

Before the call...

- Ensure that the information in your Audio Conference invitation is 100% accurate
- Clearly indicate the appropriate time zone
- Assign a Chairperson or Moderator to control and direct the call
- Provide the Moderator with a list of individuals expected to participate
- Check the sound quality of the boardroom conferencing telephone
- For the best hands-free sound quality, always use a PolyCom or similar teleconferencing specific equipment
- When using MS Outlook to book a conference call appointment, add 'Dial In' and 'Passcode' information to the location field along with date and time
- Turn off all cell phones and pagers; turn off ringers on other telephones in the room; and turn off sound on you computer
- Close the windows and blinds to soften the sound
- Place presentation materials in Mylar sleeves to eliminate paper shuffling noise
- Place coasters under the microphones to eliminate vibrations

During the call...

- Do not put the telephone on hold or answer a second line during the conference – music or tones will disrupt the call
- Speak slowly and clearly
- If a roll call is appropriate, use our automated roll call feature or have the operator perform the task
- Identify yourself by name and location before speaking
- When asking a question, address the individual by name and location
- Use the Mute on your telephone when you are not speaking. If your telephone does not have mute, press *6 to mute your line and *6 again to un-mute
- To keep background noise to a minimum, avoid side discussions
- If your line is accidentally disconnected, immediately redial the original numbers
- Operator assistance is always available to the Moderator and the participants by pressing *0
- Share these tips with your conference participants