

ReadiVoice®

Subscriber Guide



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About this Manual

This introduction provides a brief overview of the *ReadiVoice Subscriber Guide* and its document conventions.

Purpose

The ReadiVoice conferencing system provides on-demand conferencing. To use the system, you set up an account that gives you access to the system. Account owners are called *subscribers*. Once you're a subscriber, you can hold a conference whenever you wish.

This publication guides subscribers in the use of the ReadiVoice system. It tells you how to set up and control your ReadiVoice conferences. The topics covered include:

- Overview of the ReadiVoice system ([Chapter 1](#))
- Setting up and starting conferences ([Chapter 1](#))
- Using the Moderator to control a conference ([Chapter 2](#))
- Using touchtone commands to control a conference ([Chapter 3](#))

Conventions

This document uses the following conventions:

- Field names, buttons, and other parts of the user interface are shown as follows:
 - Type the number into the **Phone Number** field and click **Dial**.
 - Click **Cancel** to close the dialog box.
- Keys that you press are shown as follows:
 - Move the cursor by pressing **TAB** or **SHIFT+TAB**.
 - To lock the conference, press ***4**.
- Procedure steps and the system's responses to them are shown as follows:
 - 1** Click the **Dial** button.
The **Dial** dialog box appears.

Introducing the ReadVoice System

This chapter provides an overview of the ReadVoice conferencing system, its features, and the ways to set up and start a conference.

ReadVoice Overview

Your service provider's ReadVoice conferencing system offers you an easy to use, full-featured conferencing solution. With it, you can easily and instantly communicate with groups of business colleagues or friends and family.

ReadVoice teleconferencing is a *subscriber*-based service. A subscriber is someone, such as a chairperson or conference host, who has a teleconferencing account. Your service provider determines how you get a conferencing subscriber account and what options and features you can choose.

Once you have a subscriber account, you have access to a specified number of conferencing ports (telephone lines), which you can use at any time. No advance reservation is necessary (or possible). You can have only one conference active at a time.

You can set up and start a conference by dialing into the system from any phone or by using a Web browser. Participants join your conference by dialing in, responding to an Outlook meeting request or email message, or being called by the system.

You can use the Moderator application (see [Chapter 2](#)) to control your conference over the Internet (or designate someone else to do so). You can also use *touchtone* (telephone keypad) commands to control your conference (see [Chapter 3](#)).

Users of ReadiVoice

The ReadiVoice system supports the following users:

Participants

The people who join a conference.

Subscribers

The people who own ReadiVoice accounts and can initiate conferences.

Moderators

The people who use the Moderator application (see [Chapter 2](#)) to control a conference over the Internet. Typically, this is a subscriber, but subscribers can designate someone else to control their conference.

Operators

The service provider employees who answer subscriber and/or participant requests for an operator. Operators can monitor conferences, resolve problems, and provide other assistance to subscribers or participants.

Provisioners

The service provider employees who add, edit, and delete subscriber accounts. Provisioners are the first point of contact for subscribers of the ReadiVoice system.

System Administrators

The service provider employees who configure and maintain the ReadiVoice system.

Access Numbers, Passcodes, and Security Codes

The ReadiVoice system uses several different types of numbers and codes to allow access and maintain conference security:

Access phone number

A telephone number (typically, toll-free) that you and your participants can dial to reach the system. This number may be *private* (assigned to only one subscriber) or *shared* (assigned to many subscribers).

If you have a shared access number, you're also given either an access code that everyone must enter or a participant password that ordinary participants must enter (you enter the subscriber password instead).

Access code

A code number that identifies your subscriber account. If you have a private access phone number, this access code isn't required, since the private access phone number uniquely identifies your subscriber account.

Subscriber password (PIN code)

A personal identification number that identifies you as the conference host, thereby letting you start conferences and use the interfaces, commands, and options reserved for the subscriber.

Participant password (PIN code)

A personal identification number that identifies your participants. If you have a shared access number, the participant password may replace the access code, depending on your service provider.

If a conference requires a participant password, then participants who dial in must enter it to identify themselves before they can join the conference.

Conference security code

An optional code number that you can assign to a conference to enhance security (if your account supports this feature). If a conference requires a security code, then participants who dial in must enter it to join the conference.

Three Basic Types of Conferences

Once you've set up a subscriber account with your service provider, the conferencing service is available 24 hours per day, seven days per week. To hold a conference, you can:

- Set up and start a *dial-out* conference. In this case, the ReadVoice system calls the participants (including you, if you want). Those that answer and accept are added to the conference.
- Arrange for a *meet-me* conference and start it at the chosen time. In this case, the participants dial into the conference.
- Arrange for a *one-click* conference and start it at the chosen time. In this case, the participants go to a Web page by clicking a link that you send them by email. On that Web page, they enter their name and phone number, and the ReadVoice system calls them at that number.

See "[Starting a Conference](#)" on page 7 for an overview of these three processes.

Conferencing Features

The ReadiVoice system provides many conference features designed to enhance the audio conferencing experience for you and your participants.

