



GreenLight Audio – Conference Call Controls

The Basics

- Each conference call account has two unique access PINs, one for the moderator, one for participants.
- A moderator PIN must be entered for the conference call to begin. If participants connect prior to a moderator, they will hear hold music until the moderator joins and will not be able to communicate with other participants.
- Multiple people may join the meeting with the moderator PIN

***0 . if at any time you experience audio issues on your conference call, please press *0 to signal an operator.**

Moderator Commands

- #1 Mute own line
- #2 Un-mute own line
- #3 Mute all participant lines
- #4 Un-mute all participant lines
- #5 Conference lock
- #6 Conference unlock
- #7 Enter sub-conference (sub-conference can accommodate 2 callers. Both must hit #7 to join the sub-conference)
- #8 Exit sub-conference
- #9 Conference continue (allows the conference to continue after moderator disconnects)

- *# 1 Dial out to a participant
- *# 2 Number of participants / roll call
- *# 4 Intercept last caller
- *# 6 Record conference
- *# 7 Enter custom billing code
- *# 8 Return to Conference

Dialing out to a participant details (*#1):

- Once you enter *#1 the system will ask you to please enter the number you wish to dial followed by the pound sign+. The system will then confirm the dial out number.
- Once participant is connected, press *1 to place Participant into Conference or *2 to disconnect them. System will say the caller in sub conference has been placed in conference+.
- If you miss-dial, receive a busy signal or a Voice Mail, Press *3 to cancel.
- Once the party is joined to conference or action is cancelled press *1 to rejoin your line into conference

Number of participants / roll call (*#2):

As a moderator, when you enter *#2, you will privately hear the number of participants in the conference. If roll call was requested upon setting up your conference account you will then hear the names of those in conference.

Intercept last caller (*#4):

This allows the moderator to sub-conference with the last participant that joined the conference. Once finished with the sub-conference press *1 to rejoin the participant and 8 to rejoin your line into conference.



Recording a conference (*#6):

When you enter *#6 you will get a message that your conference is now being recorded. The system will also give you the recording reference number. Once conference is being recorded you may press *#6 again to pause and resume recording

Enter custom billing code (*#7):

To enter a custom billing code press *#7, the system will then ask for your billing code followed by #.

Return to conference (*#8):

This places the moderator's line back into conference

Participant Commands

- #1 Mute own line
- #2 Un-mute own line
- #7 Enter Sub conference
- #8 Exit Sub conference

*0 for Operator Assistance

Conference Playback

To access a recorded conference call, dial the playback number assigned to your account. If you need assistance or do not know your playback number, please contact us at (800) 839-9976 or via support@glcollaboration.com.

When prompted **enter your Recording Reference Number** followed by the # sign. Your Recording Reference number can be found on your Account Confirmation form.

From the list of recordings **select the number of the recording you wish to hear**, followed by the # sign. The playback system will then inform you of the recording control functions, listed below.

TO BYPASS THE LENGTHY PLAYBACK FUNCTIONS LIST, PRESS 1.

Playback Control Functions

- Press 3 to Fast Forward Conference by 1 minute.
- Press 6 to Fast Forward Conference by 5 minutes.
- Press 9 to Fast Forward Conference by 20 minutes.

- Press 1 to Rewind Conference by 1 minute.
- Press 4 to Rewind Conference by 5 minutes.
- Press 7 to Rewind Conference by 20 minutes.

- Press 5 to Pause.
- Press 2 for Volume up.
- Press 8 for Volume down.

To hear another recording, press 1 when conference ends. Repeat the steps to select another recorded call.

If you have any questions please call GreenLight Customer Support at 800-839-9976 or email support@glcollaboration.com. Thank you for your business!