RMIT Conference Service Quick Reference Guide

Introduction
The RMIT Conference Service enables authorised staff to manage a conference call without an operator's assistance. Up to 50 callers can participate in one conference call. To use the RMIT Conference Service, an account must be created by the IT Service Desk. Once an account is created, you will be allocated a Collaboration Code to provide to people attending your conference calls. You will also be allocated a Moderator Passcode to initiate conference calls.

Organising a conference call
Prior to your meeting, provide the following information to participants:
- Conference Service Number: 53000 or +61 3 9925 3000 for external callers
- The Collaboration Code for your conferences

An example meeting request could read:

“To access the conference call, dial the conference service number 53000 (for external callers, dial +61 3 9925 3000). At the prompt, enter the Collaboration Code nnnnnn, followed by the # (hash) key.”

Beginning the conference call as the Moderator
1. To begin the conference, the Moderator dials into the conference service using the number 53000 (for external callers, dial +61 3 9925 3000).
2. At the prompt, enter the Collaboration code followed by the # (hash) key.
3. At the prompt, press the * key to initiate the conference.
4. Enter the Moderator Passcode followed by the # (hash) key.
5. Press 1 to enter the conference. The conference call will now commence.

Joining an arranged conference as a Participant
1. Dial the conference service number 53000 (for external callers, dial +61 3 9925 3000).
2. Enter the collaboration code supplied by the Moderator followed by the # (hash) key.
3. If the Moderator has begun the conference, the participant will be added to the conference. If the Moderator has not initiated the conference, the participant will be placed on hold until the Moderator opens the conference.

Moderator controls
The following controls are available to the Moderator during the call:
- *1 Call a new participant and add them to the conference call (requires authorisation)
- *4 Enable/disable entry/exit tones
- *5 Enable/disable Lecture Mode (mute all except Moderator)
- *7 Lock/unlock conference (prevent others joining conference)
- *98 Enable/disable participants to continue after Moderator leaves the call
- *0 Access Moderator commands
- *81 Mute/un-mute all - only the Moderator can un-mute
- *96 Mute/un-mute all - users can un-mute their own microphone.

Participant controls
The following controls are available to all participants including the Moderator during the call:
- *6 Mute/un-mute sound
- *# Count participants
- ** List available commands.

Online documentation and troubleshooting
- Telephony and voicemail website: www.rmit.edu.au/staff/it/telephone
- IT Service Desk: www.rmit.edu.au/its/ithelp
  +61 3 9925 8888
  mytechsupport.rmit.edu.au

Need urgent help?
To receive IT support call +61 3 9925 8888. Alternatively, visit mytechsupport.rmit.edu.au