



Spark

MEETINGS ON CALL

AUDIO CONFERENCING USER GUIDE

spark.co.nz

Spark Audio Conferencing brings people together, wherever they are.

Audio Conferencing is one of the easiest and most cost-effective ways to get people together for a meeting. You can bring together almost anyone, from anywhere, at a time that suits you all, and with less wasted time, energy and money. Spark offers a range of helpful features to make it easier for you to organise your Audio Conference.

Option 1: Reservationless Audio Conferencing

If you do a lot of Audio Conferencing or you want the freedom to conference any time, 24 hours a day without having to organise it first, we can provide you with a dedicated Audio Conferencing access PIN that you simply use for every Audio Conference you hold, regardless of when, how long or how often. There are no set-up fees or monthly rentals; you only pay for what you use.

Meet Me® and Meet Me Collect®

Unique to Spark Audio Conferencing is the ability to distribute costs of your conference to individual participants, simply by the way they dial into the conference.

With Meet Me® the participants dial **08 30 32**, and each pays their own charges. With Meet Me Collect® the participants dial **08 30 33** and the Convenor, or the person organising the conference, pays the Audio Conferencing charges.

Participants and the Convenor call the appropriate Audio Conference number as designated by the Convenor, at the pre-arranged time and enter the Audio Conference PIN. The conference can then begin.

Host & Guest PIN

If you would like to control guest involvement, or you are concerned that your PIN might be used inappropriately, you can issue participants coming to the meeting with a Guest PIN. This PIN is only valid when used in conjunction with your PIN, and stops anyone using your PIN for other calls.

With a Guest PIN, your guests are placed on music hold until you join the conference.

- With the use of Host & Guest PINs, you retain control of the conference and the use of the service.
- The Guest PIN is only valid when used in conjunction with your Host PIN and prevents anyone using the PIN for other calls.

- With a Guest PIN your participants are greeted with an announcement informing them they will be placed on music hold until you join the conference.
- Do not give your Host PIN out to your participants.

Enunciator & Participant Name Record

With Enunciator turned on, participants are introduced by name as they join (Participant Name Record). Additionally, the person running the meeting has greater control over the meeting - they can group-mute and un-mute participants, do a private roll call and lock the meeting to prevent other participants joining. For full details on the In-Conference commands please see the "How To" section of this brochure.

Enunciator is only available for Reservationless Audio Conferencing.

Option 2: Operator Assisted Audio Conference

If you would like to avoid the time and effort required to make sure participants dial in at the right time, we can call and connect everyone you want at the meeting for you when it's time for the Audio Conference to begin.

Operator Assisted Audio Conferences need to be booked in advance and are a great way to maximise the security of your conference as only the participants the Operator dials out to are connected to your conference.

Encore lets you play it again

Encore extends the life of your Audio Conference by providing a recording that can be used for reference or to involve other people who couldn't be in on the session.

It's ideal for sessions covering a lot of information and detail that needs to be accurately documented or for sensitive situations where it's important to keep a record of the conversation.

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Encore gives you more flexibility in scheduling conferences. There's no need to postpone or repeat a session if someone is not available - they can listen to the recording later. It also provides a way to bring your Audio Conference to wider groups.

Replaying your recording

With Encore, your meeting, announcement or training session is digitally recorded and stored on a Spark server where it can be accessed and replayed by authorised participants as required, and on demand.

10 tips for a successful Audio Conference

1. Before the meeting, make sure everyone knows when the meeting starts, the number to call and the PIN. Provide everyone with an agenda.
2. If you want to discuss or reference a document, circulate it beforehand so that everyone has a chance to read it.
3. Make sure the microphone is located about arm's length from each participant and turn off mobile phones.
4. During the meeting, avoid distracting noises such as rustling papers or talking to someone else in the room who is not part of the proceedings.
5. Introduce people the way you would in a faceto-face meeting, and say who you are before you make a comment, to avoid confusion.
6. If you are recording the conference, tell those involved that you are doing so.
7. Give everyone an alternative contact number in case there are any problems and let them know they can ring **0800 65 65 77** for assistance if they get disconnected.
8. If you need help during your conference, press *0 to speak to a Spark Audio Conferencing operator. This service is free of charge, unless you require extra services.
9. Don't use any of your telephone's hold features as they will frequently pipe music into the conference.
10. Be sure that you and all conference participants properly hang up phones at the end of the conference call to avoid being charged extra.

Additionally we can provide you with an mp3 hyperlink which enables you to listen to the recording from your desktop. You can also download the recording to your network enabling you to keep a digital record of the conference call for future reference.

Conferences with international participants

There are three ways for international participants to join a conference:

International Operator Assisted

The Spark Audio Conferencing operator can bring international participants into the conference, just as they do with any Operator Assisted Audio Conference.

International Meet Me Collect®

International participants dial directly into the conference using the international access code then dial **+64 83 083033**. For example to dial from Australia, dial **0011 64 83 083033**. The person calling from overseas pays their own toll charges; the Convenor pays only the standard Spark Audio Conferencing charges.

PLEASE NOTE: International direct dial Meet Me® is not available as an option for international connection to a New Zealand conference.

International Freephone

This option allows participants based or travelling overseas to call into a New Zealand based conference free of charge. This option also allows a PIN holder travelling abroad to convene a conference remotely. Toll and Audio Conference charges are charged to the Convenor. The charges are based on the zone and the time of the call.

For a list of available international freephone numbers, please visit our website at spark.co.nz/audioconferencing

For more information

Spark Audio Conferencing is the straightforward, effective and versatile way for you to meet with people to talk things through. To schedule a conference call or obtain a PIN call **08 30 30** or **0800 65 65 77** or visit spark.co.nz/audioconferencing for more information.

