



Welcome to Genesis Audio Conferencing!

Genesis Audio 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.

Please refer to your email for your Conference ID and Subscriber PIN.

If you have any questions or need assistance at any time, please contact our Help Desk at **877-297-2901**.

CALL LEADER INSTRUCTIONS

1. Dial your Access Number;

| | |
|-------------------------|-------------------------|
| Toll Free: | 866-949-6798 |
| Toll Number: | 404-537-3623 |
| Int'l Toll Free: | 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;

| | |
|-------------------------|-------------------------|
| Toll Free: | 866-949-6798 |
| Toll Number: | 404-537-3623 |
| Int'l Toll Free: | 00-800-2323-6600 |

2. Enter the Conference ID: **XXXX**, then press **#**
3. If the call leader has not started the call yet, you will hear hold music. If the call has already been started, you will be prompted to announce your arrival. **** Participants will NOT be asked for the Subscriber PIN.**



TELEPHONE IN-CALL MENU COMMANDS

| IN-CALL MENU COMMANDS: CALL LEADER | IN-CALL MENU COMMANDS: PARTICIPANT |
|--|--|
| ** Conference Instructions / In-Call Menu Commands | ** Conference Instructions / In-Call Menu Commands |
| *1 Outdial to Participant | *6 Mute line |
| *1 Connects Participant to Conference | *7 Un-mute line |
| *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 | |
| *8 Extend or End conference | |
| *# Caller count | |
| | <i>If a participant is encountering any issues, please have them call our Help Desk at 877-297-2901.</i> |

DIALING OUT TO PARTICIPANTS

The Call Leader can also dial out to participants:

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



RECORDING YOUR ANYTIME CONFERENCE CALLS

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.

LISTEN TO PREVIOUSLY RECORDED CALL

1. Dial the Playback Access Number;
Toll Free: 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 **#**

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 once your call is finished:

1. **Conference ID**
2. **Recording ID**
3. **Format (CD or downloadable 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.