



AudioOne FAQs

How do I start or join an audio conference if I am outside the US?

[Click here](#)

What are the local access numbers to use if I am outside the US? (link to be updated if it's changed for new site)

[Click here](#)

How can I view my call details or see how many minutes I've used this month?

Customers can log in to view usage and call details using Online Account Management. If you don't know your Username or Password, please contact our Customer Service team at 1-888-523-8445.

What are your audio rates?

All of our rates are customized to your specific usage. Please contact our sales department for a customized quote: sales@meetingone.com or 1-888-523-9194

What is Click&Meet?

Click&Meet is an online visual interface that allows a host to control their call more efficiently. It allows conference control through a visual and easy-to-use interface with the following features:

- Know who is on your call
- Participant representation and identification
- Talk indicator
- Floor request mode
- Voting and polling
- Sub-conferences

Can a host record an audio call?

Yes. A host can choose to record any of their conference calls without needing additional assistance from MeetingOne. Recordings can be started and stopped from within Click&Meet or using telephone keypad commands. The telephone keypad commands are as follows:

- * 51 # starts the recording
- * 510 # stops the recording



How do I retrieve my recordings?

Recordings are available in the Online Account Management tool. Login and click on the Recordings tab.

If I initiate an audio recording in my audio conference room, what format will the recording be in?

Two formats are provided: .wav and .mp3.

How do I turn the doorbell feature off or on in my audio room?

Doorbells can be started and stopped from within Click&Meet or using telephone keypad commands. The telephone keypad commands are as follows:

- * 47 # turns the door bell off
- * 470 # turns the door bell on

How do I mute everyone but the host in my audio room?

Participant muting and un-muting can be controlled from within Click&Meet or using telephone keypad commands. The telephone keypad commands are as follows:

- * 4 # will mute everyone but the host
- * 40 # will un-mute everyone

How do I integrate my audio conferencing with an Adobe Connect Meeting room?

The first step is for your Adobe Connect administrator to enable MeetingOne for use within your organization's Connect account. Next, you'll need to create an Audio Profile for yourself using your Meeting One audio credentials. Once you've created the Audio Profile, that profile can then be included in any of your Adobe Connect Meetings.

Adobe Connect Resources Page

Questions? Please contact MeetingOne's Customer Service Team
888-523-8445 or support@meetingone.com