

# Guide to Audio Conferencing

## What This Guide Provides

This guide was designed to walk you through the steps to coordinating and hosting a successful conference call.

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## INVITE YOUR PARTICIPANTS

Send your guests, via email, fax, or word of mouth, the information listed below. All of the conference codes and Dial-In numbers can be found online by accessing your account.

### Design an Invitation:

Date/Time of conference – you may want to include an agenda.

It is recommended that you inform your Guests to log into the conference no less than 5 minutes prior to start time. Guests joining the meeting prior to the Host will be placed on hold listening to music until the Host activates the conference.

### Audio Conference Dial-In Info:

- Instruct guests to dial into the Audio Conference approximately 5 minutes prior to the conference
- Provide Dial-In phone number
- Provide Guest Code
- Require attendees to refrain from putting the call on hold, as some companies have hold music that would disrupt the conference. If a participant places a line on hold, access audio controls online at [www.SaveOnConferences.com](http://www.SaveOnConferences.com) and mute that participant's line.

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## PRE-CONFERENCE PREPARATIONS

- Set an agenda for the meeting.
- If possible, send the agenda to all meeting participants.
- Send out a reminder to participants for calls scheduled far in advance.
- Make sure you are in a quiet location where you will not be disturbed

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## ACTIVATE THE CONFERENCE CALL

- Be on time! It helps if the host or chairperson dials into the conference a few minutes early. This avoids confusion if guests dial-in early.
- Turn off call-waiting. Most call-waiting features can be deactivated by dialing 70# before dialing into the conference.
- Dial into the call using either the Toll Free or Direct Dial-In number provided. You will be prompted to enter your passcode.
- Conduct a roll call to find out who has joined your conference.
- Remind attendees to refrain from putting the call on hold, as some companies have hold music that would disrupt the conference. If a participant places a line on hold, access audio controls online at [www.SaveOnConferences.com](http://www.SaveOnConferences.com) and mute that participant's line.
- Instruct everyone to state their names when speaking to avoid confusion. For example, "This is Karen, and I'd like to see..."

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## DURING THE CONFERENCE CALL

- Ask for feedback from specific participants instead of from the entire group.
- Postpone any discussions that are not relevant to the conference for another date and time.
- Promptly deal with any noise or distractions.
- Summarize the issues discussed and recap any action items resulting from the call.
- Clearly state when you are ending the conference. Often a guest can be left on the line not realizing that the conference has ended.

### Conference Controls:

Control Feature	Control Code
<b>Available to All Participants</b>	
Help	*1
Operator Request	*0
Mute My Line	*6
Unmute My Line	*6
Change My Volume	*5 Increase / *8 Decrease
<b>Host or Moderator Controls</b>	
Change Conference Volume	*4 Increase / *7 Decrease
Private Roll Call	*92
Participant Count	*91
Mute All	*96
Unmute All	*97
Dial Out to Participant	*95
Start Recording	*22
Pause Recording	*22
Stop Recording	End the Conference
Lock Conference	*94
Unlock the Conference	*94
Terminate Conference	*93
Toggle Conference Security	*31
Sub Conference	*21