

USER GUIDE

# Reservationless-Plus

## On-Demand Audio Conferencing

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

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.

### 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 followed by #.

### How to Initiate a Recording

The Reservationless-Plus product allows **Leaders** to record at any time during the conference call. Additional charges apply for Playback via Internet and downloading from TCC Online for your conference recording.

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	Mute/unmute your own line
OR	
*6 / #6	
*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
*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*

### 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, *"Conference record has Joined the conference"*

### 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, *"Conference record has left the conference"*

## Playback a Recording and Downloading MP3 file

Detailed playback instructions will be automatically emailed to you within one hour after the end of your conference. You can choose to playback your recording over the Internet. Your recorded conference is available for playback for a period of 30 days.

You can download your conference recording with MP3 file format from [My Library] on [messagestick.tcconline.com](http://messagestick.tcconline.com)

### Post Conference Emails

With Post-Conference emails, you can quickly and easily see a summary of your conference. For more details, please email [support@messagestick.com.au](mailto:support@messagestick.com.au) .