

Frequently Asked Questions

Moderator: Frequently Asked Questions

1. How do I start my conference?

Simply call the dial-in number of the country where you are currently located or nearest to, and enter your moderator passcode. You have the option to dial either the toll-free number or a local one as per the preference. All the conference numbers can be found in your welcome Email as: **View dial-in numbers**

2. How do I invite participants to my conference call?

To invite participants to attend your conference call, you will need to distribute only the dial-in numbers and the participant passcodes. This information is available in your account confirmation email.

3. What should I do if I forget my passcode?

This information is available in your account confirmation 'Welcome' email, and online at 'Your account > Manage'. Please contact customer support in the event that you cannot locate this information.

4. How can a moderator manage his/her audio conferencing account online?

- Every moderator receives a client ID and web password when registering for this service.
- The user has to go to this URL: <https://www.mymeetingroom.com>
- On this web page, the user has to enter a client ID and web password to enter into the portal.
- He/she can manage all new and existing conferences from here.

Participant: Frequently Asked Questions

1. How do I join a meeting?

Simply call the dial-in number of the country where you are currently located or nearest to, and enter the participant passcode of the moderator. You have the option to dial either the toll-free or a local number.

Conferencing Services Quick Features and Tips Guide

Listed below are a series of quick features or troubleshooting operations that you may wish to institute during your call, using the 'star controls' available to you on the telephone keypad.

'Star controls' are only available on automated audio conference calls.

The 'star controls' are easy-to-use tools made available during the call to assist participants in contributing/listening in on the call, as well as aiding the moderator in managing his/her call efficiently.

Conference shortcuts for Moderator:

press *0	to reach an operator
press *91	to hear the participant count
press *92	to hear a roll call of participants
press *93	to disconnect all participant lines
press *94	to lock or unlock the conference call
press *96	to mute all participant lines
press *97	to 'un-mute' all participant lines
press *22	to record on-demand (To use this feature you need to inform to Administrator prior 24 hrs. of the call)
press *32	to turn on the conference introduction

Conference shortcuts for Participants:

press *1	to hear a help menu
press *0	to reach an operator
press *6	to mute or 'un-mute' an individual line
press *4	to increase the conference volume
press *7	to decrease the conference volume
press *5	to increase your voice volume
press *8	to decrease your voice volume

Conferencing Etiquette

For the success of your conference calls

- Use mobile phones as a last resort.
- Use cordless phones on a limited basis, this can cause "crossed lines".
- Mute your line when not speaking to decrease background noise.
- When using a speakerphone, close all doors to your area to avoid distractions and decrease background noise.
- If you are in an open office environment, mute your line when not speaking or move to a private room.
- Do not place your line "on hold" to take other calls.
- Ensure that your conference starts promptly by dialling into the call 3-5 minutes before the

designated start time.

Background noise

Possible causes

- Speakerphones
- Mobile phones
- Headsets
- Placing your phone on hold
- Office noise

Solutions

- When using 'hands free' headsets, ensure that the microphone has a cushioned cover to help filter out background noise.
- If your headset has a control box, have your technical staff ensure that the settings are correct for your internal phone system.
- When you are participating on a conference call, do not place your line 'on hold' to take another call or speak to someone. This may cause music or other unwanted noise to feed into the active conference.

How to identify noisy lines using star controls

- Mute all lines by using the moderator feature *96.
- Call each participant's name and ask that they un-mute their line by using *6 and repeat their name.
- The noise will reappear when the name is repeated by the participant. This participant is causing the noise and should do the following

For Echoing

Possible causes

- Speakerphones
- Mobile Phones
- Headsets

Solutions

- Lower the volume into the call using *8.
- Adjust your microphone if using a "hands free" headset. It should be two fingers length from your mouth and placed slightly below your lips.
- When using speakerphones, ensure that remote microphones are 12-18 inches from the base.
- "Reset" the speakerphone unit (if you are using one) by unplugging and plugging it in again. This will cancel out background noise.
- If this does not eliminate echoing, the participant should disconnect and dial into the call again.

For Conversation

- Use *6 to mute your individual line if you are in an open work area.

- Disconnect and move to a private area.

For Music

- Mute all lines by using the moderator feature *96.
 - Call each participant's name and ask that they un-mute their line by using *6 and repeat their name.
 - The participant feeding music will not respond.
 - Inform that participant upon his/her re-entry to avoid doing this in the future as it causes a disruption.
-