



## Beginner's Guide to Conference Calls

Conference calling might sound complicated but it's really easy once you know how. You only need a telephone (landline or mobile), a list of dial-in phone numbers and some access codes to start conferencing.

### What is a conference call?

A conference call is an audio meeting which you join using a telephone from anywhere in the world. Also known as audio conferencing or teleconferencing, the technology links multiple telephone lines into one call.

### How do you get started?

All you need to do to get started is set up an account with a conference call provider such as Velocity Conferencing. We only need a few contact details to get you set up, and your account will be ready to go within minutes.

### What do you receive when you sign up?

- **Dial-in numbers** – the phone numbers that everyone needs to dial into the conference, depending on location
- **Host Access Code** – your code to start the conference
- **Guest Access Code** – the code you provide to guests who are joining the conference

### What do you do next?

You need to plan your meeting. Planning well before the conference begins will ensure your conference runs as smoothly as possible and you achieve the desired outcome.

1. Create an agenda - it should include the following:
  - Main topics or points to be covered in the meeting
  - Allow time for guests to ask questions
2. Send out invitations - remember to include the following information:
  - Date and time of the conference (in participant's local time)
  - The dial-in number to be used to access the conference (depending on location of participant)
  - The Guest Code to be used to access the conference

At the time of the conference, simply dial in to the conference, enter your host code and wait for your guests to join. Make sure you have your agenda handy.

## What do your guests have to do?

Your guests just need to use the dial-in number appropriate to their current location and enter the guest code to join the conference call. Simple!

## Tips to get started

The host has a vital role to play in a conference call – they arrange the meeting, invite the guests and keep the conference in check.

### 1. Create an agenda for the meeting

Plan and organise your meeting carefully. Don't forget to invite your guests!

### 2. Find the right place to dial in

The clarity of sound is very important on a conference call, so ensure that there's minimal background noise. You can use the mute button when you're not speaking, if necessary.

### 3. Test telephone and dial-in number in advance

It's important to check that your equipment is ready to use well in advance of your conference. Make sure your dial-in number and access code are correct.

### 4. Educate your guests

Give your guests clear instructions on how to participate in the meeting, such as how to mute and unmute their lines.

### 5. Record the session

Ensure that your conference is being recorded. This will enable you to take minutes of the meeting later on or distribute the recording to anyone who couldn't attend.

## More Tips and Resources

Visit [our website](#) for more tips and resources on how to run successful conference calls.

Call 1800 817 800

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