

RESERVATIONLESS-PLUS

USER GUIDE

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 CALL

1. Give your participants the date and time of your conference call, your dial-in number, conference code, security passcode, if this option is enabled.
2. At the specified time, dial your Reservationless-Plus dial-in number.
3. When prompted, enter your conference code or leader conference code followed by #.
4. When prompted, press * to identify yourself as the leader, then enter your leader PIN followed by #.
5. Press **1** to begin your conference or press **2** to change your default conference options.
6. If the security passcode option is enabled you will be prompted to enter the passcode at this time.

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 or participant conference code followed by #.

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
#2	Leave and join a new conference
*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 OR *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
11	Third-party conference start – bypass hold music to start call as leader
*31	Change leader entry/exit announcement – leader only
*51 / #51	Lecture mode on/off – leader only
*60 / *61	Music on hold off/on
#64	Return to leader account menu
#99	Disconnect all lines except leader's – leader only
*#	Private participant count
**	List available keypad commands

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

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PRE-MEETING FEATURES

iOS Passbook App Integration User Guide

Easily secure you meeting information for quick access from your iPhone, iPad or iPod Touch through the Passbook app¹.

We offer an Add to Passbook option in your welcome email. This allows you to save your meeting profile as MeetingConnect Pass into your iOS Passbook app for easy access. The MeetingConnect Pass will include the following information: conference code, dial-in numbers, meeting URL, links to other integrated tools (i.e., SmartMeet) and a link to a full-list of your international dial-in numbers.

SAVING YOUR MEETING INFORMATION TO PASSBOOK

Follow the instructions below to add your conferencing credentials to Passbook.

REQUIREMENTS

- **Device:** Make sure you have an iOS device (iPhone, iPod or iPad) that runs on iOS 6.0 and higher.
 - **Welcome email:** Have your welcome email ready. Please ensure your welcome email was sent on or after November 10, 2014. If your welcome email was received earlier than this, instructions to have it resent to generate the Add to Passbook link is available at the end of this document.
1. Open your welcome email using your iOS device and scroll down to the Reservationless-Plus section.
 2. Select **Add to Passbook** to open the Pass.
 3. Tap **Add** to save it on your device. Your profile will now be added under the Passbook app on your iOS device.

Additional resources:

Go to <http://www.meetingconnect.net/rphelp> for more information, including a user guide and a list of phone commands.

Connect on the Go with SmartMeet

Download our FREE mobile app, [SmartMeet](#), so you can take your meetings on the go!

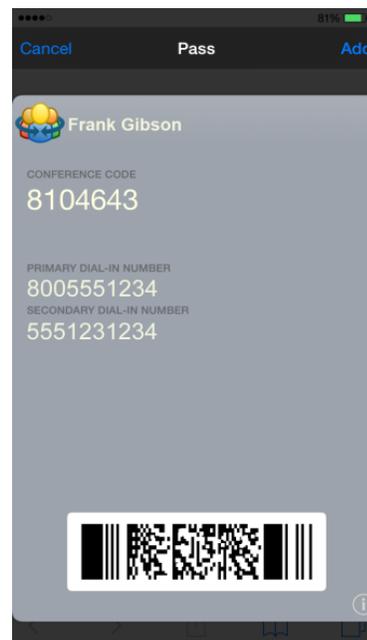


To add this wallet card for your account to Passbook, open this email on your iPhone or iPod touch.



MeetingConnect Pass Benefits

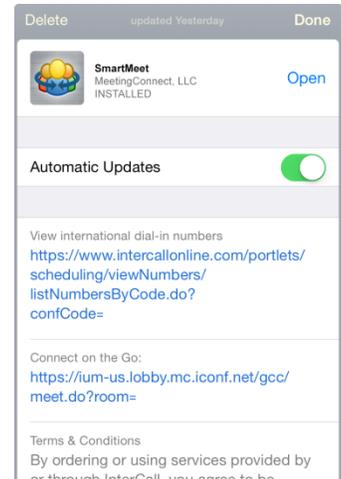
- Save time by quickly accessing your conferencing credentials—no need to dig in your inbox or call customer service to help you find them.
- Access a link to SmartMeet in case you haven't already downloaded the app. SmartMeet lets you easily schedule, start and manage your calls from your iOS device.
- Replace your printed wallet card with this digital and always up-to-date Pass.



ACCESSING YOUR MEETING INFORMATION FROM PASSBOOK

Below you will find steps for accessing your conferencing details from Passbook.

1. Launch the Passbook app on your iOS device.
2. Find your MeetingConnect Pass and open it.



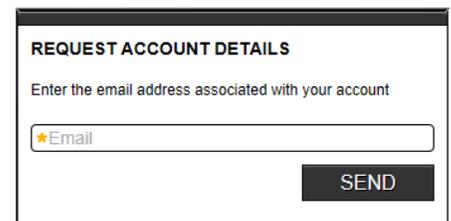
RESENDING YOUR WELCOME EMAIL

If you have received your welcome email prior to November 10, 2014, you will need to have your welcome email resent to save your meeting information to Passbook. Use one of the following options to have your welcome email resent with the Passbook link included.

FROM CALL MANAGER OR UNIFIED MEETING 5

For both options below, you will be prompted to enter your email address. Please be sure the email address you enter is the one that is associated to your account. If an account exists for your email address, you will receive your welcome email. Otherwise, you will be prompted to enter a different email address.

- If you have Call Manager installed on your desktop, you may select **Forgot Account Details** on the login page. If you have not installed Call Manager go to www.meetingconnect.net/callmanagergo to download it to your desktop and then choose **Forgot Account Details** during the installation process.
- If you have Unified Meeting 5 on your desktop, select **Forgot Account Details** on the login page. If you do not have Unified Meeting 5 on your computer, go to <https://um.lobby.mc.iconf.net/> to download it and click **Forgot Account Details** during the installation process. If your company has a branded Unified Meeting 5 site, please log in from that site instead.



