



Conference Call Protocol

1. If possible, dial in using a **landline**.
2. When you join a conference call, **announce your name**.
3. **Mute your line by dialing *6**. Be aware that not only your voice but other background noises where you are located can be heard by all conference call participants. To keep these noises from being heard, dial *6.

You should mute your line ...

- To have a conversation with someone in your physical location
 - If you need to shuffle papers while on the call
 - If there is loud street noise or a barking dog in your physical location
 - To eliminate background noises if you calling from an airport or a vehicle
4. **Do not mute your line by using the 'hold' feature** on your phone. If you do so, all other participants will hear background music or a repetitive 'hold' beep during the time you have the call on hold.
 5. If you have dialed *6 to mute your line but wish to speak, **dial #6 to unmute your line**.
 6. **Announce your name**, e.g. "This is Jim"
 - When you would like to speak
 - Anytime you leave from or return to the call
 7. Bottom line
 - Be sure you are in a quiet place
 - Join the conference call on time
 - Announce your name when joining, leaving from, or returning to the call
 - Dial *6 to mute your line

Successful Conferencing!