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 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 *5
- and Exit Announcements
- Activate the Participant Management Menu (see website for these commands)
- Leave Participant Management Menu and rejoin the conference

Guest PIN Command Menu
- Operator Assistance *0
- Mute/Unmute Self *6 (toggle)
- Add to Participant Group 700
- Unmute Participant Group 759#
- Lock (and Unlock) Conference 7 (toggle)

Guest PIN Command Menu Key Sequence
- Operate Assistance *0
- Mute/Unmute Self *6 (toggle)
- Add to Participant Group 700
- Unmute Participant Group 759#
- Lock (and Unlock) Conference 7 (toggle)

How to hold an Operator Assisted Audio Conference
- All Operator Assisted Audio Conference calls need to be arranged in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours before, or to book your conference online at www.telecom.co.nz/audioconferencing.
- Before the call, choose a list of your participant’s names and their contact numbers.
- At the scheduled time, our operators will contact each participant including the convenor, and then the conference can start.

How to Access Encore recordings
- Dial 083036 or, from overseas, +64 83 083036
- Enter the conference code (which acts as 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 083030 or 0800 65 65 77. Pre-booking isn’t strictly necessary, but is recommended as there may be a 5-10 minute delay with Encore being set up for you.
    - Organise your conference as normal.
    - With Encore, we normally initiate the session and begin recording 5 minutes before participants join, to ensure the entire conference is recorded. Any blank spaces at the beginning will be filled out.
    - After your conference, you may add a message at the beginning of the recording.
    - The recording is generally available for replay 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 PIN, they will be asked for their name and company.

For More Information
Telecom Audio Conferencing is the straightforward, efficient and reliable way for you to work with people to talk things through. To schedule a conference call or a Guests PIN call 08 30 30 or 0800 65 65 77 or visit www.telecom.co.nz/audioconferencing for more information.
Telecom offers a range of helpful features to make it easier for you to organize your Audio Conference.

Option 1: Reservationless Audio Conferencing
If you do a lot of audio conferencing or you want the freedom to conference anytime, 24 hours a day without having to organise it first, we can provide you with a dedicated audio conferencing access PIN which you simply use for every audio conference you host, regardless of when, how long or how often. There are no set fees or monthly rentals; you only pay for what you use.

Meet Me® at 08 30 32 and Meet Me Collect® at 08 30 33
Participants and the convenor call the appropriate Audio Conference number as designated by the convenor, at the pre-arranged time and when the Audio Conference PIN is dialed. The conference runs timelessly.

Unique to Telecom Audio Conferencing is the ability to distribute costs of your audio conferencing to individual participants, simply by the way they dial into the conference. With Meet Me or Meet Me Collect® you can either pay your own costs or pay the participants. A participant only calls the PIN and then hangs up to remove any costs.

Enquiries & Participant Name Record
When dialling into the participant access PIN number, participants are introduced by name so they can participate. Additionally, the person running the meeting has greater control over the meeting – they can group and ungroup participants, do a play-cd call and lock the meeting to prevent other participants joining.

Enquiries for any information or are not possible to use the Participant Name Record function nor a Guest PIN, they can dial *
*0 to speak to a Telecom Audio Conferencing operator. This service is free of charge, unless you require extra services.

How to hold a Reservationless Audio Conference
The convenor or Audio Conference operator calls either 08 30 30 or 0800 65 65 77 to obtain a PIN, or does so at the teleconference number as designated by the convenor, either calls 08 30 30 or 0800 65 65 77 to obtain their own PIN, or does so at the time it best suits the convenor. The PIN will be issued to 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.

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 turned off when not in use.
4. During the meeting, avoid distracting noises such as nothing paper or tapping to someone else in the room is not part of the proceedings.
5. Introduce people the way you would in a face-to-face meeting, and say why you are before you make a comment, to avoid confusion.
6. If you are recording the Audio Conference, tell those involved that you are doing so.
7. Give everyone an alternative contact number in case there are any problems and they don’t know how to ring 0800 65 65 77 for assistance if they get disconnected.
8. If you need help during your conference, press *10 to speak to Telecom’s Audio Conferencing operator. This service is free of charge, unless you require extra services.
9. Don’t use any of your participants’ home features as they will frequently pipe music into the conference.
10. Be sure that you and all conference participants properly hang up at the end of the conference call so as not to be charged extra.

Enquiries for the use of Meet Me®
This option allows the participants to dial into a host-based audio conferencing conference from anywhere. It is ideal for sessions covering a lot of information and detail that needs to be accurately documented or for situations where it’s important to keep a record of the conversation.