Some features are available only if your account is configured for them. Not all service providers support all features. To change the configuration of your subscriber account, contact your service provider.

The features that may be available in your conferences are described briefly below. They're controlled either with *touchtone* (telephone keypad) commands or through the Moderator.

For more about configuring and using these features, see [Chapter 2](#), "Using the Moderator," and [Chapter 3](#), "Using Touchtone Commands."

Help

Any participant can request help for the available commands. The requesting participant hears a message that lists the available features and their associated touchtone commands.

Conference Lock

You can lock a conference, preventing anyone from entering, and unlock it again. If you're in a subconference, you can lock and unlock the subconference.

Conference Lock with Waiting Room

The Waiting Room feature provides a "holding area" for callers attempting to enter a locked conference. The system asks callers to wait (on music hold) while you're notified, and it informs you when callers are waiting.

Using either the Moderator or touchtone commands, you can speak individually with the waiting callers and admit or disconnect each caller. Or, you can unlock the conference to admit all the waiting callers at once.

Participant Mute

All participants can mute and unmute their own line. An acknowledgment tone confirms the mute or unmute command.

Mute All

You can simultaneously mute or unmute all lines in the conference except for your own. However, you can't mute an operator, if one is present, and conference participants can unmute themselves.

Listen Only

Like Mute All, Listen Only lets you simultaneously mute or unmute all lines in the conference except for your own. But if Listen Only is on, conference participants can't unmute themselves.

Listen Only on Entry

With this feature turned on, your conferences start with Listen Only turned on.

Participant Count

Any participant can check the number of participants in conference at any time. The system announces the participant count privately to the requesting participant.

Name Record /Roll Call

With this feature enabled, the ReadVoice system prompts all participants (including you) to record their names before it places them into the conference. During the conference, you can request one of two kinds of roll calls (depending on your service provider):

Private Roll Call – The participant count and recorded names are played privately to you. This type of roll call may also be available to ordinary participants.

Conference Roll Call – The participant count and recorded names are played to the whole conference. This type of roll call is only available to the subscriber.

Entry and Exit Announcement

When a participant enters or leaves a conference, the system can either sound a tone, play a message that includes the participant's recorded name, or do nothing. You can change this for your account or for a specific conference.

Operator Request

Depending on account configuration, either you or anyone in the conference can request operator assistance. A participant can only request a private consultation with the operator, but you can also request that an operator join the conference.

Dial Out

Enables you to place calls from the conferencing system in order to connect new participants to a conference. You can place calls with touchtone commands or through the Moderator. Or, if an operator is available, the operator can place calls for you.

Conference Record

Enables you to connect (dial out) to a recording device for the conference. Conference participants are informed that the conference is being recorded.

Quick Start

Allows conferences to start as soon as the first participant dials in. Participants don't wait on hold for you to arrive. Be aware that Quick Start conferences are less secure than conferences that don't start until someone enters the subscriber password.

Conference Continuation

Allows the conference to continue after you hang up (conferences normally end when the subscriber hangs up). If your account permits, you can toggle this on or off for each conference.

Auto Continuation

If your account permits, you can decide whether all your conferences start with continuation on or off.

Expand On Demand

Enables you, using the Moderator, to temporarily increase the maximum number of participants permitted in your conference. This feature, if supported by your service provider, only *grants permission* to add more participants, it doesn't guarantee that the conferencing system can accommodate the additional participants.

The size change is for the current conference only. To permanently increase the maximum sizes of your conferences, contact your service provider.

Subconferencing

If your account includes this feature, you can have up to 15 subconferences. You can activate and deactivate subconferencing with a touchtone command. Once it's activated, participants can move themselves in and out of subconferences using touchtone commands. You can lock the subconference you're in so that no one else can enter.

Alternatively, if your service provider offers this service, an operator can manage subconferences and move participants.

Account Options Menu

If your account permits it, on your way into conference, you can access a menu of available account options and make changes. These may include:

- Change your [Subscriber password \(PIN code\)](#).
- Turn [Name Record / Roll Call](#) on or off and change your account's [Entry and Exit Announcement](#) setting.
- Turn [Quick Start](#) on or off.
- Change your account's [Auto Continuation](#) setting.
- Turn [Listen Only on Entry](#) on or off.
- Change your [Waiting Room](#) options.

Multiple Moderator Sessions

Allows more than one person to monitor and control a conference, provided he or she knows the subscriber password (PIN code).

Touchtone Conference Termination

You can end the conference and disconnect everyone with a touchtone command.

Auto Conference Termination

Automatically terminates a conference that has the minimum number of conference participants (one to three, as set by your service provider) after a specified period of time. May help prevent wasted conferencing minutes.

Conference account code

If your service provider offers this feature, you can assign a numeric code to a conference to identify it later. For instance, you might assign an account code that identifies the client or project with which the conference is associated. Such account codes can appear in the billing data you receive.

Depending on the configuration, you may be prompted to enter such a code when you dial in, or you may access this feature by entering a touchtone command while in conference.

