

AFFINITY4

AUDIO CONFERENCING 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 YOU SCHEDULE A CONFERENCE CALL:

- Try to establish how long the meeting will approximately last.
- Consider the impact of time zones, for all participants, when selecting the meeting time.
- Draft a meeting agenda.

AT LEAST 3 DAYS BEFORE YOUR CALL:

- Invite all participants to the meeting and include a date, start and end 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 temporarily turned off.
- If using a landline, move your mobile phone away from your telephone to avoid interference.
- Try not to use speaker phones as they magnify background noise and can distort the voice of the person speaking through the equipment. Laptops and mobile phones located close to speaker phones may also cause interference.
- 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 at the exact scheduled time.
- Remind participants to identify themselves before speaking.
- Notify everyone of the (*1) self-mute feature, especially those joining using mobile phones.
- Review the meeting agenda topics.

DURING THE ENTIRE CONFERENCE CALL:

- Begin "Sharing Ideas" and maintain a positive atmosphere.
- Make sure that someone takes ownership for keeping the meeting on schedule.
- Regularly review the time.
- Allow participants to finish presenting before anyone is asked to comment or ask questions.

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 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 and never have to remember your PIN code again - simply enter your access number, a pause, then your PIN code and '#' - then store the number. Refer to your mobile phone user guide on how to add a pause.

Affinity4 Anytime USER GUIDE



ACCESSING YOUR CONFERENCE CALL

Dial your conference call Access Number

Enter your PIN code and press the # key

If you cannot access the conference for any reason, an operator will be able to help.

PARTICIPANT FEATURES

- *0 Speak to an Operator
- *1 Mute/Un-mute your own line

Press *0 for Customer Service 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
- *5 Pause/Unpause recording
- *6 Terminate call when moderator disconnects
- *8 Status of your conference
- *# Access the moderator menu, then:
 - 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:** Start recording
 - Press 1:** 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 return to the conference at any time

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

CONFERENCE PLAYBACK

Dial your Conference Playback Number

Enter your Playback Reference Number

Your last fifteen recordings will be available for ninety days.

The following is a list of options available:

Press the * key at any time to listen from the start of the 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 #: Jump to a specified minute of the playback

Press*: Exit the conference recording and access another recording

Press 2: Increase the volume

Press 8: Decrease the volume

AFFINITY4 WEB PORTAL

Manage your audio conference online or schedule future conferences:

Go to <https://webconf.anywhereconference.com>

Locate your Country

Enter your Web Login Reference Number

Enter your Moderator PIN Code

Click LOGIN>>

Manage your audio conference online

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 & A session

Transcription

Detailed reporting

No-PIN entry

Automatic recording

And more . . .