

# PSC TELECONFERENCING PROCEDURES

**Introduction** This business process guide provides teleconferencing procedures for PSC members.

**Discussion** From time to time, there may be an occasion when Division Chiefs, Branch Chiefs, and other PSC members will want to conduct a teleconference call. Below are the three conference call options available and the procedures for each option.

## Member Conference Call Options and Procedures

Conference Call Option	Procedures												
<p style="text-align: center;"><b>Any PSC Desk Phone</b></p>	<p>This is a free option for up to six people on a conference call. Follow these steps:</p> <table border="1" data-bbox="440 806 1414 1278"> <thead> <tr> <th data-bbox="440 806 548 856">Step</th> <th data-bbox="548 806 1414 856">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 856 548 907">1</td> <td data-bbox="548 856 1414 907">Get the first person on the line as you would any normal phone call.</td> </tr> <tr> <td data-bbox="440 907 548 982">2</td> <td data-bbox="548 907 1414 982">While the first person is on the line, press the phone button labeled “Conference” or “Conf” and wait for a dial tone.</td> </tr> <tr> <td data-bbox="440 982 548 1033">3</td> <td data-bbox="548 982 1414 1033">Dial the number of the next person you want on the line.</td> </tr> <tr> <td data-bbox="440 1033 548 1224">4</td> <td data-bbox="548 1033 1414 1224">After the next person you want on the line answers, press the “Conference” or “Conf” phone button again, to connect all three people.  Note: You must wait for the person to answer prior to pressing the “Conference” or “Conf” button.</td> </tr> <tr> <td data-bbox="440 1224 548 1278">5</td> <td data-bbox="548 1224 1414 1278">Repeat steps 2-4 to add up to three more callers.</td> </tr> </tbody> </table>	Step	Action	1	Get the first person on the line as you would any normal phone call.	2	While the first person is on the line, press the phone button labeled “Conference” or “Conf” and wait for a dial tone.	3	Dial the number of the next person you want on the line.	4	After the next person you want on the line answers, press the “Conference” or “Conf” phone button again, to connect all three people.  Note: You must wait for the person to answer prior to pressing the “Conference” or “Conf” button.	5	Repeat steps 2-4 to add up to three more callers.
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<p style="text-align: center;"><b>Conference Room (Mushroom) Phone</b></p>	<p>This is a free option for multiple PSC members and up to five additional people from outside the command on a conference call. The mushroom phone offers better sound quality.</p> <table border="1" data-bbox="440 1438 1414 1619"> <thead> <tr> <th data-bbox="440 1438 548 1488">Step</th> <th data-bbox="548 1438 1414 1488">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="440 1488 548 1575">1</td> <td data-bbox="548 1488 1414 1575">Ensure the Conference phone you are going to use has a “Conference” or “Conf” button or it won’t work.</td> </tr> <tr> <td data-bbox="440 1575 548 1619">2</td> <td data-bbox="548 1575 1414 1619">Follow the same steps as above for any PSC desk phone.</td> </tr> </tbody> </table>	Step	Action	1	Ensure the Conference phone you are going to use has a “Conference” or “Conf” button or it won’t work.	2	Follow the same steps as above for any PSC desk phone.						
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# PSC TELECONFERENCING PROCEDURES

## Member Conference Call Options and Procedures, Continued

Conference Call	Procedures	
<b>Instant Meeting</b>	This option allows conference call members to “call in” to a central 800 line.	
	<b>Step</b>	<b>Action</b>
	1	Send an advance email request to your <a href="#">Division Teleconference Coordinator</a> .  Copy or forward your email request to <a href="#">ARL-SG-CGPSC-BOPS-R-FINANCE</a> for command telephone bill awareness.
	2	Include the following information in the email to the Division Teleconference Coordinator:  <ul style="list-style-type: none"> <li>• <b>Date</b></li> <li>• <b>Time</b></li> <li>• <b>Duration</b> in hours (e.g., 1, 1.5, 2)</li> <li>• <b>Number of lines</b> (people calling in) – <b>Limit 20 people per call</b></li> <li>• <b>POC</b> for the conference call</li> </ul> <p>Note: The BOPS-R Branch will monitor the monthly telephone bill, and divisions will be requested to justify any excessive expenditures.</p>
	4	Contact your Teleconference Coordinator if you do not receive an email confirmation response. The email confirmation will contain the call-in number and pass code.
	5	Forward the call-in number and pass code to your conference call members prior to the scheduled conference call.  <b>Security Warning:</b> Anyone who obtains the call-in number and pass code may be able to listen in during conference calls. Conference call organizers and participants should be aware of this and keep call-in numbers and pass codes “close hold.”