User Guide: Unassisted Teleconferencing

Accessing your Unassisted Teleconferencing account and standard user features.

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Accessing Your Conference Call

Dialling into the conference as a Host or a Guest

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.

Australia Wide Free Call:

1800 556 264

1800 173 224

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, <u>click here</u>.

STANDARD ACCOUNT ACCESS

Host

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

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

Guests

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

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 system.
2. As a prompt to dial, you will hear a series of repeating tones
3. Dial the phone number you wish to dial out to (including the Area Code) followed by the # key
4. When the other party picks up your call, press *1 to place them on hold or *2 to disconnect that line
5. Repeat the above instructions for all parties you wish to dial out to
6. Press *1 to join yourself and all dialed parties into the conference call

User Functions

Features of your Conferencing Account

STANDARD USER FUNCTIONS

Keys	Feature Name	Description
*0	Operator Assistance	Press *0 to notify an operator that you need assistance. If there is static on the line or you simply have a question, press *0 any time.
4#	Participant Mute	Participants can press 4# to mute their own line
5#	Deactivate Participant Mute	Participants can unmute their own line
99#	Conference Mute	If a host wishes to mute all participants except themselves, they can press 99#
88#	Deactivate Conference Mute	Host can unmute all conference particpants
6#	Security Lock	Prevents any further participants from entering the conference call
7#	Security Unlock	Re-opens a locked conference call so new participants can dial in
999#	Conference Count	The conference will provide a tone-only count

OTHER COMMON FEATURES

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

Keys	Feature Name	Description
732#	Record Conference	Press 732# (or REC on your keypad) to digitally record your conference call. You will hear a prompt telling you that the recording has started. Recordings are available via CD or FTP file.
	Participant Name Record	This is set up by a 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 to the conference.
72#	Roll Call	To hear all participants on the call's name and company recording, press 72#
	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.

CUSTOM SOLUTIONS

Through our sister company,Compunetics, who builds and distributes the world's best conferencing bridges, Chorus Call has the ability to develop custom solutions in-house. 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.

Dial-in Numbers

Access your Unassisted Conference using any number below

AUSTRALIA FREE CALL NUMBERS

Australia	1800 556 264
Australia Alt. #	1800 173 224
Argentina**	0800 444 5893
Bahrain	8000 4847
Belgium**	0800 77 221
Brazil**	080 0095 9043
Canada/USA**	1 855 336 4664
Canada/USA Alt. #*	1 877 642 9124
Chile**	123 0020 0285
China Wide	4001 200 641
Denmark	80 253 610
Egypt**	0800 000 0562
Finland	0800 915 780
France	0800 915 174
Germany	0800 183 0921
Greece**	00800 1612 2064 544
Hong Kong	800 906 986
Hong Kong Alt. #*	800 908 570
Hungary	06 800 80 145
India	0008 0010 08069
Indonesia *On Carrier Telkomsel***	007 803 321 8054
Indonesia *On Carrier INDOSAT***	001 803 321 8054
Ireland	1800 948 608
Israel**	1800 451 891
Italy**	800 783 736
Japan**	005 3116 1306
Jordan**	080 022 952
Malaysia**	1800 816 445
Mexico	0180 0112 0091
Netherlands**	0800 404 0007
New Zealand***	0800 452 794
New Zealand Alt. # *	0800 880 585
Norway **	8006 9995
Philippines**	1800 1110 1587
Papua New Guinea****	0008 611 89
Poland	0080 0112 0433
Portugal	800 827 817
Saudi Arabia**	800 885 2060
Singapore	800 852 3140
Singapore Alt. #**	800 101 2703
South Africa	0800 984 014
South Korea	00798 1420 62820
Spain**	900 866 642
Switzerland**	0800 802 497
Taiwan**	0080 112 7378

* Not free call
** Some restrictions exist with mobile providers in this country. Please contact Chorus Call if you wish to have an operator connect your party.
*** 30c surcharge when calling the New Zealand free call number from a mobile phone. This charge can be avoided by calling the Auckland local number when using your mobile.
*** Higher per minute rates apply from some developing countries. If unsure of rates, please contact Chorus Call.

Turkey**	....	0080 014 206 1891
Thailand	....	0018 0015 6207 1974
UAE	....	8000 3570 2320
Ukraine	....	0800 503 485
United Kingdom	....	0808 168 3761
United Kingdom Alt # *	....	0800 051 1451
Vietnam	....	1800 4821
Other International	....	+61 7 3107 0200

LOCAL INTERNATIONAL DIAL-IN NUMBERS

Auckland	....	099291686
New York	....	2087580667
London	....	02080806334
Hong Kong	....	5808 3178
Tokyo	....	03 5050 1452

LOCAL AUSTRALIA DIAL-IN NUMBERS

Adelaide	....	08 8122 8343
Albany	....	08 9800 0289
Brisbane	....	07 3107 0200
Bunbury	....	08 9702 1329
Cairns	....	07 4000 3028
Canberra	....	02 6101 8353
Darwin	....	08 8900 8322
Geelong	....	03 5200 3077
Geraldton	....	08 9904 6016
Hobart	....	03 6200 8342
Karratha	....	08 9103 3002
Mackay	....	07 4900 3188
Maroochydore	....	07 5400 0025
Melbourne	....	03 9912 0327
Mount Isa	....	07 4713 6288
Newcastle	....	02 4906 3022
Perth	....	08 6260 1189
Rockhampton	....	07 4900 2229
Gold Coast	....	07 5511 3028
Sydney	....	02 9007 4041
Toowoomba	....	07 4600 3028
Townsville	....	07 4700 3750
Wollongong	....	02 4200 3022

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RESERVATIONS

24 hours a day	Monday to Friday
By Appointment	Saturday & Sunday

CHORUS CALL ®

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