



An Informational User Guide for:

Reservationless Conferencing

CHAIRPERSON SUBSCRIPTION INFORMATION

As a Reservationless Chairperson, you will receive:

- Permanent dial-in numbers (toll and toll-free/free phone)
- 7-digit Access Code (used by you and your participants)
- Chairperson passcode (used only by you as the Chairperson)
- A CIMCO Conferencing Solutions Welcome Kit including a Wallet Card that serves as a quick-reference for managing your conference.

The dial-in number(s), 7-digit Access Code and Chairperson passcode are all you need to start a conference call.

SETTING UP A CONFERENCE CALL

- Tell your conference participants the date and time of the call.
- Provide them with your Ready-Access phone number and 7-digit Access Code
- If you conduct meetings with participants outside of your country, see the "Global "800" Numbers for International Participants" section below.

The maximum number of participants that can join the conference (including the Chairperson) is based on your individual subscription. Participants attempting to join the conference once the maximum number of lines has been reached will not be able to join. For assistance with your Reservationless subscription size, contact CIMCO at 800.432.4626.

STARTING A CONFERENCE CALL

Chairperson Responsibilities:

1. Dial your Access phone number
2. Enter your 7-digit Access Code, press #
3. Press * to identify yourself as the Chairperson and enter your Chairperson passcode, then press #
4. Follow the prompts to either begin your conference call instantly, or change your Account Options.

Participant Responsibilities:

1. Dial your Access phone number
2. Enter your 7-digit Access Code, press #
3. If the Chairperson has started the conference call, participants will be entered into the conference
4. If the Chairperson has not started the conference call yet, participants will be placed on music hold until the conference begins

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RESERVATIONLESS ACCOUNT OPTIONS

Changing Account Options will help you personalize your CIMCO Reservationless subscription. You can configure your own Account Options instantly via touch-tone commands in the Reservationless menu.

Change Chairperson passcode – Only the Chairperson is required to enter the Chairperson passcode to start Reservationless conferences. There is no limit on the number of times the Chairperson passcode can be changed.

Configure Name Record – You can turn the Name Record option ON or OFF for your conferences. Before placing participants into the conference, the system will ask each participant to state their name followed by the # key.

Entry/Exit Announcement - Before you begin a conference, you can choose what you will hear when your participants enter or exit the call. During a conference the Entry/Exit Announcement options may be changed instantly by pressing *3 on your phone.

- **Tones** -a two-toned beep will be heard each time a participant enters or leaves the conference.
- **Name Announce** –NOTE: You must configure Name Record to ON (see above) to use the Name Announce feature. As your participants enter your conference, the system will ask them to record their name. If you choose Name Announce as your entry/exit announcement, the recorded names will be heard when participants join and leave the conference.
- **Silence** -no indication when participants enter or exit the conference.

Auto Continuation – To allow every conference on your subscription to continue after you disconnect, turn the Auto Continuation feature ON. To allow every conference on your subscription to end after you disconnect, turn the Auto Continuation feature OFF. NOTE: You may also use the Conference Continuation command to control the continuation of your call on a meeting-by-meeting basis.

Follow these simple steps to configure your Account Options:

1. Dial your Access phone number.
2. Enter your 7-digit Access Code, press #.
3. Press * to identify yourself as the Chairperson and enter your Chairperson passcode, then press #.
4. Press 2 to change Account Options. Follow the voice prompts to make your selections. Your Account Options can be changed as often as you like.

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MANAGING RESERVATIONLESS CONFERENCING USING A PHONE

Manage your conference call right from your phone with simple touch-tone commands.

- *1 Dial out to a participant
 - *1 Join a new participant to the conference
 - *2 Join a participant and dial another participant
 - *3 Disconnect the line and rejoin the conference
 - *4 Disconnect the line and dial another participant
- *2 Record conference (on/off)
- *4 Lock conference (prevent new participants)
- *5 Unlock conference (allow new participants)
- *6 Mute line
- *7 Un-mute line
- *8 Allow conference to continue after your disconnect
- *9 Automated roll call of conference participants (if activated)
- *# Count the number of participants on the conference
- ## Mute all lines
- 99 Un-mute all lines
- 00 Ask for operator
- ** List available commands

MANAGING RESERVATIONLESS WEB MEETING

Manage your Reservationless audio conference right from your desktop using integrated Web Meeting point-and-click commands. The Web Meeting interface allows you to use the Conference Management buttons to perform all the functions that you can also perform using touch-tone commands.

