



ExpressDial Audio Conferencing Quick Reference Guide

Automated On-demand Audio Conferencing Service

ExpressDial is new and improved!



Volume Controls

Improve your conference call quality by increasing or decreasing the volume on a line or on the entire call.



Call Security

Increase call security by asking for a security code, hearing who is on line, locking the call or disconnecting everyone when the call is finished.



Billing Code Management

Add billing codes to the invoice or conferencing reports. Moderators can enter a billing code after the conference ID or add or change billing codes after the call and before month-end.



Sub-conferences

Create remote breakout groups. Sort participants into separate conversations and later rejoin them to the conference call. ExpressDial allows up to 9 sub-conferences in the same conference call.

ExpressDial conference calls now allow **up to 300 participants** without a reservation. **PIN-activated** conference calls begin after the moderator joins and enters the PIN. **QuickStart** calls begin when the first participant dials in, even though the moderator has not yet joined.

Starting and Joining a Conference Call

Moderators start a conference call by:

- Dialing the U.S. toll-free number, U.S. local number or International access number
- Entering the conference ID followed by the # sign
- Pressing * to enter the 4 or 6 digit PIN code followed by the # sign

Participants join by dialing the U.S. toll-free number, U.S. local number or International access number and entering the conference ID followed by the # sign. They are joined to the call silently, with a tone, or with their recorded name announcement.

PHONE COMMANDS

Press the * key and the number command to control your conference call.

Get Help

- *0 Summon an operator
- *1 Hear a phone command menu

Mute Lines

- *6 Mute and un-mute your line
- *96 Mute all participants' lines
- *97 Un-mute all participants' lines

Dial Out

- *95 Dial out to domestic participants
- *0 Dial out to International participants (with Operator Assistance)

Record the Call

- *22 Start or stop recording
- *32 Create custom call greeting

Control Call Volume

- *4 Increase volume in the call
- *5 Increase volume on your line
- *7 Decrease volume in the call
- *8 Decrease volume on your line

Increase Call Security

- *31 Turn security code prompts on or off
- *91 Hear a count of participants
- *92 Hear a private roll call
- *93 Disconnect all participant lines
- *94 Lock and unlock the call

Initiate a Sub-conference

- *21 Start sub-conferencing
- #1-9 Join participants to the sub-conference
- ## Return to the main menu
- #0 Return participants to the main call

24x7 Technical Support

U.S. toll-free: 1.800.459.5680 or International: 1.719.785.9496

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