

# Audio Conference User Guide

Making it simple to meet, share and collaborate.



## Schedule the Conference.

### Invite participants and include:

- The meeting date and time
- Conference dial-in phone number.
- Participant access code

### Connecting to the conference:

- Dial the conference phone number
- When prompted, enter your access code then press **#**  
Hosts: enter your moderator access code then press **#**
- If prompted, say your name then press **#**
- Your recorded name will announce you into the meeting or a tone will signal that you have been added to the meeting

### Helpful conferencing tips:

- Press **\* 0** for assistance from a TELUS conference representative, anytime during your meeting
- Press **\* 6** to mute your line. This is particularly helpful if you are in a noisy location because it eliminates background noise when you are not speaking. Press **\* 6** again to un-mute your line, enabling you to speak.
- When using a speaker phone, ensure you are in a quiet location. Mute the line when not speaking.
- Within Outlook, create a second digital signature that includes your Audio Conference dial in phone number and participant access code. Enables a quick and easy way to insert conference access information into emails and calendar invitations.
- View and manage your Audio Conference via the web. Contact a TELUS Conference Representative for more information.

### Participant audio conference commands:

- \* 0** TELUS conference representative assistance
- \* 2** Enter subconference
- \* 6** Mute/unmute your own line

### Moderator audio conference commands:

- \* 0** TELUS conference representative assistance
- \* 2** Enter subconference
- \* 4** Lock conference
- \* 5** Unlock conference
- \* 6** Mute/unmute your own line
- \* 9** Turn lecture mode on/off
- # 2** Record or modify a custom conference greeting
- # 7** Hangs up the entire call including the moderator
- # 8** Hangs up all participants when last moderator hangs up
- \* # 1** Dial-out to a new participant (optional feature)
- \* # 2** Participant count/roll call
- \* # 6** Start conference recording
- \* # 7** Enter project or billing code reference

### 24x7x365 conference support:

- **During the conference:** press **\* 0** for priority assistance.
- **Phone:** 1-877-944-MEET (6338)
- **Email:** teleconferencing@telus.com

GET THE BEST FOR YOUR BUSINESS.

For additional information, visit [telus.com/audioconference/support](http://telus.com/audioconference/support). To contact a TELUS Conference Representative or to register for TELUS Conference on Demand, call **1-877-944-MEET (6338)** or visit [telus.com/conferencing](http://telus.com/conferencing).