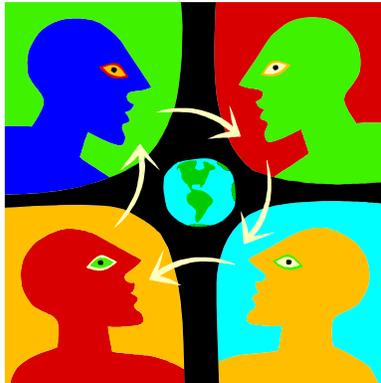


AT&T TeleConference Best Practices



AT&T TeleConference Best Practices

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AT&T TeleConference

Best Practices

During any teleconference, it is important to make certain that everyone is interacting in the most time efficient and effective manner. The following tips are easy guidelines to follow to increase the professionalism of your meeting.

Prepare for your conference:

You need to determine the best options for accessing your meeting. i.e. standard phone, speakerphone, mobile phone, etc.

Try to avoid using a speakerphone or mobile phone. However, if necessary, be sure to mute your line when not speaking. Sometimes using a speakerphone or mobile phone can diminish the sound quality of your conference call. Unfortunately, the quality of the speakerphone and mobile phone equipment varies drastically. This could affect the clarity of your conference.

AT&T TeleConference provides you and your participants a method in which to mute your individual phone line. By using these methods instead of your mute button on your phone, this will ensure your phone line is completely muted. Muting lines helps to reduce background noise on the conference call.

- ❖ For a Reserved Conference press #01 to mute and #01 to un-mute.
- ❖ For a Reservationless Conference press *6 to mute your line and *6 to un-mute.
- ❖ For a Reservationless Conference, a host has the ability to mute everyone's lines all at once. The host presses *78 on the touch-tone phone. This will mute all lines except for the host's line. If a participant needs to speak, they can simply press *6 to un-mute their line.
 - Please note, their line will stay un-muted until they press *6 again or you, the host, presses *78 to mute everyone's lines again.
 - If the host wants to un-mute everyone's line, press *70

While on a conference call, the Host may achieve better sound quality by muting all lines except theirs. This feature is called "broadcast mode", also known as listen only. To activate...

- ❖ For a Reserved Conference, press #07 to mute ALL lines and press #07 to un-mute ALL lines.
- ❖ For a Reservationless Conference, a host can press *71 to mute ALL lines except for the host's line and press *71, to un-mute ALL lines. When the broadcast mode (*71) is active, only the host has the ability to un-mute the participants' lines.
- ❖ For a Reservationless Conference, a host has the ability to mute everyone's lines all at once, but the participants' retain the ability to un-mute their individual lines by pressing *6. The host would press *78 on the touch-tone phone.
 - Please note, if anyone joins the conference after the host activates the mute-all feature, their line will be open/un-muted. The host will have to press a *78 again or the participant can press a *6 to mute their line
 - If the host wants to un-mute everyone's line, press *70

The Reservationless Service can support up to 125 connections.

NEVER under any circumstance, connect two conference calls together using the conference feature on the phone. This creates a condition call "cross talk" thus degrading the quality of all connected conference calls.

Also, NEVER establish two connections to a conference bridge from the same phone line. This creates a feedback loop that will add echo to the conference call. While you are connected to a conference call and someone calls your line asking to be bridged into the same conference, use the conference bridge function on your phone to add him or her to your established connection. If your phone will not allow bridging of an incoming call to an existing call, drop the connection to the bridge; go back to your caller and establish a new connection to conference that both of you will use.

Have an agenda prepared before hand; and if possible, share with the participants. This will help you better manage the time you have scheduled. You may want to plan the first five minutes of your meeting for introductions and confirming attendance. You may also want to plan at least 5 minutes for closing and last minute questions.

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AT&T TeleConference

Best Practices

During a Conference:

Leaving/Entering the Conference - Upon entry into the conference, it is recommended that you state your name and affiliation if you feel it necessary. When a participant joins your conference, if she or he has not identified themselves, you can ask them to introduce themselves.

❖ If you are using the Reservationless Service, you can activate the name announce feature. To make this change while in a conference, press *3 and listen to the prompts. This change is good for that conference only.

The host has the ability to choose entry/exit announcement methods. The default selection is tones, whether you are using the reserved or reservationless dial-in methods. On a standard reserved conference, the arranger can request the tones to be turned off. When using the Reservationless dial-in option, the host has a choice between tones, silence and name announce. If you choose name announce, you need to have the participant name record feature active. To activate and/or change these features, access Host Options while in the conference by pressing *75 and then follow the prompts. This is for all future conferences.

Noise – If possible, avoid extraneous sounds, such as music, coughing, talking, eating, etc. This may be distracting to others in your conference and make it difficult for some to hear the ongoing conversation. If you do not have a mute button on your phone, you or your participants can press a *6 to mute their individual lines. If they wish to speak, they can press a *6 to un-mute their lines to speak.

Echo – If you experience echo get an operator on the conference to help control this situation. When using a reservationless service, press *0 and when you use a reserved service, press #00 on your touch-tone keypad. The operator will try to isolate which line is causing the echo. Once determined, the operator will either mute the line or have the individual hang up and dial back in to get a better line connection.

Speaking - Speak clearly and pause frequently when delivering complicated material. Try to talk naturally.

Breaks during a Reservationless Conference – Since this service is available 24 hours a day, the host can end the conference at anytime, and then dial back in later to continue with their meeting. Keep in mind, the conference will not start until the Host joins the conference.

Breaks during a Reserved Conference - If the host chooses to keep the conference line open during a break, the **Host's** line has to remain active. Everyone else can hang-up their phone lines. If a **host's** line is disconnected for any reason, the host has 15 minutes to dial back into the conference or the conference will end.

