



# Smart Office Solutions

*Your communication Technology Partner*

---

## **ATTENTION**

These are basic instructions for all conference call bridges hosted by Smart Office Solutions. Some of the features may not be available on your particular bridge. Refer to your original set-up instructions for specific details of your conference call bridge.

These basic instructions include flat rate conferencing, toll free conferencing, etiquette tips, and a recorded conference call order form.



# Smart Office Solutions

Your Communication Technology Partner

## FLAT RATE CONFERENCE CALLING INSTRUCTIONS

### SUPPORT:

Customer Support 800.891.8601 options 3, 1

### SYSTEM OPERATION:

You will receive two pin codes for your conference bridge, one code for the hosts and one code for the participants. When the call first begins, all participants will hear background music until the first host enters the call. Once a host enters, the background music ends and the conference lines are in interactive mode. All conferees can both talk and listen to ALL other callers on the conference bridge.

### Question and Answer Mode:

The host can press \*5 to activate lecture mode which will mute all participants. The host will be able to continue to talk on the call. Anyone can press \*6 to mute their individual line and can press \*6 to be un-muted when it is their turn to speak.

### Interactive Mode:

If you wish to have your callers be interactive you can recommend each caller who is not planning on speaking to press \*6 to mute their individual line. They can enter \*6 again to be un-muted if they wish to speak at a later time.

### CALL COMMANDS:

Your conference bridge will be set to the default options of: auto disconnect which will disconnect all callers once the last moderator disconnects from the conference bridge, music on hold which will play music on the line until a moderator joins the call, and entry and exit tones which all participants will hear as people join the call.

The table below shows the commands that moderators and listeners can use during a conference. A yes indicates a command is available to the party; a no means the command is unavailable to the party.

CODE	DESCRIPTION	MODERATOR	LISTENER
*2	Start/Stop Recording of call	YES	NO
*4	Conference Instructions	YES	YES
*5	Listen Modes: Open, Q/A(muted but can unmute themselves), All Muted	YES	NO
*6	Mutes Individual Line	YES	YES
*7	Secures/Privatizes Conference Bridge (no new participants can enter)	YES	NO
*8	Roll Call/Call Count	YES	NO
*9	Tone Control (control entry/exit tones)	YES	NO

## FLAT RATE RECORDING/PLAYBACK

### Recording A Conference (\*2):

Pressing \*2 once will temporarily remove the host from the conference and prompt for a recording file number. Once the recording file number is validated, the host is returned to the conference and an announcement is made to ALL attendees that the conference is being recorded. To stop the recording, press \*2 again.

*Note: You can NOT record 2 files with the same recording file number. You MUST unmute (\*6) your moderator line if you are recording a monologue and no other line (Host or Participant) is active on the bridge.*

**Recorded calls will be stored for 14 days and then automatically deleted. You can order a copy of a CD or wave/MP3 file of your recorded call by faxing the form below or calling 800.891.8601 option 2**



# Smart Office Solutions

Your communication Technology Partner

## TOLL-FREE CONFERENCE CALL INSTRUCTIONS

### CALL COMMANDS:

The table below shows the commands that moderators and listeners can use during a conference. A yes indicates a command is available to the party; a no means the command is unavailable to the party.

CODE	DESCRIPTION	MODERATOR	LISTENER
*0	Operator Assistance	YES	YES
*1	Out Bound Call To Add A Participant	YES	NO
*2	Record The Conference	YES	NO
*4	Volume Gain	YES	NO
*5	Lecture Mode (all conferees except moderators are muted)	YES	NO
*6	Mute Individual Line	YES	YES
*7	Secure/Private Conference Bridge (no new participants can enter)	YES	NO
*8	Roll Call Or Call Count	YES	NO
##	Ends Call (disconnects ALL callers including moderators)	YES	NO

## TOLL-FREE RECORDING

### Recording A Conference:

When ready to begin recording, the moderator presses \*2 on the telephone and follows the system prompts.