Enquiries for the use of Meet Me Collect®
This option also allows participants to dial into an audio conferencing conference from anywhere. It is not ideal for sessions where it’s important to keep a record of the conversation.

During the meeting, avoid distracting noises such as nothing paper or tapping to someone else in the room is not part of the proceedings.

Introduction & Participant Name Record
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.

10. Give everyone an alternative contact number in case there are any problems and they don’t know how to ring 0800 65 65 77 for assistance if they get disconnected.

Enquiries for the use of Meet Me Collect®
This option allows the participants to dial into a host-based audio conferencing conference from anywhere. It is ideal for sessions covering a lot of information and detail that needs to be accurately documented or for situations where it’s important to keep a record of the conversation.

Enquiries for the use of Meet Me Collect®
This option also allows participants to dial into an audio conferencing conference from anywhere. It is not ideal for sessions where it’s important to keep a record of the conversation.

Announcing the meeting announcement informing them they will be placed on music hold until you join the conference.

Enquiries for the use of Meet Me®
This option allows the participants to dial into a host-based audio conferencing conference from anywhere. It is ideal for sessions covering a lot of information and detail that needs to be accurately documented or for situations where it’s important to keep a record of the conversation.

Enquiries for the use of Meet Me Collect®
This option also allows participants to dial into an audio conferencing conference from anywhere. It is not ideal for sessions where it’s important to keep a record of the conversation.

How To
In Conference Commands
Telecom 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 for conference, specifically Participant Name Record and Convenor PIN.

The following menu outlines 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 feature nor a Convenor PIN, they can do the following.

How to use Meet Me & Meet Me Collect
The convenor or Audio Conference organiser either calls 08 30 30 or 0800 65 65 77 to obtain their own PIN, or does so at the teleconference number as designated by the convenor. The PIN will be issued to 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.

How to hold a Reservationless Audio Conference
The convenor or Audio Conference organiser calls either 08 30 30 or 0800 65 65 77 to obtain a PIN, or does so at the teleconference number as designated by the convenor. The PIN will be issued to 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 function nor a Guest PIN, they can do the following:

*0 to speak to a Telecom Audio Conferencing operator. This service is free of charge, unless you require extra services.

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.

Once everyone is present, the meeting begins.

For more information, Telecom 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 www.telecom.co.nz/audioconferencing for more information.
Make Conferencing Even Easier

Telecom 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. You simply use it for every audio conference you host, regardless of when, how long or how often. There are no set-up fees or monthly rental; you only pay for what you use.

Meet Host® at 08 30 30 and Meet Me® at 08 30 32. Participants and the convenor call the appropriate audio conferencing number as designated by the convenor, at the pre-arranged time and within the Audio Conferencing PIN. The conference resets itself.

Unique to Telecom Audio Conferencing is the ability to distribute costs of your audio conference to individual participants, simply by the way they dial into the conference. With Meet Host® the participant dials 08 30 32, and pays their own charges. With Meet Me® the participant dials 30 32 (the PIN), or the person organising the conference pays the Audio Conferencing charges.

**Meet Host®**

- **Guest PIN:** A 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 hold until you join the conference.
- **Do not give your Meet Host® PIN out to your participants.
- **Participant & Operator 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 and unmute participants, do a participant roll call and lock the meeting to prevent other participants joining.
  - Enunciator is only available for Reservationless Audio Conferencing.

**Meet Me®**

- **With a Guest PIN your participants are greeted with an announcement informing them they will be placed on hold until you join the conference.
- **Do not give your Meet Me® PIN out to your participants.
- **Participant & Operator 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 and unmute participants, do a participant roll call and lock the meeting to prevent other participants joining.
  - Enunciator is only available for Reservationless Audio Conferencing.

### Option 2: Operator Assisted Audio Conferencing

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 your audio conferencing needs.

**Host & Guest PIN**

If you would like to control guest involvement, or you are concerned that your microphone may be being used for other calls, you can set up 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 any other calls.

With a Guest PIN your guests are greeted with an announcement informing them they will be placed on hold until you join the conference.

**Meet Host®**

- **With a Guest PIN your participants are greeted with an announcement informing them they will be placed on hold until you join the conference.
- **Do not give your Meet Host® PIN out to your participants.
- **Participant & Operator 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 and unmute participants, do a participant roll call and lock the meeting to prevent other participants joining.
  - Enunciator is only available for Reservationless Audio Conferencing.

**Meet Me®**

- **With a Guest PIN your participants are greeted with an announcement informing them they will be placed on hold until you join the conference.
- **Do not give your Meet Me® PIN out to your participants.
- **Participant & Operator 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 and unmute participants, do a participant roll call and lock the meeting to prevent other participants joining.
  - Enunciator is only available for Reservationless Audio Conferencing.

