

AFFINISCAPE

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 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.
- 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.
- Do not type on your computer if you are on a speaker phone.

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.

Affiniscape Anytime USER GUIDE



AFFINISCAPE

www.affiniscape.com



ACCESSING YOUR CONFERENCE CALL

Dial your conference call Access Number

Enter your Moderator PIN code and press the # key

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

PARTICIPANT FEATURES

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

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/Resume recording
- *6 Terminate call when moderator disconnects
- *7 Go to a sub-conference/Return to main conference
(This feature must be activated by customer service & is available to both the moderator & participant)
- *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 (need Roll Call)
 - Press 3:** Lock/Unlock conference access (same as *4)
 - Press 4:** One-on-one 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 reference number
 - 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
 - Press *:** To return to the conference at any time
- #2 Record a personalized welcome greeting
 - Press 1:** To play
 - Press 2:** To record
 - Press 3:** To delete
 - Press * to exit**
- *0 Ask an operator to dial out to a new participant

Press *0 for Customer Service during the conference

CONFERENCE PLAYBACK

Dial your Conference Playback Number

Enter your Playback Reference Number and press the # key

Your last fifteen recordings will be available for ninety days.

Select the recording you wish to playback

The following is a list of options available during the recording playback:

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/Resume

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

AFFINISCAPE 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

Contact Affiniscape Customer Service to find out more about these 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

Detailed reporting

No-PIN entry

Automatic recording

Secondary passcode

And more . . .