



## ACCESSING YOUR CONFERENCE CALL

Dial your TBG Conferencing toll-free or toll Access Number

Enter your PIN code and press the # key

If you cannot access the conference for any reason dial \*0 and an operator will assist you immediately.

## PARTICIPANT FEATURES

- \* 0 Speak to an operator
- \* 1 Mute/un-mute your own line

Press \* 0 for operator assistance at anytime during the conference

## MODERATOR FEATURES

- \* 0 Speak to an operator
- \* 1 Mute/Un-mute your own line
- \* 2 Mute/Un-mute participant lines
- \* 4 Lock/Unlock conference access
- \* 6 Terminate call when moderator disconnects
- \* 8 Check the status of your conference call

## MODERATOR MENU

- \* # Access to the moderator menu with the following options:
  - Press 1: Disconnect all participants
  - Press 2: Hear the number and/or names of participants
  - Press 3: Lock/Unlock the conference
  - Press 4: Sub-conference with the last caller; Press \* 1 to return both of you to the conference
  - Press 5: Recording options
    - Press 1: Start/pause/resume recording
    - Press 2: Stop recording
    - Press 3: Hear your playback
    - Press 4: Add a title to your recording (if in progress or paused)
    - Press 5: Return to your conference
  - Press 6: Enter a billing code
- # 2 Record a personalized welcome greeting
  - Press 1: To play
  - Press 2: To record
  - Press 3: To delete
  - Press any other key to exit

Press \* # to access the moderator menu

Press \* to return to the conference at any time

- Press \* to return to the conference at any time
- Press \* 0 to dial out to a new participant and speak to an operator

## CONFERENCE CALL PLAYBACK

Dial your Conference Playback Number

Enter your Playback Reference Number

Your last fifteen recordings will be available for thirty days.

The following is a list of options available (press # to ignore):

Press the \* key at any time to listen from the start of conference.

	Rewind	Fast Forward
For 1 minute, press:	1	3
For 5 minutes, press:	4	6
For 20 minutes, press:	7	9

Press 5: Pause / restart

Press # to jump to a specified minute of the playback

Press \* to exit the conference recording and access another recording

Press 2: Increase the volume

Press 8: Decrease the volume

## TBG CONFERENCING WEB CONSOLE

To monitor and manage your Reservationless Conference call online:

[www.tbgconferencing.com/webconsole](http://www.tbgconferencing.com/webconsole)

Enter your Web Login Reference Number, your Moderator PIN Code and your name

Check the box, "I am the presenter and I want to prepare an upcoming meeting or manage my account"

If you fail to check this box, you will be placed into the Web Conference portal. To move to the Web Console from that screen, click on "Switch to Audio" in the Moderator's Toolbar

Click on Go

Click on "View my Audio Console"

## ADDITIONAL FEATURES

- Tone on entry/exit
- Names on entry/exit
- Record name for roll call
- Participants on hold until the moderator arrives
- First caller on hold until second caller arrives
- Sub-conferencing within your conference
- Mandatory billing codes
- Q and A session
- Transcription
- Detailed reporting
- No-PIN entry
- Automatic recording
- And more

For training on this or any TBG Conferencing product, contact us at 1.888.783.4002