1. Start your Reservationless audio conference (see the “Setting Up a Conference Call” section above)
2. Go to <http://autorecord.cfer.com/cimco>, click “Start a Conference”
3. Enter your Access phone number, 7-digit Access Code, and Chairperson passcode, and select “Login”

PARTICIPANT OPTIONS AND COMMANDS

Participants may also use the following touch-tone commands during the conference: Ask for Operator (in conference), Ask for Operator (private sub-conference), Mute Line, Un-mute Line, Roll Call, Count Participants, List Available Commands.

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GLOBAL "800" NUMBERS FOR INTERNATIONAL PARTICIPANTS

CIMCO Reservationless Global "800" numbers are country-specific tollfree/freephone dial-in numbers that allow participants from key international locations to use Reservationless conferencing. To view a list of countries that are available to your company follow these simple steps:

1. Go to www.cimco.net/UserGuides/default.aspx and click on "Global "800" Numbers"
2. Enter your Ready-Access phone number
3. Enter your 7-digit Access Code
4. Enter your Chairperson passcode
5. Click "Login". A list of numbers available for your company will display.
6. Provide each participant with the Global "800" number for their country
7. Each participant will dial the Global "800" number you provided and enter your 7-digit Access Code to join the conference

Record A Conference Call

After you have started your Reservationless conference as the Chairperson, you have the capability to record a meeting using either the phone or using Web Conferencing.

Record A Conference Using the Phone

1. Start your Reservationless audio conference (see the "Setting Up a Conference Call" section above)
2. To start the recording press *2 on your phone, then press 1 to confirm that you want to begin the recording. The system will play a message to notify your participants that the call is being recorded.
3. To end the recording press *2 on your phone, then press 1 to confirm that you want to stop recording. The system will play a message to notify your participants that the call is no longer being recorded.

Record A Conference Using Reservationless Web Meeting

1. Login to Reservationless Web Meeting (see the "Managing Reservationless Using Web Meeting" section above)
2. To start a recording using Web Meeting, select the "Record" button on the Conference Controls tab. A prompt box will ask you to name your recording. The system will play a message to notify participants in the conference that the call is being recorded.
3. To end a recording, press the "Record" button on the Conference Controls tab. A prompt box will ask you to confirm that you want to stop the recording. The system will play a message to notify participants in the conference that the call is no longer being recorded.

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Access a Recorded Conference Call

1. Go to <http://autorecord.cfer.com/cimco>.
2. Click on the "Archive" link, and enter your Access phone number, 7-digit Access Code and Chairperson passcode
3. The Archives List screen will display a list of recorded conferences on your subscription. From this screen you can Email, Download, Rename, and Delete the recordings. You can also add a Security passcode, get a Report of who has accessed a recording, get online Help, and Logout.

Recording playback requirements:

- Multimedia PC with speakers
- Internet connection
- Flash player download
(http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

Reservationless is integrated with CIMCO's Web Conferencing tool. As the Chairperson, you also have the ability to record conferences that synchronize the audio and visuals from your meeting such as slide presentations, spreadsheets, flow charts and web tours. To find out more about the integrated recording capabilities of Reservationless and Web Conferencing, access the Web Conferencing User Guide at www.cimco.net/UserGuides/default.aspx.

Keep A Conference Call Secure

1. Change your Chairperson passcode regularly
2. Keep your Chairperson passcode confidential
3. Assign an optional 4-9 digit conference security code to your meeting that will be required for participants to join your call.
4. Restrict additional participants from joining your conference (including a conference operator) by using the Lock/Unlock touch-tone commands

Change Your Chairperson Passcode

Choose a Chairperson passcode that is convenient for you to remember; keep it confidential.

1. Dial your Access phone number
2. Enter your 7-digit access code, press #
3. Press * to identify yourself as the Chairperson and enter your Chairperson passcode, then press #
4. Select option 2
5. Select option 1, enter your new 4-9 digit Chairperson passcode, and press #

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Assign A Conference Security Code

You can assign a conference security code (4-9 digits) to a meeting before you start the conference. Be sure to inform all participants of the conference security code before you begin your call.

1. Dial your Access phone number
2. Enter your 7-digit access code, press #
3. Press * to identify yourself as the Chairperson and enter your Chairperson passcode, press #
4. Select option 1 to start your conference
5. Enter the 4-9 digit conference security code you have given to your conference participants, and press #

If you enter a conference security code, all participants that dial in to your conference must enter the conference security code to gain access to the meeting. The conference security code is only valid for the call you have dialed into at that time. Once the call has ended, the conference security code expires. The next time you start a conference as the Chairperson, you will need to assign a conference security code if you want to use this feature.