



C3 Conferencing
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Quick Reference Sheet

Automated 24/7 Reservationless

Accessing Your Automated 24/7 Reservationless Conference:

1. Dial the access number on the back of your wallet card at desired time.
2. When the call is answered, enter your passcode (moderator or participant) followed by the (#) sign.
3. You are now entered into the call.

Moderator Features:

- *4 **Volume Control** - Press *4 to increase volume, press *4 again to return volume to original level.
- *5 **Listen-Only Mode** - Places all participants in listen-only mode. Only the moderator can be heard. Pressing *5 again returns call to fully interactive mode.
- *7 **Secures the Conference** - When enabled, no other participants may enter the call. Press *7 to unsecure. (Note: call must be in unsecured mode for the operator to enter the call)
- *8 **Receive a Roll Call** - Dialing *8 plays a recording of the number of participants on a call. With Private Roll Call, only the moderator hears the roll call. With Conference Roll Call, all conferees hear the roll call.
- *0 **Operator Assistance**

Participant Features:

- *6 **Mute/Unmute the Line** - Dial *6 to mute the line. Dial *6 again to return the line to fully interactive mode.
- *0 **Operator Assistance.**

Helpful Hints for a Successful Conference Call:

- Prepare an agenda
- Determine which type of conference call is needed (audio, web, or both)
- Choose conferees access options (e.g., dial-in toll, dial-in toll-free)
- If you have music on hold, do not put your call on hold while connected to the conference
- Keep side conversations to a minimum
- Consider breaks for calls longer than 90 minutes
- Determine the number of participants
- Select the conference type to best suit your meeting needs (e.g., Automated 24/7 Reservationless)
- Consider not using a speakerphone
- Make sure only one person speaks at a time
- Mute phone when you are not speaking
- Identify yourself when you speak
- Limit background noise

Customer Support:

To contact customer support during your conference, press *0 on your touch-tone telephone and a Conference Operator will be glad to assist you at any time. If you need assistance prior to your call, please refer to the help number on your wallet card.

About Us

C3 Conferencing delivers cost effective and affordable audio, video, and web conferencing services that help organizations increase their capacity to provide outreach and support to their staff, clients, and communities. C3 Conferencing provides custom solutions, competitive pricing, and high touch service to meet the specialized needs of your organization.