Teleconference User Guide

Before the meeting

► Your account allows you to hold a conference call with up to 30 lines whenever you like, without making a booking.
► Send the phone number/s and participant security code to your participants. If they are in multiple time zones be clear about the start time.
► As the moderator you are able to initiate conferences (and therefore incur costs) so your moderator security code should only be given to people authorised by you to start conference calls. Please contact WACRH IT or Administration for the Moderator Code.
There is no limit number of moderators in the meeting but at least one must be present.

Recording a conference call

To start and stop recordings press *21, the system will confirm the meeting is being recorded. Be sure to press *21 slowly and firmly. You will hear an announcement confirming that recording has started.

At the end of the meeting

Press *21 to end recording or ## to disconnect all lines.

A few minutes after the last line disconnects you will receive an email with a link to download the recording as an MP3 file. You can forward this email on to people who may have missed the meeting, there is no charge for this.

Sound quality

When using a speaker phone

► Always face towards the phone when talking
► Keep the speakerphone away from noise sources such as computers, projectors, keyboards or people rustling paper etc

Skype/VoIP

Using Skype/VoIP can significantly reduce the overall sound quality. If this happens ask the participant to hang up and dial back into the meeting, if this does not resolve the issue we recommend that the participant joins using a regular phone.
The best number for them to dial is using Skype/VoIP is:
03 8687 0700/ +613 8687 0700
For information on using Skype to join a teleconference visit:

Starting or joining a conference

► Dial a telephone number from the list on the next page.
► Slowly enter the PIN code. You are the moderator and have a different code to the participants. The participant code is 916 438 723 #.
They will hear music until you join the meeting.
► Start talking.

During the meeting

► When participants join or leave the meeting two beeps will be heard. A rising tone means someone has joined and a falling tone that someone has left.
► If participants are calling from noisy locations ask them to mute/unmute their lines by pressing *6.
► For assistance during the meeting, press *0.
**Telephone numbers**

**Callers In Australia**

<table>
<thead>
<tr>
<th>1800</th>
<th>1800 151 624</th>
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Mobile phones 03 8687 0700

**Which number?**

**Australia**

- Most of our customers use the 1800 because it means that the person organising the meeting is also paying all costs associated with it.
- The cheapest number for mobile phone users is 03 8687 0700 because most mobile telephone companies charge a premium for dialling 1800 numbers.
- If you don’t want to pay for your caller’s telephone calls, ask them to dial 03 8687 0700.
- We also have numbers in the other capital cities, these are normally used by high volume users where participants are in the metropolitan areas of those cities. These numbers are available at: www.HotAirConferencing.com.au/HELP. You will need your moderator code.

**International participants**

- If you do not want to pay for an international participants telephone call charges ask them to dial +61 3 8687 0700
- If you do want to pay for their charges they should dial one of our international toll free numbers. These are available at www.HotAirConferencing.com.au/HELP. You will need your moderator code.

**Conference commands**

**Moderator commands**

- **21** Recording start/stop. At the end of the meeting press 21 again to end recording
- **4** Increase volume.
- **5** Mute/unmute all lines that joined using the participant code. Participants cannot unmute themselves.

- **1** Dial out from the conference
  Enter 1 telephone number #
  Always prefix the telephone number with the long distance code (i.e. 02/03) or the international dialling code 0011 etc.
  After dialling you must re-join the conference call by pressing:
  - **2** takes the new participant and you back into the meeting
  - **3** disconnects the dialled line and returns you to the meeting
  - To dial another number enter 1 again

- **8** How many people are in the conference

- **##** Disconnect all lines

**Participant moderator commands**

- **0** HELP—request assistance from HotAir
- **6** Mute/unmute my line only

**Getting more from the service**

If you have several people using the service you can have multiple conference codes under one account. This makes it easier to track costs and removes the need to check whether someone is using it before scheduling a meeting.

You can also dial out to multiple phone numbers automatically. This can be used for when you need to get people in a meeting in a hurry.

**Support**

Support options:

- Email: Support@HotAirConferencing.com.au