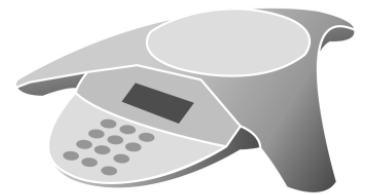


USER GUIDE

# Reservationless-Plus

## On-Demand Audio Conferencing

Reservationless-Plus provides an on-demand audio conferencing solution allowing you to initiate a conference call 24/7 without the need to make a reservation or rely on an operator.



### Starting a Reservationless-Plus Conference

1. Forward participants the Date, Time, Time zone, Dial-In number(s) and Conference Passcode.
2. At the specified time, dial the Dial-In number. When prompted, enter the Conference Passcode followed by #.
3. If you are the Leader, press \*. Then, enter your Leader PIN followed by #.
4. To start your conference press 1, state your name when prompted and then press #.

### Joining a Reservationless-Plus Conference Call

1. At the specified time, dial your Reservationless-Plus dial-in number.
2. When prompted, enter your conference code followed by #.

### How to Initiate a Recording

The Reservationless-Plus product allows Leaders to record at any time during the conference call. Additional charges apply for the retrieval of your conference recording

Complete steps 1 to 4 of "Starting a Reservationless-Plus Conference"

5. Press \*2, to initiate recording of your conference
  - o You'll hear: "Enter Your Conference File number followed by # or press \* to cancel"
6. Enter a unique 6 digit number of your choice. Document this number (For instance, you can write it down) you have chosen as you will need to inform Customer Service of this number to retrieve the call recording.
  - o You'll hear: "Enter Your Conference File number followed by # or press \* to cancel"
  - o You'll hear: "The conference file number you have requested is [XXXXXX]"

Telephone Keypad Commands	
*0	Operator assistance - conference
00	Operator assistance - individual
*1	Dial-out to a participant - leader only
*2	Begin/End conference record - leader only
*3	Change entry/exit method (recorded names, tones, silence) - leader only
*4	Private roll call
*5/#5	Mute/unmute all lines except leader's - leader only
*6/#6	Mute/unmute your own line
*7/#7	Lock/unlock conference (including operator) - leader only
*8	Allow/disallow conference continuation - leader only
*9	Start/join sub-conferencing
*#	Private participant count
**	List available keypad commands

*Please Note: The above commands may not be enabled on your account*



- If you hear: "I'm sorry the number you have entered cannot be used. Please enter the conference file number followed by # or press \*to cancel."
  - If you hear the above command, go back to step 6 until your conference file number is accepted. Unique conference files are required for your own security.
7. Write down the conference file number down as repeated back to you.
- You'll hear: "Press 1 to begin recording, press 2 to re-enter the file number or press \* to cancel".
8. Press 1 to begin recording.
- You'll hear: "The conference is now being recorded. (If you do not hear the prompt, your conference is not being recorded)
  - To end recording press \*2". You can now begin your conference.

## How to Retrieve a Recording

Contact Customer Service and provide them:

- Your unique conference file number
- Date of conference call
- Approximate time of the conference call
- Format you wish to receive your recording:
  - Encore Digital: Recordings will be available for playback within 2hours
  - CD: Dispatched within 24 hours by normal post
  - MP3: Delivered through FTP within 2 hours

## Post Conference Emails

With Post-conference emails, you can quickly and easily see a summary of your conference. For more details, please email [cservice@intercallapac.com](mailto:cservice@intercallapac.com)