Starting a Conference

Depending on your subscriber account configuration and the options supported by your service provider, you can set up and start a conference in several ways. To hold a conference, you can:

- Set up and start a *dial-out* conference. You can start your conference either by dialing in or by using the Moderator. Then, you call the participants by doing one or more of the following:
 - In the Moderator's phone book, choose a group (list of participants) you previously created or set up a new group, and then have the ReadVoice system call them all at once.
 - In the Moderator, call the participants one at a time. Use this method to dial numbers that aren't in your phone book without adding them to your phone book.
 - Using touchtone commands on your telephone, call the participants one at a time.

[Chapter 2](#) describes how to dial out from the Moderator. [Chapter 3](#) describes the touchtone commands you can use to call participants.

- Arrange for a *meet-me* conference and start it at the chosen time. In this case, you contact the participants in advance and give them the information they need in order to dial into the conference:
 - The date and time of the conference.
 - The access phone number.
 - The access code that identifies your account or the participant password, if your account uses one of these.
 - Optionally, the conference security code you'll assign to this conference (if this feature is available and you choose to use it).
- Send an email message to the participants containing a One-Click Conference link (if your service provider supports this feature and provides you with such a link) and telling them the date and time of the conference.

Click the link yourself to start the conference. On the Web page to which it takes you, enter your name and phone number, click the check box to indicate that you're the subscriber, and enter your subscriber password. The ReadVoice system then calls you and starts the conference.

Participants click the link and, on the same Web page, enter their name and phone number. The ReadVoice system then calls them and places them into the conference.

The participant dial-in process is described in the next section.

Participant Dial-In Process

When someone calls your access phone number, what happens depends on your subscriber account configuration and the settings you made for this conference. Here is the basic sequence of events:

- 1** The ReadVoice system answers the call and, if required, prompts the caller for the access code or password (PIN code).
- 2** If the conference hasn't started yet (and Quick Start isn't on), the system places the caller on music hold until you arrive.
- 3** Once you start the conference, the waiting participants are prompted to enter the conference security code, if required, and then placed into the conference with you.
- 4** If a participant arrives after you've started the conference, the system prompts for the conference security code (if used) and then places the participant into the conference.

If the Roll Call feature is turned on, callers are prompted to record their names before entering the conference. If the Lock with Waiting Room feature is turned on, callers are put on music hold even if you've arrived, and remain

there until you process them. The system has a maximum hold time, set by your service provider. If a caller stays on hold for the maximum time, the system plays a message and disconnects the line.

Callers who enter the access code, password, or conference security code incorrectly three times are played the appropriate message and then either sent to an operator (if available) or disconnected.

Using the Moderator

This chapter describes how to use the ReadVoice Moderator to monitor and control your conferences over the Internet.

Overview of Moderator

The ReadVoice Moderator lets you control your conferences using a browser with Internet access. It requires no plug-ins or applets.

The Moderator interface offers a visual, point-and-click alternative to using touchtone commands for controlling your conference and changing account options. It provides many capabilities not available through the touchtone interface, and it offers enhanced participant information and control.

For instance, the Moderator provides you with a personal phone book that you can use to set up conferencing groups. Then, you can easily start a conference by dialing out to the entire group at once.

The Moderator interface is typically used by you, as the subscriber; however, you can delegate this function to someone else.

To use the ReadVoice Moderator, you need:

- Microsoft Internet Explorer (IE), version 5.5 or newer.
- The Internet address (URL) for the Moderator. Get this from your service provider.
- The access phone number and access code (if needed) for your conferences and the subscriber password for your account.

The sections that follow describe how to access the Moderator and use the controls and features that may be available to you in the Moderator application.

Some features are available only if your account is configured for them. Not all service providers support all features. To change the configuration of your subscriber account, contact your service provider.

Opening the ReadiVoice Moderator

You can open the ReadiVoice Moderator at any time, either before starting your conference or during the conference.

To open the ReadiVoice Moderator:

- 1 Launch your browser and point it to the Internet address that your service provider gave you for the Moderator.

The **Moderator** login page appears (Figure 2-1).

