

Passcode Teleconference Host Instructions



24 Hour Help Desk: 1-800-319-3929 / 604-638-5300 Email: canada@choruscall.com

To Join Your Call:

1. Dial into the Chorus Call Canada teleconference bridge using the numbers provided by email or on your Chorus Call wallet card. Alternatively, you may use one of the following standard bilingual (English & French) dial-in numbers:
 - **Toll Free from Canada and the USA: 1-800-319-7310**
 - **Vancouver & Area: 604-638-5353**
 - **Toll Free and local from outside Canada & USA: see list at <https://services.choruscall.com/links/itfsua.html>**
 - **International callers may also dial: +1-604-638-5353 (long distance charges will apply)**
2. A recording will then prompt you to enter your passcode. Key in your five digit host code slowly & deliberately, followed by the # key.
3. If you receive an invalid passcode response, wait for another prompt and try again. If you continue to get a message stating that your passcode is invalid, please key in *0 for operator assistance 24 hours a day, Monday through Friday. On weekends you may call our 24 Hour Help Desk at 1-800-319-3929 (from Canada or USA). From elsewhere dial +1-604-638-5300.

Function Codes:

During your conference call, you may key in the following codes from your touchtone phone to perform these functions.

- *0 Request operator assistance**
Available to ALL callers. Assistance from a Chorus Call operator can be requested 24 hours a day Monday through Friday. On weekends, call the Help Desk at the numbers shown above.
- *2 Roll call into the conference**
Available to the Host when *The Enunciator™* feature is activated. A roll call of the participants currently on the call is played into the conference. When the *Enunciator™* is not activated, the number of participants currently in the call is announced into the conference.
- *3 Private roll call**
Available to ALL callers when *The Enunciator™* is activated. A roll call of the participants currently on the call is played privately to the caller who made the request.
- *4 Mute all other participants**
Available to the Host only. Mutes all other lines. The same sequence is used to un-mute the participants.
- *5 Conference disconnect**
Available to the Host only for calls with Guest Codes. When the Host hangs up, all Guest lines are disconnected. The same sequence is used to de-activate the feature.
- *6 Mute your own line**
Available to ALL callers. Allows callers to mute their own lines in order to reduce the amount of background noise. The same sequence is used to un-mute their own line.
- *7 Secure conference**
Available to the Host only. Locks the conference, meaning that no other party may join the call, including a conference operator. The same sequence is used to un-lock the conference. The *0 function for assistance remains active even in a locked conference.
- *9 Call Recording**
Available to the Host only. Follow the prompts to record your call. The service may also be configured to send the Host and/or the Administrator an e-mail with a link to download the recording upon completion of the call.

Optional Features:

At your request, any of the following features can be activated on your account:

Billing Reference Coding

When configured, the Host will be prompted to enter up to two reference codes that will appear on the invoice for the call. The objective is to make it easier to attribute the call expenses to certain clients and/or projects or meet other internal record keeping requirements.

Conference Quick Start

Allows Guests to start the conference without the Host calling in to initiate the call with the Host code. Caution is advised when considering this feature.

The Enunciator™ (Participant Name Record)

Callers will be asked to state their name and company before they are joined to the call. This will be recorded and may be used when playing a roll call or announcing callers.

Entrance / Exit Notification

Accounts can be configured to join callers silently, play a tone, or play the name and company they recorded if *The Enunciator™* is activated. The same options apply for notification when callers exit the call.

Party Count

This feature provides an update on the number of parties in the call each time someone joins and/or leaves the call.

Call Reports by Email

Receive an email immediately following your conference call which provides a report of the start and end time of each line connected, the duration and the combined total minutes.

Conductor Web

This web-based interface provides a history of calls hosted on your account, a view of the lines connected to your current call and controls to act on those lines (mute, hold, disconnect, access to adjust the settings on your account and much more).

For Assistance:

Chorus Call teams around the globe are ready to help.

Chorus Call ensures you receive the highest possible standard of service using a **team model**, both globally and locally.

Canada ♦

No individual account representative can possibly be ready to respond at any time, all the time. That's why Chorus Call has structured teams and systems in such a way that you can always reach someone who will be able to assist you, or help you connect with someone who can assist you.

Japan ♦

Australia ♦

Follow the Sun is the name of our tag-team global process for ensuring our teleconferencing bridges have a Chorus Call operator available around the clock during the business week. Simply **dial *0** when you are connected to the teleconference bridge and an operator will respond to your request for assistance.

India ♦

Greece ♦

Canada@choruscall.com should be considered your communications lifeline whenever you need to reach the Chorus Call Canada team with a time sensitive question or request.

South Africa ♦

Alternatively, call our **Reservations / Help Desk at 1-800-319-3929 or 604-638-5300** with your request. If your account representative isn't immediately available to respond, another member of the team will step in to ensure your needs are addressed.

Italy ♦

Switzerland ♦

On day to day matters, feel free to contact your account representative directly by email or phone.

Germany ♦

If at any time you have questions, please don't hesitate to contact us. We are happy to assist!


Brazil ♦

United States ♦

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