

- **How does a passcode work?**  
We will assign you a dial in number and a passcode. Have your participants call in and enter the passcode followed by the pound sign. At that time they will enter the conference by-passing the operator, however if you do require operator assistance during your conference you may press \*0.
- **On a passcode conference can you dial out to one participant?**  
Yes, but you can also. As the moderator you simply enter #3 to enter dial out mode, dial the area code and the phone number followed by the # sign. You then hit #5 to return yourself and the dialed-out party back to the conference.
- **I make a lot of conference calls, is it possible to have a dedicated phone number?**  
Yes. Just ask, and we'll give you a dedicated number that you can use any time, anywhere.
- **How do I know who attended my call?**  
Every automated conference call gives you the option to place a prompt at the beginning of the call that will require participants to speak their name. These names can then be called up at the discretion of the host or participants. Please be sure to tell the reservationist who sets up your passcode to activate this option for you.
- **How do I contact an operator in the middle of a call?**  
You can speak to an operator at any time by dialing \*0 for assistance. The operator must take you out of the conference in order to speak to you. Your conversation will be completely private.
- **Can I archive a call for those participants who are unable to listen to the live call?**  
Yes. We will digitally record your conference and make it available for playback for a nominal fee. You can receive the recording on CD or cassette. Transcripts can be provided via hard copy or email, in either MS Word or Rich Text Format. We can also edit material from your archived call. Please be sure to tell the conference specialist if you would like to take advantage of these options when you make your reservation.
- **How secure is my call?**  
With Quickconnect, you have the ability to make your conference calls as secure as you want. At your discretion we can give you a pin code to distribute to your participants. You can also take advantage of our Host Security service, which allows the call moderator to open or close access to the conference with their touch-tone phone. While the call is closed, both the operator and late participants will be locked out.