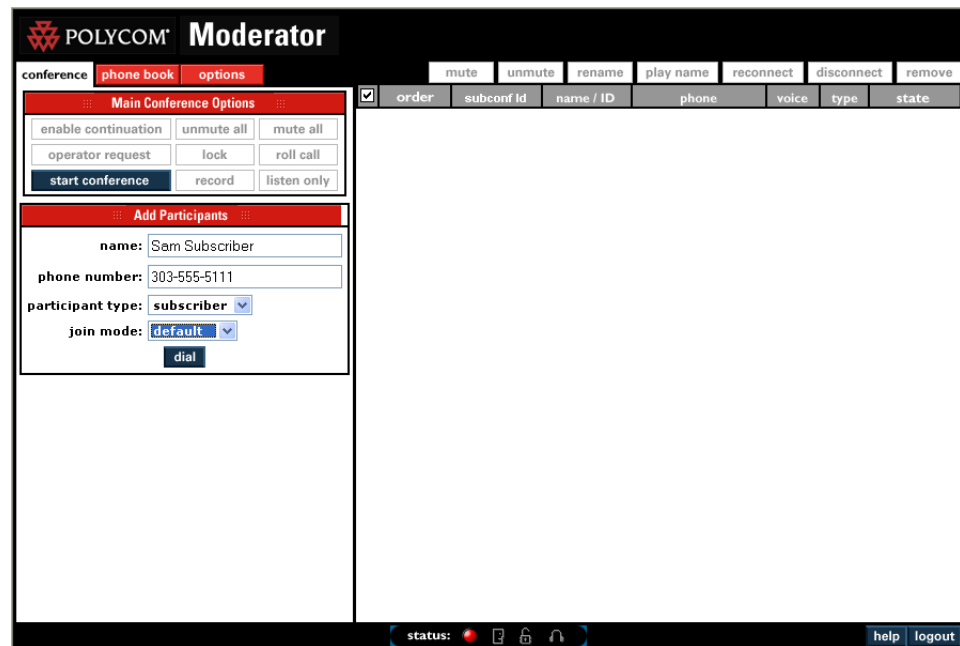
Because ReadiVoice Web pages can be customized, the pages you see may not look exactly like the ones shown in this manual. However, they have the same functions.

Figure 2-1 Logging into the **Moderator**

- 2 Fill in the fields that appear:
 - **Access Number** – Enter the access phone number (for IP systems this may be a SIP address) your service provider gave you.
 - **Access Code** – Enter the unique access code that identifies your conferences. If your access number is private, not shared, you won't see this field. If your account has separate subscriber and participant passwords, you don't have an access code; leave it blank.
 - **Subscriber Password** – Enter the subscriber password for your account.
- 3 Click **Login**.

The **Moderator** page appears (Figure 2-2). Initially, the **Conference** tab is selected (on the left). If you have a conference under way, the participants are listed on the right and the participant control buttons (above the list) and conference control buttons (on the **Conference** tab) are available. If not, these buttons are disabled (gray).

Figure 2-2 Moderator page



Changing Account and Conference Options

Click the **Options** tab (Figure 2-3) to change your account and conference options. Under **Account Options**, you can set:

Entry Announcement

Determines how the system announces the entry and exit of participants. The **Name** option is available only if you turn on **Name Record**.

Quick Start

Allows future conferences to start as soon as the first participant dials in. Participants don't wait on hold for you to arrive.

Quick Start conferences are less secure than conferences that start only when you enter the subscriber password.

Auto Continuation

Starts your conferences with **Conference Continuation** on, letting the conference continue after you hang up. If your account permits, you can toggle continuation for the current conference on the **Conference** tab (see "Working with Your Conference" on page 18).

Name Record

Determines whether participants (including you) are prompted to record their names before being placed into conference.

Listen Only Entry

Starts your conferences in listen only mode. All participants' lines are muted and they can't unmute themselves.

Waiting Room

The waiting room is a "holding area" for callers trying to enter a locked conference. Select **Off** to reject callers when a conference is locked. Select **On** to put callers in the waiting room when a conference is locked. Select **On Entry** to start your conferences locked with all callers going to the waiting room.

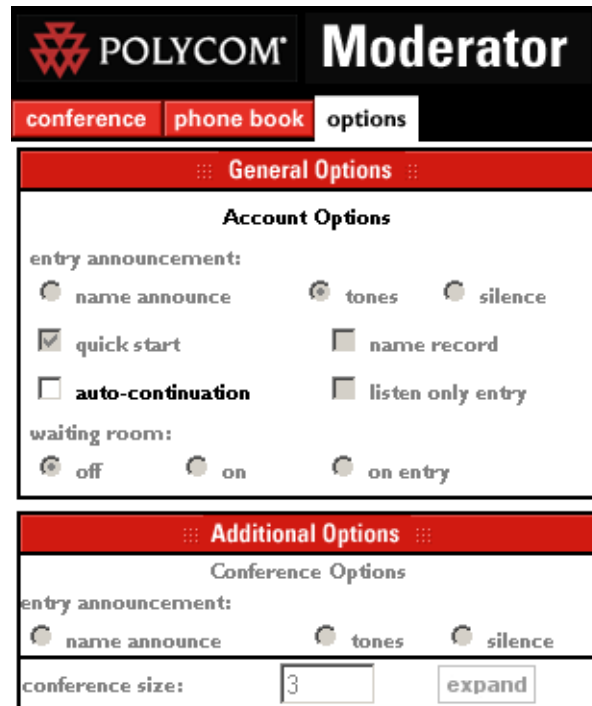
Under **Conference Options**, you can:

- Change the **Entry Announcement** for just the current conference.
- Expand the **Conference Size** for the current conference.



Expanding a conference makes it *possible* to add more participants, but it doesn't guarantee that the ports will be available. That depends on how busy the system is.

