



# Audio and Web Conferencing

## Best Practices

# Audio - First time use

**Familiarize yourself with the features and functions of the audio touchtone capabilities!**

- Take a look at the ReadyTalk Getting Started Guide (brochure sent to you with your calling card or also on [www.readytalk.com/support.htm](http://www.readytalk.com/support.htm))

**Communicate any of the participant touchtone controls that you deem practical or appropriate**

**Contact your Account Manager or ReadyTalk Customer Care at 800 843-9166 if you are interested in training or support for an upcoming call.**

# Audio Conference - Invitation

**Invite** your audience with the following information:

- Date and time of conference (include time zone)
- **ReadyTalk toll-free conferencing access number: 866-740-1260** (for U.S. and Canada)
  - or U.S. Toll number: 303-248-0285 (for international participants)
  - or **International Toll-free number:** (see [www.readytalk.com/support.htm](http://www.readytalk.com/support.htm) for list of toll-free numbers)
- Your 7-digit unique access code
- Have your participants dial the ReadyTalk conferencing toll-free number and enter your access code. They will be put on music hold until the chairperson joins the conference.
- Remember to communicate any conference security codes if you chose to assign them

# Audio Conference - Best Practices

## For Larger Conference Calls

- Change the conference entry from tones to silent to minimize audio disruptions as participants join or exit from your call.
- Utilize “Mute All” to ensure high audio quality if there will be many participants. Instruct them to use the (\*7) function to un-mute their line so that they can participate in the dialog and/or ask questions.
- As the chairperson, if you are calling from a cell phone where you might get inadvertently disconnected, remember to use \*8 which allows the conference to continue.
- Designate one participant other than the moderator (chairperson or host) to communicate privately with an operator (\*0) should it be necessary to resolve any audio issues.
- Contact your Account Manager or ReadyTalk Customer Care at 800 843-9166 if you want support for an upcoming call.

# Audio and Web - First time use

## **Familiarize yourself with the features and functions of the service!**

- Take a look at the ReadyTalk Getting Started Guide and the Web Conference User's Guide (both on [www.readytalk.com/support.htm](http://www.readytalk.com/support.htm))
- Contact ReadyTalk if you are interested in any training.

## **Go to [www.readytalk.com](http://www.readytalk.com) and select “Start a Conference”**

- You will be prompted to load Sun's Java plug-in (if not already installed on your computer). This is a one-time download and will automatically get installed the first time you log into the service.

## **Try the service prior to your first call to get comfortable with the Web-based interface (there is no cost for testing the service)**

# Audio and Web - Best Practices

## Prior to an audio and web call

- **Add the web conferencing login information to your participant invitation ([www.readytalk.com](http://www.readytalk.com); participants click on 'Join a Conference' and enter the same (audio) access code)**
- **Inform participants of the web conferencing security code (if set).**
- **Utilize 'Mute All' to ensure high audio quality if there will be many participants. Instruct them to use the (\*7) function to un-mute their line so that they can participate in the dialog and/or ask questions.**
- **Upload your slides in advance of the meeting start time and conduct a dry run as needed.**
- **Contact your account manager or ReadyTalk Customer Care at 800 843-9166 if you would like support for an upcoming call.**

# Audio and Web - Best Practices

## During the conference call

- Use the web-based Audio Controls to manage the audio quality.
  - ✓ **Select 'Options' and set entry/exit announcement to 'Silent'. This will prevent audio disruptions from 'Tone' announce or 'Name' announce as participants join and depart the conference.**
  - ✓ **Consider the 'Mute On Entry' option to ensure high quality audio if there will be many participants.**
  - ✓ **Especially when calling from a cell phone initiate '(Conference) Continuation' to safeguard against an inadvertent chairperson disconnection.**
- Remind participants periodically whether their lines are muted and that (\*7) will un-mute for Q&A.

# Audio and Web - Best Practices

## During the conference call (...continued)

- Right-click on a slide thumbnail image or use the 'Preview' option to preview slides before sharing.
- Close unnecessary applications or sensitive files if you plan on sharing your desktop during a conference.
- Contact ReadyTalk Customer Care at 800 843-9166 if you have any problems.



bringing audio conferencing  
and the web together  
like no one else

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