

Global Conference® Moderator Controls User Guide

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GLOBAL™ CONFERENCE dearly the sound choice

Home My Account Call History

Moderator Controls

Call Summary: Outlook Add-In

Active Participants: 4
Total Calls: 7
Start Time: 12:30 PM

Currently Moderating:

Name	Access Code	Pin
Marketing	123456	1234

To change call to moderate [click here](#)

1 (800) GCP-CONF

Mode: (select one) Conversation (unmute all) Q & A Presentation (mute all)

Controls: Lock Record Music Chimes End

NAME	NUMBER	ENTERED	STATUS	PING
	1 (213) 967-****	12:30 PM	Active	
McGuire, Timmy	1 (805) 567-****	12:32 PM	Active	
Schmit, Jill	1 (310) 507-****	12:31 PM	Active	
Smith, Bob	1 (213) 458-****	12:30 PM	Active	

Total Calls: 7
Active Participants: 4

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What are Moderator Controls?

Web-based moderator controls allow organizers to manage their conference during the call from the “My Account” section of GlobalConference.com.

You can:

- Click to hear recorded name prompts
- Monitor who is on your call and when they joined
- Manage call features including recording, muting, and Q&A
- Mute or disconnect individual callers as needed
- Get the attention of individual participants with a “ping” feature

When Should I use Moderator Controls?

Moderator controls allow you to monitor and control all your conferences more effectively. Use whenever you need an extra level of security or control.

- Identify all callers individually
- Track attendance and duration of participation
- Disconnect individual callers who have entered accidentally or inappropriately
- “Ping” individual participants to ask direct questions or test connections
- Quickly and easily change conferencing setup controls

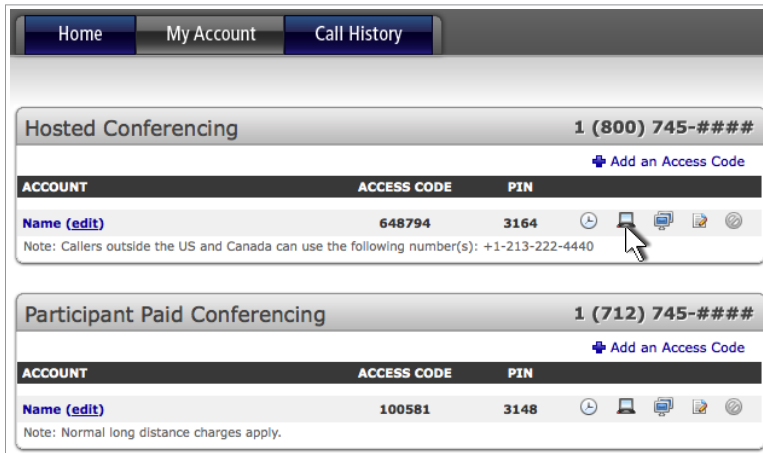



Figure 1

How do I Access Moderator Controls?

1. Log in to your Global Conference account
2. Select the "Moderate" icon () next to the call you'd like to moderate (see figure 1)
3. The Moderator Control dashboard will appear with the following call features as a default setting (see figure 2):

Conference is Unlocked
 Conference Muting Mode: Conversation Mode (all lines open and unmuted)
 Music-on-hold: On
 Entry Chimes: On