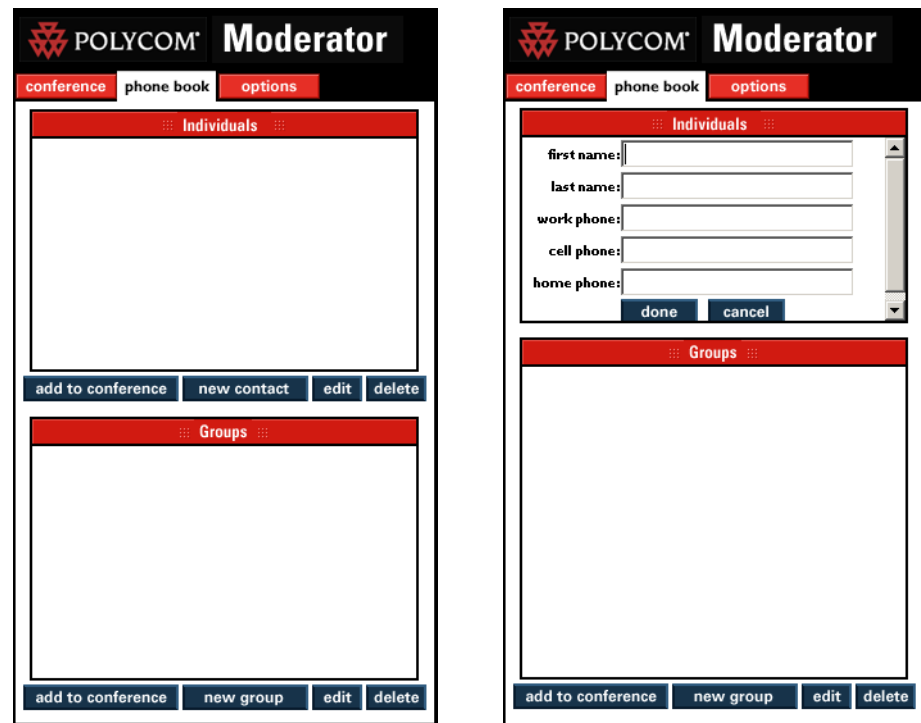
Figure 2-3 Options tab



Using Your Phone Book

Click the **Phone Book** tab (Figure 2-4) to use your personal phone book.

Figure 2-4 Phone Book tab before and after clicking **New Contact**



Adding Individuals

To add someone to your phone book:

- 1 On the **Phone Book** tab, click **New Contact**.
- 2 Enter the person's name and at least one phone number.
- 3 Click **Done**.

The system adds the person to your list of individuals.

Repeat to add more people. To modify an entry, select it (click the check box) and click **Edit**. Your phone book can contain up to 115 entries.

Creating Groups

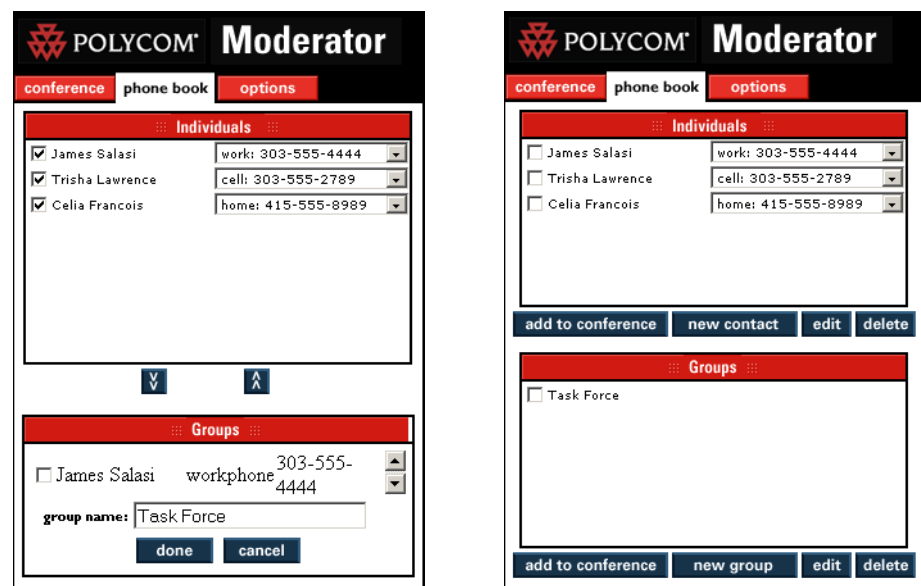
To create a conferencing group (see [Figure 2-5](#)):

- 1 On the **Phone Book** tab, click **New Group**.
- 2 Enter a name for the group, such as Marketing Group or Softball Team.
- 3 In the **Individuals** list, select the names and numbers you want.
- 4 Add the selected entries to the group by clicking the down arrow button.
- 5 To remove an entry from the group, select it and click the up arrow button.
- 6 When you're satisfied with your group, click **Done**.

The system adds the new group to your list of groups.

Repeat to create more conferencing groups. To modify a group, select it and click **Edit**.

Figure 2-5 Phone Book tab with group being defined and after creating group



Dialing Out from the Phone Book

Before you dial out to participants, you may want to dial in first (or dial out to yourself) for two reasons:

- Unless you have **Quick Start** turned on, everyone you dial out to must wait on hold until you arrive.
- If **Name Record** is on and you've arrived and recorded your name, the system uses your recorded name to customize the greeting it plays to the participants it calls. If not, it has to use a generic greeting.

