# InstantConference® Moderator Controls User Guide

1. What are Moderator Controls? ![Pg 1]
2. When Should I Use Moderator Controls? ![Pg 1]
3. How Do I Access Moderator Controls? ![Pg 2]
4. Identifying Callers on my Call ![Pg 3]
5. Locking the Conference ![Pg 3]
6. Recording a Conference ![Pg 4]
7. Switching the Music-on-Hold Option ![Pg 4]
8. Enabling and Disabling Entry Chimes ![Pg 5]
9. Disconnecting Participants ![Pg 5]
10. Muting Participants ![Pg 6]
11. Using the “Ping” Feature ![Pg 7]
12. FAQs ![Pg 8]
What are Moderator Controls?

Web-based moderator controls allow account-holders to manage their conference call from the “My Account” section of InstantConference.com during their conference.

You can:
- Click to hear recorded name prompts
- Monitor who is on your call and when they joined
- Manage call features including recording, muting, and Q&A
- Disconnect or mute individual callers as needed
- Get the attention of individual participants with a “ping” feature

When Should I Use Moderator Controls?

Moderator controls allow you to monitor and control all your conferences more effectively. Use whenever you need an extra level of security or control.

- Identify individual callers
- Track attendance and duration of participation
- Disconnect individual callers who have entered by accident, or are being disruptive
- “Ping” individual participants to ask direct questions
- Quickly and easily change conferencing set-up controls
How Do I Access Moderator Controls?

1. Log in to your InstantConference account
2. Select the “Moderate” icon ( ) next to the active call you’d like to moderate (see figure 1)
3. The Moderator Control dashboard will appear with the following call features as the default setting (see figure 2):
   - Conference is Unlocked
   - Conference Muting Mode: Conversation Mode
   - Music-on-Hold: On
   - Entry Chimes: On
   - Recording: Off
Identifying Callers on my Conference

After they join the conference call, participants will be prompted to record their name at the beep. This recording is used as identification once logged in to the Moderator Controls dashboard.

1. Click the “play” icon on the left side of the name field (see figure 3)
2. The participant’s recording of their name will play over your computer speakers
3. Type in the caller’s name in the field provided. Now you can easily associate the caller with the telephone number from which they are calling.

Note: If a group of callers is dialing in from the same number, you can note the name of the group rather than the individuals.

Locking the Conference

The moderator can lock the conference at any time using Moderator Controls. Keep in mind that when the conference call is locked, no one can dial in unless they use the Organizer Access code. If participants have to disconnect during the call, they will not be able to rejoin the conference if it is locked.

To lock the conference:
1. Select the “Lock” button in the “Controls” section (see figure 4)

   ![A red shaded “Lock” button will let the moderator know that the conference has been locked.](image)
**Recording a Conference**

It’s easy to Record your conference using Moderator Controls! The Moderator just needs to click the “Record” button in the “Controls” section (see figure 5). Each participant will then be required to acknowledge their consent to continue participating. To pause or stop the recording, press the “Record” button again.

![Record button](image)

A red shaded “Record” button lets the moderator know that recording is active.

**Switching the Music-on-Hold Option**

The first participant to arrive for your call will hear music-on-hold. Also, if participants choose to have a one-on-one private chat with you, the remaining participants will also hear music-on-hold. If you would like to disable this feature, select the “Music” button located on the “Controls” section (see figure 6).

![Music button](image)

A red circle and line through this button will appear to notify the moderator that music-on-hold has been disabled.
Enabling and Disabling Entry Chimes

The default setting has entry/exit chimes enabled. This means that every time a participant enters or leaves the conference call, a notification chime will sound. To disable the chime feature, select the “Chimes” button on the “Controls” section (see figure 7).

![Figure 7]

A red circle and line through this button will appear to notify the moderator that chimes have been disabled.

Disconnecting Participants

The Moderator Control dashboard allows the Moderator to disconnect people who should not be on the call, or are being disruptive. To disconnect a single caller, find the user on the list and select “Disconnect” from the dropdown menu (see figure 8). Alternatively, you can disconnect everyone on the call (excluding any Organizers) by selecting the “End” button in the “Controls” section. Note that this is the most effective way to ensure that no one fails to disconnect at the end of a conference call.

![Figure 8]
Mutating Participants

There are several ways for the Moderator to mute participants. To mute an individual caller, find that participant on the list, then select "Mute" from the dropdown menu (see figure 9). For more information regarding the InstantConference muting modes click here.

To mute everyone in the conference call, simply change the Mute mode to Presentation mode (see figure 10). Everyone in the call except those who have entered as an Organizer will then be muted. To ensure that you are heard on the call, make sure that you use the Organizer Access Code to join the conference (        followed by the access code).
Using the Ping Feature

The Ping feature is an audible alert/tone played to conference participants by way of the “Ping” icon (see figure 11). Only the participant whose corresponding Ping button is selected will hear this tone. Make sure that the person being Pinged is not muted, or the conference is not in Presentation mode, for that person to be able to respond.

Common uses for the Ping feature are:

- Inform the next presenter/speaker that it is their turn to talk
- Alert participant to announce their name if the name recording at the beginning of the call was unclear or blank
InstantConference Moderator Controls FAQs

How are these different from using my phone's touch-tone controls during the conference call?
Moderator Controls replicate all touch-tone commands in a user-friendly interface, and include additional features such as muting/disconnecting individual callers, or ending the conference call entirely.

How do I access the online controls?
You can access this feature by logging into your account online and selecting the Moderator Controls tab to the right of the screen, then clicking the "Moderate" icon next to the access code you're using for the call.

Can I use the Moderator Controls to administrate more than one call at a time?
Yes. To toggle between more than one active conference call, use the "click here" link where it says "To change call to moderate". Any active calls will be highlighted in green.

Will I be able to activate recording using the Moderator Controls?
You can activate recording by pressing the Record button on the control panel. The button will change from grey to red, to indicate that recording has been initiated.

Can someone other than the Organizer control the conference call this way?
As long as the other party has access to your account information — Username and password — that person can log in to enable the Moderator Controls.

How do I know which participant is associated with the Caller ID shown?
Participants are prompted to record their name as they join the conference call. The Moderator can click the Play button to the left of the name field to hear each caller as they announced themselves, then enter their name in that field for reference during the call.

Still have questions?
Find out more at: www.InstantConference.com/conferencing-service-faqs.aspx