

# how to call into a teleclass or teleseminar or teleconference



## Firstly believe you can!

Many people get themselves into a state of mind that this will be hard and they can't do it. Calling into a teleclass is just the same as calling a friend in a different country.

Breathe throughout the process – keep repeating - this is not hard! <smile> a lot too!

## What exactly is a teleclass or teleseminar?

Learning on the phone!

## Each time you phone I will give you a link to the number you call

This information will be given to you when you register or when you go to the link I have given you for the call. The phone numbers you call may vary. Check the number of each call before you dial. You will have two numbers to deal with.

1. The phone number to get you the tele-bridge company
2. The pin code or access code to the bridgeline

My bridgeline is in the USA because Australian bridgelines are VERY expensive.

## How to Work Out the Numbers You Need to Dial to Get Out of Your Country

Every country has a different set of numbers to dial to make an international call.

This conversion tool will help you determine what you need to dial  
<http://www.timeanddate.com/worldclock/dialing.html>

The country code to the USA is always 1

If you dial from Australia the number will look like this 0011 1 xxx xxx xxxx

If you dial from New Zealand the number will look like this 001 1 xxx xxx xxxx

The first three xxx = the area code the xxx and xxxx equal the phone number.

So if the phone number quoted is **419 400 0202** you will need to add the country code at the start. If you live in Australia – then you will need to add 0011 1 in the front (the number you need to dial out of Australia and the country code)

If the number quoted was **1 419 400 0202** then you know I have included the country code and all you will need to add is the number to dial out of Australia 0011 – if you are dialing from New Zealand you will put 001 at the start of the number.

## How to Make the Call Cheaply

**If you simply dial from you phone, the call will cost around \$10 for an hour – check with your phone provider before you call because rates vary.**

**I use a calling card and it costs me \$1 per hour.** These cards make overseas phone calls ridiculously inexpensive.

Calling cards are available at [www.gotalk.com](http://www.gotalk.com) or your local news agency, petrol station, convenience store or post office. Please note: not all calling cards work on bridgelines. With a calling card the service provider will give you a local number to call in your area and an access code. These numbers are additional to the codes you will need to call the bridgeline. When you call the local number an automated voice will step you through the process. Type all the numbers into the keypad on your phone as instructed. They will also have an operator if you need help. Don't forget to dial all the numbers I give you remembering to put the country code in first.

I pay less than \$1 to call the USA for one hour when I use a international phone card

If you dial from New Zealand the number will look like this 001 1 xxx xxx xxxx

If you dial from Australia the number will look like this 0011 1 xxx xxx xxxx

Check what you dial from your country here:

<http://www.timeanddate.com/worldclock/dialing.html>

## What to do when you get onto the bridgeline

You will hear an automated voice asking you to enter your pin code or access code or conference ID. Enter the number I have given you and then press the # (hash or pound sign) that appears below the nine key on your phones keypad. There will be a few seconds delay then you will be placed onto the call with me. You will probably hear me talking to the other participants as you come onto the call. I will be doing a roll call so when I ask who is there – just say your first name and surname very clearly.

## Different Time Zones

I always publish my times in Melbourne Time. If you live somewhere different, then please just use this tool to work out the correct time to call where you live.

<http://www.timeanddate.com/worldclock/converter.html>



## What phone can I use?

A fixed landline is best. Please do not use Mobiles and Skype or VOIP phones as they are very prone to disrupt the calls and you won't be able to participate.

## Timing Your Call

Join the class right at or just a few minutes before the announced start time. If you're late to the call, just dial in and listen until you determine what is being discussed. I may not officially welcome you, but that is only so the flow of the class will not be disrupted. That doesn't mean you're not welcome and can't introduce yourself at an appropriate time later in the call.



## Call from a Quiet Place

Please call from a quiet location, where you are not likely to be interrupted. Turn off the stereo, put the "resident noisemakers" (dogs, kids, etc.) in another room, and close the door.

## Introducing Yourself

Please say nothing until you are greeted by me. When I ask, "Who is joining the call?" provide your name and, if you wish, your location.

