

MANUAL

CONFERENCE CALL SERVICE

Document Name: VOIPZeker Conference Call Service

Date: 28 November 2013

Version number: ENG VZ 1.0

Conference Call Service

Conference Call Service allows more than two interlocutors to take part to the same phone conversation. This manual describes how to operate the Conference call service.

Joining a Conference Call

Administrator login

The conference **administrator** joins by dialing the local extension number **XXX** followed by entering the conference number **5** and pin number **XXXX**.

Local user login

Local users can join by dialing the local extension number **XXX** followed by entering the conference number **5** and pin number **XXXX**.

Remote user login

Users on public telephone network from remote location can join by calling the full public phone number of the conference bridge e.g. **020 XXX XX XX** followed by entering the conference number **5** and pin number **XXXX**.

Conference Call Administrator Functions

During a conference, the administrator has access to the following functions:

Invite - Invites another extension to the conference. For this purpose, dial:

***5{ext_number}# - Where {ext_number} is the extension's short number (e.g.: dial *5801# to invite extension 801).**

Kick/Quit gracefully - Kick users out of the conference:

- ***30# - Quits gracefully all users except the member entering the command.**
- ***31# - Kicks the last user who joined the conference.**
- ***32# - Kicks all users except the member entering the command.**

Lock/Unlock - Prevents new users from joining a conference in progress:

- ***21# - Locks the conference.**
- ***20# - Unlocks the conference.**

Mute/Unmute - Mutes the other participants:

- ***11# - Mutes all members except the one who typed the command.**
- ***10# - Unmutes all members except the one who typed the command.**

Conference Member Functions

Regular conference members have access to the following functions:

Talk Mute - Turns the Mute function ON and OFF for the user:

- 1 - Switches between Mute and Unmute.

Hold - Activates Talk Mute and plays music:

- 2 - Activates and deactivates the On Hold functionality.

Sound - Enables or disables announcement sounds for the member:

- 6 - Turns announcement sounds ON/OFF.

Volume Management - Allows users to increase or decrease the volume:

- 7 - Turns the volume DOWN.
- 9 - Turns the volume UP.