User Guide for touch-tone features

Instant Meeting

Virtual work is vital
Never has the world been more reliant on virtual collaboration. From a small brainstorming session to a global team meeting, our audio conferencing services help people work together more securely and efficiently, from almost anywhere.

Instant Meeting provides you with an audio conference bridge, reserved just for you, that can be activated instantly without a reservation. Your Instant Meeting global dial-in numbers and passcodes are available for use anytime.

Instant Meeting touch-tone features
The following touch-tone commands are available to use during your Instant Meeting conference.

In addition to the touch-tone commands below, leaders can also launch the Instant Meeting Web Moderator (IMWM) tool from the Manage My Meetings portal to view and manage conferences in progress. From IMWM, you can view who has joined your meeting, mute/unmute lines, lock the conference, etc. The Manage My Meetings portal requires a Manage My Meetings Username and Password.

In-Meeting Controls | Touch-tone Commands:

Command	Feature	Description	Leader	Participant
*0	Operator Assistance	Real-time support for technical issues	X	X
*1	Pre-recorded Help Menu	Pre-recorded message played privately, describing touch tone commands	X	X
*2	Roll Call (In Conference)	All participants will hear announcement of the names of everyone on the call* *Requires Name Record feature to be enabled	X	
#2	Sub-conferencing	Activate the sub-conferencing feature	X	
*3	Roll Call (Private)	Personal playback of participants on the call* *Requires Name Record feature to be enabled	X	X
*4	Conference Mute/Unmute	Mute all participant lines (leader line remains open)	X	
*5	Conference Continuation	Leader may specify whether or not the active conference will continue after they disconnect* *Only available if Auto-continuation feature is enabled on the subscription – view/modify settings in MMM portal	X	
*6	Self Mute/Unmute	Mute your own line	X	X
*7	Conference Lock/Unlock	Prevent additional attendees from joining	X	
*9	Entry/Exit Announcements	Set participant entry and exit to tone, recorded name or silent	X	

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Questions/Technical Support

If you have questions and/or need to report a technical issue before or after a meeting, contact Verizon and be prepared to provide the following information:
- Leader First and Last Name
- Instant Meeting Confirmation Number located in your email confirmation
- Leader and/or Participant Passcodes

Contact Us

Please contact Verizon at one of the numbers below or email us for further assistance.
- Email: customerrelations2@mymeetings.com
- United States: 800-475-5000 or 415-228-5025
- Australia: 1800-505-020
- Hong Kong: 852-2802-5100
- Europe, Middle East & Africa: 44-20-7950-9950
- Singapore: 65-6883-9144