User Guide: Unassisted Teleconferencing

Accessing your Unassisted Teleconferencing account and standard user features.

IN THIS GUIDE

- ✓ Accessing your conference call
- ✓ Dialling out from your conference
- ✓ User functions
- ✓ Dial-in numbers

Accessing Your Conference Call

Dialling into the conference as a Host or a Guest

Chorus Call uses multiple telecommunication carriers to ensure as little disruption to your conferencing as possible. The two numbers below will end on the same bridge but will provide you with an alternative should one of the carriers have an outage.

Australia Wide Free Call:

1800 556 264

1800 173 224

Chorus Call has a large number of local and international call access numbers in capital cities, major regional centres and most key international locations. We are always updating and improving access for our customers. For an up to date list of access numbers, please contact us.

STANDARD ACCOUNT ACCESS

Host

1. The Host dials into the service and is welcomed by a recorded voice announcement and is prompted to enter their passcode, followed by the # key
2. Enter the Host passcode number followed by the # key
3. The Host will be advised that their passcode has been confirmed
4. A Host with a valid passcode will be placed into conference

Note: It is the Host passcode that activates the conference. Guests will hear music until the Host dials in.

Guests

1. Guests dial into the service and are welcomed by a recorded voice announcement and are prompted to enter a passcode number
2. Enter the Guest passcode number followed by the # key
3. Guests will be advised that the passcode number has been confirmed
4. Guests with a valid passcode are joined into conference

DIAL OUT FROM YOUR CONFERENCE

This can be set up as an account feature by a conference administrator or your account manager.

1. Press *1 to enter the conference system.
2. As a prompt to dial, you will hear a series of repeating tones
3. Dial the phone number you wish to dial out to (including the Area Code) followed by the # key
4. When the other party picks up your call, press *1 to place them on hold or *2 to disconnect that line
5. Repeat the above instructions for all parties you wish to dial out to
6. Press *1 to join yourself and all dialed parties into the conference call

User Functions

Features of your Conferencing Account

STANDARD USER FUNCTIONS

Keys	Feature Name	Description
*0	Operator Assistance	Press *0 to notify an operator that you need assistance. If there is static on the line or you simply have a question, press *0 any time.
4#	Participant Mute	Participants can press 4# to mute their own line
5#	Deactivate Participant Mute	Participants can unmute their own line
99#	Conference Mute	If a host wishes to mute all participants except themselves, they can press 99#
88#	Deactivate Conference Mute	Host can unmute all conference particpants
6#	Security Lock	Prevents any further participants from entering the conference call
7#	Security Unlock	Re-opens a locked conference call so new participants can dial in
999#	Conference Count	The conference will provide a tone-only count

OTHER COMMON FEATURES

These features of a Chorus Call Unassisted Conferencing account need to be set up by an administrator. Set up is free and can be completed by speaking to an operator or your Account Manager.

Keys	Feature Name	Description
732#	Record Conference	Press 732# (or REC on your keypad) to digitally record your conference call. You will hear a prompt telling you that the recording has started. Recordings are available via CD or FTP file.
	Participant Name Record	This is set up by a conference administrator and will prompt each guest to record their name and company before entering the conference. They will then be announced by the conference system and joined to the conference.
72#	Roll Call	To hear all participants on the call's name and company recording, press 72#
	Project Codes	Track your conference usage by specific codes that will show on your billing. This feature is popular with professional firms looking to track costs against clients or projects.

CUSTOM SOLUTIONS

Through our sister company,Compunetics, who builds and distributes the world's best conferencing bridges, Chorus Call has the ability to develop custom solutions in-house. Below is a list of the common features used by customers but many more unique solutions have been developed for specific customer needs.

If you require a specific solution, speak to your Account Manager or contact us.