PRAGMATIC
Conferencing

Audio Star Touch Features

Feature	Description	Access
*0 **Operator Assistance (Individual)**	Operator can assist you with any questions or concerns. This is the best option for nearly-guaranteed resolution to quality issues on a live call. Operator will access your line directly. To cancel and return to conference, press *0.	**Everyone**
00 **Operator Assistance (Conference)**	Operator can assist you with any questions or concerns. This is the best option for nearly-guaranteed resolution to quality issues on a live call. Operator will access the conference call directly. To cancel and return to conference, press *0.	**Everyone**
*1 **Moderator Dial Out**	Dial out to one or more participants and join them to your conference call. **Note**: To use this feature, it must first be enabled in the customer portal.	**Moderator Only**
*2 **Conference Gain**	Press *2 to increase the volume of all lines in the conference. To cancel, press *2 again and the conference volume will return to normal.	**Everyone**
*4 **Conference Recording**	Press *4 to initiate a conference recording, then press '1' to confirm. To end a conference recording, press *4, and then press '1' to confirm. **Note**: Recording will stop once all lines disconnect from the conference call.	**Moderator Only**
*5 **Lecture Mode**	Press *5 to initiate lecture mode. This will mute all Participant lines and improve audio clarity, especially for larger calls. Participants can unmute themselves by pressing *6 after Lecture Mode has been activated. To cancel, press *5 again. All lines will be unmuted except for those already muted via *6.	**Moderator Only**
*51 **Lecture Mode**	Press *51 to initiate a special type of lecture mode. This will mute all Participant lines and improve audio clarity, especially for larger calls. What is unique about *51 is that participants cannot unmute themselves like they can with the *5 feature. To cancel, press *51 again.	**Moderator Only**

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*6 **Mute Individual Line**	Press *6 to mute your individual line. It is highly recommended that participants use this feature when they are not speaking. To cancel, press *6 again.	**Everyone**
*7 **Conference Security**	Press *7 to lock-down the conference call. Once initiated, no other participant will be allowed to join the call. To cancel, press *7 again.	**Moderator Only**
*8 **Automated Roll Call**	Press *8 to obtain a Participant count as well as a roaster of all Participants' recorded names on the conference call. **Note**: The "Name Record" feature must first be enabled in the customer portal for the Moderator account.	**Everyone**
*9 **Participant Count**	Press *9 to obtain a participant count.	**Everyone**
## **Conference Disconnect**	Press ## to disconnect all lines on the conference call. You will be prompted to press '1' to confirm your selection or to press star to cancel. This feature is very important in the prevention of "hanging lines" and should be used by the Moderator at the end of every conference call.	**Moderator Only**