



# AUDIO *conferencing*

user reference guide

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Clearly different.

## BEFORE THE CALL

1. Notify your participants of the date and time of the call in advance.
2. Communicate any items that need to be prepared in advance of the call.
3. Set an agenda for the call to keep your meeting focused and on track.
4. Send the agenda to the participants prior to the call.
5. Make sure you are in a quiet location where you will not be disturbed. Try to minimize background noise such as air conditioners, background conversation, construction, etc.
6. Turn off call waiting, pagers and cell phones.

## STARTING THE CALL

1. Be on time or early.
2. Introduce yourself when you speak and encourage others to do the same.
3. Conduct a roll call so you know who is on the conference call.
4. Briefly state the agenda.
5. Do not put your phone on hold. This may put music into the conference and prevent others from continuing the meeting.

## DURING THE CALL

1. Ask for feedback from specific participants instead of the entire group.
2. Table any discussions that are not relevant to the agenda for a later time and place.
3. Try to involve all of the participants in the discussion.
4. Promptly deal with any noise or distractions. Press **[\*] [0]** to summon the call operator if necessary.
5. Summarize the issues discussed and recap any action items resulting from the call.
6. Establish the day and time for the next conference call.

## FOR IMPROVED LINE QUALITY

1. Electronic devices (such as Blackberrys™ or cell phones and associated hands-free devices, laptops, etc) can interfere with line quality if located too near the phone. If possible, place such items a good distance away from the phone you are using for the conference call.
2. If you are conducting back-to-back calls on your **Reservationless-Plus<sup>SM</sup>** account, make sure to disconnect your initial conference call line prior to dialing back in for the next call. (Failing to do so could produce a “flash hook” scenario, which feeds a loud signal into the call.)
3. When entering your Conference Code, Leader PIN or passcode for the call, do not press the keys too quickly – this will enable the system to ‘read’ the DTMF tones most effectively.
4. During an **Operator Assisted** Q&A session, participants should pick up their handsets to ask questions. This will ensure the best possible audio quality and volume from their lines.
5. If you are conducting a call using a conference room phone, microphone or speakerphone, be aware of the location of the phone/microphone at all times and speak directly into the device to ensure the best possible audio quality and volume.
6. If you are conducting an **Operator Assisted** call using a conference room phone, microphone or speakerphone, test the volume and line clarity with the operator prior to starting the call.

## RESERVATIONLESS-Plus continued

### International Toll-Free Service (ITFS)

using RESERVATIONLESS-Plus ITFS:

1. go to [www.teleconferencingcenter.com](http://www.teleconferencingcenter.com) and click on "Manage Your Account"
2. log in with your Conference Code or Owner Number and your Leader PIN
3. click the "View Your ITFS Numbers" link to access an alphabetical-by-country list of your Dial-In Numbers
4. make note of the ITFS number that corresponds with the country where your participant is located
5. distribute the ITFS number(s) to your internationally located participant(s) along with your Conference Code, date and time of the call

### OPERATOR *assisted*

This service uses a professional operator to assist with your conference calls.

to schedule conference:

1. call your Reservations Number (number that was provided on your initial account notification e-mail) and provide the following information:
  - your owner number
  - your name, company name
  - phone, fax & e-mail
  - call leader's name
  - date and time of the call (include timezone)
  - expected length of call
  - expected number of participants
  - any surround-the-call features desired
2. provide participants with the date, time, conference ID, leader name and Dial-In number of the call
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

please note:

- Your participants join by following step 3 & are placed into your conference or music hold as specified in your reservation.
- Schedule a call with as little as 15 minutes notice.
- Dial-In Numbers are permanent to your account unless inactive for 120 days.

### Keypad Commands

Helpful commands:

for OPERATOR ASSISTANCE

(Conference) press ..... [\*] [0]

to MUTE/UNMUTE all lines except leader's (leader only) press ..... [\*] [5]

to MUTE/UNMUTE your own line press ..... [\*] [6]

to LOCK/UNLOCK conference

(leader only) press ..... [\*] [7]

### Encore<sup>SM</sup>

Enables you to record the Operator Assisted Conference Call for future playback. Encore puts you in control. Call into the conference playback, but only listen to what you need to hear.

to use:

1. schedule Encore when you reserve your Operator Assisted call by dialing your reservation line.
2. when you want to play back the call, dial 1.877.836.2673 or 1.706.634.5549
3. at the prompt, enter Conference ID which was provided when you made the reservation

## ENCORE continued

### Keypad Commands

You control the pace of the playback using the following commands:

FAST FORWARD (5 seconds) .....	1
FAST FORWARD (30 seconds) .....	2
REWIND (5 seconds) .....	3
REWIND (30 seconds) .....	4
SPEED UP the recording .....	5
SLOW DOWN the recording .....	6
INCREASE volume .....	7
DECREASE volume .....	8
SKIP to end .....	9
RETURN to beginning .....	0
PAUSE (press again to remove pause) .....	*
RESUME playback .....	#

#### please note:

- With the number and Conference ID your listeners have 24/7 access to the recording via a toll-free number.