## Your Style is the Best Style!

Just as in a regular classroom, everyone has their own learning style. Participate to the degree you feel comfortable with (even if you prefer to sit quietly in the "back row" and absorb the conversation).

## Bridge Number Confidentiality

Please do not share the bridge number with anyone.

## Mute Button

The background noise from multiple phones can affect the sound of someone speaking; use your phone's MUTE button (if it has one). Simply click the voice "back on" when you wish to speak.

(If you don't have a mute button, don't worry. Just try to call from a quiet location.)

## Speaker Phones

Please don't use them! The sound quality simply isn't good enough, and they usually bring an "echo" into the class.

## Breathing

Please hold the mouthpiece or telephone headset microphone slightly away from your mouth and nose (unless you are speaking). This rule may sound a bit silly, but if you've ever been on a call with a "heavy breather," you'll know why we mention this!

## How to Participate

Naturally, there must be some order to the way people participate, if the class is to be enjoyable and productive for all. The following will help:

### 1. Wait to be prompted

I will regularly ask for callers to share or respond, throughout the class. Please wait to be prompted, rather than just speaking up.

### 2. State your name before your comment

Participant: "This is Mike, from Manhattan."

Me: "Yes, Mike; go ahead."

Participant: "I was wondering how you would handle...."

### 3. Be positive

If you want to comment on something that another participant has said, please keep your comments positive. Even if you disagree with someone else, you should make your point without using confrontational phrases like, "Mary is wrong about...", "That's an absurd point John made...", etc.

### 4. Marg will direct traffic

Though interaction is always encouraged, please go through me when you want to comment on or ask a question about something said by another participant.

Participant: "Marg, can I ask Mary to expand on her last comment?"

# etiquette of a teleclass

## Dialing into the Bridge

On the night you call into the USA bridge number and follow the prompts

**Starting a conference is quick and easy. Just follow the steps outlined above:**

1. Call in a few minutes before the specified time

Please work out what your country code is before the event is due to start  
<http://www.timeanddate.com/worldclock/dialing.html>

I use an international calling card and it costs me less than \$1 for the hour

2. A very friendly machine will greet you and the machine will ask you to follow the prompts
3. When prompted, enter your Participant Pin followed by #.
4. Then you will find yourself in the classroom with myself and the other participants

## Before the Call

- Turn off your mobile phone
- Avoid environments with potential distractions or interruption  
(e.g., animals, children, staff or street noise in the immediate vicinity)
- Each participant should call in separately to maintain the high quality of the teleconference line



## Equipment

- Landlines are best
- Cell phones are discouraged because of static and potential for “cross talk”
- Please NO Skype phones - Teleconference lines often have severe problems with computer-internet based calls

- If using a portable phone, use only 900 MHZ (or higher) models and stay close to the base to avoid static
- Avoid use of the speakerphone function unless multiple parties for the call are present in a single location
- A MUTE feature is recommended for phones and headsets
- Call waiting should be disabled (instructions can be found in the front of most telephone books)
- Ringers on additional lines should be silenced
- Always avoid the HOLD feature – music will play and make it impossible for the other participants to continue the meeting

### During the Call

- Only invited participants should be present for the call
- Always say your name before you speak – it just helps everyone identify you
- Try to keep your comments brief and to the point so everyone gets a chance to share
- For the most efficient use of all participants' time, follow agenda items and limit tangential discussion
- Please be on time – I will be on the line a couple of minutes early if you want to have a chat but we start promptly at the advertised time.

### Getting On and Off the Call

- Bridge lines can be unpredictable beasts and sometimes you may need to try a couple of times to get on the bridge
- Sometimes too you might dial the wrong number or get a busy tone – just keep trying until you get on
- When you speak on the call say your name then your comment or question so everyone knows who is speaking
- If joining a call after it has begun, wait to be welcomed before joining the discussion
- You may hear beeps during the call and this generally indicates someone has “fallen off” the bridge or has left the call or is coming back on
- If you “fall off the bridge” just dial in again
- When the call is finished simply hang up the phone



What is most important is that you come with an open mind and heart and a desire to learn!

The diagram on the next page may help you better understand the process.

