Level 3 Conference Call Instructions for Examiners

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CTI is providing you an access code for conference calling ability from the company, Level 3 Communications. You will use this conference system for your exam pod calls. Your exam access code will be provided in your email based on the exam schedule.

As an examiner, you will call in using one of the Dial-In numbers available (some countries may only have one number available) based on the country in which the call is made (see ***COUNTRY GUIDE FOR DIAL-IN NUMBERS.pdf***).

BASIC STEPS FOR CONFERENCE CALLING	
LEAD EXAMINER VERSION	**2ⁿᵈ EXAMINER VERSION**
1. Dial relevant country dial-in number.(see ***COUNTRY GUIDE FOR DIAL-IN NUMBERS.pdf***)	1. Dial relevant country dial-in number.(see ***COUNTRY GUIDE FOR DIAL-IN NUMBERS.pdf***)
2. Enter Examiner Access Code, then #	2. 2ⁿᵈ Examiner enters Access Code, then #
3. Press *, enter your Chairperson passcode, then #	3. Stay on the line and listen to music until the lead examiner starts call.
4. Press 1, then * to begin the call. (To record the call if needed, press *2 to begin and hang up or press *2 to end the recording.)	4. Call begins when the lead examiner initiates call.
5. To end call, hang up.	5. When call is complete, hang up.
See Quick Reference Guide which includes Chairperson Commands and Features for full utilization of the phone system.	

Additional information:
- All students will be using the same provided access code to connect to the appropriate call.
- Students will be given the dial-in information and access code in an email sent to ensure proper communication.
- As the Lead Examiner, you will also be assigned a Chairperson Passcode. You will use this code to initiate each call.
- The 2ⁿᵈ Examiner will only enter the Examiner code.
- Anyone calling in early will hear music until the leader begins the conference by entering the passcode. Once entered, the conference is initiated and everyone will be connected.

Quick Reference Guide

Chairperson Commands and Features

Command	Feature
`*` `1`	Dial out to a participant
——> `*` `1`	Join a new participant to the conference
——> `*` `2`	Join a new participant and dial another participant
——> `*` `3`	Disconnect line and rejoin conference
——> `*` `4`	Disconnect line and dial another participant
`*` `2`	Record conference (on/off)
`*` `4`	Lock conference (prevent new participants)
`*` `5`	Unlock conference (allow new participants)
`*` `6`	Mute line
`*` `7`	Un-mute line
`*` `8`	Allow conference to continue after you disconnect
`*` `9`	Automated roll call of conference participants (if activated)
`*` `#`	Count the number of participants on the conference
`#` `#`	Mute all lines
`9` `9`	Un-mute all lines
`#` `1`	Turn Listen Only Mode ON
`#` `2`	Turn Listen Only Mode OFF
`0` `0`	Ask for operator
`*` `*`	List available commands

*Please call Level 3 Customer Care if you need immediate assistance.

Users in the US or Canada can contact Customer Care by dialing (888)447-1119.
Worldwide Customer Care:

•Argentina:	08006660297	•Australia:	1800000571	•Austria:	08002933379
•Belgium:	080011683	•Brazil:	00081562038258	•Canada:	8006684703
•Chile:	800532966	•China:	108001400538	•Denmark:	80886179
•Finland:	0800112305	•France:	0800916540	•Germany:	08001825610
•Hong Kong:	800968882	•Ireland:	1800514027	•Italy:	800784639
•Japan:	00531160266	•Luxembourg:	80023955	•Mexico:	0018005148258
•Netherlands:	08000222031	•New Zealand:	0800446209	•Norway:	80014197
•Poland:	008001114554	•Portugal:	800819401	•Singapore:	8001011387
•Spain:	900951512	•Sweden:	0200285580	•Switzerland:	0800564169
•United Kingdom:	08005280800	•Venezuela:	08001003090		

If you are unable to reach Level 3 Customer Care, please call Matthew Peterson, CTI Systems Administrator at Office: 415.526.1603 or Cell: 707.570.9895 or email support@coactive.com and copy Dawn Gilbert at dawn@coactive.com to ensure proper resolution.