



## Operator Assisted Conference Call **Reservation Required**

We want your conferencing experience to be successful. That's why we constantly go above and beyond to provide solutions to your conferencing needs. Our Operator Assisted Conference Calls focus on providing personalized service, competitive rates, call security, detailed billing, and enhanced call options—all to ensure you get the most successful conference call available.

Your personal account manager is always available to help you decide which type of conference call is most beneficial for your company. We offer Passcode Meet Me, Operator Meet Me, and Dial Out.

**Passcode Meet Me.** Participants call Gentner and enter a prearranged passcode at the time of the conference. They will be automatically placed in the conference without assistance from an operator.

**Operator Meet Me.** All participants dial our designated phone number at the scheduled time. The operator greets the callers, gathers any requested information, and places them into the conference.

**Dial Out.** The operator dials out to participants and connects them directly to the conference. Participants are placed on music hold or into open conference until all parties arrive.

### Complimentary Services

- **ASAP/Last-Minute Reservation.** Set up a conference minutes before you need it to begin.
- **Broadcast Lecture Mode.** Participants remain in listen-only mode until an active discussion or question and answer session is opened.
- **Broadcast/Listen Only Session.** Conference will be set so participants are in a "listen only" mode.
- **Cancellation.** Plans change? Just give us a call, there's no cancellation fee.
- **Conference Setup.** You'll never be charged to set up your conference at Gentner.
- **Confirmation.** We will fax or e-mail your reservation confirmation within an hour.
- **Entry/Exit Announcements.** For secured calls, tones announce participant entry and exit. Our conference call specialists can announce entries on Meet Me calls as instructed at time of reservation.
- **Line Charge.** There's never a service charge for the line. You are charged only for the minutes per line used.
- **Music Hold.** Available on Meet Me calls.
- **Passcode Security.** For added security during your call, ask for this when you register.
- **Roll Call.** For Meet Me calls, a conference call operator will execute a roll call for all participants.
- **Secured Conference.** Password, passcode, or tone entry. There are several options.
- **Standing Calls.** You may pre-schedule a repeated conference call on a daily, weekly, bi-weekly, or monthly basis.
- **Subconferencing.** Participants can split into groups, then rejoin the main conference at any time.

### Enhanced Services

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

- Backdoor Communication Line
- Coordinator Monitor
- Digital Rebroadcast
- Participant Notification
- Question and Answer Session
- Tape Recording
- Transcription
- Translation/Interpretation

## Quick Reference

### Preparation

To conduct a successful conference call, the chairperson should allow sufficient lead time for adequate participation.

Develop your conference agenda that outlines participants, date, time, and purpose of the meeting.

After arranging your conference call with 1-800 LETS MEET,<sup>®</sup> notify participants of date, time, and name of the conference.

Give participants phone numbers for Meet Me and Passcode calls.

### Scheduling a Conference Call

To schedule a conference call, simply contact our reservation center.

Phone: 1-800 LETS MEET  
Fax: 1-800-898-7304  
E-mail: [reservat@gentner.com](mailto:reservat@gentner.com)  
Web: [www.gentner.com](http://www.gentner.com)

You will be asked for the following information:

- Company name
- Conference name (if different from company name)
- Date and time of call, and time zone
- Approximate length of call
- Chairperson's name and phone number
- Type of service (Meet Me, Passcode Meet Me, Dial Out, etc.)
- Department or billing reference number, if desired

### Conference Call Commands

Control during your conference call is always at your fingertips. The following are the most-used touch-tone codes.

All Calls –

- \*\* Requests help. Plays recorded message that provides instructions for using available key commands.
- 00 Requests private operator assistance. A conference call specialist will access a line out of the conference.
- \*0 Requests public operator assistance. A conference call specialist will enter the conference to assist and answer questions. This also opens a secured conference.
- 63 Mutes your line during the conference.
- 66 Unmutes your line during the conference.

Secured Calls –

Must be requested at time of reservation. Secured Calls allow the chairperson to limit access to the call.

- \*4 Secures a conference after it has begun.
- \*5 Unsecures a conference.

### Conducting the Conference

- Start on time. A carefully prepared agenda may include a participant list and start time for the conference.
- Identify participants. Ask participants to identify themselves and their locations when speaking. Address individuals by name when asking questions.
- Follow an agenda. Sticking to a prepared agenda will help ensure an efficient and productive conference call.
- Be in charge of the conference. The more direction the meeting has, the more efficient the conference call will be. You will have fewer interruptions and more attention will be given to the business at hand.
- Be interactive in the conference. More opportunities for voice interaction will add to the group's satisfaction.
- Don't hesitate to ask your account manager for ideas and suggestions for your particular meeting needs.