Putting your Phone on "Hold" – Many telephone systems have "Music On Hold" features, which cannot be eliminated by a Conference Operator. It is recommended that you use the following steps to mute your phone line.

- ❖ For a Reserved Conference press #01 to mute and #01 to un-mute.
- ❖ For a Reservationless Conference press *6 to mute your line and *6 to un-mute.

Use of Mobile Phones – Mobile phone use is possible, but not recommended. Mobile phone service drops and/or static may affect the conference. The AT&T TeleConference specialists have no control over the call quality when any participant decides to use their mobile phone. See the last page for Mobile Availability by country.

Use of Headsets – Headsets can be very useful while attending a conference call. They allow for freedom of movement, help ergonomically and may help a participant hear better. However, the qualities of these devices vary, so be aware of the possible sound/voice issues that may arise.

Roll Call - On a Reservationless Conference, anytime during your meeting, a host or participant can activate the Roll Call feature by pressing *9. This will play back all the names as they were recorded coming into your call. To utilize this feature the participant name record feature has to be active.

Conference Count – Provides you and your participants a quick way of determining how many individuals are on your conference at anytime during your meeting. Press *5, this will quickly tell you how many participants are currently on your conference.

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Specialist Assistance - Anyone experiencing technical difficulties or sound quality issues should take the following steps:

Reservationless Conference: press *0 will bring a specialist to the requesting line. The specialist will try to correct the problem while on the phone. If for some reason they are unable to resolve the problem, they will log the problem for future investigation and provide you with a recommendation on how to proceed with your conference. If the issue is not resolved to your satisfaction, contact your internal teleconference support person and they will escalate on your behalf.

Reserved conference: press a #00 to bring a specialist to the entire call.

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Frequently Asked Questions (FAQs)

How do I schedule a reserved conference?

Contact the AT&T TeleConference Center at 1 800 526-2655 or 1 205 206-2301. Let the specialist know you wish to set up a reserved conference.

- ❖ They will ask you for folder ID #. If this is your first time using this service, let the specialist know you do not have a folder ID, and they will create one for you. They will ask you for the host name, address, phone, email address, company name and any accounting information, if applicable.
- ❖ The specialist will provide you the folder ID for all future requests.
- ❖ Once you have your folder ID#, the specialist will need to know the date, time, time zone, number of participants and the duration of your call. If you require additional features, you will need to provide this information when reserving your conference.
- ❖ The specialist will fax or email you the confirmation. Make sure you review the information provided to avoid any data entry errors.
- ❖ If for any reason your scheduled conference is no longer needed, make sure you call the AT&T TeleConference Center at least 30 minutes before the scheduled start time to cancel your call. If you do not cancel and do not attend the conference, you will be charged a No-Show fee.

Your company may have the AT&T Internet Reservation Services as part of its service. However, a Company ID and Password are required for this service. To obtain more information on this option, contact your telecommunications manager or the AT&T TeleConference Training Consultant assigned to your account.

In-country dial-in numbers are not currently available on the reserved services. To get an in-country dial-in number you would have to utilize the Global Reservationless Services. Please note: Your Company has to be contracted for this service; otherwise, it will not be available.

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How do I set up a Reservationless Conferencing service?

Contact the AT&T TeleConference Center at 1 800 526-2655 or 1 205 206-2301. Let the specialist know you wish to set up a Reservationless Conference service.

- ❖ They will ask you for folder ID #. If this is your first time using this service, let the specialist know you do not have a folder ID, and they will create one for you. They will ask you for the host name, address, phone, email address, company name and any accounting information, if applicable. If you do not state the country of preference, your reservationless will default to the company's overall selection.
- ❖ The specialist will provide you the folder ID for all future requests.
- ❖ The specialist will fax or email you the confirmation. Make sure you review the information provided to avoid any data entry errors.
- ❖ As soon as you receive your new Reservationless numbers, you may start using them immediately.

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AT&T TeleConference Best Practices

What are my Call Options?

Reserved and Operator Assisted Dial-In

AT&T Reserved and Operator Assisted Dial-In Conferencing may be used when you require features not available on the Reservationless dial-in services. You are able to reserve a conference within 30 minutes of the start time, and your conference will start as soon as the first person joins the call. Individuals can start joining your conference five minutes prior to the actual start time. Operator Assisted Dial-In can accommodate up to 150 connections, whereas a standard reserved conference can accommodate up to 200 participants. Both types will allow you to reserve a conference for up to 120 hours. If the scheduled call was not used for any reason, the conference will be charged a No-Show Fee. To cancel a reserved conference, contact the AT&T TeleConference Center at 1 800 526-2655 or 1 205 206-2301 at least 30 minutes prior to the scheduled start time of the call. If you find out at the last minute, you are unable to cancel your call, but still wish to avoid a No-Show Fee, at the time of the reserved conference, dial into the conference, and stay on the call for a moment and hang up. This will release the reserved ports and avoid the No-Show fees. You will be charged for the 1 minute that you were on the conference.

Reservationless Dial-In

AT&T Reservationless Conferencing allows users to initiate or join conference calls without the assistance of a specialist and **without making a reservation**. AT&T Reservationless Conferencing is an automated, reservation-less service. The conference will start as soon as the host dials into the conference. The service is set up to support up to 125.

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What Call Types are available?

