



REFERENCE GUIDE

Reservationless Plus Conference Calling

Need input on a spur of the moment decision? Take advantage of instant access to a conference bridge line. With Windstream's Reservationless Plus service, you'll simply dial your personal 800 number and PIN, then enter a unique conference code. Windstream's Reservationless Plus provides on-demand conferencing that allows you to initiate a conference 24 hours a day, 7 days a week—without the need to make a reservation or rely on an operator!

What You Can Expect

With Windstream's Reservationless-Plus conferencing you will receive a simple and convenient solution to create better connections.

- No reservations required.
- No operator necessary.
- No time limits.
- Leader controls all conference commands.
- Leader can select the language for system prompts.
- Service provided in monthly subscriptions—you choose what you need.
- Fast and easy to use.
- Leader can dial out to domestic participants directly from the conference or contact the operator to dial out to international participants.

Start A Reservationless-Plus Conference

1. Give your participants the date and time of the call, your Dial-In Number, your Conference Code, and the 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 call 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

1. At the specified time, dial your Reservationless-Plus Dial-In Number.
2. When prompted, enter your Conference Code followed by #.



For additional information call 1-866-445-5882

Reservationless Plus

Reservationless Plus Feature Guide

Reservationless-Plus allows you to access a conference call at a moments notice. Whether you have weekly recurring meetings or you are organizing a last minute meeting, Reservationless-Plus offers many features to ensure your call is a success!

Auto Continuation

Allow participants to stay on the conference call without your attendance. The conference will end once the last participant disconnects.

Conference Breakdown

Prevent your conference calls that have not been disconnected properly from continuing indefinitely by automatically ending your conference once it has reached the duration and/or number of participants you have specified.

Consecutive Interpretation

Utilize your dial-out option to instantly connect an interpreter to your conference allowing your participants to listen in two languages. By pausing every two or three sentences during your conference call, you allow the interpreter time to render your remarks in your participant's language.

Custom/Branded Greetings

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

Custom Call Flow

Bypass all the prompts that play after you enter your conference code or leader PIN so you can quickly enter your conference.

Dial-Out

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

Entry/Exit Options

Decide how your participants are announced when they join or leave the conference call. Choose from the following options: tone, name announce, name and tone, or silence.

Force Disconnect

Clear your conference by disconnecting all participants from your call while you stay connected. This feature is useful when you have scheduled back-to-back meetings.

Group Mute/Unmute

Silence all participants' lines by pressing a keypad command on your telephone. Group mute/unmute helps reduce background noise and limits interruptions during your conference.

International Dialing

Expand your global reach with international conferencing solutions. We offer five methods to connect your international participants to your conference call, including links through our international call centers, toll and toll-free access numbers, a dial-out option, or a permanent dial-in number.

Lecture Mode

Mute all participants during your conference to reduce background noise. Participants will not have the capability to unmute their lines, allowing you to deliver your message uninterrupted.



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Reservationless Plus

Lock/Unlock

Lock your conference call to prevent additional participants from joining the call, with the exception of dialing out.

Mobile Assistant

Control and access your conference call from a large selection of mobile phones.

Multiple Leaders

Have multiple leaders on your conference call, allowing them to have access to all leader controls.

Operator Assistance

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

Outlook Plug-In

Quickly and easily create, edit and schedule your meetings with pre-determined conferencing information right from your Outlook toolbar.

Participant List

A list of your participants will be provided in your conference summary report.

Phone Commands

Control your conference with a touch of a button on your telephone keypad. You have the ability to mute lines, lock the conference, request operator assistance and much more.

Post-Conference E-mails

Keep an attendance roster of your participants with an e-mail record of which participants were on the phone and/or web. Also, keep track of your total conferencing minutes to anticipate your call's budget.

Private Participant Count

Privately announces the number of participants on the conference call at any participants' request.

Project Accounting Codes (PAC)

Become more efficient when charging back for billable hours by using PAC Codes. They are ideal for attorneys, consultants and other professionals who track projects by cost center. Every time you make a reservation, we can capture your expense center, department or location, and the information will appear on your monthly invoice.

Quick Start

Select Quick Start to immediately begin the conference call by allowing participants to enter the conference before you and start speaking before the call officially begins.

Record & Playback

Digitally record your Reservationless-Plus call for participants who were unable to attend or for participants who would like to listen to the conference call again.

Roll Call

Prompt participants to record their name as they join the conference call. Any time during the conference, names can be replayed privately to any conference participant.



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Reservationless Plus

Security Passcode

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.

Self Mute/Unmute

Allow participants to silence their own lines by pressing a keypad command on their telephones. Self mute/unmute reduces background noise from cell phones, speaker phones, etc.

Third-Party Conference Start

As a participant, bypass the hold music and start the conference as the leader if your leader is running late or unable to host your call at the last minute.

Waiting Room

Have your participants placed on music hold 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.

Telephone Keypad Commands

Control your conference call with a touch of a button on your telephone keypad

*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.



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