

CONFERENCE CALL

EQUIPMENT:

1. Polycom 300 (triangular mic/speaker unit)- for small room (need a phone jack and electrical outlet)
2. Polycom 500 (has 2 side microphones and amplifier)- for large room (need phone jack; electrical outlet)

INSTRUCTIONS

1. Reserve Room & Call-in number: Email s-konecny@tamu.edu to request a "Meet Me Line", including:
 - a. the date and time you want to reserve 213 Nagle (**TIP: request 15 min before & after meeting**),
 - b. the number of participants and
 - c. which polycom unit (use Polycom 500 for participants on SKYPE, in the room and on the conference call).
(**TIP: Shirley will order the conference call through Audio Conference services (audio-conf@mail.telecom.tamu.edu); check with Shirley about whether an account number is needed**).
2. Invite Participants: Shirley will send you a call-in number to distribute to your participants. An example invitation follows:

"You are invited to join the meeting via conference call at 4:00 pm on February 6, 2014. If you are off-campus, dial 979-847-9189. If you are on-campus, dial 7-9189. Since you are initiating the call, phone charges may appear on your bill (depending on your phone service options). The call-in line will be open 15 min. before the meeting begins. To improve the quality of the sound, use a headset or pick a quiet location and mute your phone when not speaking. When you connect to the call line, everyone will hear a "beep" and expect you to state your name. If your connection is broken, other participants will be notified by a "beep"; please call-in again. Inform your host if the quality of the sound is not sufficient, as adjustments may be possible. If there are any other technical difficulties with the conference call connection, text/call your host's cell phone."
3. Before Meeting: Shirley will set up the Polycom equipment in 213N prior to your meeting, during office hours, so plan ahead if your meeting is after hours. The room may be locked after hours, so arrange for a key. The Polycom 500 takes more time to set-up (plan on 30-min before your meeting starts). Shirley will connect to your call-in line or instruct you on the procedure:
 - a. push the button with the phone icon (left side)
 - b. dial-in the campus number (e.g. 7-9189)
 - c. listen for the dialing and the beep when the connection is made
 - d. test the call-line by dialing in with your cell phone
 - e. if you do not hear any beeps or voices when others connect, hang-up and dial again
 - f. each time you hear a beep, welcome your caller and invite the person to "state your name"
 - g. adjust the volume with the up/down arrows on the right side of the Polycom
 - h. mute the microphone(s) with the button on the right side of the Polycom
4. After Meeting: Shirley will take-down the Polycom equipment after your meeting. If another group is using the room after your meeting, she may ask you to unplug and carefully move the equipment to the chairs on the side of the room to reduce the risk of damage. Lock the room after you leave to reduce the risk of theft.

FREQUENTLY ASKED QUESTIONS

Q1. Why am I hearing multiple beeps during the last 15 minutes of the call?

A1. This is a warning that the call will be terminated within 15 minutes. To reduce this annoyance, schedule your call for 15 min longer than your meeting time.

Q2. Can I set up the Polycom myself?

A2. No. Shirley is responsible for the equipment. She has learned details about equipment maintenance and set-up, which is complex information that is hard to train newcomers in an efficient manner. The Polycom 500 set up needs to be started 30-minutes before the meeting begins.

Q3. If I have a problem, who can I call?

A3. In order of preference: Shirley Konecny or Dawn Miles (both @ 845-5777), Royce Robinson (845-5795)

Q4. I typed in the call-in number, but no one is on the call

A4. You may have reversed the order of the steps (push phone icon button, then dial the number). Hang up and dial again in the correct sequence (first button, then dial).

Q5. What can I do if participants complain they cannot hear us in the room (or those on SKYPE)?

A5. Request the Polycom 500 unit with the additional microphones that are placed on the table top. Locate these microphones near the part of the table where you need better reception.

Q6. What if I want to use the Polycom as a speaker-phone to call one line outside of the TAMU calling area?

A6. Check with Shirley to arrange for the long-distance phone charges, and details of how to dial the number. The procedure for initiating a call from the Polycom is different than connecting to a call-in conference number where the callers initiate the call to the Audio Conferencing technology. This is important if you are trying to call another country.