



## Instant Access™ Reservationless Conference Call

Freedom. That's what Gentner's Instant Access™ Conferencing is all about—the freedom to conduct reliable, clear sounding conference calls quickly and easily from any location, any time, without a reservation.

Setting up your account is an easy, one-time process. Just visit our web site at [www.gentner.com](http://www.gentner.com) and complete our secure online form. Or, you can also call 1-800 LETS MEET® or e-mail [reservat@gentner.com](mailto:reservat@gentner.com).

With Instant Access Conferencing, you can control the conference, dial out to participants, have participants call in, and view a list of conference attendees. And should you require operator assistance, simply dial \*0 to speak with a Gentner conferencing specialist.

Instant Access Conference Calling offers an optional control interface accessible over the Internet. This moderator application gives you complete conference control including a convenient address book for dialing out to participants. All you need is a connection to the Internet and a Java-enabled web browser.

### Features and Benefits

- **Simple as 1, 2, 3.** Once your account is activated, making a conference call requires only three easy steps. 1. Notify participants 2. Dial your 800 number and key in your access code 3. Start your meeting.
- **Security.** You can secure your calls by creating a passcode all participants must enter to access the conference. A tone will sound when participants enter the conference.
- **Availability.** Instant Access Conferencing allows you to conduct a conference call any time—24 hours a day, seven days a week, from any location.
- **Solutions.** In addition to Instant Access Conferencing, Gentner offers a host of other conferencing solutions designed to meet your business needs. Ask your account manager about our operator assisted conference calls and our web conferencing service.

### Customized Billing

Your needs drive the billing system. Gentner has the most user-friendly billing service in the business. Your billing can be customized to meet your specific needs.

- Choice of daily, weekly, or monthly invoicing
- Disk billing in Excel/ASCII formats; file layouts included; e-mail delivery available
- Billing reference numbers per conference call (e.g. department numbers, accounting codes, sales IDs, etc.)
- Participant detail by line connection on each invoice (either name or originating phone number)
- Credit card billing available
- Management call reports

### Enhanced Services

Talk to your account manager about adding Enhanced Services to your call.

- Digital Rebroadcast
- Participant Notification
- Tape Recording
- Transcription

## Quick Reference

### Conference Call Commands

Dial:

- 00 To speak privately with an operator
- \*0 To request an operator join the conference
- \*1 To dial out to a participant (Subscriber use only)
- \*4 To lock the conference from new participants
- \*5 To unlock the conference so new participants can join (Subscriber use only)
- 63 To mute your line
- 66 To unmute your line
- \*8 Conference continuation
- \*9 Roll call
- # To hear the number of participants in the conference
- ## To mute all lines except for the moderator (Subscriber use only)
- 99 To unmute all lines (Subscriber use only)
- \*\* To play a list of available options

### To Begin a Conference Subscriber/Chairperson

1. Dial your Access Number.
2. Enter your Access Code.
3. Press the star key (\*), then enter your chairperson passcode.
4. Press 1 to start your conference.
5. You can create a security passcode that participants will need to enter before joining the meeting.

Press the star key (\*) to bypass this option or enter the passcode now.

6. Your conference is now live. You can either wait for others to arrive or you can dial out to them using the web interface or conference codes on your touch-tone phone.

### To Join a Conference Participant

1. Dial the Access Number.
2. When prompted, enter your Access Code. If the conference has not yet started, you will be placed on hold.
3. When the conference begins, or if you join one in progress, you may need to enter an additional security passcode. Enter the security passcode if prompted.
4. You are now in the conference.

### To Dial Out Using the Phone Subscriber/Chairperson

1. Follow the steps described in "To Begin a Conference." You must enter as the chairperson.
2. After you have started the conference, press the star key (\*), then 1 to dial out to other participants.
3. Enter the participant's phone number (including area code) followed by the pound key (#).
4. Follow the voice prompts.

5. When the participant answers, press the star key (\*), then 2 to place the participant in the live conference and continue dialing.
6. Repeat steps 3 through 6 to add participants.
7. Press the star key (\*), then 1 to place yourself and the last participant into the live conference.

### To Dial Out Using the Internet Subscriber/Chairperson

1. Follow the steps described in "To Begin a Conference." You must enter as the chairperson.
2. Using your web browser, go to [www.norsvp.com](http://www.norsvp.com).
3. Log on by providing the requested information. Do not enter hyphens in the phone number field.
4. Click the Dial button to enter a new phone number, or click the Address Book button to select an existing number.

Note: When entering phone numbers, do not enter hyphens or a 1 before the area code.

Example: 8015553718

5. Continue adding new participants in this manner.