

SOCIETY AUDIO CONFERENCING SYSTEM

Due to the cost effective nature of Society Audio Conferencing System, we are encouraging all staff, contractors and volunteers to use it for most conference calling situations.

It should be your first choice for all audio conference calls:

- ✓ With 49 or fewer participants
- ✓ Where call monitoring, operator assistance or recording is not required.

Our Chapter has three Virtual Meeting Rooms available: **4001, 4002, & 4003**

- Use the Chapter Calendar to reserve the “room” for your call including your name or the name of the call and the “room” number used. For example: Jim to use 4001 or Peer Support call to use 4003.

If the participants are on the National phone system (they have a 5-digit dial extension):

- Participants need to dial 15100 then your “virtual meeting number” followed by a #.
- Example: 15100 then dial 4001#

If participants are not on the National phone system:

- Use (888) 279-3775 as the dial in number and your “virtual meeting number” followed by a #.
- Example : (888) 279-3775 Room Number 4001#

A few tips for using the Society Audio Conferencing System:

- Participants should mute their lines unless they are speaking
- Participants should not place an audio conference on hold – our hold music prevents the call from going forward

If you experience technical or quality problems – such as static on the line, garbling, robotic voice sounds, choppy reception – take the following steps:

- The call host should request that all participants hang up and then rejoin the call. In most circumstances, the call issues will subside.
- Enter a Remedy ticket, noting the time of day and room number of the call

This doesn't provide an immediate solution, but it does allow the Support Team to review the call and correct the root cause of any issues.