TIPS for your Audio Conference Call

BEFORE YOU SCHEDULE YOUR CALL:
- Try to establish how long the meeting will last.
- Check time zones, for all participants, when selecting the meeting time.

3 DAYS BEFORE YOUR CALL:
- Send meeting invites and clearly detail the access number and participant PIN Code. For a Quick Start use Outlook or Lotus notes downloads available from https://weshare.singtel.com

10 MINUTES BEFORE YOUR CONFERENCE CALL:
- Go to a quiet location
- Turn off call waiting features on your phone
- If using a landline, move your mobile phone away from your telephone to avoid interference.
- Try not to use a speaker phone as it may magnify background noise
- Laptops and mobile phones located close to speaker phones may also cause interference.

3 MINUTES BEFORE YOUR CONFERENCE IS SCHEDULED TO BEGIN:
- Dial-in
- If you are the host of the call, arrive early to greet all participants

OPENING YOUR CALL:
- Remind participants to identify themselves before speaking.
- Notify everyone of the (*1) self-mute feature, especially those joining using mobile phones.

AFTER YOUR CALL:
- Review the conference call process and establish any potential ways to improve the effectiveness of the next call.

USEFUL MOBILE PHONE TIPS:
- Remember the (*1) self-mute feature if you are in a noisy environment.
- Try to stay in an area with a strong mobile connection to avoid 'dropping-out' of the call.
- Save time and never have to remember your PIN Code again:
- Simply enter your access number, a pause, then your PIN Code and '#'
- Then save the number in your mobile phone address book. Refer to your mobile phone user guide on how to add a pause.

WorldConference™
Lounge
(Conferencing Solution Web Portal)

WorldConference™
WeTalk
(Audio Conference)

WorldConference™
WeShare
(Web Conference)

WorldConference™
WeMeet
(All-in-one Collaboration Tool)

WorldConference™
Event
(Operator-Assisted, Managed Audio and Web Conference)

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APR 2013

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WorldConference WeTalk

SingTel

WorldConference WeTalk - Quick Start Guide

› Invite Attendees

Send an email including Date, Time, Access Number and your participant PIN Code to all attendees. (Do not share your moderator PIN Code) or download the SingTel Outlook / Lotus Toolbar

To download, go to
https://weshare.singtel.com
Login to your account and select the download section.

› Accessing your conference call

- Dial your Access Number
- Enter your PIN Code and press the # key

› Attendees Features

*** 0** Speak to an Operator
*** 1** Mute/Un-mute your own line
*** 7** Go to a sub-conference/Return to main conference

› Accessing the SingTel Lounge

Manage your audio conference online or schedule future conferences:

- Go to **https://weshare.singtel.com**
- Click on Moderator or Participant log-in
- Enter your Web Login
- Enter your Moderator PIN Code
- Click "Login"

Press *0 for Customer service during the conference call

› Moderator Features

*** 0** Speak to an Operator
*** 1** Mute/Un-mute your own line
*** 2** Mute/Un-mute participant lines (participants cannot press *1 to un-mute themselves)
*** 4** Lock/Unlock conference access
*** 5** Mute participant lines (participants can press *1 to un-mute themselves)
*** 6** Terminate call when moderator disconnects
*** 7** Go to a sub-conference/Return to main conference
*** # 1** Terminate the conference
*** # 2** Hear the number and/or names of participants
*** # 5** Start/Stop recording
*** # 6** Enter a billing code
*** 0** Ask an operator to dial out new participant
 # 0 Listen to the help menu.
 # 2 Personalise your conference welcome message

› Invite Attendees

- Dial your Conference Playback Access Number
- Enter your Conference Playback Reference Number
- Enter the Participant PIN code followed by #
- The following is a list of options available:

	Rewind	Fast Forward
For 1 minute, press:	1	3
For 5 minutes, press:	4	6
For 20 minutes, press:	7	9

- Press 5 Pause/Restart
- Press 2 Increase the volume
- Press 8 Decrease the volume

› Features

- Tone on entry/exit
- Name on entry/exit
- Record name for roll call
- Participants on hold until the moderator arrives
- Detailed reporting
- No-PIN entry
- Secondary passcode
- Mandatory billing code
- MeetMe secure code