



Arranging a Conference Call with your Committee

Premiere Global (PGi): Automated Audio Conferencing

Learners may use any conference call service to set up dissertation committee calls. We recommend PGI as a provider because the company offers a full range of flexible, convenient and secure options for conference call needs.

ReadyConference Plus

PGi on-demand automated service, ReadyConference Plus, provides customers with the ultimate flexibility to serve their dynamic conferencing needs. ReadyConference Plus is available for up to 300 participants. After setting up a ReadyConference Plus account, a dial-in number and unique passcode are provided to each moderator. No further reservations are necessary.

Group	Rate per minute	Notes
n/a	\$0.017	Direct Dial (US Toll Number). Record/Playback also \$0.017/minute.

ReadyConference GlobalMeet

Created for the international moderator, ReadyConference GlobalMeet takes the existing ReadyConference service and adds local numbers (LDD) and international toll free (ITF) numbers in countries around the globe.

Group	Rate per minute	Notes (International calls may be limited to particular city codes within a country.)
1	\$0.017	Direct Dial (US Toll Number)
1A	\$0.0385	Toll Free & Record/Playback (Contiguous U.S.), Moderator Dial Out (50 US States)
1B	\$0.08	Local Access: France; Germany; UK
2	\$0.11	Local Access: Austria; Belgium; Brazil, Finland; Denmark; Ireland; Italy; Netherlands; Norway, Russia; Spain; Sweden; Switzerland
3	\$0.14	Local Access: Australia; Hong Kong, India; Japan; Singapore
4	\$0.19	ITF: Australia, Austria, Belgium, Bulgaria, Chile, Denmark, France, Germany, Hong Kong, Hungary, Israel, Luxembourg, Malaysia, Monaco, Netherlands, New Zealand, Poland, Singapore, South Korea, Switzerland, United Kingdom
5	\$0.35	ITF: Argentina, Czech Republic, Greece, India, Indonesia, Japan, Latvia, Mexico, Norway, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Uruguay
6	\$0.55	ITF: Bahamas, China, Colombia, Dominican Republic, Ireland, Italy, Lithuania, Panama, Peru, South Africa, Thailand, Trinidad & Tobago, Venezuela

Additional information can be referenced on the PGI website at: <http://www.pgi.com/us/en/conferencing/audio-conferencing>

How to Set Up an Account

Learners, to set up an account you can either, email - SalesSupport@pgi.com, or call at 888 433 2845. They will require your full name and your street address/city/state/zip (e.g., Capella University, 225 South 6th Street, 9th Floor, Minneapolis, MN 55402). After PGI sets up your initial profile, you will be required to provide credit card information so that any calls on the account may be billed directly. You will receive your conference credentials within one business day of your inquiry.



Best Practices and Tips for Your Conference Call

Used with permission.



ENERGIZE YOUR CONNECTIONS™

Best Practices for Audio Conferencing

- ✓ All moderators should be familiar with Premiere's Star Controls (Moderator Features) to manage their conferences. Most commonly used commands are on your wallet card. A complete list is available from your sales representative.
- ✓ Call from a quiet location. Mute your line using *6 when not speaking to help reduce background noise.
- ✓ If the Moderator chooses to mute all lines using *96, a participant may un-mute their own line by Pressing *6 to speak to the moderator.
- ✓ If you need to step away from the call for any reason, DO NOT put your line on hold. "HOLD" typically feeds music, tones or messages to the entire conference (Press *6 for privacy).
- ✓ Use a handset or headset rather than a speakerphone. Avoid using a cellular phone if possible.
- ✓ If using a Speakerphone - Anyone speaking should be within 3 - 5 feet of a microphone to ensure they will be heard clearly by all participants.
- ✓ If you experience audio difficulties, Press *0 (one time) for operator assistance. After pressing *0 you will be placed back into the conference until an operator is available. The first available operator will move you into a sub-conference as to not disturb the main conference/presentation. Do not hit *0 a second time, as it will cancel your request for operator assistance.

Tips for Presenters and Attendees for Successful Web Conferencing

- ✓ Always conduct a practice Web Conference on the computer you will use for live conference. This assures compatibility and that you have downloaded any necessary programs required for the Web Product of your choice.
- ✓ Most web conferencing platforms are either java based or require client downloads. Most web invitations have a 'system compatibility test'; make sure that you and your participants take a few minutes to conduct the test before logging onto the scheduled meeting.
- ✓ *Pop-Up Blockers are the "enemy" of Web Conferencing.* Note that toolbars like Google or Yahoo have their own Pop-Up Blockers and unique method of being turned off. Both presenter or participates on a web conference must have all pop-up blockers off. (If you do not know how to turn off your popup blocker, ask your IT support person for assistance.)
- ✓ 'Active X' is used by many web conferencing tools, if prompted to download, please do so.
- ✓ If you use a VPN: Connect to the internet directly for web conferences, as VPN connections add layers that may impact response time during a web conference.



- ✓ Whenever possible use a direct connection to the Internet – Wireless cards may result in un-timely disconnects from your web conference.
- ✓ If you use the internet a great deal, it is important to clear your cache weekly. In Internet Explorer; this is done by selecting Tools, Internet Options, and then Delete Files and Cookies.
- ✓ As the Host of a Web Conference it is a Best Practice to close all applications on your computer that you do not intend to use in your meeting. Your computer will operate better and you will not ‘accidentally’ share something that you did not intend to share.

Remember that during Premiere Conference your best friend is *0



***STAR COMMANDS**

Conference Shortcuts (All Participants):

- + Press *1 to hear a help menu.
- + Press *0 to reach an operator.
- + Press *6 to mute or "un-mute" line.
- + Press *4 to increase conference volume.
- + Press *7 to decrease conference volume.
- + Press *5 to increase your voice volume.
- + Press *8 to decrease your voice volume.

Host Features:

- + Press *91 to hear a participant count.
- + Press *92 to hear a roll call of participants.
- + Press *93 to disconnect all participant lines.
- + Press *94 to lock or unlock conference.
- + Press *95 to dial out to participants.
- + Press *96 to mute all participant lines.
- + Press *97 to un-mute all participant lines.
- + Press *21 to activate Sub conferencing.
- + Press *22 to initiate record and playback (*22 to pause/stop).
- + Press *31 to turn Conference Security Code on/off.
- + Press *32 to record your Conference Introduction.