FROM TCC ONLINE

Go to www.tcconline.com and log into TCC Online. Click **Resend Welcome Email** in the Quick Links section on the right-hand side of your screen.

¹ Passbook, launched by Apple Inc. in 2012, is an iOS application that allows users to store tickets, airline boarding passes, coupons, gift cards and other similar information.

Leader Smart Entry User Guide

Reservationless-Plus Leader Smart Entry feature allows you to store a phone number so when you dial in from that number to start your conference, our system will recognize the number and join you to your conference without inputting your conference code and leader PIN. Please contact your sales representative to enable this feature on your account.

ADDING OR CHANGING YOUR LEADER SMART ENTRY PHONE NUMBER (OPTION 1)

Listen to these prompts and follow the instructions below to store your phone number:

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'

ACTION: Enter your conference code followed by # on your telephone keypad.

3. Prompt: 'Thank you. If you are the leader, press * now.'

ACTION: Press *.

4. Prompt: 'Please enter your leader PIN followed by the pound or hash sign.'

ACTION: Enter your leader PIN followed by #.

5. Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

ACTION: Press 2 to change your default conference options.

6. Prompt: 'Default conference options. All changes made to the default options will apply to active and future conferences, with the exception of Quick Start and security passcode. Changes to Quick Start will apply to future conferences only. Changes to security passcode will apply to this conference only.'
7. Prompt: 'To store an ANI for future conference, press 8.'

ACTION: Press 8.

8. Prompt: 'To store or change your phone number, please press 1.'

ACTION: Press 1.

9. Prompt: 'Enter your desired phone number followed by the pound sign. This phone number will be utilized for future conferences only.'

ACTION: Enter your phone number followed by #.

10. Prompt: 'The number entered is <your phone number here>.'
11. Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

REMOVING YOUR LEADER SMART ENTRY PHONE NUMBER (OPTION 2)

Listen to these prompts and follow the instructions below to remove your phone number:

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'

ACTION: Enter your conference code followed by # on your telephone keypad.

3. Prompt: 'Thank you. If you are the leader, press * now.'

ACTION: Press *.

4. Prompt: 'Please enter your leader PIN followed by the pound or hash sign.'

ACTION: Enter your leader PIN followed by #.

- Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

ACTION: Press 2 to change your default conference options.

- Prompt: 'Default conference options. All changes made to the default options will apply to active and future conferences, with the exception of Quick Start and security passcode. Changes to Quick Start will apply to future conferences only. Changes to security passcode will apply to this conference only.'
- Prompt: 'To store an ANI for future conference, press 8.'

ACTION: Press 8.

- Prompt: 'To remove the stored phone number, please press 2.'

ACTION: Press 2.

- Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

PLAYING BACK YOUR LEADER SMART ENTRY PHONE NUMBER (OPTION 3)

Listen to these prompts and follow the instructions below to remove your phone number:

- Prompt: 'Welcome to Reservationless-Plus conferencing.'
- Prompt: 'Enter your conference code followed by the pound or hash sign.'

ACTION: Enter your conference code followed by # on your telephone keypad.

- Prompt: 'Thank you. If you are the leader, press * now.'

ACTION: Press *.

- Prompt: 'Please enter your leader PIN followed by the pound or hash sign.'

ACTION: Enter your leader PIN followed by #.

- Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

ACTION: Press 2 to change your default conference options.

- Prompt: 'Default conference options. All changes made to the default options will apply to active and future conferences, with the exception of Quick Start and security passcode. Changes to Quick Start will apply to future conferences only. Changes to security passcode will apply to this conference only.'
- Prompt: 'To store an ANI for future conference, press 8.'

ACTION: Press 8.

- Prompt: 'To playback your current stored phone number, please press 3. To return to the main menu, press*.'

ACTION: Press 3.

- Your stored phone number is play backed at this time.
- Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'

SMS Alerts User Guide

Our Reservationless-Plus service offers SMS text message alerts. You will receive an actionable SMS message to your mobile phone when your participants are waiting for your conference to start.

SETTING UP SMS MESSAGE ALERTS

Please contact your sales representative to set up SMS message alerts on your conferencing account. The cost to set up SMS alerts is \$25 per month for each user.

Once your mobile phone number has been provisioned in our system, it will trigger an OPT-IN message sent to your mobile device.

When you receive the OPT-IN message, respond **YES** as your acceptance for our system to store your mobile phone number in your conferencing profile. Please note if the system does not receive your confirmation within 24 hours, your mobile phone number will not be stored in your profile.

USING SMS MESSAGE ALERTS

Manage your conference without joining—respond to your SMS text message, by choosing one of the following options:

1. **“Call me and join me to the conference.”** – Dials out to your mobile phone to join you to your conference.
2. **“I am running late and will be there shortly.”** – Your participants will remain on music on hold until you join your conference.
3. **“I am running late, go ahead and start without me.”** – Your conference will begin as if you have joined. All participants will be joined to your call; however there will be no call leader until you join your call. Your participants will not have leader privileges.
4. **“I cannot make the meeting and I will reschedule.”** – Your conference ends and disconnects participants on hold.

Please note this feature will not work if you have Quick Start enabled as those conferences begin once the first participant completes the dial-in process.

Call Moderator Dial-Out User Guide

Focus on preparing for your meeting and start your conference call by just answering your phone. You no longer need to remember your dial-in numbers, conference codes or leader PINs. Reservationless-Plus Call Moderator Dial-Out feature automatically calls your pre-defined phone number when a participant joins your meeting.

ENABLING CALL MODERATOR DIAL-OUT

Follow the below instructions to enable the Call Moderator Dial-Out feature on your profile:

1. Log into TCC Online at www.tconline.com.
2. Select **Manage Account**.
3. Click **edit your profile**.
4. Under the Call Product section, select **Reservationless-Plus**.
5. To enable the feature, in the Call Moderator drop-down menu, choose one of the following options: Start Time, 1 Minute, 3 Minutes, 5 Minutes or 10 Minutes.
6. To add up to three phone numbers, click **My Phone Numbers**, located above the Display Country Settings section.
7. Choose **Add phone number**.
8. Select your **Country Code** from the drop-down menu and enter your phone number.
9. Click **Save**.

