AUDIO
conferencing

user reference guide

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TDS *metrocom*
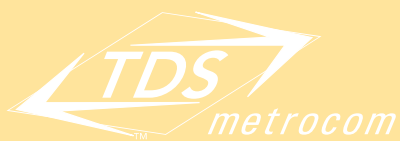
Clearly **different.**

HELPFUL *hints*

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*℠ 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/micro phone 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*

On-demand conferencing allowing you to initiate a conference 24/7. It's as simple as dialing a number and entering a code.

Keypad Commands

Select from the following commands:

for OPERATOR ASSISTANCE
(Conference) press .... ∗ 0

for OPERATOR ASSISTANCE
(Individual) press 0 0

to DIAL-OUT to a participant press...... ∗ 1

to BEGIN/END record press .... ∗ 2

to change ENTRY/EXIT method
(recordings, tones, silence) press .... ∗ 3

to take PRIVATE ROLL CALL press...... ∗ 4

to MUTE/UNMUTE group
(all lines but leader's) press...... ∗ 5 / # 5

to MUTE/UNMUTE individual
press .... ∗ 6 / # 6

to LOCK/UNLOCK
press (including operator) .... ∗ 7 / # 7

to ALLOW/DISALLOW continuation
press .... ∗ 8

to COUNT PARTICIPATION press ...... ∗ #

to LIST KEYPAD COMMANDS press .... ∗ ∗

Getting Started

1. provide participants with the following:
   – date & time of call
   – dial-in number
   – conference code
   – security passcode (if this option is enabled)
2. at the prompt, enter your Reservationless-*Plus* dial-in number.
3. at the prompt, enter your Conference Code then press .... #

4. to identify yourself as the call private leader
   press.. ∗
   at the prompt, then enter your leader PIN
   and press .... #
5. to begin conference press 1
   -OR-
   to change default options press 2
6. if prompted, enter passcode at this time

please note:
   • A passcode is only necessary when the Security Passcode option is enabled.

Record & Playback
to record a conference:
1. once your conference begins, press.... ∗ 2
2. to confirm & begin recording, at prompt
   press 1
3. you will hear, "The conference is now being recorded."

to end a recording:
1. to end recording, press .... ∗ 2
2. to confirm & end recording, at prompt
   press 1
3. you will hear, "The conference is no longer being recorded."

to play a recording:
Detailed playback instructions will be automatically e-mailed to you within one hour after the end of your conference. You can choose to playback your recording via the Internet or by phone. Your recorded conference is available for playback for a period of 30 days.

Playback Keypad Commands
to FAST FORWARD 30 seconds press... 3

to REWIND 30 seconds press 7

to PAUSE 30 seconds (or until any key is pressed) press... #

to EXIT recording press...................... ∗

RESERVATIONLESS-*Plus* continued

International Toll-Free Service (ITFS)

using RESERVATIONLESS-*Plus ITFS:*

1. go to 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℠

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