

Chorus Call New Zealand Unassisted Account User Guide:

ACCESSING YOUR CONFERENCE CALL:

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.

NZ Wide Free Call: 0800 452 794

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 visit:

<http://www.choruscall.co.nz/dial>

UNASSISTED USER GUIDE, STANDARD ACCOUNT

Host

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

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

Guests

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

UNASSISTED USER FUNCTIONS:

Through our sister company Compunetics who builds and distributes the world's best conferencing bridges, Chorus Call New Zealand has the ability to make in house development of needed customer solutions. 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 on 0800 453 630.

STANDARD USER FEATURES

The below features are standard on all Chorus Call unassisted conferencing accounts. Use these automated features to improve your conference outcome.

Keys	Name	Description
*0	Operator Assistance	Press the * key then 0 to notify an operator that you need assistance. If there is static on a line or you simply have a question press *0 anytime.
4#	Participant Mute	By pressing 4 then # any participant can mute their line.
5#	Deactivate Participant Mute	
99#	Conference mute	If a host wishes to mute all participants except themselves they can press 99#.
88#	Deactivate Conference Mute	
6#	Security Lock	To lock the conference from any further participants entering your conference call, press the 6 then # key.
7#	Security Un lock	
999#	Conference Count	By pressing 999# the conference will provide a tone only conferee count.
*9	Disconnect all guests	By pressing *9, all participants, except the host, will be disconnected from the call.

OTHER COMMON USER FEATURES

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

Keys	Name	Description
732#	Record Conference	By pressing 732 (REC on your keypad) a digital recording of your conference will be started. You will hear a prompt notifying you that the recording has started and you can receive that recording on CD or on via an FTP file. Charges for the recordings do apply.
By operator	Participant name Record	This is set up by the 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 into conference.
72#	Roll Call	To hear all participants on the call's name and company recording press 72 followed by the # key
By operator	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.

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 vestibule.
2. As a prompt to dial, you will hear a series of repeating tones.
3. Dial the phone number, including area code, followed by the #key.
4. Once you have reached the party, press *1 to place the party on hold or *2 to disconnect that line.
5. Repeat instructions above to dial out to additional phone numbers.
6. Press * 1 to join yourself and the called parties into the conference.