Dial-In Toll Free

The Host/Arranger prefers a Toll Free number for all conference call access. The Host of the call assumes responsibility for all charges related to the call (bridge and transport). Please note: The Reservationless Toll Free Service can be utilized from many countries, but the countries availability is based on your company's contract. To find out what countries are available to your company go to <https://www.teleconference.att.com/servlet/glbAccess> enter your dial-in number and your access code. This site will provide you a listing of countries and the dial-in numbers associated with each country. Along with this information, you will also be provided customer care numbers available in specific countries if you need additional assistance.

Dial-In Toll/Caller Paid

The Host/Arranger prefers to have each participants pay their own long distance to reach the Conference Bridge. Participants may utilize their own company network or regular long distance carrier to access the conference call. The Host/Arranger of the call assumes responsibility for the bridge charges and any special feature charges.

Dial-In Operator Assisted Toll-Free or Caller Paid Call

This call type is "**routed to a Specialist**" once the access code is entered. Participants will be greeted and screened for host requested information (name, telephone number and/or location). This call option is also available with AT&T's Reservationless Services.

Dial-Out Conferencing

The AT&T TeleConference Specialist dials out to host and participants 5 -10 minutes prior to call start time. The host of the conference call assumes all charges related to the call. This service can accommodate up to 150 participants with call duration of up to 99 hours. **Please note**, International Long Distance costs could be SIGNIFICANTLY higher than typical teleconference costs depending on which country you are dialing. It is very important to double check these rates when dialing out to international participants.

<http://serviceguide.att.com/ABS/ext/Documents.cfm?DID=2537>

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AT&T TeleConference Best Practices

How do I use the AT&T Audio Conferencing Services once my account has been established?

AT&T Reserved Conferencing

The Reserved Conference is based on how it was set up. You will send out an invitation to your participants providing them the date, time, dial-in information, participant code and any general information you wish to provide. At the scheduled time, everyone will dial into your conference. As soon as the first person joins, your conference will begin.

AT&T Reservationless Conferencing

Reservationless Conferencing supports up to 125 connections per conference. This service is available anytime 24 hours a day. You never need to contact the AT&T TeleConference Center to reserve a conference. Please remember that availability of Reservationless Conferencing is NOT guaranteed. It is dependent upon port availability.

Reservationless Conferencing works without operator assistance, although operators are available if needed during the call by pressing *0. The meeting arranger will send out an invitation for your conference. This invitation should contain the Toll Free or Caller Paid/International Dial-In numbers, plus the access code. Your reservationless dial-in numbers will be defaulted to a specific country, such as USA, Germany, Japan, etc... If you do not request a specific country of preference, your account will default to your company's overall default. If you have participant(s) in another country other than your own, you can direct them to the following web site for dial-in information or you can send them the complete listing and let them select the appropriate country. The web site is <https://www.teleconference.att.com/servlet/glbAccess>. To access this site, you will need to type in the host's primary dial-in number and access code. If for some reason you need a country that is not listed, use a caller paid number from the closest country. You may also consider checking the cost per minute rate with your Telecommunication's Manager to determine your best option.

The Host code is the control factor. This code should not be shared with anyone. At the set time, everyone will dial into your conference call using the closest country dial-in numbers provided.

Everyone including the Host will enter the access code followed by the # key; then the host is prompted for an additional host code follow by the # key. The conference will start as soon as the host joins the call, and ends when the host leaves the call. If you need the conference to continue after the host disconnects, the host has to activate the Conference Continuation option (*8) prior to leaving the call. Once activated, it was remain active until you press a (*8) again to turn it off.

The Reservationless Conferencing will remain active as long as you use it, or at least once every 6 months. If the Reservationless Conferencing account remains inactive for that period of 6 months, the host will receive two emails notifying of the pending deactivation of the service. Upon notification, action is required to keep the service active. You will need to contact the AT&T TeleConference Center immediately or dial into your Reservationless Conferencing Service, enter the access code and host code to re-activate for another 6 months. [\(Return to Table of Contents\)](#)

Which type of Audio Conferencing service should I use?

For the vast majority of audio conferences, you will want to use the **"AT&T Reservationless Conferencing"** service. It requires no reservation, can handle up to one hundred twenty-five (125) participants, and is by far the least expensive.

You should use **AT&T Reserved Conferencing** if you require special features and services not available with Reservationless Conferencing, or if you will have more than 125 participants dialing into the conference.

Also check with your organization to determine its preferences on the type of service you are to use.

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AT&T TeleConference Best Practices

What should I do if I have participants outside of the United States?

When you send out your invitation, you can provide your invitees the dial-in number and access code, along with <https://www.teleconference.att.com/servlet/glbAccess>. This link can also be found on your confirmation. You can also go to this site and have an email sent directly to you. The email shows all the countries and associated dial-in numbers assigned to your company. You can either cut & paste the information or send the entire listing.

What should we do if I need a country that is not listed?

Select the closest country to nearest to you and use the Caller Paid number to gain access to the conference bridge. You may need to check with your Telecommunications Manager to determine which country provides the best cost per minute rate.

What should I do if I cannot get into my conference?

You need to make sure you are keying in the correct access and/or host code information. If problem continues, report this to the operator or call into the center to report the issue. If they are unable to fix the problem, contact your telecommunication's manager. They will submit a service investigation on your behalf. The telecommunication's manager will need the following information to enable them to submit the request. Host name, Host phone, Folder ID (if you know it), date & time of the conference, time zone, dial-in numbers, access and host code, the numbers that you were dialing from, type of phone you were using, and a detail description of the issue. If you received a recorded message, what did the recording state?

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Can you have more than 1 speaker on the Reservationless service in a Broadcast mode?