The screenshot shows the 'Call Moderator' settings page. At the top, there is a dropdown menu for 'Call Moderator' with '1 Minute' selected. Below this is a section for 'My Phone Numbers' with a dropdown arrow. Underneath, there are two sections: 'Display Country Settings' with a dropdown menu set to 'All', and 'Display these Country Numbers' with two dropdown menus for 'Country Names' and 'Do Not Display these Country Numbers'. At the bottom, there are two buttons: 'Add phone number' and 'Remove phone number'. Below these buttons is a table with two columns: 'Country Code' and 'Phone Number'.

STARTING YOUR MEETING USING CALL MODERATOR DIAL-OUT

Listen to the following prompts and choose an option:

1. Prompt: "Participants are waiting for you to start your meeting."
2. Prompt: "Press one to start and join the meeting."

ACTION: Press **1** to automatically start and join your meeting. Your participants will be removed from the waiting room and joined to your conference call.

3. Prompt: "Press two to start your meeting without joining."

ACTION: Press **2** to start your meeting, but not join. Your participants will be moved from the waiting room to your meeting room. The first participant that joined will automatically be promoted to co-moderator.

- *Participants will hear: "You are the first participant. To mute your line, press star six. To unmute, press pound six. An enhanced participant has joined the conference."*

4. Prompt: "Press three to disconnect all waiting participants."

ACTION: Press **3** to end the meeting and disconnect everyone from the meeting.

- *Participants will hear: "The leader has ended the meeting. Goodbye."*

5. Prompt: "Press four to be reminded again in five minutes."

ACTION: Press **4** to keep your waiting participants on hold and to receive another call back in five minutes to start your meeting.

Leader PIN User Guide

For security purposes, a leader PIN is required to start your Reservationless-Plus conference call. Your account can be provisioned to allow you to change your leader PIN via your telephone keypad. Your account can also be enabled with the expiration feature that forces you to change your leader PIN at regular intervals (selected by your organization in terms of days; minimum 30/maximum 365) at midnight from the date your leader PIN was created.

CHANGING YOUR LEADER PIN

FOLLOW THE STEP-BY-STEP INSTRUCTIONS BELOW TO CHANGE YOUR LEADER PIN:

1. When you dial into your conference via telephone, you enter your conference code and leader PIN.
2. You will hear, "Press 1 to start your conference or press 2 to change default options."
3. If you press 2, the first option heard is to change your leader PIN. The prompts will walk you through the process to first enter your current leader PIN followed by the entry of your new leader PIN.

Please note, when selecting a new leader PIN, you must follow the guidelines below. If your new leader PIN does not follow these guidelines after three attempts of changing it, you will be connected to an operator for assistance.

- Use a minimum of 4 digits; more is better.
- Don't use the first four or last four digits of your conference code as your leader PIN.
- Never duplicate your conference code or web PIN to use as your leader PIN.
- Don't use leading zeroes (e.g., 0010, 0500, 00111).
- Never allow all digits of your leader PIN to be the same (e.g., 111111, 7777777).
- Avoid logical sequences (e.g., 12345, 775577, 1113333, and 50505050).
- Don't have more than three sequential digits in a row (e.g., 1234, 4321).

YOU CAN ALSO CHANGE YOUR LEADER PIN WITH ONE OF THE OPTIONS LISTED BELOW:

- Log in to www.tconline.com. Go to Manage My Account>View Owner Information>View Product Details to change your leader PIN and then start your conference. The new leader PIN becomes valid for another regular interval of days.
- Dial out to an operator. The operator will assist you in updating your leader PIN and enter you into your conference. The new leader PIN becomes valid for another regular interval of days.

LEADER PIN EXPIRATION DETAILS

At that time of expiration, you will no longer be able to enter and begin your conference until you are able to update your leader PIN by following the steps listed above. If participants try to join your conference when your leader PIN has expired, they will be placed on music hold or disconnected as per our standard protocol when you have not joined the conference.

GUIDELINES FOR LEADER PIN EXPIRATION

- You will not be able to update your leader PIN with your old leader PIN. It must be different.
- If for some reason Reservationless-Plus is removed from your owner profile and then added back on, the expiration interval will reset when Reservationless-Plus is added back to your profile.
- Expiration interval or reminder settings can be set, but only at the company level. If settings are changed, then the change will only affect new owners. Current users will continue at the old expiration interval until they expire; at that point, the new settings will take effect.

REMINDER SETTINGS

Your organization can select to have reminders to update your leader PIN at certain points within the regular interval. Any combination of the individual reminders listed below can be used.

- No enunciator reminders
- Enunciator reminders starting 15 days out from expiration
- Enunciator reminders starting 10 days out from expiration
- Enunciator reminders starting 5 days out from expiration
- Enunciator reminder starting from 0 days out from expiration
- No email reminders
- Email reminder 15 days out from expiration
- Email reminder 10 days out from expiration
- Email reminder 5 days out from expiration
- Email reminder 0 days out from expiration

You have the option to change your leader PIN at any time. Once your leader PIN is changed, the expiration interval will reset.

If you have any questions about your leader PIN expiration, please contact customer service.

Security Passcode User Guide

Provide an added level of security for your Reservationless-Plus conference by having greater control over who joins your conference. You can select and distribute the security passcode for every conference you host. You also have the ability to add a security passcode to an active conference by returning to the leader account menu.

Security passcodes can be set to one of the following:

- On: A security passcode is required to be placed into your call.
- Off: A security passcodes is not required and you will not be prompted to enter a security passcode to enter your call.
- Optional: You may bypass assigning a security passcode by entering * when prompted. If during the prompt you press * to bypass the security passcode, participants joining prior to the leader will be joined without the need to enter a security passcode.

