



Audio Getting Started Guide

Setting Up the Audio Conference

ReadyTalk makes setting up and conducting an audio conference simple and straightforward. Use the following guidelines to make sure your next conference is a success.

Invite Participants

Invite your participants with the following information:

- Date and time of conference (include time zone)
- ReadyTalk conference phone number(s)
 - US toll-free: **866.740.1260**
 - International toll: **303.248.0285**
 - For International toll-free, visit: www.readytalk.com/support.htm
- Your personal ReadyTalk Access Code

Here is an example of an email invitation:

You have been invited to attend an audio (and web*) conference.

Date:	January 01, 2003
Start Time:	8:00 AM MST
Audio dial-in number	866.740.1260 or 303.248.0285
Access Code:	1234567
*Web access:	www.readytalk.com

To join the conference, please dial the toll-free number and enter the Access Code. You will be put on music hold until the chairperson starts the call. (*To also join a web conference, visit www.readytalk.com, select "Join a Conference," enter the same Access Code and register for the web conference.)

Start your Conference

When you are ready to begin your conference follow these four simple steps:

1. Dial the ReadyTalk Conferencing toll free number 866.740.1260
2. Enter your personal ReadyTalk Access Code
3. Enter your Passcode (your conference will not begin until you join the conference with your Passcode.)
4. *Visit www.readytalk.com and click "Start a Conference" to also conduct a web conference. **See the ReadyTalk "Web User Guide" for more information.**

Account Administration

Changing Chairperson Passcode

You may change your passcode at anytime:

- Dial 866.740.1260 and log in as the Chairperson
- Select "Account Options" (Option 2)
- Select "Change Chairperson Passcode" (Option 1)

Additional Conference Security

For sensitive conferences you can set a unique security passcode for an individual conference. Participants will not be able to join the conference unless they enter the passcode set by you. ***Be sure to notify all participants of the security passcode prior to the conference.*** To set the passcode, enter the conference as the chairperson, enter the security passcode (between 4 and 9 digits) and press the (#) button. To skip the security passcode feature, press the (*) button. If this feature is not enabled for your account, contact ReadyTalk Support.



800.843.9167

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Changing Entry Exit Announcements

You can select different ways participants enter and exit the conference:

- Dial 866.740.1260 and log in as the Chairperson
- Select “Account Options” (Option 2)
- Select “Configure name record or entry exit announcement (Option 2)
- Select “Change entry exit announcement” (Option 2)
- Select play name, tone or silent announcement

(Note: Name record has to be turned on for the entry exit announcement to actually play the name).

Max Number of Participants

The default setting for your account has been set to a maximum of 96 participants per conference, *including the chairperson*. Anyone attempting to join the conference once the maximum number of participants has been reached will not be able to join.

Conference Continuation

When the chairperson leaves the conference call, the conference will end and all participants will be disconnected. To allow the conference to continue without the chairperson, the chairperson should press (*8) to invoke conference continuation. This should be done early in the conference in case of an inadvertent disconnection. If the chairperson activates conference continuation and leaves the call, any new participants that join the call will be told by the system, “the chairperson has not yet arrived” and after a few seconds, the participant will be allowed into the active conference.

Roll Call

When name record is enabled, the chairperson or participant can press (*9) to hear a roll call of everyone currently in the conference. If you wish to change roll

call features, follow the same steps as changing your chairperson passcode except select “Configure name record or entry exit announcement” (Option 2).

Support

If you have any questions or need assistance with your account, please call ReadyTalk Customer Care at 800.843.9166 or 303.209.1600. You may also email our Customer Care Team at support@readytalk.com.

Chairperson Commands and Features

- *1 Dial out to a participant
 - *1 *Join new participant to the conference*
 - *2 *Join new participant and dial another*
 - *3 *Disconnect line and rejoin conference*
 - *4 *Disconnect and dial another participant*
- *2 Record your conference
- *3 Entry and exit announcement options
- *4 Lock conference (prevent new participants)
- *5 Unlock conference (allow new participants)
- *6 Mute chairperson line
- *7 Un-mute chairperson line
- *8 Allow conference to continue after chairperson leaves
- *9 Automated roll call of conference participants (if activated)
- *# Count number of participants in conference
- ## Mute all lines
- 99 Un-mute all lines
- 00 Ask for operator (operator joins conference)
- *0 Ask for operator (private conversation)
- ** List available commands

Participant Commands and Features

- *6 Mute line
- *7 Un-mute line
- *9 Automated roll call (if activated)
- *# Count number of participants in conference
- 00 Ask for operator (operator joins conference)
- *0 Ask for operator (private conversation)
- ** List available commands



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