Normally, you can have only one host enter a reservationless conference. However, AT&T has made it possible for a conference that is in a broadcast/listen only mode to support more than 1 speaker/host. To make this happen, you will need to take the following steps:

1. The primary host will need to dial into the conference.
2. As soon as the primary host enter the conference, they will need to activate the broadcast mode by pressing *71. From this point on, all participants, entering into the conference will be in a listen only mode. As individuals join your conference, they will hear the host has not arrived, if you are the host press the * key now.
3. Individuals needing to enter the meeting as a speaker will have to enter the meeting as if they were the host.
4. Enter the host code followed by the # key.

Take note of the following comments.

1. Individuals entering the meeting as the host are the only ones able to speak. It is recommended that prior to your actual meeting starting, that one of the speakers proactively state that the conference will be starting shortly. Otherwise, your participants may think they are in the wrong conference and hang-up.
2. If you decided to turn off the broadcast mode (*71) at anytime during your meeting and then decide to turn it back on. The person who entered the meeting first using the host code will be the only one able to speak. All others will be in a listen only mode. If you want to open the conference for a questions & answer session [click here](#) for more information.
3. We do not recommend that more than 5 speakers join a conference and when the speakers are not actively taking have them mute their individual lines (*6) to control background noise and (*6) will also un-mute their line.

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If I need more than 200 connections or special features, what should I do?

AT&T Executive Service

The Executive offering is designed to meet specialized teleconferencing needs; and is targeted for use by busy Executives as well as high profile, large-scale teleconferences such as annual meetings, investor relations meetings, employee communication meetings and town meetings. Check with your telecommunication manager to determine if this service is available to your organization prior to setting up a conference. In-Country numbers are not currently available on under this service. The individual calling from outside the United States or Canada will need to use the caller paid dial-in option.

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AT&T TeleConference Best Practices

What is the difference between Broadcast mode and Mute-All?

Both Broadcast and Mute-All features allows the host to speak while the participants are in a listen-only mode. Anyone dialing in on the Host code would be designed a speaker. To activate either feature review the following information.

Broadcast

- ❖ Reserved Conference
 - Press #07 to mute ALL lines and press #07 to un-mute ALL lines.
- ❖ Reservationless Conference
 - Press *71 to mute ALL lines except for the host's line and press *71, to un-mute ALL lines.

Mute-All

- ❖ Not Available on the Reserved Service.
- ❖ Reservationless Conference
 - Press *78 to mute ALL lines except for the host's line and press *70, to un-mute ALL lines.

To perform a host lead question and answer session, the broadcast mode has to be activated. The Broadcast feature will not allow participant to un-mute their individual lines and all new participants will automatically be placed into a listen only mode. Whereas, the Mute-All feature will allow the participants to un-mute their individual lines by pressing *6 and any new participants are place into the conference in a talk mode. The host will either have to press a *78 again or ask the individual to press a *6 to mute their individual line.

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How do I record my conference call?

Reserved conferences:

When using the reserved service, the record feature has to be requested when you reserve the conference. At that time, the arranger will need to indicate the type of media required and the shipping address. You have a choice of Cassette tape, Audio (CD), .WAV (CD), Transcription, Digitized Replay. See feature description for pricing information.

Reservationless Conferences:

When using the Reservationless Service, the host needs to press a *2 to start the recording anytime during the meeting. After the conference, the host/arranger will need to order the type of media required. You will be assessed an additional charge for one line at an operator dialed-out rate for the recording device. But you will not be charge for the actual recording until you order the media. Your media choices are Cassette tape, Audio (CD), .WAV (downloadable), MP3 (downloadable) Transcription, and Digitized Replay. See feature description for pricing information. To order the media go to the following web site:

<https://www.teleconference.att.com/conferencerecord>

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AT&T TeleConference Best Practices

Do you have Customer Service available outside the United States?

Yes. Below are all the Customer Care Numbers and the associated Countries.

Country	Customer Care Number	Access Type	Country	Customer Care Number	Access Type
ARGENTINA	0800-444-1716	Toll-Free	JAPAN	0066-33-801261	Toll-Free
AUSTRALIA	1-800-24-9179	Toll-Free	JAPAN	0034-800-900153	Toll-Free
AUSTRIA	0800-293-336	Toll-Free	KOREA (SOUTH)	00798-1-1-002-1715	Toll-Free
BELGIUM	02-2008368	Caller Paid	LATVIA	800-2798	Toll-Free
BELGIUM	0800-7-5726	Toll-Free	LUXEMBOURG	800-2-4897	Toll-Free
BERMUDA	1-866-505-9891	Toll-Free	MALAYSIA	1-800-81-4044	Toll-Free
BRAZIL	0800-891-2513	Toll-Free	MEXICO	001-866-365-8478	Toll-Free
CANADA	205-206-2301	Caller Paid	NETHERLANDS	0-20-2061603	Caller Paid
CANADA	800-526-2655	Toll-Free	NETHERLANDS	0800-022-8703	Toll-Free
CAYMAN ISLANDS	1-866-505-9891	Toll-Free	NEW ZEALAND	0800-451238	Toll-Free
CHILE	1230-020-0736	Toll-Free	NORWAY	800-10042	Toll-Free
CHINA	10-800-110-0741	Toll-Free	PANAMA	001-866-365-8478	Toll-Free
CHINA	10-800-711-0804	Toll-Free	PERU	0800-53-515	Toll-Free
COLOMBIA	01-800-912-0554	Toll-Free	PHILIPPINES	1-800-1-111-0189	Toll-Free
COSTA RICA	0-800-011-1111	Toll-Free	POLAND	0-0-800-111-1726	Toll-Free
CZECH REPUBLIC	800-142-047	Toll-Free	PORTUGAL	21-7616309	Caller Paid
DENMARK	80-889332	Toll-Free	PORTUGAL	800-8-11436	Toll-Free
DOMINICAN REPUBLIC	1-866-365-8478	Toll-Free	SINGAPORE	800-110-1612	Toll-Free
FINLAND	0800-91-9423	Toll-Free	SOUTH AFRICA	0800-981-310	Toll-Free
FRANCE	0800-90-5656	Toll-Free	SPAIN	9-1-2754992	Caller Paid
GERMANY	0-69-51709912	Caller Paid	SPAIN	900-9-31111	Toll-Free
GERMANY	0800-180-8974	Toll-Free	SWEDEN	0-8-51761712	Caller Paid
GREECE	00-800-11-002-1713	Toll-Free	SWEDEN	020-79-0875	Toll-Free
HONG KONG	800-96-2540	Toll-Free	SWITZERLAND	0-44-5118349	Caller Paid
HUNGARY	06-800-16-499	Toll-Free	SWITZERLAND	0800-89-9118	Toll-Free
ICELAND	800-8866	Toll-Free	TAIWAN	0-2-21621969	Caller Paid
INDIA	000-800-100-1176	Toll-Free	TAIWAN	00801-10-4150	Toll-Free
INDONESIA	001-803-1-002-1707	Toll-Free	THAILAND	001-800-11-002-1705	Toll-Free
IRELAND	0-1-5245457	Caller Paid	UNITED KINGDOM	0808-234-5071	Toll-Free
IRELAND	1-800-558-847	Toll-Free	URUGUAY	000-411-002-1716	Toll-Free
ISRAEL	180-941-1707	Toll-Free	USA	2057914154	Caller Paid
ITALY	800-788959	Toll-Free	USA	8005266020	Toll-Free
Japan	00531-11-3034	Toll-Free	VENEZUELA	0800-100-2341	Toll-Free
Japan	0044-22-112666	Toll-Free			

