

**Q. What is Reservationless conferencing?**

A. "Reservationless" is voice conferencing available on demand. Using this service, you may initiate a conference call 24 hours a day, 7 days a week - without making a reservation.

Q: When should I use Reservationless-Plus conferencing?

A: You can use Reservationless-Plus conferencing anytime you are hosting smaller meetings that do not require a reservation or an operator to conduct a call.

Q: How do I schedule a Reservationless-Plus call?

A: No reservations are required with Reservationless-Plus. Just inform your participants of the time, day and dial-in information.

Q. What is a conference code?

A. Your Conference Code is the number you distribute to your conference participants. When your guests enter the Conference Code to join a meeting, our system recognizes the Code and can automatically route your participant to your conference.

Q. What is a Leader PIN?

A. The Leader PIN is your secret Personal Identification Number. Your Leader PIN allows you to initiate a conference.

Q: Can I still request operator assistance during my call?

A: At any time during your call, you can request an operator simply by pressing *0 on your phone keypad.

Q: How do I start a Reservationless-Plus conference call?

A: To start a call:

- 1 At the specified time, dial your Reservationless-Plus dial-in number.
- 2 Enter your conference code followed by #.
- 3 Press * to identify yourself as the leader.
- 4 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 enter it at this time.

Q: How do participants join my Reservationless-Plus call?

A: For participants to join your call, instruct them to:

- 1 Dial your Reservationless-Plus dial-in number at the specified time.
- 2 Enter your conference code followed by #.
- 3 If the security passcode option is enabled enter it at this time.





Q: What are my phone keypad commands?

A: Once dialed into your conference, simply use your telephone keypad to access these 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
11	Third-party conference start - bypass hold music to start call as leader
*51 / #51	Lecture mode on/off – leader only
#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.

Q: What happens when I can't remember my Leader PIN when I am initiating a conference call?

A: After entering the incorrect PIN three times, you will be transferred to an operator. In order to receive your leader PIN, you must provide the operator with your correct owner number and your first and last name.

Q: What happens when either I or a participant enters the wrong conference code when joining a Reservationless-Plus call?

A: After entering the incorrect conference code three times, you will be disconnected. Please confirm your conference code and try to join your conference again.

Q: Will Group Mute continue to work for participants who join my call after I execute the command?

A: Yes, participants that join the conference after you complete the Group Mute command will be muted.