Look forward to hearing you on the class :-)

## Three ways you can experience a call if I am using my full bridge line

1. You can dial in and participate live on the call – the technology for this is in the USA – hence why I recommend a phone card for people outside the USA which will make the call \$1 for the hour. If I do the call on a Telstra line it costs around \$10 per hour so the phone card is a significant saving.
2. You can listen to the call live on your computer – this is called a webcast. So you will be emailed a web link after you register and you just click on the link for the call at the class time and providing you have speakers you can listen to the call live – downside is that you can't participate in the call
3. You will get a recording of the call emailed to you after the call has finished – this is an mp3 file which you can listen to on your computer (providing you have that facility and speakers) and there are many free programs you can load that will do that such as i-tunes or real audio or you could download the mp3 file to your i-pod or similar device.

When you register for an event you will be sent a link that will take you to a screen that looks like this:

The screenshot shows a web browser window displaying a teleclass event registration page. The page title is "Example of a Standard Teleclass Screen December 8 at 1 AM Eastern". The URL is "http://instantteleseminar.com/?eventid=5233818". The page content includes:

- A banner with the text: "Example of a how a Teleclass Event is set up for Monday, December 8th at 1:00am Melbourne Time".
- Links: "Return Here on Monday, December 8th at 1:00am Eastern" and "Click Here to Print This Page as a Reminder".
- A countdown timer: "The Event Starts in 06 Days, 04 Hrs, 15 Mins, 08 Secs.".
- A "CUSTOMER SERVICE" section with a rating scale (Excellent, Good, Average, Poor).
- A "Q&A" section with a "Submit Your Question for the Event HERE" button and a form with "Name:" and "City:" fields.
- A "To Listen Live by Phone" section with "Phone-Number to Dial: 502-000-0000" and "Use Conference ID: No PIN Required".
- A "To Listen Live via Web" section with "Select a Webcast Method:" and options for "Flash Player", "Windows Media", and "Pop-Up Player".
- A "Please visit my website" button.
- Footer text: "Copyright 2007. InstantTeleseminar.com is a service by Xiosoft.com. Scalable webcast technology powered by Nlinite.com."

Callouts and annotations:

- "Cut and past the web link I give you into your browser window and activate the link" (points to the URL bar).
- "Name, date and time of the event (Melb Time)" (points to the banner).
- "The phone number to dial in the USA + pin code" (points to the phone number).
- "Where you listen to the webcast – you have 3 options to listen in to the call – turn on your speakers!" (points to the webcast methods).
- "Web links to other resources or websites" (points to the "Please visit my website" button).
- "IMPORTANT The (dates) in red text in the brackets are New York time – I have to book the calls in a standard time zone – so please don't get the times confused!" (points to the event title).
- "You can type questions into this box before the call starts – I haven't had a great deal of success with questions coming through during the class" (points to the Q&A form).

## How to Dial into a Teleclass

Do you have an existing cheap international call plan to the USA (<\$2.00/hr) or a phone card?

Purchase phone card from newsagent, post office or from [www.gotalk.com](http://www.gotalk.com)

If using own phone plan go to next step.  
If using a phone card, dial the local number provided on/by phone card and follow prompts.

Phone card provider will usually:  
1. Prompt to enter phone card pin.  
2. Advise remaining credit.  
3. Prompt to dial required number.  
4. Advise minutes have remaining.

Dial code to dial out of country, country code, area code and Teleclass phone number.  
For example to dial out of Australia:  
**0011 1 712 XXX XXXX**

Wait for automated message advising you have reached teleconferencing facility.  
You will be prompted to enter the pin.

Enter pin number provided by Teleclass organiser (Abundant Private Practices)

If you are the first person on the call an automated message will advise you of this. Wait to hear a beep or until someone else starts talking. If others are talking wait for a gap to introduce yourself.

When the Teleclass has finished all you need to do is hang up.

BIG thanks to Angela Anderson who completed this diagram for me.



....for a happy healthy horse

ABN: 95 487 114 579

### Angela Anderson

Phone: (03) 9718 2097

Fax: (03) 9718 2097

Mobile: 0424 027 810

Email:

[info@angelaanderson.com.au](mailto:info@angelaanderson.com.au)