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AT&T TeleConference Best Practices

Can I change the attributes of my Reservationless Service without having to call into the teleconference center?

Yes. Once you have entered your conference, press *7 5. This will provide you with options to change the “Roll Call Options for all future conferences”

Configuration roll call

- ❖ Turn Off or On Participant name record feature; this feature needs to be on if you want to use the Roll Call feature.
- ❖ To change conference entry and exit announcement options. (Tones, Name Announce and Silence)

  prs	Sub-menu
 jkl	Change Roll Call Options <i>(future conferences)</i>
 1	<i>Name Record (toggle)</i>
 abc	<i>Tones for entry/exit</i>
 def	<i>Silence for entry/exit</i>
 ghi	<i>Name Announce entry/exit (only name record is on)</i>

Change auto continuation - This is good for future calls only. Once in the conference you will still need to press *8 for this one conference only. If the feature is not listed, you will need to contact the teleconference center to make the required change.

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How do I change the Host password?

You have two options. You can call into the AT&T TeleConference Center and ask a specialist to change your host password. The specialist will ask you for your folder ID information. The folder ID is shown on the upper right hand side of your confirmation.

Your other option is to change the host password is while you are in the actual conference. To change the password press a *7 4, key in the code you would like. The system will confirm the number you just keyed in and then enter you back into your meeting. The host password consists of 4 to 20 digits.

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AT&T TeleConference

Best Practices

Does the reservationless service offer some type of Questions & Answer (Q&A) feature?

Yes. The Question & Answer feature is a host controlled service and allows the host to have a controlled Q&A session without the intervention of a specialist.

Here is how it works:

1. For Q&A, the host must place the conference in Broadcast mode by pressing ***71**. Once the conference is in a Broadcast mode, all participants entering your conference will be in a listen only mode. Those using the host access code will be in talk mode. The first person entering the conference using the host access code is the controller of the call and only that person has access to the host menu prompts. *Caution:* If the menu options are used to toggle the conference between the Broadcast/Talk the controller will remain in talk mode; all others using the host code will now be in listen only mode.
2. The host/controller begins the Q&A session by pressing ***72** on their phone keypad. The host/controller hears: "Your conference is now in a Question and Answer mode. To summon each question, press 1 and 0. Each question will be asked in the order it was received." The host/controller then rejoins the conference.
3. While the host/controller is receiving the instructions from the system on how to facilitate the session, the participants hear: "This conference is now in a Question and Answer mode. To alert the speaker that you have a question, press 1 and 0." Each question will be asked in the order it was received."
4. Any participant who has a question will press 1 and 0. They will hear: "You will be notified when the speaker is ready for your question. To withdraw your question, press 1 and 0. If they later press 1 and 0, they will hear, "Your question has been withdrawn. To alert the speaker that you have a question, press 1 and 0."
5. The host/controller will press 1 and 0 on the phone keypad to see if any questions are in queue. They will hear: "You have # questions remaining."
6. The participant whose turn it is to ask the questions will hear: "Please ask your question after the tone." This participant is now in Talk mode.
7. Once the host/controller has responded to the question, they will press 1 and 0 to check for additional questions. The participant who asked the last question is switch back to listen only mode.
8. After all the questions have been addressed, the host/controller can terminate the Q&A session by pressing ***72**.

This feature is also available under the standard corporate reserved service. To active a Q&A on the reserved service, the steps are basically the same except you press #0 7 to turn on the broadcast mode and #0 4 to active the Q&A.

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AT&T TeleConference Best Practices

Does the reservationless service offer Voting & Polling Features?

Yes. Voting & Polling is a menu driven feature that allows the host/controller of a conference to ask questions of their participants and allows the participants to respond to the questions using touch-tones. If multiple people join the conference using the host code, the first person that joined using the host code will be the controller of the conference. Only that person will have access to the host menu prompts. The system then provides a tally of the votes to the host/controller. This feature is only available to the Corporate Plan Customers.

