

# Getting Ready for a Teleconference (Conference Call)

A **teleconference** (short for **telephone conference call**) is a phone call with more than three sites, including you. This is different from a videoconference where you have the camera at both ends. To request a videoconference, download the form from [www.scoe.org/helpdesk](http://www.scoe.org/helpdesk).

## Three Sites Participating

If you need to make a teleconference call between you and two other phone numbers, you can make that call with your regular AT&T service called **Three-Way Business Calling**. If you place the calls to the other two sites, you pay any Long Distance charges on your regular phone bill.

1. Call the first number.
2. Press Flash.
3. Call the second number.
4. Press flash again.

## More Than Three Sites Participating

### Reservation-less Teleconference System

If your call is for more than three participants, AT&T has a reservation-less system for setting up conference calls any time, 24/7. This service is the least expensive way to have a conference call. The teleconference charges will be billed to your department later via Billing Request.

To use reservation-less teleconferencing, you (or your department) need a **CONFERENCE FOLDER**. If the account is idle for six months, AT&T's system automatically deletes it unless you call in to extend its life. Your Conference Folder will have a toll-free call-in number, a Host Code, and a Participant Code, which stay the same for the life of the folder. If you do not have a Conference Folder, please email [helpdesk@scoe.org](mailto:helpdesk@scoe.org) at least a few days in advance to request one.

### Reservations for Teleconference System

You can use your Conference Folder to schedule a specific call, but it's more expensive than reservationless.

### I Have A Group That Needs To Hear The Call

With any teleconference option, if you have a group who need to hear on this end, you can reserve the Polycom speakerphone (the large triangular speaker phone). It looks funny because it has large speakers and built-in microphones, but it works just like a regular phone. Reserve the unit, and I.T. will set it up and show you how to use it before your teleconference begins.

### How Do I Get Started?

If you do not have a folder number, someone in your department may have a folder number that you can use. A folder is how AT&T charges the conference calls to us. All conference calls come on one summary invoice, and are sub-divided by the folder number, sorted by date. This is how we know how much to charge you for the conference call.

# PLACING YOUR TELECONFERENCE CALL

Note: To use the reservation-less teleconference service, you need to have a folder number. If you do not have a folder number see the previous page on how to get one from [helpdesk@scoe.org](mailto:helpdesk@scoe.org).

## Before Your Teleconference Call

1. Make sure that you have a conference folder. It includes:
  - a. A toll-free number for calls
  - b. A Host Code (a six-digit PIN for you to host calls)
  - c. A Participant Code (a six-digit PIN for your callers)
2. Email or provide the toll-free number and participant code to your callers when you set up the time and date for the call.

## Starting Your Teleconference Call

3. Call the toll-free number that you have been assigned.
4. The system says, "Enter your access code."
5. Enter your Host Code. (You are the host. Your Host Code is your Access Code.)
6. If others have called in before you, they will already be on the line.

## How Your Participants enter the Teleconference Call

1. Call the toll-free number that you have been given.
2. The system says, "Enter your access code."
3. Enter your Participant Code.
4. If your host has not called in, you will hear music while you wait.

## Here is a sample email to send the participants of your call:

Our call will begin on (date) at (time).

Please call 1- <<Your Toll-Free Teleconference Number>> to join the call.

The automated system will ask for your Access Code.

Enter <<Participant Code>>.

If your host has not called in, you will hear music while you wait.