Collaboration Solutions

Audio Conference User Guide

Making it simple to meet, share and collaborate

Participant audio conference commands

✱	0	TELUS conference representative assistance
✱	6	Mute/unmute your own line

Moderator audio conference commands

✱	0	TELUS conference representative assistance
✱	1	Main menu – list of touch tone commands
✱	2	Subconference enable/disable
✱	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
✱ #	5	Change entry/exit announcements (names/tones/silence)
✱ #	6	Start conference recording
✱ #	7	Enter project or billing code reference

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 unmute your line, enabling you to speak.
- When using a speaker phone, ensure you are in a quiet location. Mute the line when not speaking.
- During the conference press ✱ 0 for priority assistance.

Conference support 24 x 7 x 365

For additional information or to register for an Audio Conference account, visit **telus.com/conferencing**. To contact a Conference Representative, **teleconferencing@telus.com** or call **1-877-944-MEET(6338)**

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