

Tips for a Successful Conference Call Continued -

- **Never Put a Conference Call on Hold!** - If you put a conference call on hold, one of two things will happen. Either the participants will be forced to listen to your on-hold music or they will not know that you have stepped away and may continue to address you while you're gone. Either way, putting a conference call on hold is considered to be rude.
- **Call Waiting No-No** - The sound of your call-waiting beep can be disruptive and confusing to conference call participants. Conference call etiquette dictates that you will give the call your undivided attention for the length of the call. Quite often the Call Waiting function can be temporarily suspended by touching *70 prior to the call.
- **Identify Yourself** - When you first enter the call and any time you speak, you should identify yourself by name and location or position. If there are a large number of participants on the line, everyone may not know your voice, and your identification will help to keep the call on track and avoid misunderstandings.
- **Mute Speakerphones** - If you are using speakerphones at some locations, and if no one at your location needs to answer a particular question or speak on an issue, you should mute the phone. Speakerphones pick up a lot of background noise, and muting whenever possible will enhance the quality of the call.

Bates | College

Help Desk Services
Information & Library Services
The George and Helen Ladd Library
Phone: (207) 786-8222
E-Mail: helpdesk@bates.edu
Web: <http://helpdesk.bates.edu>
AIM: [bateshelpdsk1855](aim: bateshelpdsk1855)

Help Desk Services



Conference Call Service

Bates College Information & Library Services (ILS) maintains two conference call circuits. Each circuit can accommodate a total of 8 callers (1 moderator plus 7 participants).

If you are interested in hosting a conference call in excess of 8 participants, please contact our Help Desk Services for other services that we have available.

If you are interested in utilizing the conference call circuit, please contact Help Desk Services to check availability and to schedule your reservation.

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Calls to these numbers are not toll-free. Any caller connecting from off campus will incur long distance charges, unless Lewiston, Maine is within their calling area.

Alternately, someone from Bates could call a participant and then transfer the call to the participant extension number (x8382 or x8383) of the conference circuit being used.

Conference Call Numbers

Circuit #1:

Moderator*:

Moderator numbers should never be given out to non-Bates employees.

Off-Campus: (207) 755-5983

On-Campus: x5983

Participant:

Off-Campus: (207) 786-8383

On-Campus: x8383

Circuit #2:

Moderator*:

Moderator numbers should never be given out to non-Bates employees.

Off-Campus: (207) 755-5982

On-Campus: x5982

Participant:

Off-Campus: (207) 786-8382

On-Campus: x8382

*The moderator has the ability to lock the conference call after all parties are connected, and can terminate all calls to the conference when the conference is complete.

- Pressing "0" locks the circuit, pressing "0" again unlocks it.
- Pressing "#" will terminate all callers connected to the circuit.

Tips for a Successful Conference Call:

If participants in a conference call do not follow a few simple rules of conference call etiquette, the call can quickly degenerate into a confusing experience with very little actually accomplished during the call.

- **Set the Ground Rules Early** - The facilitator or moderator, or even an operator, should advise participants of the basic rules of the call before general interaction begins. This includes both general etiquette and any specific rules the moderator deems necessary.
- **Make Introductions** - After all expected participants are on the line, the moderator should introduce each person and provide a short background or description of that person's responsibilities on the call. This is especially true if there are guests or newcomers on the call.
- **No Cell Phones Allowed!** - While cell phones can technically be included in conference calls, and may be necessary in some cases, cell phones can also cause static on the lines and may otherwise affect the quality of the connection so that cell phones on conference calls should be avoided whenever possible.
- **Arrive On Time** - Getting to meetings on time is often critical and is a sign of professionalism. This is also true of conference calls. It is difficult for participants to make small talk on a conference call while waiting for a latecomer.

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