auto Continuation (Leader Only)

Allows participants to stay connected to the conference call after you have disconnected your line.

How to Use: Press *8 and when prompted, press *8 again.

Available Keypad Commands

Lists all the available keypad commands.

How to Use: Press ** and the system will list the available keypad commands.



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Conference Breakdown

Prevents conference calls that have been improperly disconnected from continuing indefinitely by ending the conference once it has reached the participant limit.

How to Use: Contact Customer Support to enable.

Conference Entry Mode (Leader Only)

Enables you to select the way participants enter a conference such as with (1) tones, (2) name announcements, (3) name and tone announcements, or (4) silence.

How to Use:

- Press *3
- Press 2 to change the conference entry options
- The system will announce your current conference entry mode
- Press 1 to select name announce
- Press 2 to select tone
- Press 3 for silence
- Press 4 for name announce and tone
- After making your selection, **press *** to return to the previous menu
- Press * again to return to the conference call

Dial-Out (Leader Only)

Allows you to dial-out to another caller to invite them into a conference.

How to Use:

- Press *1
- Enter the area code and phone number of the contact you want to join into the conference
- Press # for connection options
- The connection options will be listed:
 - To join the participant to the call press *1
 - To join the participant to the call and continue dialing press *2





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- To disconnect press *3
 - To disconnect the line and continue dialing press *4
 - To proceed with dialing press # and the number you entered will be dialed
- Choose a connection option or press # to dial the number you entered

End Conference (Leader Only)

Automatically disconnects all participants from the conference when you disconnect your line.

How to Use:

- Press #33 and then disconnect your line.

Entry Announcement Limit

Reduces the number of entry tones played when a conference call starts.

How to Use: Contact Customer Support to enable.

Force Disconnect (Leader Only)

Disconnects all participants' lines without disconnecting your line.

How to Use: Press #99 and then press 1 to disconnect all participants.

Host Name Record (Leader Only)

Prompts you to record your name to be identified as the leader.

How to Use:

- Press #64
- Press 2
- Press 3



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Leader Account Menu (Leader Only)

Lists all the available feature options.

How to Use:

- Press #64
- The system will announce the Account Menu options:
 - Press 1 to change the current leader PIN
 - Press 2 to configure participants and host, name record, and entry/exit announcements
 - Press 3 to configure Quick Start options
 - Press 4 to configure Auto Continuation options
 - Press 7 to change security password options
 - Press 8 to store an ANI for future conferences
 - Press 9 for an overview of default conference options

Leader Smart Entry

Automatically saves your phone number, preventing you from entering your conference code and leader PIN for every conference.

How to Use:

- Start your conference as the conference leader (see page 1 for instructions)
- After you enter your leader PIN followed by #, press 2 to change default conference options
- Press 8
- Press 1

Lecture Mode (Leader Only)

Mutes all participants' lines during a conference. Only you will be able to unmute their lines.

How to Use: Press *51 to enable Lecture Mode and press #51 to disable Lecture Mode.

Live 24/7 Operator Assistance

Connects a live operator to the conference or a participant's individual line.





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How to Use:

- Press *0 for a live operator to be connected to the conference
- Press 00 for your line to be privately connected to a live operator

Lock/Unlock (Leader Only)

Enables you to prevent additional participants from joining a conference.

How to Use: Press *7 to lock the conference and press #7 to unlock the conference.

Multiple Leaders

Allows multiple leaders to be on a conference call.

How to Use: Contact Customer Support to enable.

Music Commands (Leader Only)

Plays music while participants are waiting for a conference to begin or are on hold.

How to Use: Press *60 to enable hold music and press *61 to disable hold music.

Mute/Unmute All Lines (Leader Only)

Enables you to mute all participants' lines without muting your line.

How to Use: Press *5 to enable mute and press #5 to disable mute.

Mute/Unmute Individual Lines (Participant Only)

Allows you to mute your individual line.

How to Use: Press *6 to enable mute and press #6 to disable mute.



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Participant Count Announcement

Plays a prompt into your line, informing you what number participant you are in the conference.

How to Use: Contact Customer Support to enable.

Participant Name Record (Leader Only)

Prompts the participants to record their names when they enter a conference.

How to Use:

- Press #64
- Press 2
- Press 1

Personalized Leader PIN (Leader Only)

Specialized number you use to enter the conference as the leader.

How to Use: Provided by Impact Telecom Customer Support.

Private Participant Count (Participant Only)

Announces the number of participants on a conference call.

How to Use: Press *# and the system will privately announce the number of conference participants.

Private Roll Call

Privately announces the names of the participants in the conference.

How to Use: To configure Private Roll Call, Host Name Record (see page 3) and Participant Name Record (see page 4) must be enabled.

- Press *4



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Quick Start (Leader Only)

Allows participants to enter the conference before you.

How to Use:

- Press #64
- Press 3
- Press 1 to turn on or off

Security Passcode

Code used to enter the audio conference.

How to Use: To create a new/updated Security Passcode, Quick Start must be turned off. Changes to the Security Passcode only apply to the current conference.

- Dial your conferencing dial-in number
 - When prompted, enter your conference code followed by #
 - When prompted, press * to identify yourself as the leader, then enter your leader PIN followed by #
 - Press 2 to change your default conference options
 - Press 7 to configure your new 4-10 digit security passcode

Security Passcode Waiting Room (Leader Only)

Places participants into a waiting room with hold music when you enter an incorrect security passcode.

How to Use: Contact Customer Support to enable.



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Start New Conference (Participant Only)

Allows you to leave a conference to join another conference.

How to Use:

- Press #2
- Press 1 to confirm
- Dial the new conference number
- Enter the conference code

Sub-Conference

Enables the leader to allow pre-selected participants to join a private discussion during a conference call.

How to Use:

- Press *9
- Press 1 to start a sub-conference
- Press 2 to return all participants to the main conference
- Press 3 to notify participants to return to the main conference

Third Party Conference (Participant Only)


Enables participant to bypass hold music to start call as leader.

How to Use: Press 11 while hold music is playing.



Telephone Keypad Commands

Below is a list of the quick telephone keypad commands for using the Audio Conferencing features.

TELEPHONE KEYPAD COMMANDS	
 *0	Operator Assistance - Conference
00	Operator Assistance - Individual
*1	Dial-Out
#2	Start New Conference
*3	Conference Entry Mode
*5 / #5	Mute/Unmute All Lines
*6 / #6	Mute/Unmute Individual Lines
*7 / #7	Lock/Unlock
*8	Auto Continuation
*9	Sub-Conference
#33	End Conference
*51 / #51	Lecture Mode
*60 / *61	Music commands
#64	Leader Account Menu
#99	Force Disconnect
*#	Private Participant Count
**	Available Keypad Commands



Customer Support

For further assistance, contact Impact Telecom Customer Support or access our support resources at www.impacthostedpbx.com/support.

Phone: 888-411-1175

Email: customersupport@impacttelecom.com

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