To add the other participants:

- 1 To call a group, select it in the **Groups** list and click **Add to Conference**.

The system calls everyone in the group. They appear in the participant list on the right (initially, with a status of Dialing). The system plays a greeting to those that answer and asks them to press a key to join the conference. If they do so, the system places their line into conference (if **Name Record** is on, they're first prompted to record their name).

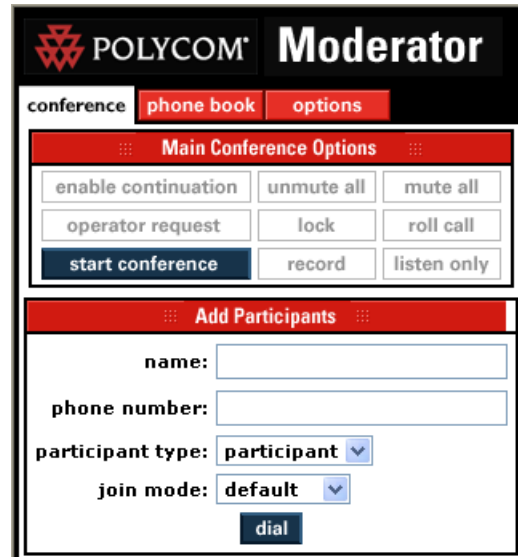
- 2 To add one or more people individually, select the names and numbers in the **Individuals** list and click **Add to Conference**.

The system calls each person you selected at the selected number. The process is the same as the one described for calling a group.

Working with Your Conference

Click the **Conference** tab (Figure 2-6) to start or control a conference.

Figure 2-6 Conference tab



Using the Conference Controls

The buttons at the top of the **Conference** tab let you control the conference. They are:

Start Conference

If you don't have a conference under way, click the **Start Conference** button to start one. Once a conference has started, this button becomes **End Conference**. Click it to disconnect all participants and end the conference.

You can also start a conference by dialing in or by dialing out to yourself or someone else. The other conference control buttons aren't available until a conference is under way.

Enable Continuation

Enables the current conference to continue after you hang up. If continuation is on and your account lets you turn it off, this button becomes **Disable Continuation**.

Unmute All

Unmutes all conference participants so they can speak to the conference.

When the conference starts, the status light at the bottom of the page changes from red to green.

Mute All

Mutes all conference participants except the subscriber (and, if present, operator and recorder). Muted participants hear the conference, but can't speak to it. But, they can unmute themselves.

Operator Request

Asks an operator to join the conference.

Lock

Locks the conference so that no one else can join. When the conference is locked, this button changes to **Unlock**.

If **Waiting Room** is turned on, callers are asked to wait while you're notified; if it's not, they're told that the conference is locked, and then they're disconnected.

Your service provider determines whether an operator can enter a locked conference or must wait for you to unlock it. You hear a message announcing either that the operator has entered or that the operator wants to enter.

The status area at the bottom of the page shows you whether the conference is locked or unlocked.

Roll Call

Plays the recorded names of participants. May also play the participant count, if this feature is available. You must have **Name Record** turned on for your account (see "[Changing Account and Conference Options](#)" on page 13).

Record

Dials out to a recording service. A message notifies participants that the conference is being recorded.

Listen Only

Mutes all conference participants except the subscriber (and, if present, operator and recorder). Conference participants can't unmute their own lines. When the conference is in listen only mode, this button changes to **Unlisten Only**.

Two buttons at the bottom right of the page are also available:

Help

Opens the online help for the Moderator.

Logout

Logs you out and returns you to the Moderator login page. Logging out doesn't affect the conference in progress.

Dialing Out to a Single Person

The **Conference** tab's **Add Participants** area lets you quickly dial a number that's not in your phone book. If you don't already have a conference under way, dialing out starts one; so, if you don't want to dial in, you can start a conference by dialing out to yourself.

The **Add Participants** function is best suited to adding a participant or two to a conference. To dial several people, it's much faster and easier to use the Phone Book (see ["Using Your Phone Book"](#) on page 15).

To call a single participant (or yourself):

- 1 On the **Conference** tab, under **Add Participants** (Figure 2-7), enter the name (for display in the participant list) and phone number of the person you're calling.

Figure 2-7 Dialing the subscriber

- 2 Select the **Participant Type** (subscriber or participant) and click **Dial**.



To add someone with a different talk mode from that of the conference, select the mode you want from the **Join Mode** list. For instance, you can add an additional speaker to a listen-only conference by setting **Join Mode** to **Unmuted**.

The Readivoice system dials the number and adds it to the participant list on the right (initially, with a status of Dialing). When the call is answered, the system plays a greeting (custom if you've recorded your name; otherwise, generic) and prompts the dialed party to press a touchtone key to join the conference.

If the person does so, the system places the line into conference (if **Name Record** is on, the dialed party is first prompted to record his or her name). The conference hears the announcement type you selected (name, tone, or silence).

