



## Frequently Asked Questions ...

**1. How do I schedule my ReadyTalk conference call?**

No reservations are necessary to utilize ReadyTalk's reservationless conference service. Once we provide you with a toll free conference phone number, unique 7 digit access code and a 4 digit chairperson passcode you can host a conference anytime, any place.

**2. What information do I need to provide to individuals who will be attending my conference call?**

Participants will need to know the date and time of your conference call as well as your conference phone number (1-866-740-1260 for U.S. and Canadian based participants) and unique 7 digit access code.

**3. As the conference host, what is required to initiate a conference call?**

At the scheduled start time of your conference call, the host will dial their ReadyTalk conference phone number (1-866-740-1260) and follow the automated attendant's prompts to enter their unique access code and the chairperson passcode. Please note that the conference call will not connect all participants until the conference host enters their chairperson passcode.

**4. How many simultaneous conference calls can take place using a single unique access code?**

Each access code can accommodate one conference call at any given time.

**5. How many lines are available per conference call?**

96 lines are available per conference call.

**6. What is the difference between the toll and the toll free phone numbers?**

The toll free phone number should be utilized for both U.S. and Canadian based participants. The toll number is available for individuals participating in your conference call from outside of the United States. (Please note international toll free access is available to 40+ countries worldwide. See [www.readytalk.com/support.php](http://www.readytalk.com/support.php) for a list of supported countries and phone numbers.)

**7. Can I host my conference call using my cell phone?**

Yes, you can host a ReadyTalk conference call from any phone. ReadyTalk highly recommends that you activate the call continuation feature (\* 8) once you've logged into conference calls initiated from a cell phone. The call continuation feature authorizes your conference call to continue when you leave the conference. By activating this feature when you initiate calls using a cell phone, you eliminate the risk of inadvertently disconnecting the entire conference should you drive through an area in which you do not get good coverage from your cell phone provider.

**8. I have scheduled a conference call with a significant number of participants, how do I ensure that everyone will hear my message and not other participants within the conference?**

The conference host can utilize ReadyTalk's Mute All feature to put all participants into a listen-only mode during the call. To activate the Mute All feature, press # # on your phone's touch tone key pad. To deactivate the feature (or to use Unmute All), press 99 on your touch tone key pad. (Note: All conference controls are listed on the chairperson's ReadyTalk wallet card.)

**9. I have muted my participant's phone lines, yet I hear tones as new people enter the conference.**

Each ReadyTalk conference account is set up with tone entry and exit announcements. The chairperson can change the conference entry and exit announcements to silence (for larger calls) or to name announce (to have each person's name announced into the conference call). To change the conference entry and exit announcements dial the conference phone number, enter your access code, enter the chairperson passcode, press 2 for the Account Options Menu. Follow the automated attendant's prompts to change your announcement options.

**10. How can I obtain assistance during a conference call?**

Operators are available to assist you with your ReadyTalk reservationless conference calls 24 hours a day, 7 days a week. Press \*0 on your phone's touch tone key pad for a private conversation with a conference operator or press 00 to bring a conference operator into your call.

**11. How can I record my conference call?**

To start your conference recording, press \* 2 on your phone's touch tone key pad. Once the recording device has entered the conference call, ReadyTalk's automated attendant will announce "This meeting is now being recorded." Begin your dialog or presentation. To stop the recording, press \* 2 on your phone.

**12. How do I access my recorded (archived) conferences?**

Once a conference has been recorded, the chairperson will be sent an e-mail containing links to the recorded conference. The links, in Real Player and Windows Media Player format, can be forwarded individuals who missed the conference call or played back by the conference host.

Archived conferences can also be accessed through ReadyTalk's archive management interface. Visit [www.readytalk.com](http://www.readytalk.com) and click on the Manage Archives button. Enter your access code and chairperson passcode to view a list of your recorded conferences. Within the interface are options for managing your recordings and a button to delete the recording when you no longer need access to it.

**13. Do I need to use the Web to host my audio conference?**

ReadyTalk's audio and Web conferencing services can be utilized independently of each other. Though when used simultaneously, ReadyTalk's web conferencing service allow you to monitor your conference call and manage audio participants. Additionally, ReadyTalk's Web conferencing service enables you to share documents, presentations, spreadsheets and more with your meeting participant in real time during the conference call.

**14. What is the difference between a slide presentation and a desktop presentation?**

ReadyTalk presently offers 2 Web conferencing options: slide presentation and desktop presentation (within the Web interface). Slide presentation mode allows the conference host to share static presentations, .jpg images, and .gif files. Desktop presentation mode enables the conference host to share all other applications that reside on their desktop, hard drive or shared company drive. These applications include but are not limited to animated PowerPoint presentations, Word Documents, Web sites, spreadsheets and other software applications.

The conference host should open the applications they plan to share during the Web conference prior to beginning the webinar. This will ensure quick and easy transitions between applications during the meeting.

Effective August 2004 the conference host will be able to specify the application to be shared rather than openly sharing their desktop. A product enhancement will provide the conference host with a drop-down menu highlighting applications that are running (active) on the conference host's computer. The conference host simply clicks on the application they want to share and it is then presented to the meeting participants.

**15. What software are the software requirements for hosting a Web conference?**

*Participants* attending a Web conference will need to install Java on their computer to view your applications. Java is a common application that is available on most computers today. Therefore, the majority of your meeting participants will not need to download any software to access your webinar. They will simply visit [www.readytalk.com](http://www.readytalk.com), click Join A Conference, enter your access code and click Submit to join your meeting. Meeting participants who do not have Java installed on their computer can download the Java application from ReadyTalk's support page [www.readytalk.com/support.php](http://www.readytalk.com/support.php). Note: they will need to have administrative privileges to download applications to their computer.

For the best meeting experience, the *conference chairperson* will need to have Java version 1.3.1\_08 installed on their computer. NOTE: Windows XP users should utilize Java 1.4.2\_03. Both of these Java downloads are available at [www.readytalk.com/support.php](http://www.readytalk.com/support.php).