



## OneTouch Basic Audio Conferencing - User Guide

**When arranging your conference you will need to give participants the following information:**

- Agreed meeting date and time
- OneTouch Basic Access Number
- 7-digit Access Code

**At the time of the conference:**

1. Dial the OneTouch Basic Access Number.
2. Enter the Access Code followed by #.
3. Wait for the conference to start.
4. If Chairperson, Press \*, enter your Chairperson Passcode, then #.
5. Press 1, then # to start the conference.

**Conferencing Controls:**

- \*0** Speak with an operator in private
- \*6** Mute line
- \*7** Unmute line (cannot override the Chairperson)
- \*9** Automated roll call of conference participants (if activated)
- 00** Invite the operator to join the conference
- \*\*** List available commands
- \*#** Count participants

**Chairperson Controls:**

- \*2** Start and stop conference recording
- \*4** Lock conference (prevent new participants)
- \*5** Unlock conference (allow new participants)
- \*8** Allow conference to continue after you disconnect
- ##** Mute all lines
- 99** Unmute all lines

**Chairperson Dial Out:** (Note: Dial out function is enabled by request in service subscription and is charged according to dial out rate plan)

- \*1** **Initiates Dial Out**
  - The system will request the chairperson to input the dial number (simply key 011, then country code, and phone number followed by #).  
E.g. dialling to Hong Kong: 011 + 852 + Tel. No. + #.

**Change the Chairperson Passcode:**

1. Enter your OneTouch Basic Access Number
2. Enter your Access Code, then #
3. Press \*, enter your Chairperson Passcode, then #
4. Press 2, then 1
5. Enter your new Chairperson Passcode (4 – 9 digits), then #

**To download the recording file:**

- Visit <https://cc.callinfo.com/cc/login?host=hgc>
- Enter Conference Phone Number (same as dial in number), Access Code and Chairperson Passcode to login.
- Select "Manage Recordings" to see a list of your archived recordings  
*Note: The recording records will be stored up to 60-day and will be automatically deleted thereafter. Once deleted, there is no way to retrieve the recording record.*