How to

How to hold a Reservationless Audio Conference

- The Convenor or conference organiser calls either **08 30 30** or **0800 65 65 77** to obtain a PIN.
- Once you have this number, you continue to use it for all your Audio Conferences.
- The Convenor should ensure that all participants are sent the PIN along with the date and time.
- At the pre-arranged time, all those attending the conference call **08 30 32** or **08 30 33**, enter the PIN and press #.
- Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
- Once everyone is present, the meeting begins.
- Participants can join the meeting in any order.

How to use Meet Me® & Meet Me Collect®

- The Convenor or conference organiser either calls **08 30 30** or **0800 65 65 77** to obtain their own PIN.
- All participants should be sent the PIN for the conference along with the date and time, and access number to use, by the Convenor.
- At the pre-arranged time, all those attending the Meet Me® Conference call **08 30 32**, enter the PIN and press #. Those using the Meet Me Collect® option dial **08 30 33** followed by their PIN and #.
- Please note, it is the Convenor's responsibility to advise participants of the correct dial in number they should be using to join the conference.
- Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
- Once everyone is present, the meeting begins.
- Participants can join the meeting in any order.

In-Conference commands

Spark Audio Conferencing provides In-Conference commands to improve the quality and security of your conference. The commands available to you depend on the features you elect to use when setting up your conference, specifically Participant Name Record and Guest PIN.

The following menus outline the in conference commands on the features selected for use.

Basic menu

If the Convenor and the participants are using neither the Participant Name Record function nor a Guest PIN, they can do the following:

Basic command menu	Key sequence
Operator assistance	*0
Mute/unmute self	*6 (toggle)
Mute participant group (Convenor only)	759#
Un-mute participant group (Convenor only)	957#
Lock (and unlock) conference (Convenor only)	*7 (toggle)

PLEASE NOTE that if you are using a single (Host) PIN, then the Convenor and all participants can use the entire menu whereas with a Guest PIN certain functions are available only to the Convenor IVR menu.

Participant Name Record enabled menus

The following menus are only available for those who have activated Participant Name Record and are designed to add extra control for the Convenor and security for the conference. This should be used in conjunction with a Guest PIN to maximise the control and security benefits.

Convenor / host PIN command menu	Key sequence
Enter Convenor IVR menu (see accompanying Convenor IVR menu)	*0
Mute/unmute self	*6 (toggle)
Mute participant group	759#
Un-mute participant group	957#
Lock (and unlock) conference	*7 (toggle)



Guest PIN command menu **Key sequence**

Operator assistance	*0
Mute/unmute self	*6 (toggle)

Convenor IVR menu

This is activated when the Convenor has entered *0 in the main level. It provides additional functionality for the conference.

Convenor IVR menu **Key sequence**

Operator assistance	*0
Conference roll call	*2
Lock (and unlock) conference	*3
Convenor disconnect	*4
Participant Name Record entrance and exit announcements	*5
Activate the Participant Management menu (see accompanying Participant Management menu)	*6
Leave the Participant Management menu and rejoin the conference	*9

Participant Management menu

Accessed by the Convenor through the Convenor IVR Menu, the commands provide the ability to manage and/or converse with individual participants independent of the conference.

Commands **Key sequence**

Play previous party's name	*1
Play current party's name	*2
Play next party's name	*3
Call the current party	*4 (*1 to return the current party or *4 again to disconnect the party)
Disconnect current party	*5
Convenor only party count	*6
Convenor only roll call	*7
Exit the menu and return to the main menu	*8
Exit the menu and rejoin conference	*9

PLEASE NOTE that if you are using Participant Name Record and a single (Host) PIN, then the Convenor and all participants can access the Host PIN Menu and Convenor IVR menu.

How to hold an Operator Assisted Audio Conference

- All Operator Assisted Audio Conference calls need to be reserved in advance. To do so, call **08 30 30** or **0800 65 65 77**, preferably 24 hours beforehand.
- Provide us with a list of your participants' names and their contact numbers.
- At the scheduled time, our Operators will contact each participant including the Convenor, join them to the conference and the meeting can start.

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How to access Encore recordings

- Dial **08 30 36** or, from overseas, **+64 83 08 30 36**.
- Enter the Encore replay number.
- Use the following phone key commands to help you get the most out of the recording:
 - 1 To begin playback**
 - 4 Rewind conference**
 - 6 Fast forward**
 - 8 Normal speed**
 - 9 Increase speed of playback**

How to add Encore to your Audio Conference

- Call the Audio Conferencing Helpdesk on **08 30 30** or **0800 65 65 77**. Pre-booking isn't strictly necessary, but is recommended or there may be a 5-10 minute delay while Encore is set up for you.
- Organise your conference as normal.
- With Encore, we normally initiate the session and begin recording 5 minutes before participants join in, to ensure the entire conference is recorded.
- The recording is generally available for replay within 2 hours of the conference being held.
- If you opted for an mp3 hyperlink of your recording, you should receive this via email within 2 hours of the conference being held.

How to hold an Audio Conference using Enunciator

- Call **08 30 30** or **0800 65 65 77** and tell us you would like to change your Audio Conference profile to enable Enunciator.
- Organise your conference as normal.
- When conference participants call in and enter their PINs, they will be asked for their name and company.

For more information

Spark Audio Conferencing is the straightforward, effective and versatile way for you to meet with people to talk things through. To schedule a conference call or obtain a PIN call **08 30 30** or **0800 65 65 77** or visit spark.co.nz/audioconferencing for more information.



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