Here is how it works:

1. The host should advise their participants that they would be conducting a Voting & Polling session. The host begins the Voting & Polling session by pressing *73. The menu plays: "Your conference is now in Voting & Polling mode. After asking your question, press 1 and 0 to hear the voting results." The host then rejoins the conference. (Note: No system announcement is made to the participants).
2. After each question, the host should ask the participants to press the number on their phone that corresponds to their "vote". (The system can take responses using 0-9) The host may ask for Yes/No responses, may offer multiple choices or ask for participants to rate their response on a scale (e.g. 1-5). The system will tally all votes by the number pressed by each participant. For example, after the questions, the host could say, "Press 1 for yes, press 2 for no, press 3 for abstain from the vote." Each participant enters their "vote" by pressing the corresponding number on their phone.
3. The host presses 1 and 0 to hear the tally of the votes. (Note: Only the host hears the vote tally.) For example, "# of participants voted 1, # of participants voted 2, # of participants voted 3: (If applicable: "# of participants did not vote".) "To hear these results again, press 1 and 0. To reset the vote count to zero, press 2 and 0." If the host wants to ask additional questions, they press 2 and 0. (This resets the vote count) The menu plays: "You may now ask your next questions." Repeat Steps 2 & 3.
4. The host ends the Voting & Polling session by pressing *73. The menu plays: "This Voting & Polling session is now ended. To begin another Voting & Polling session, press *73." The host then rejoins the conference.

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Does AT&T provide web collaboration tools?

AT&T Web Meeting or AT&T Connect Services

These services provide you with a rich and dynamic environment for real-time communications over the Web, allowing you to match the productivity of traditional meetings. Using AT&T Web Meeting or AT&T Connect Services, you can meet with others to share and annotate presentations, documents, whiteboards, applications, Web browsers, or desktops. As a presenter, you can allow attendees to control applications remotely on your computer—or your computer's entire desktop—for purposes such as training, demonstrations, technical support, and so on. This may or may not be apart of your current teleconference account. To get more information on this service contact your Telecommunication's Manager.

Is there training available for the AT&T Web Meeting or AT&T Connect Services?

Yes. AT&T will provide a free training program with training materials and interactive live classes to ensure user awareness and effective utilization of the service.

To register for training, please go to this website: <http://attwebtrain.123attend.com>

Enter your email address and the password **Webtrain** in the appropriate fields or call.

For AT&T Web Meeting 888-793-6118 or 678-749-8002

For AT&T Connect 888-796-8004 or 678-749-8004

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Can I control the features of my Audio Conference call via the internet?

Conference Monitor (Host Controlled Only):

This service provides the host with the ability to monitor and control their audio conference calls via the Internet. This feature empowers them to monitor their call based on their needs without having to request the intervention of a Teleconferencing Specialist. The host will access the Conference Monitor via the Internet using either the Netscape® or Microsoft® Internet Explorer Web browser. When you use this for the first time, it will automatically load a Java plug in from the AT&T Conference Monitor Web Site to use this feature. This capability is automatically available with every conference call and does not need to be reserved before the call. To use this capability the host just needs to go to the Conference Monitor URL,

<https://www.att.com/teleconferencecenter> at the beginning of their conference call. There are no additional costs for this service. To see a demonstration of this service go to

http://www.business.att.com/content/mixedmedia/conference_monitoring.swf

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AT&T TeleConference Best Practices

What features are available when using the AT&T Reservationless Conferencing Services?

Command	Feature/Capability
	List of Conference Call Commands <i>(Host & Participant)</i>
	Exit List of Menu Commands <i>(Host & Participant)</i>
	Assistance (*0 will cancel) <i>(Host & Participant)</i>
	Host Dial Out (to add a participant)
	Begin/End Conference Record To record your Reservationless conference call press *2 on your telephone key pad and listen to the prompts to begin your recording. To order a copy of your recording, go to https://www.teleconference.att.com/conferencerecord . You can request a cassette, CD, transcription or set up a digital replay. (WAV files are available on CDs)
	Change Conference Entry & Exit Announcement Option <i>(Current Conference)</i>
	<i>Name Record (toggle)</i>
	<i>Tones for entry/exit</i>
	<i>Silence for entry/exit</i>
	<i>Name Announce entry/exit (only name record is on)</i>
	Conference Lock/Un-Lock <i>(toggle)</i>
	Participant Count <i>(Host & Participant)</i>
	Mute/Un-Mute your individual line <i>(toggle) (Host & Participant)</i>
	More Commands and Host Options
	Allows conference to continue after the Host disconnects <i>(conference continuation)</i>
	Hear List of Conference Participants <i>(roll call) (Host & Participant)</i>

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AT&T TeleConference Best Practices

Reservationless Touchtone Commands – Host Sub Menu

 	More Commands and Host Options Sub-Menu
	Broadcast (toggle on/off) - This allows a host to mute everyone's line except for theirs.
	Question & Answer (if Broadcast is on)
	Voting & Polling
	The following Host Options can be changed at any time by returning to this menu.
	Change Host Password (active and future conferences)
	Change Roll Call Options (future conferences)
	 Name Record (toggle)
	 Tones for entry/exit
	 Silence for entry/exit
	 Name Announce entry/exit (only name record is on)
	Change Conference Start w/o Host (future conferences)
	Change Conference Continuation (future conferences)
	Mute All lines except for the host line – Unlike Broadcast mode, participant will have the ability to un-mute their individual line by pressing a *6 on their touch-tone phone.
	Re-play Sub Menu
	Un-Mute all lines- (When *78 is used) this allows the host to un-mute all lines quickly to provide the participants the ability to speak freely.
	Return to Conference

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AT&T TeleConference Best Practices

What features are available on the AT&T TeleConference Service?