***Recorded calls will be stored for 14 days and then automatically deleted. You can order a copy of a CD or wave/MP3 file of your recorded call by faxing the form below or calling 800.891.8601 option 2***



# Smart Office Solutions

*Your communication Technology Partner*

---

## CONFERENCE CALL ETIQUETTE

### IMPORTANT TIPS TO REMEMBER:

- Have a moderator on your conference call at least five minutes prior to the start time to greet callers. This will assure your callers that they are on the right call and do not hang up.
- Do not use speaker phones. These phones pick up background noise, and sometimes causes “clipping” because of limitations of the equipment. In the event that a speaker phone is required, try to find one that is “full digital duplex”— this will allow all parties to speak at the same time. Make sure to use the \*6 command or the mute on the phone if no one is speaking to eliminate background noise.
- Do not use cellular or portable phones. These phones may cause static or break-ups and result in a low quality recording. If the moderator is using a cellular phone and is disconnected, all conferees will be disconnected from the line.
- If you are using 3-way to connect people on the conference bridge, make sure you call the conference bridge last in your sequence.
- Turn off call waiting. Avoid putting conference call on hold.
- It is important to introduce yourself when first speaking, as other participants may not recognize your voice.
- Create an agenda and keep to your schedule.

### MAXIMIZING CONFERENCE USAGE:

Below are some suggestions on how to maximize your conference call usage:

- **Recruiting:** Our conference lines are most commonly used for recruiting. Schedule specific days each week for recruiting calls so your team members can recruit new agents.
- **Rewards:** Offer your top distributors specific days and times that they can use your conference bridge for their specific groups. They can use the conference bridge for brainstorming, recruiting, training and team communications. It is always good to recognize and reward your team members!
- **Motivational Tool:** Each week “jump start” your team members by having a motivational conference call that will ultimately result in better performance.
- **Training:** Friday, Saturday and Sunday are superb days for training calls. Providing training sessions on all aspects of your business is imperative for new distributors. The informed team member is your most valuable asset! Corporate trainers or a top distributor can lead these sessions. Training should be separated into sections. An example:
  - First call, “The Fundamentals” – how to fill out paperwork, reading genealogy, who to contact for more information, details on enrollment and paperwork, etc.
  - Second call, “The Products” – what you sell, how to use products, how the products are made, different items distributors get paid on, etc.
  - Third call, “The Money” – how to recruit, how to explain the compensation plan, how to motivate and bring more recruits into their business, etc.



# Smart Office Solutions

Your communication Technology Partner

## RECORDED CALL ORDER FORM

Please use this form to request a conference call that you have recorded. To ensure proper delivery, make sure that you provide all of the information requested below.

You must make sure that you select the record option at the beginning of your call. Once your call has ended you can request a copy of the recorded call by filling out the form below and submitting it by fax to: (866) 342-9571 or by e-mailing your request to: [support@SmartOfficeSolutions.com](mailto:support@SmartOfficeSolutions.com).

Your call will be available up to 14 days after you have made your recording. Please note that you can only have one recording saved at a time. If you record over your call, there is no way to salvage your original recording. If you have more than one call scheduled in a 24 hour period, please contact us to discuss how best to ensure that you are able to record both of your calls.

There is a \$30.00 + shipping charge for all requested calls. Minor edits can be made on a \$50.00/hour basis with a \$25.00 minimum. Charges will be billed to your account.

<b>Name:</b>	_____												
<b>Company Name:</b>	_____												
<b>Address (if mailing cd):</b>	_____												
<b>City/State/Zip:</b>	_____												
<b>E-mail (for web posting):</b>	_____												
<b>Dial in #:</b>	_____												
<b>Moderator Pin #:</b>	_____												
<b>Listener Pin #:</b>	_____												
<b>Date Recorded</b>	_____												
<b>Format (please select one)</b>	<table border="1"><thead><tr><th></th><th>Mailed</th><th>Web posting for download</th></tr></thead><tbody><tr><td>Audio CD</td><td><input type="checkbox"/></td><td></td></tr><tr><td>MP3</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>WAV</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></tbody></table>		Mailed	Web posting for download	Audio CD	<input type="checkbox"/>		MP3	<input type="checkbox"/>	<input type="checkbox"/>	WAV	<input type="checkbox"/>	<input type="checkbox"/>
	Mailed	Web posting for download											
Audio CD	<input type="checkbox"/>												
MP3	<input type="checkbox"/>	<input type="checkbox"/>											
WAV	<input type="checkbox"/>	<input type="checkbox"/>											

V 4.0