



# SaveOnConferences

## Guide To Audio Conferencing

*“I first tried your service with my sales force and the call was clear and everything went well. Now my entire company uses SaveOnConferences.”*  
Ken Mitchell

*“Calling our customers is always better than e-mailing them and SaveOnConferences let’s us do this in an easy way at a realistic price.”*  
Emily Dahan

This guide was designed to walk you through the steps to coordinating and hosting a successful conference call.

### INVITE YOUR PARTICIPANTS

Send your guests, via email, fax, or word of mouth, the information listed below. All of the conference codes and Dial-In numbers can be found in your confirmation e-mail.

#### DESIGN AN INVITATION:

Date/Time of conference – you may want to include an agenda. It is recommended that you inform your Guests to log into the conference no less than 5 minutes prior to start time. Guests joining the meeting prior to the Host will be placed on hold listening to music until the Host activates the conference.

#### AUDIO CONFERENCE DIAL-IN INFO:

- Instruct guests to dial into the Audio Conference approximately 5 minutes prior to the conference
- Provide Dial-In phone numbers
- Provide Guest Code
- Require attendees to refrain from putting the call on hold, as some companies have hold music that would disrupt the conference.

### PRE-CONFERENCE PREPARATIONS

- Set an agenda for the meeting.
- If possible, send the agenda to all meeting participants.
- Send out a reminder to participants for calls scheduled far in advance.
- Make sure you are in a quiet location where you will not be disturbed

### ACTIVATE THE CONFERENCE CALL

- Be on time! It helps if the host or chairperson dials into the conference a few minutes early. This avoids confusion if guests dial-in early.
- Turn off call-waiting. Most call-waiting features can be deactivated by dialing 70# before dialing into the conference.
- Dial into the call using one of the dial-in numbers provided. You will be prompted to enter your passcode. You can find all of this information on your confirmation e-mail.
- Conduct a roll call to find out who has joined your conference.
- Remind attendees to refrain from putting the call on hold, as some companies have hold music that would disrupt the conference.
- Instruct everyone to state their names when speaking to avoid confusion. For example, “This is Karen, and I’d like to see...”



Locations	
UK	0844 338 0171
Ireland	0818 270 360
Germany	01805 006 705
France	0826 100 273
Belgium	070 359 828
Switzerland	0848 560 339
Austria*	0820 400 156
Spain	902 885 161



Sample Call Rates	
United Kingdom	£0.5p / min
Ireland	€0.08 / min
Germany	€0.14 / min
France	€0.15 / min
Belgium	€0.17 / min
Switzerland	€0.07 / min
Austria*	€0.17 / min
Spain	€0.07 / min

\* The dial-in numbers for these countries are not accessible via mobile phone. As an alternative, mobile phone users may dial +44 844 338 0171 for conference access. Please note that calls will be charged at international rates.

### DURING THE CONFERENCE CALL

- Ask for feedback from specific participants instead of from the entire group.
- Postpone any discussions that are not relevant to the conference for another date and time.
- Promptly deal with any noise or distractions.
- Summarize the issues discussed and recap any action items resulting from the call.
- Clearly state when you are ending the conference. Often a guest can be left on the line not realizing that the conference has ended.

### CONFERENCE CONTROLS:

CONTROL FEATURE	CONTROL CODE
<b>MODERATOR CONTROLS</b>	
Change Conference Volume	*4 Increase / *7 Decrease
Private Roll Call	*92
Participant Count	*91
Mute All	*96
Unmute All	*97
Lock Conference	*94
Unlock the Conference	*94
Terminate Conference	*93
Toggle Conference Security	*31
Sub Conference	*21
Record an Introduction	*32
<b>PARTICIPANTS CONTROLS</b>	
Help	*1
Increase Volume	*5
Decrease Volume	*8
Mute / Unmute the line	*6