

# TELECONFERENCING TIPS

These tips are provided to assist you in structuring and managing your conference call process—from pre-call planning to post-call analysis—to help you get the most out of your conferences.

BEFORE

## BEFORE YOU SCHEDULE A CONFERENCE CALL

- Draft an agenda and establish how long the meeting will last.
- Consider the impact of time zones, for all participants, when selecting the meeting time.

## AT LEAST 3 DAYS BEFORE YOUR CALL:

- Invite all participants to the meeting and include a date, start time, estimated finishing time and clearly detail the access number and participant PIN code. Distribute your final agenda to all participants.

## ABOUT 10 MINUTES BEFORE YOU START YOUR CONFERENCE CALL:

- Make sure you are in a quiet location where you will not be disturbed.
- If your telephone has a 'call-waiting' feature, it should be turned off.
- Try and reduce the number of speakerphones being used. Speakerphones magnify background noise and can distort the voice of the person speaking through the equipment.
- Have the participant list and agenda in hand.

## AT LEAST 3 MINUTES BEFORE YOUR CONFERENCE IS SCHEDULED TO BEGIN:

- Dial into the conference.
- If you are the host of the call, make sure you arrive early to greet all participants, and let them know when you are ready to start.

## DURING THE OPENING OF YOUR CALL:

- Welcome everyone to the meeting and review the agenda topics.
- Remind participants to identify themselves before speaking.
- Notify everyone of the (\*1) self-mute feature, especially those joining using mobile phones.

## DURING THE ENTIRE CONFERENCE CALL:

- Begin "Sharing Ideas".
- Maintain a positive atmosphere.
- Make sure that someone takes ownership for keeping the meeting on schedule.
- Regularly review the time.

## DURING THE CONCLUSION OF YOUR MEETING:

- Make sure participants have finished asking questions.
- Summarize the key action points from the call.
- Discuss the date and time for your next call.

## AFTER YOUR CALL:

- Distribute your meeting notes within one business day, including any commitments for action and the date and time for the next call.
- Consider asking participants for feedback.
- Review the conference call process and establish any potential ways to improve the efficiency and effectiveness of the next call.

### USEFUL MOBILE PHONE TIPS:

- Remember the (\*1) self-mute feature if you are in a noisy environment.
- Try to stay in an area with a strong mobile connection to avoid 'dropping-out' of the call.
- To save time, add your PIN code followed by the # key to the end of your Access number in your mobile phone address book. Refer to your mobile phone user guide for instructions on adding a pause.



DURING

AFTER

888.783.4002 • [www.tbgconferencing.com](http://www.tbgconferencing.com)

CONNECT — COMMUNICATE — COLLABORATE



RESERVATIONLESS CONFERENCING  
USER GUIDE

## ACCESSING YOUR CONFERENCE CALL

Dial your TBG Conferencing toll-free or toll Access Number

Enter your PIN code and press the # key

If you cannot access the conference for any reason dial \*0 and an operator will assist you immediately.

## PARTICIPANT FEATURES

- \* 0 Speak to an operator
- \* 1 Mute/un-mute your own line

Press \* 0 for operator assistance at anytime during the conference

## MODERATOR FEATURES

- \* 0 Speak to an operator
- \* 1 Mute/Un-mute your own line
- \* 2 Mute/Un-mute participant lines
- \* 4 Lock/Unlock conference access
- \* 6 Terminate call when moderator disconnects
- \* 8 Check the status of your conference call

## MODERATOR MENU

\* # Access to the moderator menu with the following options:

Press 1: Disconnect all participants

Press 2: Hear the number and/or names of participants

Press 3: Lock/Unlock the conference

Press 4: Sub-conference with the last caller; Press \* 1 to return both of you to the conference

Press 5: Recording options

Press 1: Start/pause/resume recording

Press 2: Stop recording

Press 3: Hear your playback

Press 4: Add a title to your recording (if in progress or paused)

Press 5: Return to your conference

Press 6: Enter a billing code

# 2 Record a personalized welcome greeting

Press 1: To play

Press 2: To record

Press 3: To delete

Press any other key to exit

Press \* # to access the moderator menu

Press \* to return to the conference at any time

Press \* to return to the conference at any time

Press \* 0 to dial out to a new participant and speak to an operator

## CONFERENCE CALL PLAYBACK

Dial your Conference Playback Number

Enter your Playback Reference Number

Your last fifteen recordings will be available for thirty days.

The following is a list of options available (press # to ignore):

Press the \* key at any time to listen from the start of conference.

	Rewind	Fast Forward
For 1 minute, press:	1	3
For 5 minutes, press:	4	6
For 20 minutes, press:	7	9

Press 5: Pause / restart

Press # to jump to a specified minute of the playback

Press \* to exit the conference recording and access another recording

Press 2: Increase the volume

Press 8: Decrease the volume

## TBG CONFERENCING WEB CONSOLE

To monitor and manage your Reservationless Conference call online:

[www.tbgconferencing.com/webconsole](http://www.tbgconferencing.com/webconsole)

Enter your Web Login Reference Number, your Moderator PIN Code and your name

Check the box, "I am the presenter and I want to prepare an upcoming meeting or manage my account"

If you fail to check this box, you will be placed into the Web Conference portal. To move to the Web Console from that screen, click on "Switch to Audio" in the Moderator's Toolbar

Click on Go

Click on "View my Audio Console"

## ADDITIONAL FEATURES

Tone on entry/exit

Names on entry/exit

Record name for roll call

Participants on hold until the moderator arrives

First caller on hold until second caller arrives

Sub-conferencing within your conference

Mandatory billing codes

Q and A session

Transcription

Detailed reporting

No-PIN entry

Automatic recording

And more

For training on this or any TBG Conferencing product, contact us at 1.888.783.4002