

# TIPS FOR YOUR AUDIO CONFERENCE CALL

## BEFORE YOU SCHEDULE YOUR CALL:

- Try to establish how long the meeting will last.
- Check time zones, for all participants, when selecting the meeting time.

## 3 DAYS BEFORE YOUR CALL:

- Send meeting invites and clearly detail the access number and participant PIN Code. For a Quick Start use Outlook or Lotus notes downloads available from your portal: [www.arkadin.com](http://www.arkadin.com)

## 10 MINUTES BEFORE YOUR CONFERENCE CALL:

- Go to a quiet location
- Turn off call waiting features on your phone
- If using a landline, move your mobile phone away from your telephone to avoid interference.
- Try not to use a speaker phone as it may magnify background noise
- Laptops and mobile phones located close to speaker phones may also cause interference.

## 3 MINUTES BEFORE YOUR CONFERENCE IS SCHEDULED TO BEGIN:

- Dial-in
- If you are the host of the call, arrive early to greet all participants

## OPENING YOUR CALL:

- Remind participants to identify themselves before speaking.
- Notify everyone of the (\*1) self-mute feature, especially those joining using mobile phones.

## AFTER YOUR CALL:

- Review the conference call process and establish any potential ways to improve the effectiveness of the next call.

## USEFUL MOBILE PHONE TIPS:

- Remember the (\*1) self-mute feature if you are in a noisy environment.
- Try to stay in an area with a strong mobile connection to avoid 'dropping-out' of the call.
- Save time and never have to remember your PIN Code again:
  - Simply enter your access number, a pause, then your PIN Code and '#'
  - Then save the number in your mobile phone address book. Refer to your mobile phone user guide on how to add a pause.



**ArkadinLounge™**  
Your Conferencing Solution Web Portal



**ArkadinAnytime™**  
Collaboration Audio Conferencing



**ArkadinAnywhere™**  
Web Conferencing and Webinars



**ArkadinEvent™**  
Event Conferencing



**ArkadinWebcast™**  
Webcast - Online Broadcasting



You can contribute to building a more sustainable world by simply travelling less. It's the small changes you make that will lead to big differences. Please visit us at: [www.climatecareday.com](http://www.climatecareday.com)



# ArkadinLounge™ Quick Start Guide

Access all of your conferencing services and tools to plan and conduct your meetings efficiently.



# QUICK START

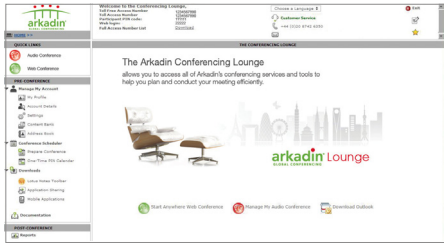
## YOUR CONFERENCING PORTAL

### Access

- www.arkadin.com
- Outlook/Lotus Notes toolbar links.

### Home Page

Download the latest version of the ArkadinAnywhere™ application sharing Add-on.



### Quick Links

- Open Arkadin's exclusive web conferencing service, ArkadinAnywhere™, in a new browser window by clicking on the link in the top left corner
- Control your Audio Conference from the web with the Audio Console.

### Header Bar

- View and download your audio conference Access Numbers
- View your account Web Login and Participant PIN Code for easy reference
- Choose your language
- Contact Customer Service
- Give us feedback
- Add the Conferencing Lounge to your browser Favorites
- Exit the Conferencing Lounge.



### Pre-Conference

#### • Manage My Account

- o My Profile
  - Keep your contact information up to date.
- o Account Details
  - Set your account Time Zone and Language
  - These settings will apply to your on demand account
  - View and download your local and international Access Numbers
  - View your account PIN Codes and Web Login
  - Copy and paste Moderator and Participant links to your ArkadinAnywhere™ Web Conference.

#### o Settings

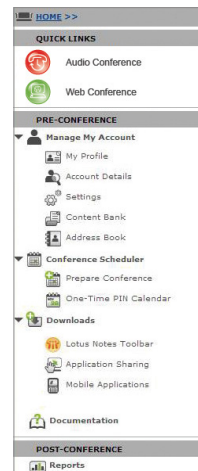
- Change your on demand Audio and Web Conference settings.

#### o Content Bank

- Upload documents ahead of time to easily access them in your ArkadinAnywhere™ Web Conference
- Check the box next to the document to automatically upload it when a conference begins.

#### o Address Book

- Manage your contacts individually or in Groups
- Import or export your contacts easily
- Your contacts are also accessible in the Audio Console.



#### • Conference Scheduler

- o Prepare Conference
  - Invite participants to your Audio and/or Web Conference
  - Use your on demand account or schedule new conferences with new One-Time use PINs.
- o One-Time PIN Calendar
  - View, edit or delete your scheduled One-Time use PIN conferences.

#### • Downloads

- o Download any of the following tools to help you conduct conferences faster and easier
  - Outlook Toolbar
    - Integrates your conferencing account into Microsoft Outlook
  - Lotus Notes Toolbar
    - Integrates your conferencing account into Lotus Notes
  - Application Sharing Add-on
    - Allows you to share applications or your desktop in ArkadinAnywhere™
  - Mobile Applications
    - Schedule conferences directly from your BlackBerry device.

#### • Documentation

- o Download all relevant conferencing documentation
  - User/Technical Guides
  - Service Sheets

### Post-Conference

#### • Reports

- o View your Audio and Web Conferencing usage from both your On Demand and One-Time use PIN conferences
- o Download the usage details.