### How To

**How to hold a Reservationless Audio Conference**

1. Meet Host® or Meet Me®. The convenor or Audio Conference organiser calls either 08 30 30 or 08 30 65 45 77 to obtain a PIN, or does so at the pre-arranged time. The PIN must be announced to the numbers invited to join the meeting.
2. Once you have the number, you continue to use it for all your audio conferences.
3. The convenor should ensure that all participants are sent the PIN along with the date and time.
4. In the pre-arranged time, all those attending the conference call 08 30 32 or 08 30 33, enter the PIN and press #.
5. Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
6. Once everyone is present, the meeting begins.
7. Participants can join the meeting in any order.

**How to use Meet Me & Meet Me Collect**

1. The convenor or Audio Conference organiser either 08 30 30 or 08 30 65 45 77 to obtain their own PIN, or does so at the pre-arranged time.
2. The convenor can set up the PIN, or does so at the pre-arranged time. The PIN must be announced to the numbers invited to join the meeting.
3. All participants should be sent the PIN for the conference along with the date and time, and access number to use, by the convenor.
4. 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 guest PIN and #.
5. Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
6. Once everyone is present, the meeting begins.
7. Participants can join the meeting in any order.
Make Conferencing Even Easier

Telecom offers a range of helpful features to make it easier for you to organise your Audio Conference.

1. Reservations 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. You simply use for every audio conference you host, regardless of when, how long or how often. There are no set-up fees or monthly rental, you only pay for what you use.

2. Meet Me®

Meet Me® is a feature which allows you to call the Audio Conference operator, who will call one of your participants. The participant can then call you back at the agreed time.

3. Guest PIN

Guest PINs allow you to give each participant a unique PIN to conference. This can be especially useful when you’re not sure who the participants are going to be.

4. Encore

Encore gives you more flexibility in scheduling and the use of the service.

5. 5.

In Conference Commands

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

- International Operator Assisted: The Telecom Audio Conferencing operator can bring international participants into the conference, just as they do with any operator-assisted Audio Conference.
- International Meet Me®: International participants dial directly into the conference using the international access code then dial 08 30 33 00 00. For example to dial from Australia, dial 00 00 00 00 00. The person calling from overseas pays their own toll charges. The conference can only be a standard Telecom Audio Conferencing charge.
- International Freephone: The option allows participants based or travelling overseas to call into a New Zealand based conference free of charge from 38 countries†. International Freephone is charged to the convenor. The charges are based on the zone and the time of the call.

6. 10 Tips For A Successful Audio Conference

1. 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 nothing paper or talking to someone else in the room if not part of the proceedings.
5. Introduce people who you need to hear from in the meeting.
6. If you are recording the Audio Conference, tell them involved so that they don’t appear.
7. Give everyone an alternative contact number in case they are any problems and that they know they can ring 08 30 30 77 77 for assistance.
8. If you need help during your conference, press *10 to speak to Telecom Audio Conferencing operators. This service is free of charge, unless you require extra services.
9. Don’t use any of your participant’s head-features as they will frequently pipe music into the conference.
10. Be sure that you and all conference participants properly hang up at the end of the conference calls as it will be charged extra.

Entice your participants by giving them a unique PIN.

Encore also allows participants based or travelling overseas to call into a New Zealand based conference free of charge from 38 countries†. International 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 #.

7. How To Hold a Reservationless Audio Conference

The Telecom audio conferencing operator will call either 08 30 30 or 0800 65 65 77 to advise of and PIN, if they do not have one

8. Once you have the number, you can continue to use for any audio conferencing.
9. The conference should end after all participants are sent the PIN along with the date and time.
10. In the pre-agreed time, all attendees attending the conference call 08 30 32 or 08 30 77 enter the PIN and press #.
11. Each participant is announced as they join or leave the meeting, with either a pre-recorded voice or a simple beep.
12. Once everyone is present, the meeting begins.
13. Participants can join the meeting in any order.

For More Information

Telecom 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 www.telecom.co.nz/audioconferencing for more information.
Convenor/Host PIN Command Menu Key Sequence

- Enter Convenor IVR Menu *0
  (see accompanying Convenor IVR Menu)
- Mute/Un-mute 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/Un-mute Self *6
  (toggle)

Conference IVR Menu
This is activated when the convenor has entered *0 in the Main Level. It provides additional functionality for the conference.

