

Good Practices for Better Ready-Access Audio Conferences

Sales support? More accounts? 1-866-599-0901 • Got questions? Need immediate assistance? 1-800-668-4703 bilingual 24 x 7

Know your conference capacity. The welcome message you received from Level 3 shows the maximum number of participants allowed for your Ready-Access conference. If that capacity needs to be changed, permanently or temporarily, be sure to call customer service before your conference begins. Once your conference starts, it cannot be changed.

Sensitive meeting? Make up a 4 to 9 digit conference security code and give it to your callers in advance. Then when you dial into the conference, follow the prompts after you enter your host PIN code to enable the security code. Without the code, they can't join the conference.

Begin the conference with a greeting and roll call. "Good morning everyone, my name is Jane Smith. Who else is on the conference?"

*Your Ready-Access conference can be enhanced with the Roll Call feature. Participants are prompted to say their name when they join. You can play the roll call to the conference by pressing * 9.*

When you hear an entry tone, ask "who just joined?"

Take a head count. Press * # to hear how many lines are in use, including yours.

Is someone missing? Dial out to them from within the conference. Press * 1 and follow the prompts.

Remind your participants. At the beginning of your conference, you may wish to remind your participants of good conferencing etiquette by reading them the suggestions in the gray box.

Lock the conference. Is everyone here? Press * 4 to prevent anyone else from joining. Change your mind? Press * 5 to unlock the conference.

Need a star-key refresher? Press * * to hear a list of available commands.

Conference getting noisy? Press # # to mute all lines. Tell the participants what you've done and let them know they can press * 7 to unmute their line when they need to speak. To unmute all lines, press 9 9.

Need to step away? Or maybe you are on a cell phone and see a tunnel up ahead. Press * 8 to allow the conference to continue without you. Unless you press * 8, the conference ends when the host's line disconnects.

Near a computer or using a smartphone? Use the Ready-Access XpressMeet app to control your conference. See who is talking. Mute that barking dog with a single click. Disconnect that windbag! It also helps with meeting invites.

Tell your participants . . .

Identify yourself when speaking. Other participants will appreciate it when you say "This is Jane Smith, and I think that"

Help Reduce Background Noise. Office equipment, loud talking nearby, a barking dog at your home office: these are noises that can disrupt the conference you are attending.

Press *6 to mute your line when you are not talking. Press *7 to "un-mute" your line when you need to speak.

Do not place your line on hold. If your office telephone system plays music when you place your line on hold, this music will be played into the conference. **If you must place your line on hold to take another call, mute your line first** with *6. When you return, unmute with *7.

Having trouble? Don't interrupt the conference to ask your host for help. Instead, press zero-zero and an operator will come on your line to help you privately.