

# Drake PictureTalk Audio Quick Reference Guide

Drake PictureTalk Audio Conferencing provides an on demand audio conferencing solution allowing you to initiate a conference call 24/7 without the need to make a reservation or rely on an operator. It is your smart way to connect.

## Starting a Drake PictureTalk Audio Conference Call

1. Give your participants the date and time of your conference call, your Toll Free Access Number, conference code, and security pass code, if this option is enabled.
2. At the specified time, dial your Drake PictureTalk Audio Conferencing Powered by Toll Free Access Number. (When dialing in from outside the U.S. or Canada, you must dial the International Access Number. International tolls will apply. To obtain the current list of Toll Free International Access Numbers.
3. When prompted, enter your conference code followed by #.
4. When prompted, press \* to identify yourself as the leader, then enter your leader PIN followed by #.
5. Press 1 to begin your conference or press 2 to change your default conference options.
6. If the security pass code option is enabled you will be prompted to enter the pass code at this time.

## Joining a Drake PictureTalk Audio Conferencing Call

1. At the specified time, dial your Drake PictureTalk Audio Conferencing Powered by Toll Free Access Number. (When dialing in from outside the U.S. or Canada, you must dial the International Access Number. International tolls will apply. To obtain the current list of Toll Free International Access Numbers.
2. When prompted, enter your conference code followed by #.

## Additional Drake PictureTalk Audio Conferencing Information

- No time limits for conference calls
- Up to 125lines available (as capacity permits)

## Customer Support

To contact customer support during your conference, press \*0 on your touchtone telephone and a Conference Operator will be glad to assist you at anytime. If you need assistance prior to your call, please call Customer Support at **1 888 411 0111**.

## Telephone Keypad Commands

CODE	DESCRIPTION	LEADER	PARTICIPANT
*0	<b>Operator Assistance Into Your Conference</b> When *0 is dialed, the Operator will join your call and address the issue within the conference.	✓	✓
00	<b>Operator Assistance Individual</b> When 00 is dialed, the Operator will access the individual line that is requesting help and address the issue privately.	✓	✓
*1	<b>DialOut To A Participant</b> Leader can dial-out domestically and internationally. This feature allows the Leader to place calls from the conference bridge in order to connect new Participants to a conference. <b>Options Include:</b> *1 Connect self/participant dialed to the conference *2 Connect participant dialed and dial another participant *3 Disconnect line and rejoin self to conference *4 Disconnect line and dial another participant	✓	
*2	<b>Begin/End Conference Recording</b> See detailed instructions below.	✓	
*3	<b>Change Entry/Exit method (Recorded Names, Tones, Silence)</b> Allows the Leader to select the entry/exit method during or at the beginning of a call. The recorded names and tones options will be heard throughout the conference upon entering/exiting the call.	✓	
*4	<b>Private Roll Call</b> Both the Leader and Participant can hear who is currently on the call by pressing *4 on the keypad.	✓	✓
*5 / #5	<b>Mute/Un-mute All Participant Lines</b> Allows the Leader to mute all Participant lines by pressing *5 on their telephone keypad. By pressing #5, the audience will become fully interactive again.	✓	
*6 / #6	<b>Mute/Unmute Your Own Line</b> *6 will mute the individuals line and #6 will un-mute the line.	✓	✓
*7 / #7	<b>Lock/Unlock Conference Including Operator</b> Lock prevents additional people from joining the call and unlock allows additional participants to join. If the conference is locked, Participants wishing to join will be placed in a waiting room on music hold until the Leader unlocks the call - at that time all lines in the waiting room will be transferred to the main conference.	✓	
*8	<b>Allow/Disallow Conference Continuation -</b> Leader continuation allows Participants to continue to conference after Leader disconnects. Once a call is concluded and the Leader hangs up, all Participants will be dropped unless otherwise activated by using the *8 feature.	✓	
*#	<b>Participant Count</b> Private participant count allows the Leader or any Participant to check the number of Participants connected to the conference at any time. The announcement is made privately to the person making the request.	✓	✓
**	<b>List available keypad commands</b> Provides a listing of available keypad functions	✓	✓

Please Note: The above commands may not be enabled on your account.