



Scheduled

Schedule a Conference

Reservations can be made 24 hours a day by phone or email.

1. Contact the Conference Group **Customer Service Department**.
2. Have your account and conference reservation information available.

Contact Us 24/7 to schedule your conference.

By **PHONE**: 877-709-8255 (U.S. & Canada) 302-709-8255 (International)

By **EMAIL**: csr@conferencegroup.com

What You Will Need to Make a Reservation

Operator(s) are available throughout the duration of the conference to perform the following:

- Account Number
- Leader Name
- Date of conference(s)
- Start Time
- End Time
- Time Zone
- Number of callers
- Email Address for confirmation

Access Phone Numbers

Your emailed Conference Confirmation will include:

- U.S. Toll-Free
- Canadian Toll-Free
- Toll dial-in number
- Passcode

To Access the Conference

1. All callers dial the appropriate **Access Number** listed on the Conference Confirmation email
2. When prompted, enter the **Participant Passcode**, followed by the **#** key.

Note: *Leaders will enter the Leader Passcode if one was requested.

A Scheduled conference is a non operator assisted conference call. They can be reserved as one-time, daily, weekly, bi-weekly, or monthly if needed. This guide provides the basic information necessary to start using our Scheduled audio conferencing service.

Questions? We are here 24/7 to help.

Call (877) 709-8255

Email csr@conferencegroup.com

STAR COMMANDS

Leader

- *0 Request an operator
- *1 Dial out to a participant (Authorization Form required)
 - *2 - Return with a new participant
 - *3 - Return without a new participant
- *2 Conference record on/off
- *3 Conference playback on/off
- *4 Increase/decrease volume
- *5 Conference lecture mode on/off
- *6 Mute line on/off
- *7 Lock conference on/off
- *8 Participant count or roll call
- *9 Stops Roster playback
- *91 Enter A Billing Code
- *92 Automatic blast dial (Authorization Form required)
- *94 Replay a conference recording file number
- *98 Turn leader hang-up on/off
- ## End the conference

Participant

- *0 Request an operator
- *3 Conference playback on/off
- *6 Mute line on/off
- *8 Participant count or roll call