If you decide to use a security passcode, at the time of your conference call, your participants will be placed on music hold until you enter the security passcode and join the conference. Your participants must then enter the valid passcode or they will not be permitted to join the conference.

WHAT YOU NEED

- Your security passcode option must be enabled
- Reservationless-Plus dial-in number
- Conference code
- Leader PIN
- Security passcode (4-9 digits) - must be selected and distributed to your participants prior to the conference call

STARTING A CONFERENCE CALL WITH A MANDATORY SECURITY PASSCODE

LEADER

You select a 4 to 9 digit security passcode for a specific conference and distribute to your participants.

TO START YOUR CALL:

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'
ACTION: Enter your conference code followed by # on your telephone keypad.
3. Prompt: 'Thank you. If you are the leader, press * now.'
ACTION: Press *.
4. Prompt: 'Please enter your leader PIN followed by the pound or hash sign.'
ACTION: Enter your leader PIN followed by #.
5. Prompt: 'Enter a four to nine digit security passcode followed by pound.'
ACTION: Enter your security passcode followed by #.
6. Prompt: 'Your security passcode is <1234>. If this is correct, press 1 now, otherwise press star to re-enter the passcode.'
ACTION: Press 1 if your security passcode is correct.
7. Prompt: 'After the tone, state your name followed by the pound or hash sign.'
ACTION: If enabled, state your name and press # once complete.
8. Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'
ACTION: Press 1 to start your call.
9. Prompt: 'You will now be placed into the conference, to mute your line, press *6. To unmute, press #6.'
10. Prompt: 'After joining the call, to record the conference for those who may miss this call or for future playback, press *2.'

PARTICIPANT

You must provide your participants with all you conference dial-in details including the security passcode prior to the conference call.

TO JOIN YOUR CALL:

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'
ACTION: Enter your conference code followed by # on your telephone keypad.
3. Prompt: 'Enter the security passcode followed by pound.'
ACTION: Enter your security passcode followed by #.
4. Prompt: 'After the tone, state your name followed by the pound or hash sign.'
ACTION: If enabled, state your name and press # once complete.
5. Prompt: 'You will now be placed into the conference, to mute your line, press *6. To unmute, press #6.'

TO JOIN YOUR CALL WHEN THE SECURITY PASSCODE IS NOT CORRECT:

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'
ACTION: Enter your conference code followed by # on your telephone keypad.
3. Prompt: 'Enter the security passcode followed by pound.'
ACTION: Enter your security passcode followed by #.
4. Prompt: 'After the tone, state your name followed by the pound or hash sign.'
ACTION: If enabled, state your name and press # once complete.
5. Prompt: 'The conference with security passcode <6789> has not started. You will remain on hold with music until the moderator starts the meeting. If you would like to update your security passcode, please press 77 anytime while you are in the waiting room.'
ACTION: Press 77 on your telephone keypad to update the security passcode OR wait for the moderator to start the meeting.

Participant Identification User Guide

Provide an added level of security for your Reservationless-Plus conference by entering a personal participant ID (owner number) after entering your conference code. This will automatically display your first and last name on the web portion of your meeting.

STARTING A CONFERENCE CALL WITH A PARTICIPANT ID

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'
ACTION: Enter your conference code followed by # on your telephone keypad.
3. Prompt: 'Thank you. If you are the leader, press * now.'
ACTION: Press *.
4. Prompt: 'Please enter your leader PIN followed by the pound or hash sign.'
ACTION: Enter you leader PIN followed by #.
5. Prompt: 'Please enter your participant identification number followed by the pound or hash sign. To bypass, press star now.'
ACTION: Enter your participant ID (owner number) followed by #.
 - Your first and last name will display on the web portion of your meeting. If an invalid participant ID is entered after three attempts or if you press * to bypass this option, 'Guest' will display on the web interface.
6. Prompt: 'To start or join your conference, press 1. To change default conference options, press 2.'
ACTION: Press 1 to start your call.
7. Prompt: 'After the tone, state your name followed by the pound or hash sign.'
ACTION: If enabled, state your name and press # once complete.
8. Prompt: 'You will now be placed into the conference, to mute your line, press *6. To unmute, press #6.'
9. Prompt: 'After joining the call, to record the conference for those who may miss this call or for future playback, press *2.'

JOINING A CONFERENCE CALL WITH A PARTICIPANT ID

1. Prompt: 'Welcome to Reservationless-Plus conferencing.'
2. Prompt: 'Enter your conference code followed by the pound or hash sign.'
ACTION: Enter your conference code followed by # on your telephone keypad.
3. Prompt: 'Please enter your participant identification number followed by the pound or hash sign. To bypass, press star now.'
ACTION: Enter your participant ID (owner number) followed by #.
 - On the web portion of your meeting, your first and last name will display as it is listed on your profile within our database. If an invalid participant ID is entered after three attempts or if you press * to bypass this option, 'Guest' will display on the web interface.
4. Prompt: 'After the tone, state your name followed by the pound or hash sign.'
ACTION: If enabled, state your name and press # once complete.
5. Prompt: 'You will now be placed into the conference, to mute your line, press *6. To unmute, press #6.'

Dual Language Prompts User Guide

Assign a secondary language to all prompts and commands within your conference for your participants. When activated, participants will receive an additional prompt to select a desired language.

AVAILABLE LANGUAGES

Choose a secondary language from the list below.

As an example, if your primary language is set to English and your secondary prompt is set to Spanish, once the welcome greeting is heard and a valid conference code is entered, participants will be presented with the option to choose a language.

Arabic	English (EMEA)	Greek	Portuguese
Bahasa/Malay/Indonesia	English (US/CA)	Italian	Russian
Cantonese	Finnish	Japanese	Spanish (EMEA)
Czech	French (EMEA)	Korean	Spanish (US/CA)
Danish	French (US/CA)	Mandarin	Swedish
Dutch	French-English (CA)	Norwegian	
English (Australian)	German	Polish	

Participants will hear the following prompts:

1. 'Welcome to Reservationless-Plus. Enter your conference code, followed by the pound or hash sign.' (English)
2. 'Thank you. Please press 1 for English.' (English)
3. 'Or, press 2 for Spanish.' (Spanish)

The remaining prompts will played in the chosen language.

