



# Welcome to Genesis Conferencing!

We are pleased to offer Genesis Anytime Conferencing services.

Genesis Anytime Conferencing is a toll-free dial-in service that is available for use **twenty-four hours a day, seven days a week**. Your account is now active and ready for your immediate use. Please refer to this personalized User Guide for your access number and descriptions of the In-Call menu Options and the Live Conference Viewer.

If you have any questions or need assistance at any time, please contact our Help Desk **Domestic: at 877-297-2901 and International: +1.339.970.0016**.

## CALL LEADER INSTRUCTIONS

1. Dial your Access Number: **TF 866-949-6798**      Toll Number: **404-537-3623**  
International **TF 00-800-2323-6600**
2. Enter your Conference ID: **XXXX**, then press **#**
3. Press **\*** to sign in as the call leader.
4. Enter your Subscriber PIN: **XXXX**, then press **#**
5. You will hear silence until another person joins the call.

## PARTICIPANT INSTRUCTIONS

1. Dial the Access Number provided by the Call Leader: **TF 866-949-6798**
2. Enter the Conference ID: **XXXX**, then press **#**
3. If the call leader has not started the call yet, you will hear hold music.  
**\*\* Participants will NOT be asked for the Subscriber PIN.**

## LISTEN TO PREVIOUSLY RECORDED CALL

1. Dial the Playback Access Number: **TF 877-800-7484**
2. Enter your Conference ID: **XXXX**, then press **#**
3. Enter the Recording Number (chosen by Call Leader when Conference was recorded) followed by **#**

## TELEPHONE IN-CALL MENU COMMANDS

### IN-CALL MENU COMMANDS: CALL LEADER

- \*\* (star) Conference Instructions / In-Call Menu Commands
- \*1 Outdial to Participant
  - 1 Connects Participant to Conference
  - 2 Connects Participant and allows Leader to dial another participant
  - 3 Disconnects Dial-Out
  - 4 Disconnects Dial-Out and allows Leader to dial another participant
- \*2 Start and stop recording
- ## Mute all Participants
- 99 Un-mute all Participants
- \*4 Lock conference
- \*5 Unlock conference
- \*6 Mute line
- \*7 Un-mute line
- \*8 Extend or End conference
- \*# Caller count

### IN-CALL MENU COMMANDS: PARTICIPANT

- \*\* (star) Conference Instructions / In-Call Menu Commands
- \*6 Mute line
- \*7 Un-mute line

*If a participant is encountering any issues, please have them call our Help Desk at 877-297-2901.*

## LIVE CONFERENCE VIEWER ACCESS

The Conference Leader can control the conference via the web:

Go to <http://www.genesisnetworks.com/live-view.html>

1. Enter your assigned Username and Password:

Username: **XXXX**

Password: **XXXX**

From this screen, the Call Leader can Mute and Unmute participants, disconnect participants, lock and unlock the conference, dial out to participants, and record the conference.

## DIALING OUT TO PARTICIPANTS

The Call Leader can dial out to participants via the phone or the Live Conference Viewer:

### Via the phone:

1. Once the Call Leader dials in, they will press **\*1** to dial out to a participant.
2. Enter the telephone number, followed by the **#** sign. *(When dialing an international number, start with the country code – do NOT dial 011)*

3. To confirm the number is correct, press the # sign.
4. When the party answers, the Call Leader has the following options:
  - a. Press \*1 to connect both the participant and Call Leader to the conference
  - b. Press \*2 to connect the participant and continue dialing dial out to another party
  - c. Press \*3 to disconnect the participant
  - d. Press \*4 to disconnect the participant and continue dialing out to another party

#### Via the web:

1. Log into the **Live Conference Viewer** using the link provided.
2. After the Call Leader dials in on the phone, click “invite” and enter the phone number in the Phone Number field.
  - a. **Do not use hyphens or spaces when entering the number.**
  - b. **When dialing an international number, start with the country code – do NOT dial 011**
3. Press the “call” button and the system will dial the number.
4. When the party answers, press the “join” button, and both the participant and the Call Leader will be connected to the conference.

## RECORDING YOUR ANYTIME CONFERENCE CALLS

You can record your conference calls 2 ways:

#### Via the phone:

1. Once the Call Leader dials in, they need to press \*2 to turn on recording.
2. The system will ask for the recording ID – enter any number, and remember it for later.
3. To stop recording at the end of the conference, just hang up the phone.

#### Via the web:

1. Log into the **Live Conference Viewer** using the link provided.
2. After the Call Leader dials in on the phone, they will enter a Recording Number in the recording Number field on the right hand side of the **Live Conference Viewer**, then press start (the button with the circle on it.) The system will announce that recording is on.
3. To stop the recording, you can either stop it via the **Live Conference Viewer**, or by hanging up.

**To retrieve the recording:**

To dial in and listen to the recording over the phone, dial **877-800-7484**. When prompted, enter your Conference ID and then the Recording ID you created when turning on the recording feature.

If you would like a copy of the recording on CD or via a downloadable link, please send the following information to our recording department at [post\\_conference@genesisnetworks.com](mailto:post_conference@genesisnetworks.com) once your call is finished:

- 1. Conference ID**
- 2. Recording ID**
- 3. Format (CD or download link)**

If requesting a CD, please provide shipping information. If requesting a downloadable audio file, please provide the email address to which the link should be sent.