ConferLink Phone user guide

How to get the most from ConferLink Phone.

one.nz

This user guide explains the easy-to-use features of ConferLink Phone. So, now you'll be able to hold meetings wherever and whenever you choose.

How to dial into a ConferLink Phone conference

1. Dial one of the following phone numbers:

New Zealand TollFree	0508 55 22 11
Australian TollFree	1800 150 421
Metered access*	+64 9 977 2493 (for calls from overseas and mobile phones)
Hong Kong TollFree	800 965 217
USA TollFree	1 866 853 8556
Japan TollFree	0034 800 400 451
UK TollFree	0800 917 6086
Taiwan TollFree	00801 61 1431
Singapore TollFree	800 6161 895
Canada TollFree	1866 212 6865
Malaysia TollFree	1800 807 454

* Participants calling the metered access number +6499772493 pay direct dial calling rates, and the host pays for the ConferLink bridging component of the call.

2. Enter your ConferLink passcode number then press

Host passcode: _____

Guest passcode: _____

Conference controls chart

This chart outlines the features available to hosts and guests of a ConferLink Phone conference

Host controls	
Conference mute on - so that no other participants are able to speak	5 1 then #
Conference mute off - so that all participants are able to speak	5 0 then #
Conference count - obtain an automatic count of the current number of conference participants (each double beep = 1 participant)	6 3 then #
Conference lock - prevents anyone else from dialling into the conference	7 1 1 then #
Conference unlock - unlocks the conference so that new participants can dial into the conference	7 0 0 then #
Operator assistance	# then 0

Guest controls	
Mute on - so that no other participants can hear what's going on at your end.	6 1 then #
Mute off - so that other participants can hear you speak	6 0 then #
Operator assistance	# then 0

ConferLink Phone user guide

How to get the most from ConferLink Phone.

one.nz

Tips to hold a successful ConferLink Phone conference

- Remind all participants well in advance of the time and date of your meeting

- Remember to send participants the following details:

    - Date and time of the conference

    - Phone numbers to dial

    - The ConferLink account number and Guest PIN

Participant identification

- When speaking for the first time in the conference, participants should identify themselves by name, and possibly title and location

Speaking during the conference

- Address other meeting participants by name

- All participants need to speak clearly

- Participants should try not to speak over each other as this may distort transmission

- Try to keep background noise to a minimum

Using your telephone controls

- If you have Call Waiting on your phone, please turn it off before dialling into the conference

- If you are using a speakerphone, activate the mute button when you're not speaking

- If your phone has volume control, some adjustment may be necessary to achieve the correct voice balance

- Mobile phones should be kept stationary if possible

Conference hosts

Guests can't start the conference without you; so make sure you dial in just prior to the meeting time

Make your conferences more effective

- Send out an agenda well in advance, so that participants know what the meeting will be about

- Note down the action points that arise from the meeting, and during the wrap-up, remind the participants what they're expected to do and by when

- At the end of your conference, encourage feedback from the participants on the success of the proceedings and welcome suggestions that may make your next ConferLink Phone conference even more productive and effective

- Send out minutes and action points as soon as possible after the meeting and, where possible, send reminders to each of the action point owners

For more information

**For assistance with your conference
Phone 0508 55 22 11,**
then press [*] then [0]

**For assistance with your account
Phone 0508 555 500**