Waiting Room User Guide

Have your participants placed on hold with music until you are ready for them to join the conference call. This feature is helpful when you have two back-to-back conferences scheduled with two different groups.

USING THE WAITING ROOM PRIOR TO YOUR CONFERENCE

With the waiting room enabled, your participants will automatically be placed on hold with music until you have joined your call. After 30 minutes, the system will automatically prompt your participants, informing them the leader has not arrived and disconnect the call.

*The default timer is automatically set to 30 minutes for all conferences, but can be configured to fit your requirements at all levels—company, account, or owner.

USING THE WAITING ROOM WHEN LOCKING YOUR CONFERENCE

This feature is also used when locking a conference via keypad command *7. When you press *7 to lock your call not allowing additional participants to join, any new participants attempting to join your call are placed into the waiting room on hold with music. Once you unlock your conference with keypad command #7, all participants in the waiting room are then joined into your conference.

Custom Company Greeting User Guide

Your organization can choose to play a custom message when participants join your Reservationless-Plus conferences. The custom message can be played before a participant enters your conference code or after.

Provisioning of these features requires a one-time set up fee of \$1,250 and a monthly fee of \$150.

CUSTOM/BRANDED GREETINGS

Record a custom message that is played to all of your participants who join your conference using your dedicated toll-free or toll dial-in numbers.

The below call flow will be heard by all participants when joining your conference.

1. Once your participant is connected, your company's custom greeting will be played at this time.
2. "Please enter your conference code followed by the pound or hash sign."
3. "Thank you, if you are the leader, press start now."
4. "Please state your name followed by the pound or hash sign." (if enabled)
5. "You will now be placed into the conference, to mute your line, press *6, to unmute, press #6."

CONFERENCE CODE-LEVEL CUSTOM GREETING

Your company can set up a custom greeting to play after participants enter the conference code.

The below call flow will be heard by all participants when joining your conference.

1. "Welcome to Reservationless-Plus conferencing."
2. "Please enter your conference code followed by the pound or hash sign."
3. Your company's conference code-level custom greeting will be played at this time.
4. "Thank you, if you are the leader, press start now."
5. "Please state your name followed by the pound or hash sign." (if enabled)
6. "You will now be placed into the conference, to mute your line, press *6, to unmute, press #6."

Personal Greeting User Guide

Record a personal message for your participants to hear when joining your conference or request a professionally recorded file.

Provisioning of this feature can be done at the owner level and the cost is \$25 per month per owner to record your own message. If you prefer to have a professionally recorded message, the cost is a \$1,250 set up fee with a monthly charge of \$150. Please contact your sales representative to set up this feature.

ACCESSING THE PERSONAL GREETING FEATURE

To access your personal greeting option, follow the directions below:

1. Once you've dialed into your call, but prior to starting your call, press **2** on your telephone keypad command to access your leader account menu to change your default conference options.
2. Press **5**, when you hear, 'To record a personal greeting, press 5.'
3. This will take you to a new menu to record and activate your personal greeting. Please follow the next set of instructions below to record and activate your personal greeting.

RECORDING AND ACTIVATING YOUR PERSONAL GREETING

To record and activate your personal greeting for the current and future conferences follow the directions below:

1. Press **2**, when you hear, 'To record a meeting message for this and future conferences, press 2.'
2. Next you will hear the following prompt, 'Please record a message. When finished, press the pound (#) key.' Record your personal greeting and press **#** once you are complete.
3. Press **1** to activate your greeting, when you hear, 'To activate the recording, press 1.'
4. You will hear, 'Main menu' and will be returned to the main menu.
5. Press *****.
6. You will hear the following prompt, 'To start or join your conference, press 1. To change default conference options, press 2.' Press **1** to start your conference.

To record and activate your personal greeting for **ONLY** the current conference, follow the directions below:

1. Press **1**, when you hear, 'To record a meeting message for the current conference only, press 1.'
2. Next you will hear the following prompt, 'Please record a message. When finished, press the pound (#) key.' Record your personal greeting and press **#** once you are complete.
3. Press **1** to activate your greeting, when you hear, 'To activate the recording, press 1.'
4. You will hear, 'Main menu' and will be returned to the main menu.
5. Press *****.
6. You will hear the following prompt, 'To start or join your conference, press 1. To change default conference options, press 2.' Press **1** to start your conference.
7. Your personal greeting will play after the instructions for muting and unmuting your line is played. Once your personal greeting has played, you will be placed into your conference.

PARTICIPANT CALL FLOW

Once your personal greeting has been recorded and activated, your participants will experience the following call flow:

1. 'Welcome to Reservationless-Plus conferencing.'
2. 'Please enter your conference followed by the pound or hash sign (#).' (At this point, your participants would enter your conference code.)
3. 'Thank you, if you are the leader press start (*) now.' (Your participants will not enter anything as they are not the leader.)
4. If enabled, 'Please state your name followed by the pound or hash sign (#).' (Your participants would record their name and press #.)
5. 'You will now be placed into conference, to mute your lines press *6. To unmute press #6.'
6. Your personal greeting will be played and your participants will be placed into your conference.

IN-MEETING FEATURES

Dial-Out User Guide

Directly from your conference, dial out to domestic participants and bring them into your call or you can contact the operator to dial out to international participants.

Dialing Out to Participants

Listen to these prompts and follow the instructions below to dial out to a participant:

1. Once you have started your call, press *1 to dial-out.
2. Prompt: 'Enter the area code and number, followed by pound. To cancel this request, press star.'

ACTION: Enter the domestic phone number followed by # on your telephone keypad.

