



# BT Conference Call



Plus  
& Express  
User Guide



# Overview

BT Conference Call Express is a fully automated service ideal for simple everyday conferences.

Conference Call Plus is an attended access service with the option of value-added features. Both are specifically designed for conferences and meetings with up to 20 Participants. These services are booked in advance and deliver you a host of benefits.

BT Conference Call Express and Conference Call Plus are part of BT's complete range of conference services.

This user guide is designed to explain everything you need to know to get the maximum benefits from your Express or Plus phone conference.

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# Benefits

**Rapid decision making** – meetings at shorter notice as you only need an available time slot rather than the next time everyone will be in the same location

**More effective use of time** – no wasted time in travelling, multiple meetings in one day

**Better decision making** – more people can be involved in decision making

**Significantly lower cost** – eliminates travel and subsistence costs

**Supports Web Conferencing** – allowing the enhancement of your message or meeting by the addition of visual content including presentations, web follow-me, demonstrations or sharing documents

**Reserved lines** – Lines are reserved for you on the bridge to guarantee the capacity you need for business critical meetings

**Security** – A unique secure access code for your conference

**Participant notification** – When you book the service in advance, all your Participants can be advised of the timetable and access requirements for your conference

**On-line help** – BT's expert Coordinators are available to assist you at the touch of a button

**Conference planner** – Your on-line personal planner showing the status of all booked conferences

**Global access** – Local dialling with standard or toll-free access in many major countries

BT's Conference Services offer a range of additional value added features to assist the smooth and effective management of your conference, including recording, translation, transcription, call monitoring, voting and Q&A (Question and Answer) management. These are all described in more detail in this Guide.



## Types of meeting

The flexibility and features offered by BT Conference Call Express and Plus – and the expert help and advice provided – make these services ideal for supporting a wide range of formal and informal presentations, conferences and meetings, including:

Formal	Informal
Financial reviews	Brainstorming
Product launches	Problem solving
Training courses	Sales presentations
Project progress meetings	Marketing reviews
Seminars and lectures	Design reviews
Investor relations reports	Decision point meetings
Departmental meetings	Check point meetings
Company messages	Interim project management meetings
Company announcements, internal or external	

## Conference Coordinators

BT Conference Coordinators are provided to advise customers on the best combination of services that will meet the objective and circumstances of your meeting. Our Coordinators are BT Conferencing experts whose role is to facilitate the smooth running of the conference and ensure you get the most out of the meeting.

Additional value-added services available for Plus conferences are set up and managed by Coordinators. You will find more detail on the Coordination services throughout this User Guide, together with instructions for contacting the Coordinator at any time during your phone conference.

# Booking

## your conference

### Options for Booking your Conference

You can book your phone conference on-line via the web or by calling our Conference Management Centre.

To book any conference you will need your account number (EB number) and for on-line booking you will also need your password.

### Booking via the Web

To book a phone conference, visit the BT Conferencing website at **[www.conferencing.bt.com](http://www.conferencing.bt.com)**

and log on to BT Conferencing Services using your account number (EB Number) and password.

You will then need to enter the following information:

- Phone conference Type (see “Joining a Conference” below)
  - Express : Dial-in Automated or Dial-in Automated Freefone
  - Plus : Dial-in Attended access, Dial-out Attended or Dial-in Attended Freefone
- Date, Start Time and approximate Duration of the conference
- Participants - The number of Participants that will attend (maximum of 20)
- Title - The title that you wish to give the conference
- Chairperson Details - Your name and contact details
- Any additional features you require (these are only available with the Plus service)
- Note that Global access is not available when booking via the web

If you would like all the conference Participants to receive automatic notification of the conference details, simply select the Address Book and complete the details.

When you have completed the booking information, press [submit] to create the conference booking. You will then see the phone conference number and the passcode on your screen. These details will also be emailed to you.

Any Participants whose details were entered in the Address Book will also be issued with the details.

# Booking by Phone

To book your conference by phone, you can dial:

**Freefone 0800 77 88 77** (UK only)

+44 (0) 20 7298 4055 (international)

You will need to provide the Coordinator with the following information:

- Your Account Number (“EB Number”)
- Phone conference Type (see “Joining a Conference” below)
  - Express: Dial-in Automated or Dial-in Automated Freefone
  - Plus : Dial-in Attended access, Dial-out Attended or Dial-in Attended Freefone
- Global access - additional country access if required
- Date, Start Time and approximate Duration of the conference
- Participants - The number of Participants that will attend (maximum 20)
- Title - The title that you wish to give the conference
- Chairperson Details - Your name and contact details
- Any additional features you require (these are only available with the Plus service).

The Coordinator will then create the booking and will provide you with the conference telephone number and passcode. These details will also be emailed to you.

# Joining an Express conference

There are two ways you can join an Express conference. The method should be decided at the time of booking.

## Dial-in Automated

Each Participant dials the telephone number and will be greeted by an automated message asking them to enter their conference passcode, after which they are admitted to the phone conference.

## Dial-in Automated Freefone

If you wish your phone conference Participants in the UK to dial in without incurring telephone charges, BT Conferencing can issue a Freefone 0800 number that each person can call and then enter the phone conference as above.

## Joining a Plus conference

There are several ways you can join a Plus conference. The method should be decided at the time of booking.

## Dial-out Attended

You provide BT Conferencing with the name and telephone number of your nominated Participants and your Coordinator will phone each person and connect them to the phone conference.

## Dial-in Attended

BT Conferencing issues you with a telephone number to pass on to the Participants. Each Participant dials the number and is connected into the phone conference by the Coordinator.

## Dial-in Attended Freefone

If you wish your phone conference Participants in the UK to dial in without incurring telephone charges, BT Conferencing can issue a Freefone 0800 number that each person can call and the coordinator will connect them into the phone conference.