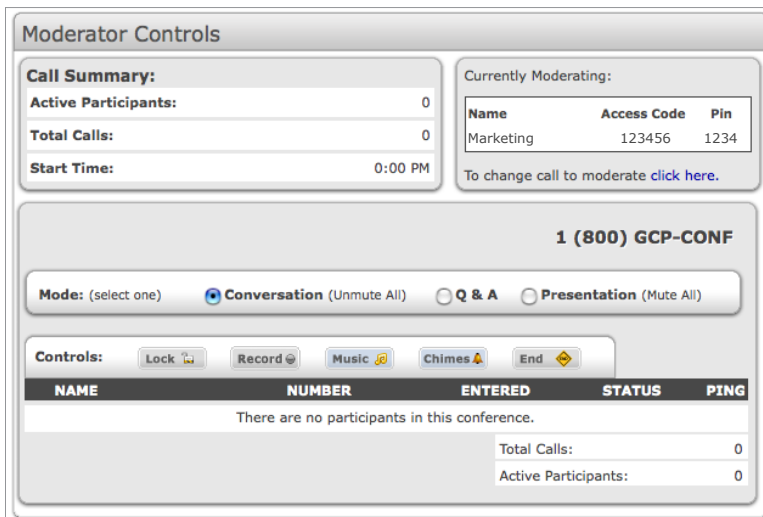


Figure 2

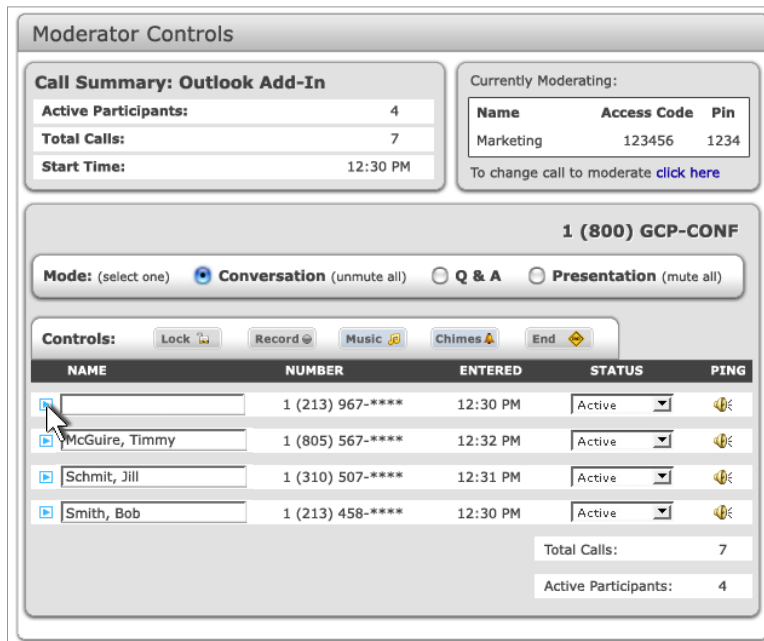


Figure 3

Identifying Callers on my Call

Upon entering the conference call, participants are asked to speak their name after a tone. This recording is used as identification once logged in to the Moderator Controls dashboard.

1. Click the “play” icon on the left side of the name field (see figure 3)
2. The participant’s recording of their name will play over your computer speakers
3. Type in the name that you hear in the field provided. Now you can easily associate the caller with the telephone number from which they are calling.

Note: If a group of callers is calling in from the same number, you will want to note the name of the group rather than the individuals.

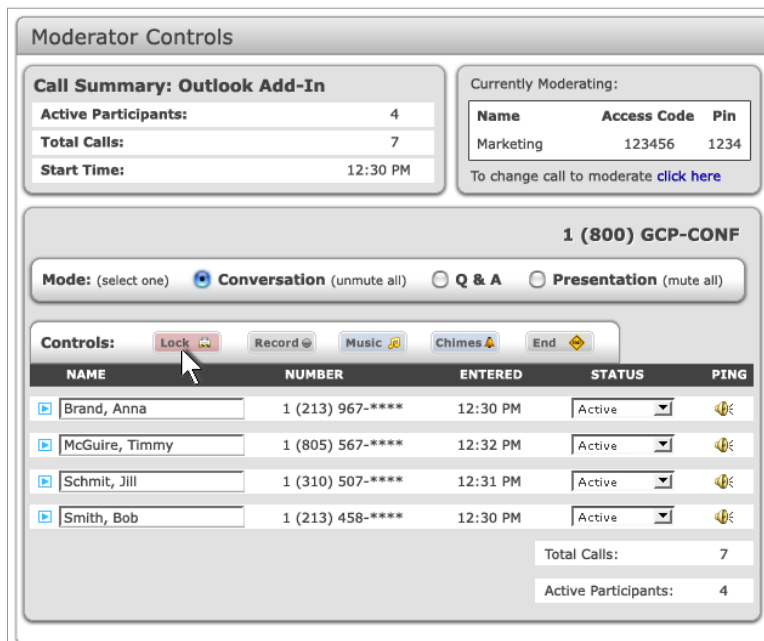


Figure 4

Locking the Conference

While using the Moderator Controls, the moderator has the option to lock the conference. Keep in mind that once the conference call is locked, no one will be allowed in unless they use the Organizer Access code. If participants have to disconnect during the call, they will not be able to rejoin a locked conference. A red-shaded “Lock” button denotes a locked conference

To lock the conference:

1. Select the “Lock” icon in the “Controls” section (see figure 4)



Figure 5

Recording a Conference

Recording your conference using Moderator Controls is simple! The Moderator just needs to click the “Record” button in the “Controls” section (see figure 5). Each participant will be required to acknowledge their consent to continue participating. To pause or stop the recording, press the “Record” button again. A red-shaded “Record” button lets you know recording is active.



