



- Extreme Reliability
- Service Excellence
- Most Features
- Best Value
- Social Responsibility

Keypad Features

Press: **# 2** turn broadcast mode on/off

Ensure that Host Pin is enabled. Everyone but Host is muted when broadcast mode is on.

4 to play participant list*

5 to hear the roll call privately*

** Before your conference call, activate name on entry and roll call from "Advanced Settings" in your online account.*

6 mute/unmute

7 start/stop recording

8 request transcription

*** 0** to get an operator

*** 1** Dial-Out mode

Call 203-618-1811 to activate International Dial-out capability

End the conference (drop all parties)

*** *** Mark Audio for later review

1 Ask a question (for event calls only)

Audibles*: Press:

9 1 applause **9 5** happy birthday

9 2 cheers **9 6** buzzer

9 3 boos **9 7** drum roll

9 4 laughter **9 9** Play an uploaded recording

** Pound sign (#) not required for audibles.*



- Have an agenda. As with any meeting, participants should know the timing, objective, and subjects to be covered, at the beginning of your conference.
- Know your participants. The Roll Call feature allows users to keep track of who's dialed in. This is especially helpful when your discussion is sensitive or confidential. You are kept aware of who joins the call and who drops off during the meeting. Activate this feature through your Civicom™ online account.
- Use Audibles. Audibles are a fun way of making your conference call livelier. We showcase various Audibles to suit certain situations and even birthdays. Experiment to see what works for you. Audibles are listed under "Keypad Features."
- Hold big events. Invite people to a conference call to hear a speaker with knowledge others would like to hear. This makes you a thought leader. Use this strategy to retain customers/clients or acquire new ones.
- Learn. Conference calls are interactive. Invite your customers/clients. Hear what they have to say without even leaving the office. How great is that?

Stating the Obvious

- Dial-in on time.
- Use a quiet area with minimum disruptive background noise.
- Be careful not to rustle paper, type or make a noise that might disturb the call, unless your line is muted.

Control The Quality

- Keep mobile phones a few feet away from your telephone – they can induce a hum, even when not in use.
- Two speakerphones near each other can cause echoing. To determine the phone that is the source of the echo, mute each party individually until you isolate the source.
- To avoid background noise or static, ask the participants to keep their lines muted and unmute only when they need to speak.
- If you dial in and hang up, and need to re-dial in, wait one minute before redialing. This will ensure that your first call disconnects properly, and that there will be no double charges for two calls from your line.
- End the call properly by pressing ## to drop everyone on the line. This ensures that no lines accidentally stay and incur unnecessary charges.

Need to add people to the call?

Call us at 203-618-1811 to activate this feature.

Dial Out to Participants * 1

1. Dial in to your Conferencing Bridge.
2. To initiate Dial Out press *** 1** (star one). This places you into a temporary sub conference.
3. You are prompted to dial the phone number of the party you want to dial out to, followed by the pound sign **#**. (For US and Canada phone numbers, dial the area code first; do not include the initial "1").
4. You will hear ringing before your party answers the phone.
5. Once your party has answered the phone, you may speak privately in the temporary sub conference before rejoining the main conference.

VERY IMPORTANT: Make sure you do Step 6 if you are recording the call.

6. To rejoin the main conference, press *** 1** (star one). Alternatively, to drop your party and rejoin the conference by yourself, press *** 2** (star two). *** 3** hangs up the last party dialed using *** 1**.

Mobile Friendly!

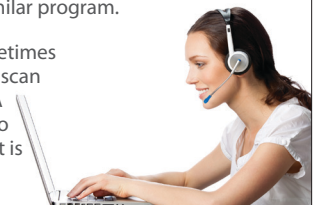


- The Mobile 1-Tap link is designed for mobile invites. Include this in your calendar invites and anyone joining a conference using a mobile device can just tap – once – to join! It is super easy, free and, will be much appreciated by road warriors
- Mobile 1-Tap Participant Call Hub – Monitor your call live by clicking on the link. Mobile users tap the link to dial-in, and view the mobile participant call hub.

Log in to your online account to get the link.

Record and Transcribe

- Record your call. For those who can't attend, record the conference and forward the link so they can listen using Windows Media Player or similar program.
- Let Civicom transcribe. Sometimes it's nice to be able to quickly scan a transcription of your call. A transcription can be edited to refine what was said before it is distributed widely.



Need help during a live call?

Press *** 0** for an operator.