- Operator Assistance *0
- Conference Roll Call *2
- Lock (and Unlock) Conference *3
- Convenor Disconnect *4
- Participant Name Record Entrance *5
- and Exit Announcements
- Activate the Participant Management Menu
  (see website for these commands)
- Leave Participant Management *9
  Menu and rejoin the conference

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 maximize the control and security benefits.

Conference IVR Menu

- Enter Convenor IVR Menu *0
  (see accompanying Convenor IVR Menu)
- Mute/Un-mute 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/Un-mute Self *6
  (toggle)

How to hold an Audio Conference

- All Audio Conference calls need to be arranged in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours beforehand, or schedule your conference online at www.telecom.co.nz/audioconferencing.
- 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.

How to Access Encore recordings

- Dial 083036 or, from overseas, +64 83 083036
- Enter the conference code (which acts as 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 083030 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.
- Organize your conference as normal.
- With Encore, we normally initiate the sessions and begin recording 5 minutes before participants join, to ensure the entire conference is recorded. Any blank spaces at the beginning will be edited out.
- After your conference, you may add a message at the beginning of the recording.
- The recording is generally available for replay within 2 hours of the conference being held.

How to hold an Operator Assisted Audio Conference

- All Operator Assisted Audio Conference calls need to be arranged in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours beforehand, or schedule your conference online at www.telecom.co.nz/audioconferencing.
- 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.

How to add Encore to your Audio Conference

- Call the Audio Conferencing Helpdesk on 083030 or 0800 65 65 77 and tell us you would like to change your Audio Conference profile to enable Encore.
- Organize 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
Telecom 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 www.telecom.co.nz/
audioconferencing for more information.

Please note that if you are using a single (Host) PIN then the Convenor and all participants can access the Host PIN Menu and Convenor IVR Menu.

Convenor IVR Menu

- Enter Convenor IVR Menu *0
  (see accompanying Convenor IVR Menu)
- Mute/Un-mute 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/Un-mute Self *6
  (toggle)

Conference IVR Menu

- Enter Convenor IVR Menu *0
  (see accompanying Convenor IVR Menu)
- Mute/Un-mute 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/Un-mute 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 *5 and Exit Announcements
- Activate the Participant Management Menu *6
- Leave Participant Management Menu and rejoin the conference

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 PIN Menu

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

Convenor PIN Menu Key Sequence
- Enter Convenor IVR Menu *0
- [see accompanying Convenor IVR Menu]
- Participant Group *1
- Un-mute Participant Group *59#
- Mute/Un-mute Participant Group *759#
- Lock (and Unlock) Conference *7 (toggle)
- Convenor/Host PIN Command Menu Key Sequence
- EnterConvenor/Host PIN Command Menu *0
- [see accompanying Convenor/Host PIN Command Menu]
- Operator Assistance *0
- Mute/Un-mute Self *6 (toggle)
- Convenor Disconnect *4
- Participant Group *1
- Un-mute Participant Group *59#
- Mute/Un-mute Participant Group *759#
- Lock (and Unlock) Conference *7 (toggle)
- Guest PIN Command Menu Key Sequence
- Operator Assistance *0
- Mute/Un-mute Self *6 (toggle)

Meeting On Call

Convenor/Host PIN Command Menu

- [see accompanying Convenor/Host PIN Command Menu]
- Enter Convenor/Host PIN Command Menu *0
- Operator Assistance *0
- Mute/Un-mute Self *6 (toggle)

How to hold an Operator Assisted Audio Conference

All Operator Assisted Audio Conference calls need to be arranged in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours beforehand, or schedule your conference online at www.telecom.co.nz/audioconferencing.

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.

How to Access Encore recordings

Dial 083036 or, from overseas, +64 83 083036.

Enter the conference code (which acts as 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 083030 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 it, to ensure the entire conference is recorded. Any blank spaces at the beginning will be edited out.

After your conference, you may add a message at the beginning of the recording.

The recording is generally available for replay 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 names and company. For more information, see: www.telecom.co.nz/audioconferencing for more information.

Meetings

How to hold an Operator Assisted Audio Conference

• All Operator Assisted Audio Conference calls need to be arranged in advance. To do so, call 08 30 30 or 0800 65 65 77, preferably 24 hours beforehand, or schedule your conference online at www.telecom.co.nz/audioconferencing.
• 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.

How to Access Encore recordings

• Dial 083036 or, from overseas, +64 83 083036.
• Enter the conference code (which acts as 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 083030 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 it, to ensure the entire conference is recorded. Any blank spaces at the beginning will be edited out.
• After your conference, you may add a message at the beginning of the recording.
• The recording is generally available for replay 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 names and company.

For more information, see: www.telecom.co.nz/audioconferencing for more information.