Joining a conference call

There are a number of ways in which you can dial in to join your conference call.

Dial the pilot number for your closest capital city.

Adelaide	08 70 700 988
Melbourne	03 99 99 1617
Sydney	02 911 987 67
Canberra	02 6108 4585
Perth	08 655 565 85
Brisbane	07 312 36 136

Your conference room number is '__ __ __'

When prompted enter the conference room number followed by the '#' key.

When prompted enter the conference pin number followed by the '#' key. User Pin ____ Moderator Pin ____.

You may be prompted to record your name. Your name will be announced to other participants as you enter or exit the conference room.

At the tone say your name and press the '#' key

When you first enter the conference room you may be put on hold until either the leader joins the conference or at least one other participant is joins the conference.

If you are having issues when dialing into the conference rooms call the pilot numbers above and press '1' at the menu for one of our staff who will be happy to assist you.

CONFERENCE CENTRAL

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P.O Box 161
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Phone: 1300 971 461
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Clearview S.A Pty Ltd
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Conference Central
Teleconference solutions
Phone: 1300 971 461

BRINGING PEOPLE TOGETHER

Things before you start

Have an agenda

Have an agenda that includes goals, participant expectations and discussions.

If you expect to have active participation from your participants, consider the impact of the volume of comments on time available when determining the number of items on the agenda.

Ask participants to review items on the agenda before the call.

Starting the call

As the facilitator, you may want to log on 5 minutes before the call to be the first online.

Great and know who is online.

Establish a protocol of announcing names when taking turns speaking.

Find out if there are individual constraints 'People who have to leave early'

Keep track of the time and announce it quarterly if required.

Mute or un-mute yourself

It is important to mute your microphone when you are not talking. If you are in a noisy environment you may drown out whoever is talking or always try to use a quiet when you dial in.

Press * followed by '1' to mute your microphone, but remember to be heard again you will have to press '*' followed by '1' again to un-mute your microphone.

You can also use the mute key on your desk phone or mobile phone if it is available.

Tips and things to consider

Don't use the hold key

At anytime you are on a conference call you should not press the 'Hold' button on your phone.

If you press the 'Hold' key your hold music will be played to all of the participants in the conference an and no one will be able to hear the speaker until you return

Don't be late

If the join / leave option is enabled everyone in the conference room will hear when you join or leave the call.

So if you are late or dash off early everyone will know.

General Etiquette

Call from a quiet location.

Avoid calling from a mobile phone and if you do mute yourself when you are not talking.

Avoid speaker phones of if using speaker phone always use the mute feature.

Use a quality handset.

Avoid rustling paper.

Try to have your full attention when on the conference call and try not to do other things that may distract you.

Be enthusiastic when on the call.

Be aware of the impact of accents and slow down accordingly.

Vary voice tone - avoid monotone presentation.

Track who is talking so you can call on those who have not had a chance/chosen to speak up.

What to avoid

If you're a participant, you'll want to avoid:

Showing up late. You'll find yourself trying to catch up with the discussion, and the host will have to take time to introduce you to the group.

Losing focus. Keep your mind on the teleconference, instead of multitasking by also answering e-mail, shopping online, playing video poker, prepping an agenda for an upcoming meeting or handling a departmental crisis.

Allowing distractions like phone calls, employees with questions or visiting friends to make their way into your office.

Having call waiting on your phone send beeps into the teleconference. Turn it off before the meeting starts.

Speaking without saying who you are.

Addressing a question to the group instead of to a specific individual. You'll get an answer quicker if everyone doesn't pause to figure out who will respond.

Responding with anger or sarcasm to comments that someone else makes.

With a little advance planning, efforts to minimize distractions and simple courtesy, a teleconference can be a worthwhile meeting that brings people together for a purpose when they can't all be in the same room.