STANDARD CALL FEATURES

- Personalized profile of your call requirements
- Availability - 24 hours a day, seven days a week
- AT&T TeleConference Specialist assistance during the call (Reserved press #00 - Reservationless press *0)
- Automatic Call Extension as long as facilities are available
- Standing reservations
- International Access (For Toll Free Dial-In Service use AT&T Direct and your AT&T Calling Card)
- Security Codes to prevent unauthorized call participation on Dial In Calls
- Changes accepted on a standard corporate reserved conference up to 30 minutes prior to the start of the call
- Ability to switch between mute and talk your individual line
([Reserved press #01 to mute and #01 to un-mute] – [Reservationless press *6 to mute - *6 to un-mute])

SPECIALIZED FEATURES

<u>Feature</u>	<u>Additional Feature Charge (++)</u>	<u>Operator Dialed (*)</u>	<u>Dial-In</u>	<u>OADI ****</u>	<u>Reservationless Automated or OADI</u>	<u>Executive</u>
AT&T Connect	Yes	No	No	No	Automated Only	No
Audio Recording of Call	Yes	Yes	Yes	Yes	Automated Only	Yes
Automatic Port Expansion*	No	No	Yes	Yes	Yes	No
Broadcast Mode	No	Yes	Yes	Yes	Yes	Yes
Call Monitoring/Facilitation	No	No	No	No	No	Yes
Conference Count	No	Yes	Yes	Yes	Yes	No
Conference Lock	No	Yes	Yes	Yes	Yes	No
Conference Monitor	No	Yes	Yes	Yes	Yes	Yes
Digitized Replay of Recorded Call	Yes	Yes	Yes	Yes	Automated Only	Yes
Disable Entry & Exit Tones	No	Yes	Yes	Yes	Yes	Yes
Disable Music on Hold	No	Yes	N/A	Yes	No	Yes
Facsimile Service	Yes	No	No	No	No	Yes
Guaranteed Duration of Dial In	Yes	N/A	Yes	No	No	Yes
Host Control Question & Answer***	No	Yes	Yes	Yes	Yes	No
Internet Reservations	No	No	Yes	No	No	No
Language Translation	Yes	Yes	N/A+	Yes	No	Yes
Moderator Led Question & Answer	No	No	No	No	No	Yes
MP3	No	No	No	No	Automated Only	No
Music On Hold	No	Yes	No	Yes	Yes	Yes
Participant Arrival Introductions	No	No	No	Yes	Yes	Yes
Participant List Report	No	Yes	No	Yes	Yes OADI Only	Yes
Participant List Screening	No	No	No	Yes	Yes OADI Only	Yes
Password Screening	No	No	No	Yes	Yes OADI Only	Yes
Polling / Voting	No	Yes	Yes	Yes	No	Yes
Pre-Notification	Yes	No	No	No	No	Yes
Reservationless Conferencing	No	No	Yes	No	Yes	No
Roll Call	No	Yes	N/A	Yes	Automated Only	Yes
Solicitation & Enforcement	No	No	No	Yes	Yes OADI Only	Yes
Sub Conference	No	No	No	No	No	Yes
Transcription of Audio Tape	Yes	Yes	Yes	Yes	Automated Only	Yes
Web Meeting	Yes	Yes	Yes	Yes	Yes	Yes

Notes: Operator-Dialed features are also available on Mixed Mode Calls (Combination of Operator Dialed and Dial-In) with the exception of Roll Call.
* Automatic Port Expansion will automatically (without specialist assistance) add additional ports to the teleconference in progress beyond the Dial In ports reserved, as long as facilities are available.

**Guaranteed Duration guarantees the reserved duration of a Dial-In Call, allowing participants to hang up at any time and rejoin the teleconference later. The teleconference will be charged for the reserved bridge time or the actual bridge time incurred whichever is greater.

***Host Controlled Question & Answer is available only when Broadcast Mode is selected.

+Language translation is available on Dial-In with one Operator-Dialed port.

****OADI means Operator Assisted Dial-In Service

AT&T TeleConference Best Practices

SPECIALIZED FEATURES DESCRIPTION & PRICING

AT&T Connect: combines voice, web and video conferencing in one product that enables you to provide unlimited conferencing and collaboration to everyone in your company. AT&T Connect is designed for the unique needs of any sized organization. AT&T Connect differs from other conferencing products by delivering an enterprise-class application that transforms voice, web and video conferencing from multiple point tools into one core communication product that can be given to everyone in your company, like email.

Audio Recording: Teleconferences can be recorded at the host's request. You will be charged for an additional connection for the required recording device. The additional connection is at an operator dial-out rate. Each item listed below is billed in 60-minute increments. The media breakdown is as follows:

Cassette tape	\$20.00	Additional copies	\$10.00 each
Audio CD	\$70.00	Additional copies	\$70.00 each
.WAV (CD)	\$55.00	Additional copies	\$50.00 each
MP3 (Reservationless Only)	\$50.00	Downloadable	
.WAV (Reservationless Only)	\$50.00	Downloadable	

Automatic Port Expansion: Allows additional callers to join a call (beyond those reserved) in progress without Specialist intervention as long as facilities are available. You will be charged for each additional port that joins the call at your normal rate.

Broadcast: The broadcast feature allows host to speak while other conferees participates are in a listen-only mode. Anyone dialing in on the Host code would be designated a speaker.