Using the Waiting Room

When your conference is locked with waiting room, callers wait on music hold while you're notified. The system notifies you that a caller is waiting (if **Name Record** is on, you hear the caller's recorded name) and describes the touchtone commands for handling the caller.

Your service provider sets a maximum hold time for the ReadVoice system. If you leave a caller on hold for longer than that time, the system plays the caller a message and disconnects the line.

If many participants are calling in, you may prefer to turn off the notification messages and process the callers by using the Moderator instead of the touchtone commands.

Waiting callers appear in the **Waiting Room** area (Figure 2-8) at the bottom of the **Conference** tab.

Working with Participants

Click the check box to select a caller in the waiting room list. Process the caller using the buttons below the list:

One-on-One

To speak privately with the caller.

Disconnect

To disconnect the caller. Select multiple callers to disconnect them all.

Admit

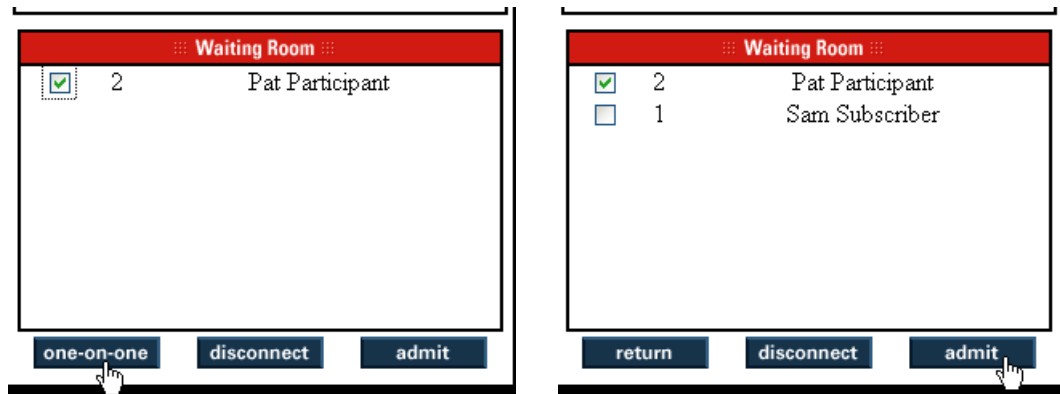
To add the caller to the conference. Select multiple callers to admit them all.

If **Name Record** is on, you can click **Play Name** (above the participant list) to hear the selected caller's name.

While you're speaking privately with a caller, your line appears in the **Waiting Room** area, and the **One-on-One** button becomes **Return** (Figure 2-8, on the right). Click it to put this caller back on hold.

Most of the Moderator page is dedicated to the participant list and its associated buttons (Figure 2-9). Here, you can view and manage the participants in the current conference.

Figure 2-8 *Waiting Room before and after connecting one-on-one with caller*



Participant Buttons

The buttons above the participant list perform various actions on the person or persons selected (checked) in the participant list:

Mute

Mutes the line of the selected participant(s) so they can't be heard in the conference.

Unmute

Unmutes the line of the selected participant(s).

Rename

Lets you edit the name of the selected participant.

Play Name

Plays the recorded name of the selected participant to the subscriber.

Reconnect

Dials out to and reconnects the selected participant.

Disconnect

Disconnects the selected participant(s).

Remove

Removes the selected participant from the list, if already disconnected. If the participant is still connected, he or she is disconnected; click **Remove** a second time to remove from the list.




Participant List

The participant list shows everyone who is:

- In conference
- On the way to conference (Dialing, In Menu, or Holding status)
- Talking with an operator
- Formerly in conference, but disconnected

Click the check box to select a participant.

Figure 2-9 Participant information section of *Moderator* page

					mute	unmute	rename	play name	reconnect	disconnect	remove
<input checked="" type="checkbox"/>	order	subconf Id	name / ID	phone	voice	type	state				
<input type="checkbox"/>	3	0	Celia Francois	4155558989		Participant	Waiting Room				
<input type="checkbox"/>	2	0	James Salasi	3035554444		Participant	Waiting Room				
<input type="checkbox"/>	1	0	Trisha Lawrence	3035552789		Participant	Waiting Room				

Resolving Moderator Problems

If you have trouble logging into the Moderator interface, verify that:

- 1 Your computer has access to the Internet.
- 2 You're using the correct Internet address (URL), provided by your service provider.

The login Web page has an address with **/cgi-bin/cmod** after the domain. For example, if the domain for your service provider were readivoice.com, the address for the Moderator would be **http://www.readivoice.com/cgi-bin/cmod**.

- 3 You're using a supported Web browser (Microsoft Internet Explorer version 5.5 or newer).
- 4 You entered the correct access phone number (or SIP address if you're on an IP phone connecting to an IP system), access code, and subscriber password.

If this fails, contact your conferencing service provider or your system administrator for help.

Using Touchtone Commands

This chapter describes the *touchtone* commands you can use to control your line or the conference. You enter touchtone commands by pressing keys on your telephone keypad.