3. Prompt: 'The number you dialed is XXX.XXX.XXXX. To change the number press star. Or, for connection options press pound.' (Note: If you don't enter anything you will be taken back to step 1 to enter the phone number again.)

ACTION: Press #.

4. Prompt: 'The following options are available once your press pound to begin dialing.'
 - a. 'To join the participant to conference, press *1.'
 - b. 'To join the participant and continue dialing, press *2.'
 - c. 'To disconnect the line, press *3.'
 - d. 'To disconnect the line and continue dialing, press *4.'
 - e. 'To proceed with dialing press #.'

ACTION: Press #.

5. Dial-out is initiated.

Project Accounting Code User Guide

Project Accounting Codes (PAC) allow you to enter a numeric client number or cost center when starting your Reservationless-Plus® meetings using your telephone keypad.

You have the option to enter two separate phone PAC values, if required. The numeric, non-validated code (1-19 digits) that is entered is associated with your call and appears on your invoice in the PAC column, making it easy to bill back conferences to clients, offices or departments.

ENTERING A PROJECT ACCOUNTING CODE

If one Project Accounting Code is needed, follow these instructions.

When prompted for numeric-only Project Accounting Code:

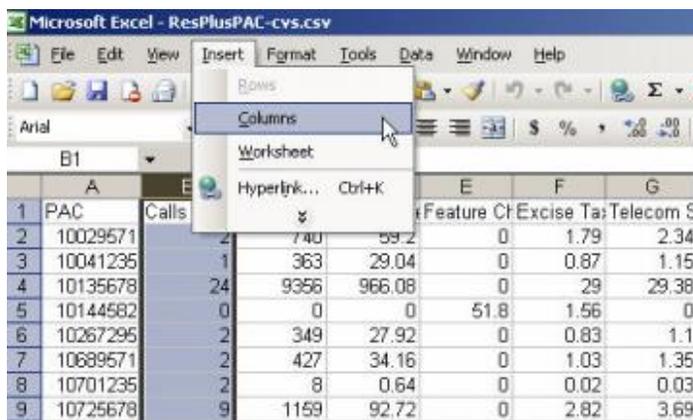
1. Enter the set of numbers.
2. Press the pound or hash sign (#).

If a second Project Accounting code is needed, you will hear a second prompt to follow the same instructions as above.

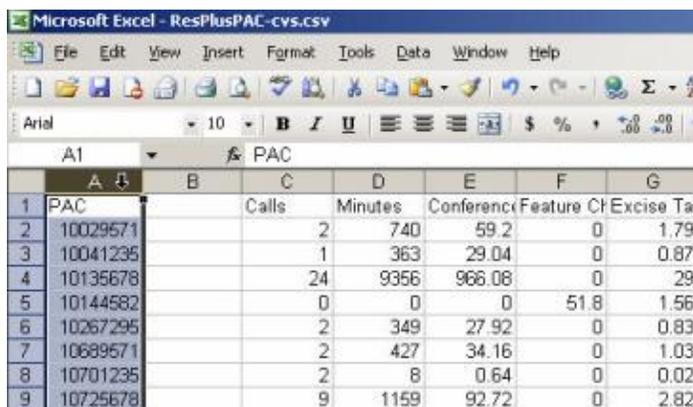
VIEWING YOUR INVOICE

Once the invoice is received, the PAC field can be separated into two columns.

1. Open the document.
2. Insert a new column to the right of the PAC column.
3. Highlight/select the PAC column.

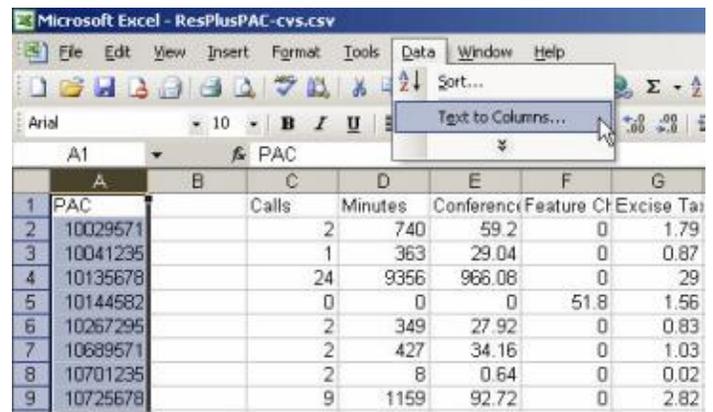


	A	B	C	D	E	F	G
1	PAC	Calls			Feature Ct	Excise Ta	Telecom S
2	10029571	2	740	59.2	0	1.79	2.34
3	10041235	1	363	29.04	0	0.87	1.15
4	10135678	24	9356	966.08	0	29	29.38
5	10144582	0	0	0	51.8	1.56	0
6	10267295	2	349	27.92	0	0.83	1.1
7	10689571	2	427	34.16	0	1.03	1.35
8	10701235	2	8	0.64	0	0.02	0.03
9	10725678	9	1159	92.72	0	2.82	3.69



	A	B	C	D	E	F	G
1	PAC		Calls	Minutes	Conferenc	Feature Ct	Excise Ta
2	10029571		2	740	59.2	0	1.79
3	10041235		1	363	29.04	0	0.87
4	10135678		24	9356	966.08	0	29
5	10144582		0	0	0	51.8	1.56
6	10267295		2	349	27.92	0	0.83
7	10689571		2	427	34.16	0	1.03
8	10701235		2	8	0.64	0	0.02
9	10725678		9	1159	92.72	0	2.82

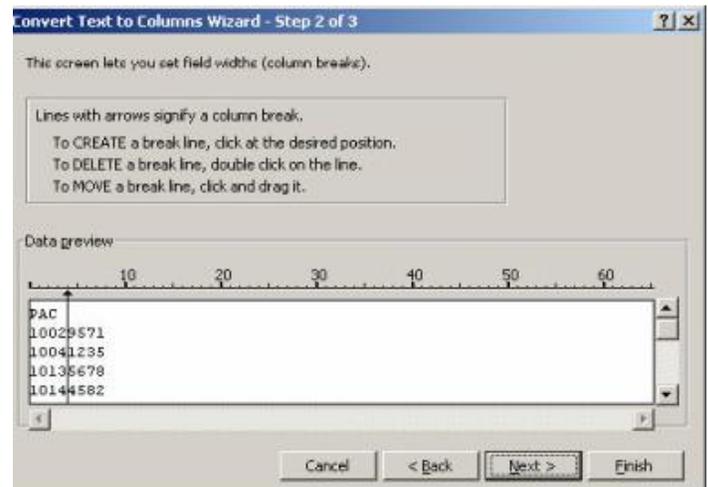
- From the tool bar, select **Data**, then **Text to Columns**.
- The Convert Text to Columns Wizard box will appear.



