

# INSTRUCTIONS TO CONNECT BROTHERS AND SISTERS TO THE MEETINGS

## SOUND DESK

support@metroconf.com

### To hookup the sound system:

1. Dial **1-844-221-2100** using the telephone connected to the telephone audio box.
2. Select option **2** for connecting the sound system.
3. Follow the instructions. Hang up and wait for the call back.
4. When the phone rings, pick up the receiver. You will receive your PIN code at this time. When instructed turn the telephone switch on and hang up the phone.
5. Make sure to turn the switch off at the end of each meeting.

### To retrieve number of callers/listeners:

Go to: <http://metroconf.com/kh.cgi?xxxxx> (where xxxxx is your code)

The website will show both the status of the connection and the list of connected callers. Callers that have disconnected will be shown in light gray.

You can also call **1-844-221-2100** and press option **4**, then option **2** to hear the list of callers.

### To check the conference Volume:

1. Dial **1-844-221-2100** from a separate phone line or cell phone.
2. Press **4** and enter conference code and administrator code when prompted.
3. Press **1**. You should be able to hear the audio from the sound system.

**NOTE: If you hear an announcement saying that the Kingdom Hall is not currently connected try disconnecting the telephone audio box and reconnecting.**

## CALLERS

When someone calls the sound desk phone and asks to be connected please provide them with the following instructions:

1. Dial **1-844-221-2100**
2. Select option **3** for "calling from home".
3. Enter the conference code (please see code above). The system will remember the Caller ID and will not require the conference code to be entered again for the same number.
4. The system will inform the user to hang up to receive a call-back. If the Kingdom Hall is currently connected they will be called within a minute or two. If the Kingdom Hall is not connected they will receive a call back once the sound brothers connect the sound system.

### ASSITING OLDER ONES

You may assist older ones by doing the initial setup for them. To do this, call in and press 6 at the main menu.

The system will then ask you to enter a 10-digit telephone number. Enter the number of the brother/sister you're trying to setup. Then record the name and number of listeners for the brother or sister. This will be remembered.

**NOTE: Callers can call (request a call back) any time prior or during the meeting. However, it is recommended that they call at least 15 minutes before the meeting.**