Conference Count: Allows any participant on a conference to hear the number of locations on the call.

Conference Lock: Allows the Host the capability to block any additional participants from joining the call. Specialists are not able to access your conference for assistance once the lock is active. The Host may remove the lock to allow access.

Digitized Replay: The Digitized Replay feature digitally records a conference call for replay at a later time. This feature will be billed at either \$.40 per minute for toll free access or \$.35 per minute for CPDI access per connection.

Exit and Entry Tones: Hosts will have the option of enabling and disabling these tones for both entry and exit of participants through reservations or the Host Controlled Options.

Guaranteed Duration: Dial-in calls are guaranteed for the time reserved, allowing participants to hang up and rejoin the conference. The teleconference will be charged for the reserved bridge time or the actual bridge time incurred whichever is greater.

Host Folder / Personalized Profile: Each host will have a personal folder and Folder ID. A Folder is similar to an employee number. The Profile contains all the host's accounting, and calls information.

Language Translation: is billed at \$3.50 per minute, plus the charges associated with one additional teleconference port.

MP3 recording:

Music on Hold: (Operator Dialed Only): Customers will have the option of enabling or disabling music on hold for their calls

Question and Answer Session - Host Controlled: for Reserved or Reservationless Operator Dial-In Calls. The Q&A option comes automatically with the Broadcast Feature. It allows participants to submit questions to the speakers.

Solicitation and Enforcement Instructions: for Operator Assisted Dial-In Calls Only.

AT&T TeleConference Best Practices

Customers can specify that as each caller dials into the conference, the Specialist should solicit certain information from them before joining the person to the conference call.

Participant Report: Information is limited to the following: 1.) Participant full name 2.) Phone number 3.) Participant location (City and State).

Participant List Screening: This feature allows the arranger to specify a list of participant names who may dial into the conference call.

Password Screening: This feature allows the arranger to specify a password that each participant must provide before joining the conference call.

Transcriptions of AudioTapes: This feature is billed at \$50.00 for each 15-minute increment or partial increment of transcribed conversation.

Web Meeting: AT&T Web Meeting Service provides you with a rich and dynamic environment for real-time communications over the Web, allowing you to match the productivity of traditional meetings. Using AT&T Web Meeting Service, you can meet with others to share and annotate presentations, documents, whiteboards, applications, Web browsers, or desktops. As a presenter, you can allow attendees to control applications remotely on your computer—or your computer's entire desktop—for purposes such as training, demonstrations, technical support, and so on. For more information on this service, contact your AT&T TeleConference Training Consultant.

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AT&T TeleConference Best Practices

Mobile Availability by Country (Top 50 Countries)

Country	Mobile Availability	Country	Mobile Availability
Argentina	Toll Free Mobility Available	Latvia	Toll Free Mobility Available
Australia	Toll Free Mobility Available	Luxembourg	Toll Free Mobility Not Available
Austria	Toll Free Mobility Not Available	Malaysia	Toll Free Mobility Available
Belgium	Toll Free Mobility Not Available	Mexico	Toll Free Mobility Available
Belgium	Caller Paid Mobility Available	Netherlands	Toll Free Mobility Not Available
Brazil	Toll Free Mobility Available	Netherlands	Caller Paid Mobility Available
Canada	Toll Free Mobility Available	New Zealand	Toll Free Mobility Not Available
Cayman Islands	Toll Free Limited Mobility Availability	New Zealand	Caller Paid Mobility Available
Chile	Toll Free Mobility Not Available	Norway	Toll Free Mobility Available
China	Toll Free Mobility Not Available	Panama	Toll Free Mobility Not Available
Colombia	Toll Free Mobility Available	Peru	Toll Free Mobility Not Available
Costa Rica	Toll Free Mobility Available	Philippines	Toll Free Mobility Not Available
Czech Republic	Toll Free Mobility Available	Poland	Toll Free Limited Mobile Availability
Denmark	Toll Free Mobility Not Available	Portugal	Toll Free Mobility Not Available
Dominican Republic	Toll Free Mobility Available	Portugal	Caller Paid Mobility Available
Finland	Toll Free Mobility Available	Singapore	Toll Free Mobility Available
France	Toll Free Mobility Available	South Africa	Toll Free Mobility Available
Germany	Toll Free Mobility Not Available	Spain	Toll Free Mobility Not Available
Germany	Caller Paid Mobility Available	Spain	Caller Paid Mobility Available
Greece	Toll Free Mobility Not Available	Sweden	Toll Free Mobility Not Available
Hong Kong	Toll Free Mobility Available	Sweden	Caller Paid Mobility Available
Hungary	Toll Free Limited Mobile Availability	Switzerland	Toll Free Mobility Not Available
Iceland	Toll Free Mobility Available	Switzerland	Caller Paid Mobility Available
India	Toll Free Limited Mobile Availability	Taiwan	Toll Free Mobility Not Available
Indonesia	Toll Free Mobility Not Available	Taiwan	Caller Paid Mobility Available
Ireland	Toll Free Mobility Not Available	Thailand	Toll Free Mobility Available
Ireland	Caller Paid Mobility Available	United Kingdom	Toll Free Mobility Available
Israel	Toll Free Mobility Available	United States	Toll Free Mobility Available
Italy	Toll Free Mobility Available	United States	Caller Paid Mobility Available
Japan	Toll Free Limited Mobile Availability	Uruguay	Toll Free Mobility Available
Korea (South)	Toll Free Mobility Available	Venezuela	Toll Free Mobility Available

This list is subject to change. Please be aware that your company may not be contracted for all the countries shown on this list. If you need a country that is not listed, contact your telecommunications manager for assistance.

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