# Joining a conference

## What you need

To use this service you will need a telephone with a tone-dialling facility for each Participant.

## Before the conference

You will receive an email listing the phone number to call to access the conference and the conference passcode. If the other Participants' details were entered on the system, then they will also receive the details. For any other Participants, you will need to forward them the access number and passcode.

# Additional features

BT Conference Call Plus only

BT Conference Call Plus offers additional features to benefit your meeting or conference. These are summarised below.

Please note there may be a charge for some services and some may require advance notice periods before they are set up. To find out more about any individual feature, please refer to page 12 of this Guide where you will find full contact details.

Feature	Description
Additional Dial out	Additional Participants may be dialled to be called into the meeting at the Chairperson's request.
Lecture mode	This feature ensures that all other phone microphones are muted, thereby eliminating background noises. It is particularly useful when presentations and lectures are being given.
Passcode	You can provide us with a security passcode for your conference, and any Participants will have to quote the passcode accurately to gain access.
Question and Answer (Q&A)	This service assists you in managing "question and answer" sessions. Participants can use their telephone keypad to indicate to the Coordinator that they wish to ask a question. The Coordinator then ensures that questions are put one at a time with all other lines muted. Participants will require access to tone-dialling telephones to make use of this facility.
Roll call	The Coordinator can collect and announce a roll call of all the Participants at the meeting or conference. This is only available with attended access conferences.
Recording	Your Phone conference will be recorded to audio cassette or CD and posted to you by first class post. Additional copies can also be supplied.
Replay	Your conference will be digitally recorded and made available for replay to any Participants who wish to dial in later. You control access to replays by giving Participants the telephone number and recording number, after which they can call at any time to listen. While listening, they can fast-forward or rewind the recording, and can choose to listen to the entire conference or only selected parts. The recording can be stored for as long as you wish.
Replay Plus	This facility records information and comment during replay and is provided in addition to the standard Replay feature. Participants can also be asked to record their names, company names or other information before hearing the recording, and can be asked for comment and feedback after listening. The phone conference Chairperson will be given access numbers and instructions for dialling in to listen to the feedback or additional information recorded by Participants using the Replay Plus service.

# Additional features

continued

Feature	Description
Locked Conference	The Chairperson can ask for the phone conference to be locked when all Participants are connected. This prevents anyone else joining or accessing the conference. Please request this feature at the time of booking and you will receive instructions and codes to dial to 'lock' and 'unlock' the conference.
Security Lock	Feature as per Locked Conference, but the Coordinator is also excluded from the conference. During the conference, if you wish to bring the Coordinator in for assistance, you will need to switch the security lock off before contacting the Coordinator.
Sub-Conferences	During your phone conference you may wish the Participants to convene in smaller groups, for workshops or more detailed discussions. Simply contact your Coordinator and list the Participants to be placed in each sub-group.
Transcription	Your phone conference can be recorded and a typed transcript delivered to you by post, fax or e-mail.
Translation	The transcription of your conference can be translated into another language. Details of the wide range of languages available can be provided on request.
Playback	Pre-recorded items, such as taped or CD material, can be played during the conference.
Interpretation	An interpreter can be brought on line for all or part of a phone conference. Details of the wide range of languages available can be provided on request.
Voting (Polling)	The Chairperson can define multiple-choice questions in advance of the conference and Participants then key in the appropriate digits to record their answer to each question. Your Coordinator will collate the results and present them to you. Please note that Participants will need access to tone-dial telephones in order to vote.
Call monitoring	This service ensures that the sound quality of the phone conferences are monitored and any problems addressed.
Listen Only (Self Mute)	Participants or the Coordinator can set individual lines to "mute" in order to eliminate background sounds. This is particularly useful where some Participants might be taking part on the conference on a mobile phone. This is enabled by pressing "*6" on your phone. Press "*6" to disable.
Music on hold	Any Participants joining the conference early can listen to music until the meeting starts, ensuring that they know they are connected to the conferencing service while they wait.

Please note: The customer is responsible for the security of any passwords. Although BT will keep these in confidence, BT will not be liable for any breaches in security unless expressly caused by BT's negligence.

# Global access

BT Global access provides local phone number access in many major countries worldwide. It is designed for use by conference organisers who have Participants from different countries dialling into the same conference. Dialling in can be at normal standard rates or toll-free.

At the time of the conference Participants dial into the local country number they have been given and access the conference in the normal way.

Global access is only available by booking by phone with a Coordinator.

# Web conferencing

BT Conferencing provides two sets of web-based tools that can be used by customers for collaborative calls and presentations.

**WebEx** is designed for smaller conferences where the customer wishes to have a high degree of collaboration.

**Microsoft Office Live Meeting** is available for the larger conferences, where the customer can present information over the web to a large number of attendees.

Please call BT on:

**Freephone 0800 61 62 62** (UK only)

+44 (0) 20 7298 4055 (international)

or visit the web site: [www.conferencing.bt.com/](http://www.conferencing.bt.com/)

for more information.



# Assistance

## during the conference

If you require assistance at any time during the phone conference, you can use the Coordinator access code \*0 (press “\*” key then “0” key) to alert the BT Coordinator, who will be happy to help you.



## Further help

**Freephone: 0800 77 88 77** (UK only)

Phone: +44 (0) 20 7298 4055

Fax: +44 (0) 20 7298 4276

Email: [btc.advanced.services@bt.com](mailto:btc.advanced.services@bt.com)

Web: [www.conferencing.bt.com](http://www.conferencing.bt.com)

Our Reservations office is open  
24 hours a day, 7 days a week.

BT Conferencing  
Wheatstone House  
650-654 Chiswick High Road  
Chiswick  
London W4 5SA  
UK



### Offices worldwide

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