

Organising an Audio Conference using Meet & Talk

A. To book an Audio Conference Meeting:

1. Access <http://emeaplus/> and enter Audio Conference Meeting Centre (right hand side menu)
2. Enter your Organiser username and password, received after an account was created for you.
3. The system will open and display a booking form, which will include your details.
4. If your details are not correct, please delete the request (bottom left button) and contact the IT Service Desk on x8520.
5. If your details are correct, enter the date and the start time of the meeting.
6. Enter the total number of participant lines that will join the Audio Conference meeting including the moderator.
7. By default, confirmation e-mails will be sent to you with the details of the Audio Conference Meeting.



B. Invite Participants using email templates:

Immediately after booking you will receive confirmation emails with instructions on how to connect as a moderator and as a participant ('Participant to pay' or 'not to pay').

It is important to understand who will cover the cost of the call in order to organise your tasks before the meeting.

- Participants to Pay will **Dial in** to the conference, using their PIN received in the invitation email.
- Participants Not to Pay will use the **call back link** to receive a call from the system or they can be **dialled out** by the moderator.

*Note: Using the **call back link** is the easiest way for the moderator to manage participants who are 'Not to Pay' in the conference. Their names will appear automatically in the list of connected participants on the Web Conference Control Interface.*

Use the confirmation emails to create your own invites and send them to the participants.

Note: Do not send anyone your moderator username and passcode.

C. Conference preparation:

The Web Conference Control Interface allows you to set up your conference preferences; for example announcements; in the way you'd like to run your Audio Conference.

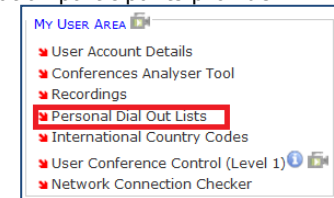
1. **Login details:** Use your Meet&Talk details to enter the Web Conference Control Interface: <https://audioconference.ema.europa.eu>. You can find them in the confirmation email for the Moderator after having booked an Audio Conference.
2. **Set up preferences:** Click on 'User Account details' and Set up your 'Conference' and 'Attendee Joining Preferences'.

*You can set up the Conference Preferences from the Web Conference Control Interface (WCCI) accordingly with your needs.
Note that the WCCI can be set up in real time and you can change your preferences during the Audio Conference if you need so.*

3. **Storing Personal Contact List:** If you plan an Audio Conference with a large group of participants, it can be easier for you to store the telephone numbers and international dialling codes on your 'Personal Dial Out Lists' using the Web Conference Control Interface for an easy access during the meeting. Request that all participants provide in advance a telephone number at which they will be available on the date of the meeting.

To store the contacts:

- Click on 'Personal Dial Out Lists' in 'My User Area'
- Enter individual participant details.
- Once entered the necessary details, a group can be created for easy access.



D. The day of the meeting

To start the Audio Conference as a Moderator, you will need to Dial the Audio bridge number and enter the Moderator PIN. There are 2 options to manage a TC:



WCCI

- Using a phone only
- Using a phone and the Web Control Interface

Using a phone only can be suitable for a small TC, up to 4-5 participants. In this case you lack the visual control of the connected participants.

To manage a TC with a large group of participants you are advised to use the Web Control Interface. It will help you to have full control of the participants, to mute/unmute or hang up if necessary.

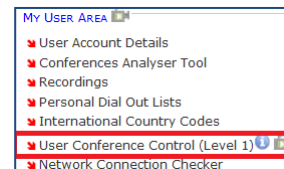
How to Connect to the Conference as a Moderator:



WCCI

I. Using a phone and the Web Conference Control Interface

1. Enter the Web Conference Control Interface: <https://audioconference.ema.europa.eu>
2. Dial in as a Moderator – **see section D.II.**



II. Using a phone only - Dial in - steps for Moderators

1. Dial 7300 or from outside the Agency 020 3660 7300.
2. When prompted, enter the Moderator PIN Number or enter Moderator's PIN Number followed by *2# to start the locked conference.
3. An announcement will be heard that the code has been accepted.
4. You may hear the conference is owned by <title>, at this point the title can be changed by pressing the star key (*) and recording a new title.
5. You may be prompted to state your name, do so immediately without pausing, as the system will terminate the recording of the name when there is 2 seconds of silence.
6. Additionally when you **dial in**, you may be asked if you want to record the conference. If you opt to record the conference, each participant will hear an announcement that the conference is being recorded.
7. Recording can be paused or resumed using *5 on the telephone keypad.

E. Connect participants to the Audio Conference

All your participants should have received the correct dialling instructions in the invitation emails. Once you are connected as a Moderator to the Audio Conference your Participants can connect to the Conference in different ways.

I. **Participant TO PAY scenario:**

The participants will dial in (+44 20 3660 7300) using the instructions sent via email. They will be asked to enter the Participant PIN number to join the conference. If the conference is locked, all the participants will be put on hold music until the conference will be unlocked by the moderator.

II. **Participant NOT TO PAY scenarios:**

1. Using the DIAL OUT link scenario:

This is the easiest way for participants to connect to the conference. Participants will click on the Dial Out link distributed in advance. They will need to enter their names and telephone numbers and will be automatically called by the system.

2. Call participants during the meeting:

The Moderator can call participants directly from the Web control Interface or using the telephone keypad.

2.1) Call participants using the Web Conference Control Interface:

- a) Enter the WCCI: <https://audioconference.ema.europa.eu>

- b) Dial out participants from the previously stored 'Personal Contact List'. Tick the box next to their name and click on the green phone icon.
- c) You can call new participant directly from Web Conference Control Interface by completing the name and the Phone number.

Dial Out					
ID▲	Name	Company	Phone	Auto	Talk
11312	Participant 1	- None -	00442075236900	☐	 talk
11313	Participant 2	- None -	00442075237217	☐	 talk

2.2) Call participants using a telephone keypad:

- a) Call participants using the telephone keypad by pressing 9 followed by telephone number and # key. Ex: [9-0-2036606969-#] if necessary in international format. Ex: [9-00-(44)-phone number-#].

Note: After 9 you will hear a tone, and only then enter the number to dial.

- b) Wait for participant to answer the call. At this point, the dialled participant will only be in conference with the moderator. You can press the:
 - a. *** key** to invite the participant to join the Audio Conference
 - b. **# key** to reject and disconnect the participant.
- c) To call a new participant using the keypad will be possible only after accepting or rejecting the previous one.



Telephone Key-Press Options

While present in a conference as a Chairman/Moderator:

* - enter the menu allowing the following options (may be entered without waiting for the menu prompt to play):

0 - play roll call of participants (only if conference set to record names on entry) and exit menu

- 1 - mute** or un-mute yourself and exit menu
- 2 - lock** or un-lock the conference and exit menu
- 3 - eject** the user who joined most recently and exit menu
- 4 - reduce** listening volume and remain in menu (to continue adjusting volume)
- 5 - pause** or resume recording and exit menu
- 6 - increase** listening volume and remain in menu (to continue adjusting volume)
- 7 - reduce** speaking volume and remain in menu (to continue adjusting volume)
- 8 - exit** menu
- 9 - increase** speaking volume and remain in menu (to continue adjusting volume)
- #** - terminate conference and hang up all participants
- *** - send alert request to system operator and exit menu

- leave conference and enter the operator queue, if an operator is available

9 - if dial-out enabled, dial out to invite the called party to join the conference