

## Audio Conferencing Tips

### Before the call...

- Ensure that the information in your teleconference 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 anticipated participants
- 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 schedule a conference call meeting, add 'Dial In' and 'Passcode' information to the location field
- Turn off all cell phones and pagers and forward other telephones in the room
- Close the windows and blinds to soften the sound
- Place presentation materials in Mylar sleeves to eliminate shuffling noise the meeting room
- Place coasters under the microphones to eliminate vibrations

### During the call...

- Never 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 function on your telephone when you are not speaking. If your telephone does not have one, press \*6 to mute your line and \*6 again to un-mute
- To keep background noise to a minimum, avoid unnecessary side discussions
- If your line is accidentally disconnected, immediately redial the original numbers
- Operator assistance is always available by pressing \*0
- Share these tips with your other conference participants

**For assistance, contact your account representative.**