

## Conference Calling FAQ

**1) How do I start a call?**

You will have everyone call the toll free or local number you received on your confirmation. The participants will enter the code that you received in your confirmation saying "PARTICIPANT CEC." The person hosting the call **MUST USE THE CHAIRPERSON CEC TO BEGIN THE CALL. IF THE CHAIRPERSON USES THE WRONG CODE THE CALL WILL NOT BE ABLE TO START AND EVERYONE WILL REMAIN ON HOLD.**

**2) Can I use my codes and dial in numbers multiple times?**

YES. You can use your codes and numbers as many times as you like, whenever the need arises without the need to sign up for new code again.

**3) What if I lose my codes or dial in numbers?**

Just call our customer service number or *email us* and once we validate your account information we will give you the codes.

**4) Can I utilize both the local and the toll free numbers for my call?**

Yes. Then we bill accordingly depending on which number the people dial into.

**5) Do I have to sign up for each conference call?**

No. We provide reservation less conference calling. You sign up once and the codes and dial in numbers remain yours for all future calls. We do not change them with out your request to do so.

**6) If I am not in the United States can I still use your service?**

Yes. If you are not in the US you can still call in on our local number for your conference call.

**7) Do you provide a local number for out of state clients?**

No. We only provide a NJ based local number.

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**8) How can I get an idea of how much my conference call will cost me before hand?**

Add up the number of minutes that the call will last and multiply it by the total number of participants and chairpersons on the call.

**9) How can I get additional CEC's?**

You may either send an email with your request to our customer service or you may contact our customer service by phone during regular business hours.

**10) Is there a limit to the number of people I can have on my conference?**

No.

**11) What is a reservationless conference?**

This is a call where anyone can set up a conference call without having to speak to an operator. The customer signs up for an account and then is given a phone number to call and entry codes to give out to the participants.

**12) Do I need to give the participant entry code to those who are dialing in for the conference?**

Yes. For security reasons, we ask that you provide callers with the participant entry code.

**13) What if I call in late? Will I be blocked out if I don't call in at the beginning?**

You may call in to the call at any time. Client Instant Access does not lock anyone out if they arrive late to the call, however, the chairperson does have the option to lock their calls for security reasons.

**14) How many conference calls can I set up? Can they happen at the same time?**

There is no limit to the number of calls you can run simultaneously, however you can only hold one conference with the same entry code. If you need additional conferences at the same time, you may register with us for additional entry codes.

**15) Can I set up a recurring conference? Can I have the same dial-in number and access code every week?**

An advantage of using Client Instant Access is that our service is reservationless. You can conduct a conference call the same time each week, without having to go through an operator. You are in control of when your calls are scheduled. Simply inform the participants of when the calls are, have them call their assigned number, enter their participant entry code and they will be admitted to the conference. Once you are assigned a number and participant entry code you can continue using this as many times as you like.

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**16) Can I get a toll-free dial-in number so that my attendees don't have to pay for the long distance?**

Yes. We can assign a permanent toll-free 800, 888, 877, and 866 number.

**17) What features are available for the conference call chairperson?**

\*6 - Mute/Unmute Participant option (individuals can mute their lines)

\*7 - Mute/Un-mute Chairperson (chairperson mutes all lines)

\*537 - Conference Lock (new participants can not join the call)

#1 - Roll Call (play participant name recordings)

#2 - Participant Count

#7 - Record Conference

#9 - Conference Continuation (after Chairperson leaves)

\*4 - Volume Control

\*0 - Operator Assistance

**18) How do you handle International callers?**

International callers can dial into your conference call by using a toll number. You can request this in the Sign Up area.



**For more information or to schedule a demonstration, please contact us:**

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