Figure 6

Enabling and Disabling Music-on-Hold

The first participant to arrive for your call will hear music-on-hold. Also, if participants choose to have a one-on-one private chat with you, the remaining participants will also hear music-on-hold at that time. If you would like to disable this feature, select the “Music” button located in the “Controls” section. A red circle and line through this button will display to notify the moderator that music-on-hold has been deactivated (see figure 6).

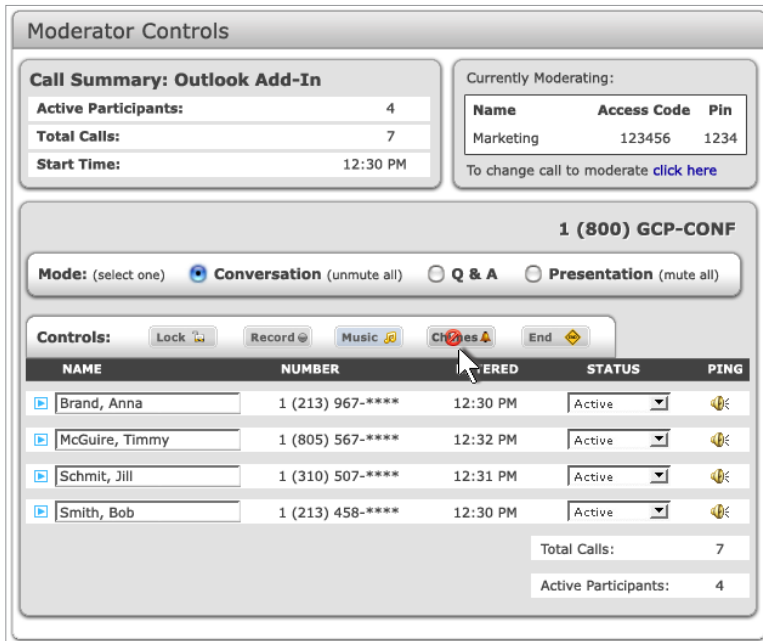


Figure 7

Enabling and Disabling Entry Chimes

The default setting has entry chimes enabled. This means that every time a participant enters the conference call, a notification chime will sound. To disable the entry chime feature, select the “Chimes” button on the “Controls” section. A red circle and line through the button lets you know that the entry chimes are disabled (see figure 7).