- Select **Fixed width** and click **Next**.



- Click in between the two sets of PACs to **CREATE** a break line.
- Click **Next>**.
- Click **Finish**.
- The two PACs are now in separate columns.



Before:

	A	B	C	D	E	F	G	H	I
1	PAC								
2	10029571	2	740	59.2	0	1.79	2.34	0	63.33
3	10041235	1	363	29.04	0	0.87	1.15	0	31.06
4	10135678	24	9356	966.08	0	29	29.38	0	1024.46
5	10144582	0	0	0	51.8	1.56	0	0	53.36
6	10267295	2	349	27.92	0	0.83	1.1	0	29.85
7	10689571	2	427	34.16	0	1.03	1.35	0	36.54
8	10701235	2	8	0.64	0	0.02	0.03	0	0.69
9	10725678	9	1159	92.72	0	2.82	3.69	0	99.23
10	11054582	7	877	70.16	0	2.13	2.78	3.05	78.12
11	20347295	3	264	21.04	0	0.64	0.82	1.45	23.95

After:

	A	B	C	D	E	F	G	H	I
1	PAC								
2	1002	9571	2	740	59.2	0	1.79	2.34	0
3	1004	1235	1	363	29.04	0	0.87	1.15	0
4	1013	5678	24	9356	966.08	0	29	29.38	0
5	1014	4582	0	0	0	51.8	1.56	0	0
6	1026	7295	2	349	27.92	0	0.83	1.1	0
7	1068	9571	2	427	34.16	0	1.03	1.35	0
8	1070	1235	2	8	0.64	0	0.02	0.03	0
9	1072	5678	9	1159	92.72	0	2.82	3.69	0
10	1105	4582	7	877	70.16	0	2.13	2.78	3.05
11	2034	7295	3	264	21.04	0	0.64	0.82	1.45

Record & Playback User Guide

Record & Playback digitally records your Reservationless-Plus conference call for participants who were unable to attend or for those who would like to listen to it again. For easy, 24/7 availability, the recording can be accessed on the Internet or by dialing a toll-free number. You may also purchase a CD, downloadable link or a transcription of your recording.

RECORD A CONFERENCE CALL

Use these step-by-step instructions to successfully record your conference call to ensure everyone receives your message.

STARTING A RESERVATIONLESS-PLUS CONFERENCE CALL

1. Give your participants the date and time of your conference call, your dial-in number, conference code, security passcode, if this option is enabled.
2. At the specified time, dial your Reservationless-Plus dial-in number.
3. When prompted, enter your conference code followed by #.
4. When prompted, press * to identify yourself as the leader, then enter your leader PIN followed by #.
5. Press 1 to begin your conference or press 2 to change your default conference options.
6. If the security passcode option is enabled you will be prompted to enter the passcode at this time.

Participants join your conference by following steps 2 and 3 above.

STARTING A RECORDING

1. Once your conference begins, press*2 on your telephone keypad to start a recording.
2. When prompted, press 1 to confirm that you would like the recording to begin.
3. Your conference is being recorded once you hear, 'The conference is now being recorded.'

PAUSING/RESUMING A RECORDING

1. Press *2 to pause your recording.
2. When prompted, press 2 to confirm you would like the recording to pause. You will hear a beep once the pause in the recording begins.
3. To resume your recording, press *2.
4. When prompted, press 2 to confirm you would like to resume the recording. You will hear a beep once the recording has resumed.

ENDING A RECORDING

1. Press *2 to end your recording.
2. When prompted, press 1 to confirm that you would like the recording to end.
3. Your recording will end once you hear, 'This conference is no longer being recorded.'

PLAYBACK A RECORDING

Detailed playback instructions will be automatically emailed to you once the archive is available for playback. You can choose to playback your recording over the Internet or by telephone. Your recorded conference is available for playback for a period of 30 days.

1 Rewind 5 Seconds	2 ABC Increase Volume	3 DEF Fast Forward 5 Seconds
4 GHI Rewind 30 Seconds	5 JKL Decrease Volume	6 MNO Fast Forward 30 Seconds
7 PQRS Decrease Speed	8 TUV End Playback	9 WXYZ Increase Speed
* Pause/Resume Playback	0 Restart Playback	# Help Menu

Sub-Conferencing User Guide

Sub-conferencing allows you to pre-select your participants from your Reservationless-Plus conference call to join a private meeting room during your call to talk about 'off-topic' issues and other non-public information. This is an ideal feature to use for break-out sessions during a training seminar, small group work or sidebar discussions.

USING SUB-CONFERENCE

Your conference call can be broken out into as many as 15 sub-conferences with a total of 150 participants between all sub-conferences.

STARTING A SUB-CONFERENCE

1. Determine what sub-conference room number you will request your participants to join (between 1 and 15).
2. Communicate to your participants the sub-conference room number to enter.
3. Press ***9** to be removed from the main conference.
4. Press **1** to start a sub-conference.

JOINING A SUB-CONFERENCE

1. Press ***9** to be removed from the main conference.
2. When prompted, enter the sub-conference number that was assigned to you.
3. Press **#** to join your sub-conference.