The commands available depend on:

- Whether you're a subscriber or participant.
- What features and options are available to this subscriber account.
- How your service provider has configured the system.
- If you're the subscriber, whether you're in conference, processing callers in the waiting room, or dialing out to a participant.

The tables in this chapter show the default touchtone commands for the ReadVoice system. Where a touchtone command has a commonly used alternative meaning, that alternative is described in parentheses. However, your service provider can customize any or all of the touchtone commands, so the commands available and their meanings may be different.

Conference Commands

While in conference, participants can use touchtone commands to control their participation and, in the case of the subscriber, conference operation.

Your account options and feature settings determine which commands are available and to whom. Contact your service provider about changes to your subscriber account.

[Table 3-1](#) describes the commands that may be available in conference.

Table 3-1 Touchtone commands available in conference

Touchtones	Default Definition	Available to...
00	Call an operator to join the conference.	Subscriber
*0	Call an operator to speak privately with the requesting individual.	Subscriber and participant
*1	Dial out to a participant by using touchtone commands.	Subscriber
*2	Record the conference. (Alternately, may be configured for Conference Roll Call.)	Subscriber
*3	Change entry/exit announce setting (for current conference only).	Subscriber
*4	Lock the conference so that no one else can join. (Alternately, may be configured to toggle between Lock and Unlock.)	Subscriber Note: If you're in a subconference, this locks that subconference. To lock the main conference, return to it first or use the Moderator.
*5	Unlock the conference.	Subscriber Note: If you're in a subconference, this unlocks that subconference. To unlock the main conference, return to it first or use the Moderator.
*6	Mute the requesting individual's line. (Alternately, may be configured to toggle between Mute and Unmute.)	Subscriber and participant
*7	Unmute the requesting individual's line.	Subscriber and participant
*8	Turn on Continuation so the conference can continue after the subscriber disconnects.	Subscriber
*9	Play (to the requesting individual) the number of participants in conference and their names. Also called Private Roll Call.	Subscriber and participant
*#	Play (to the requesting individual) the number of participants in conference.	Subscriber and participant

Table 3-1 Touchtone commands available in conference (cont.)

Touchtones	Default Definition	Available to...
##	Mute all lines except subscriber and, if present, operator and recorder. (Alternately, may be configured to toggle between Mute All and Unmute All.)	Subscriber Note: With Mute All, participants can subsequently unmute their lines by pressing *7.
99	Unmute all lines.	Subscriber
#1	Listen Only: Mutes all lines except subscriber and, if present, operator and recorder. (Alternately, may be configured to toggle between Listen Only and Undo Listen Only.)	Subscriber Note: With Listen Only, participants can't unmute their lines.
#2	Undo Listen Only.	Subscriber
#3	Toggle (activate or deactivate) subconferencing.	Subscriber
#5	Process callers in waiting room. See Table 3-2 for commands used to process waiting callers.	Subscriber Note: You can't process waiting callers while in subconference.
#6	Toggle caller announcements (notification that a caller is waiting to be admitted).	Subscriber
#8	Disconnect everyone and end the conference.	Subscriber
#9	Enter a conference account code to identify this conference.	Subscriber
N##	Move to subconference N , where N is a number from 1 to the maximum number (up to 15) supported by your service provider.	Subscriber and participant Note: Only available to participants if subscriber has activated subconferencing.

Waiting Room Processing Commands

If your conference is locked with waiting room enabled, callers wait on hold for you to admit them to the conference. The ReadVoice system notifies you when callers arrive, and you can process them either from the Moderator interface or using touchtone commands.

If you press **#5**, the system prompts you to process waiting callers. [Table 3-2](#) shows the touchtone commands you can use to do so.

Table 3-2 *Waiting room processing commands*

Touchtones	Definition
*	Stop processing callers and return to the conference. Callers that are still in the waiting room remain there (until the maximum wait time, set by the service provider; then, they're disconnected).
#	Process the caller who's been waiting longest. The system connects you to that caller, and then you can enter one of the commands below. As long as callers are waiting, pressing # again connects you to the next caller.
1	Put the current caller (the one to whom you're talking) into the conference. Then, press * to return to the conference or # to process the next caller.
2	Leave the current caller in the waiting room. Then, press * to return to the conference or # to process the next caller.
3	Disconnect the current caller. Then, press * to return to the conference or # to process the next caller.

Dial-Out Commands

If your account permits dialing out, you can do so either from the Moderator interface or using touchtone commands:

- Moderator dial-outs are automated (“unattended”). The system places the call and prompts the called party to join the conference.
- Touchtone dial-outs are manual (“attended”). The system connects you to the dialed line and you can speak with the called party.

If you press *1 to dial out, the ReadVoice system prompts you to enter the phone number on your touchtone keypad. [Table 3-3](#) shows the touchtone commands available to you after the ReadVoice system places the call.

Table 3-3 *Touchtone commands available after dialing out*

Touchtones	Definition
*1	Connect you and the participant dialed to the conference.
*2	Connect the participant dialed to the conference and dial another participant.
*3	Disconnect the line and return you to the conference.
*4	Disconnect the line and dial another participant.

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