

## Operator Assisted

### User Guide

Operator Assisted conferencing is a scalable, customized solution that lets you streamline and manage your most demanding conferences. Whether your audience is a dozen executives, investors and analysts or a 2500 member sales force, we bring everyone together in one seamlessly planned, managed and executed event.

### Scheduling and Starting an Operator Assisted Conference Call

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1. Schedule your reservation online at [www.speakspace.tconline.com](http://www.speakspace.tconline.com) or by calling your reservations number listed on your welcome packet and/or welcome email.
2. Give your participants the date and time of the call and the appropriate dial-in number. Also provide participants with the conference ID that you receive when you make your reservation.
3. At the specified time, dial your Operator Assisted dial-in number.
4. You will be greeted by an operator and placed into your conference.

#### INFORMATION YOU'LL NEED TO MAKE A RESERVATION

- Your owner number
- Your name, company number, telephone, fax and email
- Call leader's name
- Date and time of the call, including time zone
- Expected duration of the call
- Expected number of participants
- Any Surround-the-Call features desired

### Joining an Operator Assisted Conference Call

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1. At the specified time, participants dial your Operator Assisted dial-in number.
2. Provide your conference ID to the operator.
3. They will be placed into your conference or on music hold, depending on the specifications of your reservation.

### Telephone Keypad Commands

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Control your conference call with a touch of a button on your telephone keypad.

*0	Operator assistance for the conference
*5	Mute/unmute all lines except leader's - leader only
*6	Mute/unmute your own line
*7	Conference lock/unlock - leader only