

# Technical Advisory: Feature keys are being upgraded for all conferencing products.

Dear Subscribers,







Beginning on August 2nd, 2007, you will need to press the star(\*) key before the desired feature key to activate the control.

Below is the new chart for participant, host, and playback feature keys.

















Please contact us if you have any further questions. Thank you for supporting [Greater Calling](#).

**The codes when entering a call remain the same-  
 Host- enter passcode followed by \*  
 Participant(s)- enter passcode followed by #**







### Participant Feature Keys

 + 	Exit - exit the call
 + 	Instructions - conference instructions
 + 	Mute/Unmute - caller controlled muting Mutes only the participant

### Host Feature Keys (Accessed by following the Access Code with a \* instead of a #)

 + 	Count - plays the number of parties in the call
 + 	Exit - exit the conference call
 + 	Instructions - conference instructions
 + 	Listen only modes - host controlled muting Mutes all
 + 	Mute/Unmute - caller controlled muting Mute/Unmute all
 + 	Secured/Unsecured - stops callers from entering
 + 	Tone controls
 + 	Record Conference

### Playback Feature Keys

 + 	Rewind 30 seconds
 + 	Fast forward 30 seconds
 + 	Pause/resume playback

### Touch Tone Command Explanations

Caller count - \*2 key (Host only)  
 Allows the host to get a count of how many callers are on the code.

Exit conference - \*3 key  
 Pressing \*3 Takes the individual user out of the conference call and back into the lobby.

Instructions - \*4 key  
 Plays a menu of touch tone commands.

Listening modes - \*5 key (Host only)  
 There are 3 different listening modes for the audience - the default mode is open conversation - pressing \*5 once will mute the audience however the audience can un-mute them selves by pressing 6 for questions or guest speakers - pressing \*5 again will put the audience into mute mode with out the capability of un-muting themselves - press \*5 again and it will return you to open conversation mode.

Mute - \*6 key  
 Pressing \*6 will mute the line of the individual caller - pressing \*6 again will un-mute the line.

Security - \*7 key (Host only)  
 Pressing \*7 will secure the conference and block all other callers attempting to enter the conference - pressing \*7 again will re-open the conference to all caller joining.

Tone control - \*8 key (Host only)  
 The default setting is Entry and Exit tones on - pressing \*8 once and you will hear entry and exit tones off, press 8 again and you will hear Entry tone off exit tone on, press \*8 again and you will hear entry tone on exit tone, pressing \*8 one more time will put you back in default mode with both exit and entry tones on.

Record Conference - \*9 key (Host only)  
 GreaterCalling users:  
 Pressing \*9 once will disconnect the host from the conference and prompt for the Subscriber PIN. When the Subscriber PIN is validated, the host is returned to the conference and an announcement is made to the attendees that the conference is being recorded. To stop the recording, press \*9 again.