

Welcome to HiDef Corporate™

HiDef Corporate™ audio service provides cost-effective audio conferencing with enhanced feature sets. Each Moderator receives a designated voice conference room available 24 hours a day, 7 days a week.

After the initial setup, no scheduling is required. Each account includes services designed to enhance the virtual meeting experience. We continuously work to surpass our customers' expectations and provide the most state-of-the-art conferencing solutions in the industry.

Schedule a conference

1. Go to www.hidefcorporate.com and log in to your account
2. Under the left navigation menu, click the **Invite & Schedule** button
3. Enter your name as you would like it to appear on conference invitations and enter a subject for the meeting
4. Click **Schedule**
5. Enter the details for the Conference Call, select the Date, Start Time, and the Estimated Duration
6. Add names and email addresses for each participant *or* select a contact from the **My Contacts** section
7. Click **Submit**. Each participant will receive an email

















Note: You are not required to schedule a conference to use the service. However, as a best practice, it is recommended to schedule a conference in advance so that all participants can be notified with the conference call details.

Start a conference

1. Go to www.hidefcorporate.com and log in to your account
2. Click **My Conferences** in the left navigation menu
3. Dial the Toll or Toll-Free number that matches your location
4. Enter your Conference Room number
5. Push the * key and then enter the Moderator Pin number

Note: Your conference number and Moderator Pin number are shown in the right navigation menu after you log in to your account at www.hidefcorporate.com.

Using phone commands (Moderator)

<i>Moderator Commands</i>	<i>Details</i>
 	Play a menu of phone commands.
 	Mute/Unmute your own line.
 	Hear the number of callers in the conference.
 	Lock/Unlock the conference. Locking the conference prevents other callers from joining.
 	Records the conference. To start recording press *7 and then press 1 to begin recording. To stop recording the conference press *7 and then press 1 to stop.
 	Pressing *8 cycles through the following options. <ul style="list-style-type: none"> • All participants are muted but may unmute themselves. Hand raising is off. • All participants are muted and may not unmute themselves. Hand raising is on. • All participants are unmuted. Hand raising is off.
 	Sets Entry/Exit beeps On or Off.
 	Allows conference to continue after the moderator hangs up.

Using phone commands (Participant)

<i>Participant Commands</i>	<i>Details</i>
	Play a menu of phone commands.
	Mute/Unmute your own line.
	Hear the number of callers in the conference.
	Raise hand.

Using the Web Controls (Moderator)

Moderators can manage the conference through selecting or deselecting the options shown through the Web Controls. Log in to your account at www.hidefcorporate.com and select **Web Controls** in the left navigation menu to access the Web Controls.

Web Controls

Mute or unmute the participant's line. (a)

Place the participant on hold or return the participant to the conference. (b)

The participant has raised their hand and wishes to speak. When a hand is raised you may click the icon to unmute the participant's line. (c)

Displays the participant's telephone number. (d)

Displays the duration of the conference. (e)

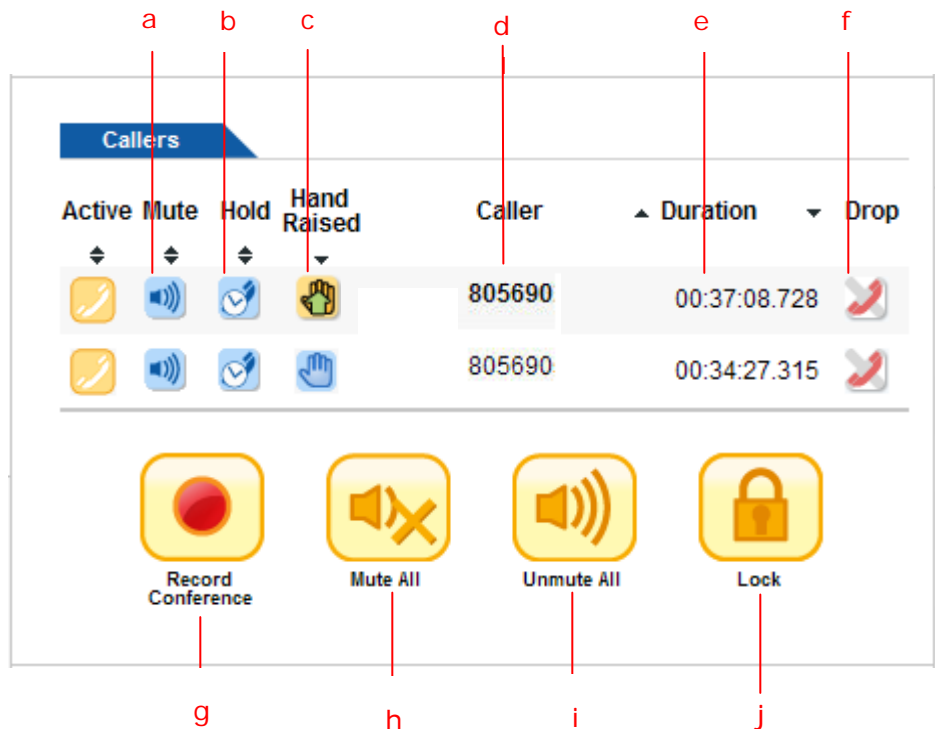
Dismisses or drops a participant from the conference. (f)

Begins or stops recording the conference. (g)

Mutes all participants in the conference. (h)

Unmutes all participants in the conference. (i)

Locks the conference to prevent others from joining. (j)



End a conference

The conference will end when you disconnect, unless you opt for the group to continue the call by pressing #2 or if your Conference Preferences are set to allow participants to continue the conference after you disconnect.

Note: Log in to your account at www.hidefcorporate.com and select **Preferences** to change the **Conference Preferences** of your account.

Get support

For technical assistance or account-related questions, please call us toll-free at 1-866-962-6489, direct dial +1-805-617-7016 or email HiDefSupport@citrixonline.com.