



FREQUENTLY ASKED QUESTIONS

# On Demand Plus

Conference Call On Demand Anytime, Anywhere

On Demand Plus is ConferenceSuite's reservationless conferencing solution. Below are frequently asked questions about setting up a conference call and using the reservationless conferencing features.



**Q: How many participants can I have on an On Demand Plus audio conference call?**

A: On Demand Plus audio conferencing can accommodate up to a total of 125 participants (including the Moderator).

**Q: How long does it take to setup an On Demand Plus conference call account?**

A: After we receive and verify your company information, your account will be setup and a welcome email containing your audio conferencing account information will be sent within 30-minutes.

**Q: How do I start an On Demand Plus conference call??**

A: To start a call:

1. Give your participants the date and time of your conference call, your dial-in number, and conference code.
2. At the specified time, dial your On Demand Plus dial-in number.
3. When prompted, enter your conference code followed by #.
4. When prompted, press \* to identify yourself as the moderator, then enter your moderator PIN followed by the #.
5. Press 1 to begin the conference

**Q: How do participants join my On Demand Plus conference call?**

A: For participants to your call, instruct them to:

1. At the specified time, dial your On Demand Plus dial-in number.
2. When prompted, enter your conference code followed by #.

**Q: When will I receive my ConferenceSuite conference card?**

A: Your ConferenceSuite conference card will be shipped 4-6 weeks after you receive your welcome email.



## Q: Can I transcribe my On Demand Plus audio conference call?

A: Yes. ConferenceSuite can provide you with a text copy of your conference call. The usual turnaround time is 48-hours but orders can be expedited for a nominal fee. Follow these steps to transcribe your On Demand Plus conference call:

1. Start the conference call by dialing your assigned toll free number
2. When prompted, enter your conference code followed by #.
3. When prompted, press \* to identify yourself as the moderator, then enter your moderator PIN followed by the #.
4. Press 1 to begin the conference
5. Start conference record by dialing \*2 into your telephone keypad. Confirm conference record by pressing 1
6. After the conference call has ended, you will receive a recording confirmation email
7. Send the recording confirmation email to [transcribe@conferencesuite.com](mailto:transcribe@conferencesuite.com)

## Q: What are the On Demand Plus audio conference call commands?

A: Once dialed into your conference, simply use your telephone keypad to access these commands

### Telephone Keypad Commands

*0	Conference wide operator assistance
00	Individual Operator assistance
*1	Dial-out to add participant – moderator only
*2	Begin/end conference record – moderator only
*3	Change entry/exit method (name record, tones, or silence) – moderator only
*4	Private roll call
*5 / #5	Mute/Unmute all lines except moderator's – moderator only
*6	Mute/unmute your own line
*7 / #7	Lock/unlock conference – moderator only
*8	Allow/disallow conference continuation – moderator only
*#	Private participant count
**	List available keypad commands



**Q: How do I record my On Demand Plus conference call?**

A: To record a call:

1. Start the conference call by dialing your assigned toll free number
2. When prompted, enter your conference code followed by #.
3. When prompted, press \* to identify yourself as the moderator, then enter your moderator PIN followed by the #.
4. Press 1 to begin the conference
5. Start conference record by dialing \*2 into your telephone keypad. Confirm conference record by pressing 1



**Q: How am I billed for On Demand Plus conference Calls?**

**A:** Great question! Invoices are sent out monthly. You are billed only for minutes used. There are no setup fees or contracts required.

**Q: Can I request additional conference cards?**

**A:** Yes. You can request an unlimited number of conference cards. Send the name of the individual or department name to [admin@conferencesuite.com](mailto:admin@conferencesuite.com)