

# How to use the Conference features on a Phone terminal extension

Applies to VoipNow 3 and higher!

Conferences allow more than two interlocutors to take part in the same phone conversation. This article explains how to use VoipNow's conferencing features from a Phone terminal extension or from a public phone number.

## How to start a conference

By default, a Phone terminal extension with the Conference function enabled can initiate conferences.

If you want to create a conference room, dial 8 followed by the extension's short number (e.g. 8001).

The **Conference** function is available only for the extensions owned by User accounts that have the **User is multi-user aware** permission enabled under **Roles and Phone Numbers**.

The extension's short number is the one that follows the \* separator. For instance, the short number for extension 0003\*001 is 001.

## How to join a conference

Once a conference is initiated directly by a Phone terminal extension, other users may join as explained below:

- Local users can join by dialing 8 followed by the extension's short number (e.g. 8001).
- Users of public telephony networks can only join if they're invited by the conference administrator (i.e. the person who started the conference).

## Conference options

Here are the options available for conference administrators and regular members.

### For conference administrators

During a conference, the administrator has access to the following functions:

**Invite** - Invites another extension to the conference.

- \*8 followed by {ext\_number}# after the prompt - Where {ext\_number} is the extension's short number (e.g. dial \*8 001# to invite extension 001).

**Kick/Quit gracefully** - Kick users out of the conference.

- \*30 - Quits all users except the member entering the command.
- \*31 - Kicks the last user to join the conference.

**Lock/Unlock** - Prevents new users from joining a conference in progress.

- \*21 - Locks the conference.
- \*20 - Unlocks the conference.

**Mute/Unmute** - Mutes the other participants.

- \*11 - Mutes all members except the one who typed the command.
- \*10 - Unmutes all members except the one who typed the command.

### For conference members

Regular conference members have access to the following functions:

**Talk Mute** - Turns the Mute function ON and OFF for the user.

- \*1 - Switches between Mute and Unmute.

**Sound** - Enables or disables announcement sounds for the member.

- \*2 - Turns announcement sounds ON/OFF.

**List members** - Lists who is logged into the conference.

- \*3 - Announces the names of the conference members.

**Volume management** - Allows users to increase or decrease the conference volume.

- \*7 - Turns the volume DOWN.
- \*9 - Turns the volume UP.

## Related articles

- [How to configure the time for a Phone Terminal through provisioning](#)
- [How to use the Conference feature in VoipNow](#)
- [How to use the Password Protection feature](#)
- [Troubleshooting placing calls to a public phone number](#)
- [How to change the extension password](#)