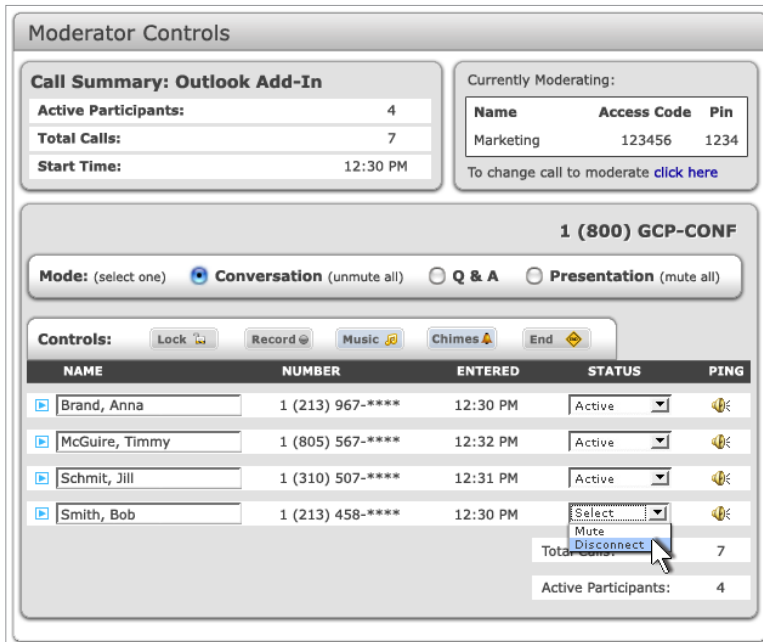


Figure 8

Disconnecting Participants

The Moderator Control dashboard allows the Moderator to disconnect people who should not be on the call or are being disruptive. To disconnect one user, find the user on the list and select “Disconnect” in the dropdown menu. Alternatively, you can disconnect everyone on the call including the moderator by selecting the “End” button in the “Controls” section (see figure 8). Note that this is the most effective way to ensure that no one fails to disconnect at the end of your conference.

