



# Direct Event<sup>SM</sup>

## User Guide

Our Direct Event conferencing service allows you to take advantage of the scalability and customization of Operator Assisted conferencing combined with the convenience of automated entry. Participants join your large event conference call by entering a passcode, eliminating the need to be connected by an operator.

### Scheduling and Starting a Direct Event Conference Call

- 1 Schedule your reservation online at [www.tconline.com](http://www.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 passcode that you receive when you make your reservation.
- 3 At the specified time, dial your Direct Event dial-in number.
- 4 You will be greeted by an operator and placed into your sub-conference until you're ready to begin.

### 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 a Direct Event Conference Call

- 1 At the specified time, participants dial your Direct Event dial-in number.
- 2 Participants will then need to enter your participant passcode
- 3 Enter your registrant ID, if Facts Complete is a selected feature for your call.
- 4 They will be placed into your conference on music hold until your conference begins.

### Telephone Keypad Commands

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

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*0	Operator assistance for the conference
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