

THE COMPLETE GUIDE TO

# TELECONFERENCING



[WWW.TELECONFERENCE.COM.AU](http://WWW.TELECONFERENCE.COM.AU)

## About This Guide

Teleconferencing can seem daunting if you haven't used it before, but it's actually really simple. That's why we've made this guide - so you can learn all about how teleconferencing can benefit you and your business.

In this guide we'll walk you through everything you need to know, from what a teleconference is to how to plan your meeting for maximum efficiency.

## Who Is This Guide For?

Have you ever wished you could meet with clients, colleagues and suppliers cheaply and efficiently, without the need to travel? You can use teleconferencing to achieve this.

This guide is for anyone looking to understand all of the ins and outs of teleconferencing. You'll learn about the benefits of meeting over the phone, as well as how to start or join a teleconference.





## What is teleconferencing?

Teleconferencing is an audio meeting which you join via a telephone from anywhere in the world. Also known as audio conferencing and conference calling, teleconferencing is simply linking any number of telephone lines into the one call.

## What are the benefits of teleconferencing?

There are so many reasons why teleconferencing is a huge benefit to many businesses. Let's quickly run through the top three.

### Save time

Using teleconferencing as an alternative to in-person meetings means you can save time travelling to and from meetings. However, if an in-person meeting is unavoidable, you can use your travel time to get some work done via a teleconference instead.

### Save money

Teleconferencing helps you spend less money on travelling to meetings. Flights, accommodation and food costs can quickly add up. Say goodbye to exorbitant last-minute flight and hotel costs by teleconferencing instead!

### Increase productivity

By using teleconferencing for meetings, your staff won't be away from their desks for longer than necessary. This means there's more time for them to focus on their tasks and achieve more in their working day, which in turn helps them maintain a better work/life balance.

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Teleconferencing is an audio meeting which you join via a telephone from anywhere in the world.

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## What do you need to host a conference?

- a conferencing account
- a telephone
- conference guests

## What details are provided to you?

- Host Code – your security code to start the conference
- Guest Code – the code you give to your guests who are joining the conference
- Dial-in numbers – a list of phone numbers that participants use to join the call, depending on their location

## How do you organise a meeting?

You will need to invite your guests to join the conference. Advise them of:

- the date and time of the meeting
- the guest code they need to use to dial in
- the list of dial-in numbers
- any other information relevant to the meeting, such as the agenda

## How do you join the meeting?

1. Enter the dial-in number relevant to your geographical location
2. The host enters the host code and the guests enter the guest code, followed by a #
3. All participants are joined to the conference\*

\*If guests join the conference before the host, they will be placed on hold until the host joins the conference.



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Make sure you include your agenda in your meeting invitations. This way your guests will arrive prepared.

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1

## **Plan the meeting carefully.**

Create an agenda for the meeting and be clear about your purpose and goals. Don't forget to invite only relevant participants so that nobody's time is wasted.

2

## **Test equipment in advance.**

It's important to check that the equipment is ready to use and has high-quality sound. Make sure there are no phone settings activated that will hinder your ability to join.

3

## **Find the right setting.**

Clarity of sound is very important in a teleconference. Ensure there's no background noise. If there is, make use of the mute button. Use a landline for best results.

4

## **Instruct your guests.**

Give participants clear instructions on whether they should state their name and company on entry, and whether there will be a Q&A session.

5

## **Record the session.**

Record your teleconference so you'll remember who said what. You can also create meeting minutes which can be distributed to absent invitees.



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Ensure that you record  
your teleconference.  
This will enable you to  
remember who said  
what and make minutes  
of the meeting.

”

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