



# On Demand Quick Reference Guide

## A Fully Automated Audio Conferencing Service

### On Demand 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 customer portal reports. Moderators can enter a billing code after the conference ID or add or change billing codes in Connect To Copper™.



#### Subconferences

Breakout participants into separate conversations and then rejoin them to the conference call. On Demand audio allows up to 9 subconferences in the same conference call.

On Demand conference calls can have up to 300 participants without a reservation. **Pin Activated** conference calls begin after the moderator joins and unlocks the call. **Quick Start** calls begin when the first participant dials in, even though the moderator has not joined.

#### Starting and Joining a Conference Call

Moderators start a conference call by:

- Dialing the U.S. toll-free 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 number, entering the conference ID and entering the call silently, with a tone, or by announcing their name.

### 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 Summon an operator to dial out to International participants

#### Record the Call

- \*22 Start or stop recording

#### 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 codes 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 Subconference

- \*21 Start subconferencing
- #1-9 Join participants to the subconference
- ## Return to the main menu
- #0 Return participants to the main call

Contact Copper Conferencing  
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