

Quick Reference Guide

Matrix SmartConnect 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.

Starting a SmartConnect Conference Call

1. Give your participants the date and time of your conference call, your Toll Free Access Number, conference code, and security passcode, if this option is enabled.
2. At the specified time, dial your SmartConnect 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, go to www.MatrixConferencing.com.)
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 passcode option is enabled you will be prompted to enter the passcode at this time.

Joining a SmartConnect Conference Call

1. At the specified time, dial your SmartConnect 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, go to www.MatrixConferencing.com.)
2. When prompted, enter your conference code followed by #.

Telephone Keypad Commands

CODE	DESCRIPTION	LEADER	PARTICIPANT
*0	Operator Assistance Into Your Conference When *0 is dialed, the Operator will join your call and address the issue within the conference.	✓	✓
00	Operator Assistance - Individual When 00 is dialed, the Operator will access the individual line that is requesting help and address the issue privately.	✓	✓
*1	Dial-Out To A Participant 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. Options Include: *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	Begin/End Conference Recording See detailed instructions below.	✓	
*3	Change Entry/Exit method (Recorded Names, Tones, Silence) 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	Private Roll Call Both the Leader and Participant can hear who is currently on the call by pressing *4 on the keypad.	✓	✓
*5 / #5	Mute/Unmute All Participant Lines 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	Mute/Unmute Your Own Line *6 will mute the individuals line and #6 will unmute the line.	✓	✓
*7 / #7	Lock/Unlock Conference - Including Operator 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	Allow/Disallow Conference Continuation - 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.	✓	
*#	Participant Count - 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.	✓	✓
**	List available keypad commands - Provides a listing of available keypad functions	✓	✓

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

Matrix SmartConnect Record and Playback

Record and Playback digitally records your **Matrix SmartConnect** conference for anyone who was unable to attend it live or would like to listen again.

TO RECORD A MATRIX SMARTCONNECT AUDIO CONFERENCE

START A RECORDING

1. Once your conference begins, press ***2** on your telephone keypad to start a recording.
2. When prompted, press **1** to confirm that you would like the recording to begin.
3. Your conference is being recorded as soon as you hear, "The conference is now being recorded."

END A RECORDING

1. Press ***2** to end your recording.
2. When prompted, press **1** to confirm that you would like the recording to end.
3. Your recording will end as soon as you hear, "This conference is no longer being recorded."

MATRIX SMARTCONNECT PLAYBACK INFORMATION

Detailed playback instructions will be automatically emailed to you shortly after the end of your conference.

PLAYBACK KEYPAD COMMANDS: (available during the conference playback)

3	Fast Forward 30 seconds	#	Pause 30 seconds (or until any key is pressed)
7	Rewind 30 seconds	*	Exit recording

IMPORTANT PLAYBACK INFORMATION:

- Your recorded conference is archived **FREE** of charge for a period of 30 days, where after your conference will be automatically deleted from the system, unless requested otherwise.
- You may request to extend your conference archive past the initial 30-day period by contacting **Matrix Customer Support at 1-888-411-0111**. (certain fees apply, see pricing below)
- Email notification will be sent to you 10 days prior to your expiration date and on the expiration date with instructions on how to access your recorded conference and how to extend your archiving period.
- You may choose to playback your recording via the Internet, telephone, or receive a copy of your conference on CD(certain fees apply, see pricing below)

PRICING:

Playback over the Internet or Telephone:

- **First 30 days:** Just 8.5¢/minute, per occurrence, per user
- **Past 30 days:** If you choose to extend your recording past the first 30 days, a \$10 daily fee will be charged, plus 8.5¢/minute per occurrence, per user to access your recorded conference

Recorded Conference on CD:

- **First 30 days:** Just \$25, per CD
- **Past 30 days:** If you choose to extend your recording past the first 30 days, a \$10 daily fee will be charged, plus \$25 per CD. Shipping and handling fees are additional -
 - Domestic Standard Shipping: \$15
 - Domestic Priority Overnight Shipping: \$22
 - International Priority Shipping: \$40

Additional SmartConnect Conferencing Information:

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

Customer Support:

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