REJOINING THE MAIN CONFERENCE

1. Press ***9** to be placed back into the main conference.

SWITCHING TO A DIFFERENT SUB-CONFERENCE

1. Press ***9** to be placed back into the main conference.
2. Press ***9** again to be removed from the main conference.
3. When prompted, enter the sub-conference number.
4. Press **#** to join your sub-conference.

REQUESTING ALL PARTICIPANTS TO RETURN TO THE MAIN CONFERENCE

1. Press ***9** to be placed back into the main conference.
2. Press ***9** again.
3. Press **3** to notify participants to return to the main conference.

RETURNING EVERYONE TO THE MAIN CONFERENCE

1. Press ***9** to be placed back into the main conference.
2. Press ***9** again.
3. Press **2** to return all participants to the main conference.

Quality Case Maker User Guide

When you need to host weekly recurring meetings or organize a last minute meeting, Reservationless-Plus® conferencing efficiently allows you to bring people together to help you meet your business objectives and succeed.

We offer an automated Quality Case Maker. Quality Case Maker allows you to automatically create an online quality request without the interruption of your on-going meeting.

- Press *44 on your telephone keypad to automatically create a case online.
- A dedicated quality agent will receive your trouble ticket to research and resolve, eliminating the interruption of your meeting.
- Additionally, an email is automatically sent to you asking you to provide more details of the issues you are experiencing.
 - Once your reply is received, the quality agent will research further, provide a response and close the case when the issue is resolved.
 - If no reply is received, the case will be closed.
- This feature does NOT signal an operator to join your meeting. It is not intended for assistance in monitoring OR to replace issues where operator assistance is required during the call (i.e., muting a line with background noise).
- No cost is associated with this feature.

To request the Quality Case Maker feature, please contact your sales representative.

POST-MEETING FEATURES

Back-to-Back Calls User Guide

At times, your schedule may be booked with conference calls and you are set to host or attend two or more conference calls in a row with different groups. Fortunately, we offer three features to help you jump from one call to the next.

- **Force Disconnect** – Clear your conference by disconnecting all participants from your call while you stay connected.
- **Waiting Room** – Have your participants placed on music hold until you are ready for them to join your conference call.
- **Leave and Join a Conference** – Leave the conference you are hosting or attending and join a new conference as a participant without hanging up and redialing the same dial-in number.

FOLLOW THESE STEPS WHEN HOSTING BACK-TO-BACK CONFERENCE CALLS WITH DIFFERENT GROUPS

1. Lock your current conference by pressing ***7** on your telephone keypad to eliminate any additional callers to join your call. All new participants will be placed on hold with music until you unlock the conference.
2. At the end of your current conference press **#99** to ensure all lines have been disconnected.
3. Unlock your conference by pressing **#7** to allow those in the waiting room to join your conference call.

FOLLOW THESE STEPS WHEN HOSTING/ATTENDING BACK-TO-BACK CONFERENCE CALLS WITH DIFFERENT GROUPS

1. Once your current conference has ended, press **#2**.
2. When prompted, enter the conference code to be joined to your new conference call as a participant.

Auto Disconnect User Guide

Auto Disconnect automatically breaks down your conference call once the conference has reached the duration and number of participants specified in our system. A secondary break down and/or a no continuation option can also be provisioned with this feature. By utilizing this feature, you will prevent your conference calls that have not been disconnected properly from continuing indefinitely.

USING AUTO DISCONNECT

Once your conference call has reached the specified number of participants and duration set in our system, the following will occur:

1. A prompt will be played informing you your conference will end.
2. Press **1** to allow your conference to continue.

DEFAULT MESSAGE

'The system has detected a minimum number of lines are connected to this conference. Do you want to continue you're your meeting? Press 1 to confirm.' If there is no response, the conference will end.

PARAMETERS/DEFAULTS SETTINGS

Primary breakdown timer: Seconds at which the conference should breakdown after the specified number of participants or less is reached.

- Default: 60 minutes
- Options: 1 to 4,320 minutes

Breakdown participants: Minimum number of participant lines allowed in the conference.

- Default: 1 participant
- Options: 1 to 125 participants

USE CASE EXAMPLES

Below are some examples demonstrating step-by-step how Auto Disconnect works.

PRIMARY BREAKDOWN WITHOUT PRESSING ONE TO CONTINUE

Precondition: Auto Disconnect is enabled with default parameters listed above.

1. You conduct a conference call.
2. One participant remains in the conference.
3. After 60 minutes, the Auto Disconnect message is played into the conference.
4. No participant presses 1 to extend the conference.

Auto Disconnect breaks down your conference call.

PRIMARY BREAKDOWN WITH PRESSING ONE TO CONTINUE

Precondition: Auto Disconnect is enabled with default parameters listed above.

1. You conduct a conference call.
2. One participant remains in the conference.
3. After 60 minutes, the Auto Disconnect message is played into the conference.
4. The remaining participant presses 1 to extend the conference.
5. Breakdown timer is reset and your conference continues.

SECONDARY DISCONNECT

Precondition: Auto Disconnect is enabled with default parameters listed above and a secondary breakdown is provisioned and set at 10 minutes.

1. You conduct a conference call.
2. One participant remains in the conference.
3. After 60 minutes, the Auto Disconnect message is played into the conference.
4. The remaining participant presses 1 to extend the conference.
5. Breakdown timer is reset at 10 minutes.
6. After 10 minutes, the Auto Disconnect message is played into the conference.
7. No participant presses 1 to extend the conference.
8. Auto Disconnect breaks down your conference call.

PRIMARY BREAKDOWN WITH NO CONTINUATION

Precondition: Auto Disconnect is enabled with default parameters listed above and the no continuation option is provisioned.

1. You conduct a conference call.
2. One participant remains in the conference.
3. After 60 minutes, the No Continuation message is played into the conference informing you the call will automatically end (no option to press 1 to continue).
4. Auto Disconnect breaks down your conference call.