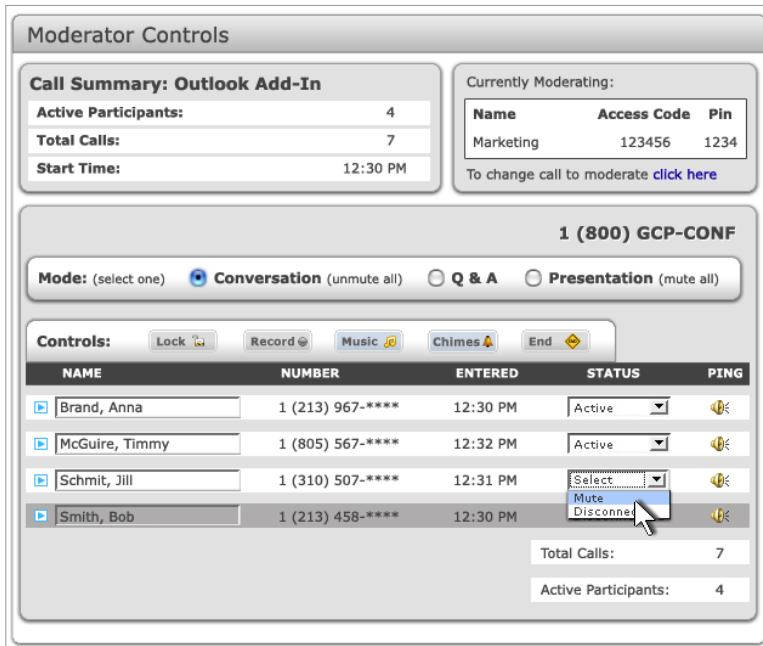


Figure 9

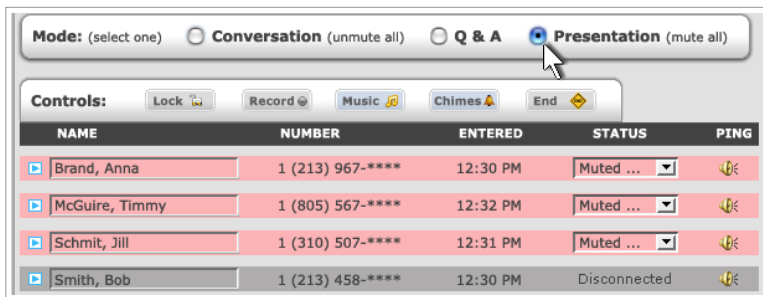


Figure 10

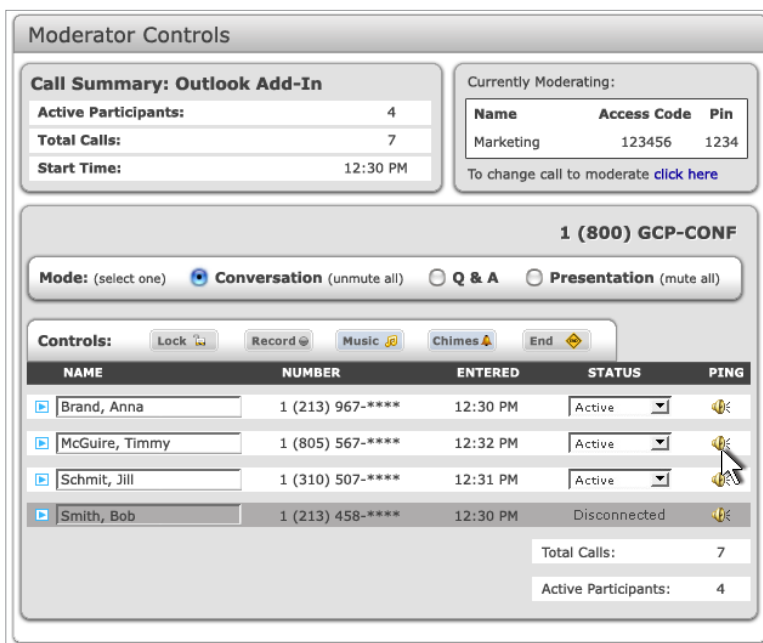


Figure 11

Muting Participants

There are several ways the Moderator can mute callers. To mute individual participants, find that party on the list, then select "Mute" from the dropdown menu (see figure 9).

To mute everyone in the conference call, simply change the Mute mode to Presentation mode (see figure 10). Everyone in the call except those who have entered as an Organizer (* followed by the access code) will then be muted. To ensure that you are heard on the call, make sure that you use the Organizer Access Code when entering the conference.

Using the Ping Feature

The Ping feature is an audible alert/tone played to participants on the conference by way of the Ping icon (see figure 11). Only the participant whose corresponding Ping button is selected will hear this tone. Make sure the person being Pinged is not muted - - or the conference is not in Presentation mode - - for that person to be able to respond.

Below are common uses for the Ping:

- When informing the next presenter/speaker that it is their turn to talk
- Alert participant to say their name if the name recording at the beginning of the call was unclear or blank

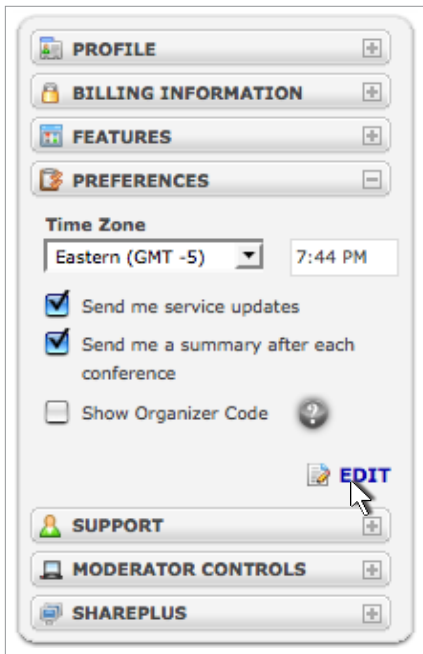


Figure 14

Updating Preferences

In the Preferences section you can:

- Update Your Time Zone
- Choose to receive Service Update emails
- Select whether you would like to receive post-conference summary emails
- Select to have the Organizer Code column visible

1. Select “Edit” (see figure 14)
2. Make your preference selections
3. Click “Update”

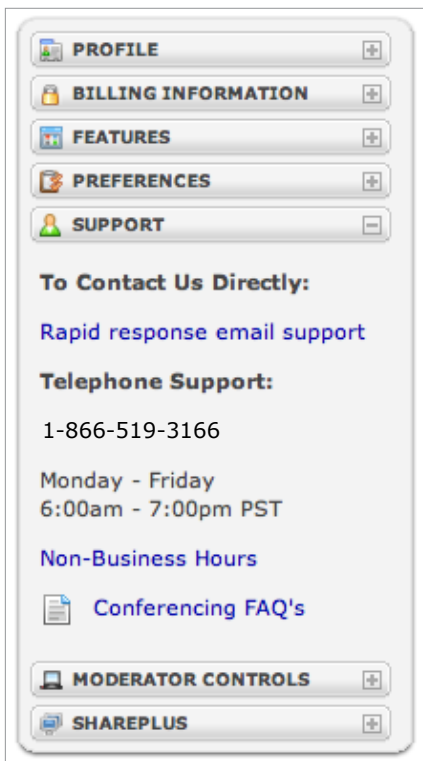


Figure 15

Getting Customer Support

To find the Global Conference Toll-Free Customer Support number, select the “Support” tab in the right-hand menu (see figure 15).

You will also find a link to our rapid response email (available 24/7), conferencing FAQ’s, and the Administrator User Guide.

Additional Questions?

Review our [FAQ's](#) for answers to common questions.

You can also call 1-866-519-3166 or

email enterprise-support@globalconference.com