

# Conference Calling

## (audio only)

Alumni Hall: Centrex

### Three-Way Conference

To set up your own three-way conference:

1. Dial the first number - wait for answer
2. Press switchhook or flash button
3. Dial second number - wait for answer
4. Press switchhook or flash button
5. Dial third number - wait for answer - then press switchhook or flash button again to connect everyone.

### Station Controlled Conference

To set up your own conference using a Centrex line and as many as **five (5)** other dialable locations:

1. Dial \*173 to connect with the conference circuit. When you hear a dial tone,
2. Dial the number of the first person. After you establish contact,
3. Depress the switchhook or flash button; listen for steady dial tone, then
4. Dial the number of the next person. When you have that person on the line,
5. Depress the switchhook or flash button to connect you both to the conference.
6. Depress the switchhook or flash button again to free your line to add another person, following steps 4 and 5.

As each person is connected to the conference, he or she can talk with the group while the rest of the conferees are being called.

Hang up on unanswered calls, wrong numbers, or busy signals. Your phone will ring back. Talk with conferees. If more persons are to be added, follow steps 3, 4, and 5.

Any person may hang up at any time without interrupting the conference, as long as one of the remaining parties is in the Centrex system.

**IMPORTANT NOTE:** Station Controlled Conferences work best when everyone participating is available to be connected BEFORE THE MEETING STARTS. Otherwise, the meeting will be delayed and interrupted as connections continue to be made.

If you want people to be able to call in when they are available, a WisLine is a better option.

## WisLine Teleconference Service: Statewide *(See important update at end of page)*

WisLine is the easy, fast, and affordable way to meet with your colleagues without leaving your office or building. The conference call service operation by Instructional Communications Systems has the features and lines to serve your conference call need.

WisLine gives you these advantages:

- Easy to set up and use
- Availability of lines
- Convenient hours
- State-of-the-art digital audio quality and performance
- Service before, during and after your conference

Participants can use a standard telephone, or a group can use portable teleconference equipment at a single location. They can call in to access their conferences, or our technicians can place the calls. Conferences can be recorded to cassette tape, CD, or streamed for access via the Internet.

To schedule a teleconference, contact WisLine reservations by phone at (608) 262-0753, by email at [wisline@ics.uwex.edu](mailto:wisline@ics.uwex.edu), or on the web at [www.uwex.edu/ics/wisline](http://www.uwex.edu/ics/wisline). You'll need to provide your preferred date and time, the number of lines you'll need, the number of participants (and their names and phone numbers of calls we are placing), the name of the moderator, and your billing information. There is a 24-hour cancellation notice required.

## WisLine Video: Statewide

If you have a Video Conference that requires a Video Bridge reserved from Instructional Communications Systems (Pyle Center), there is already an audio-only service included free of charge. This works similarly to a WisLine Teleconference, however participants only need to dial a telephone number - no passcode is needed. Available hours are the same as WisLine with the exception of weekends. Weekends are a special request and a \$50 surcharge will apply.

**IMPORTANT NOTE: THERE IS NO NEED TO RESERVE A SEPARATE WisLine IF YOU ALREADY HAVE A VIDEO BRIDGE RESERVED**

Go to: <https://inside.fammed.wisc.edu/administration/its/video-conf-request> to schedule any video conferences.

## Comparing conference calling facilities

	Centrex	WisLine
<b>Setup</b>	By self on own phone	Reserve service with UW Extension
<b>Availability</b>	Any time	7:00am - 10:00pm: Mon-Thu 7:00am - 5:00pm: Fri 8:00am - Noon: Sat (Other hours available by special request)
<b>Reservations</b>	N/A	608-262-0753 - 7:45am - 4:30pm: Mon-Fri <a href="mailto:wisline@ics.uwex.edu">wisline@ics.uwex.edu</a> <a href="http://www.uwex.edu/ics/wisline">www.uwex.edu/ics/wisline</a> (24-hour cancellation notice required)
<b>Cost</b>	Cost of phone call	Per-minute service charge (see web site for rates)
<b>Billing</b>	If long distance calls involved, total to originator via STS	Billed to conference sponsor - 15 minute minimum charge
<b>Participants</b>	2 to 6; one must be Centrex user	Any number of participants
<b>Support</b>	None	Recording, tape and CD inserts, line monitoring, user training, special interconnects, evaluation, technical consultation, live or archived streaming, sub-conferences, voting and polling
<b>Applications</b>	Meetings, training, seminars, conferences	Meeting, instruction, training, workshops, seminars, conferences, news conferences
<b>Summary</b>	Easy self-setup; no additional costs or reservations; one Centrex line necessary	Flexible and easy to set up; participants may enter the conference at any time, can call in or be called; conferences can be split into sub-conferences; superior audio quality; international coverage; technical support



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## *Announcing New WisLine Audio Features*

As of October 12, 2009, ICS has begun the first phase of switching the WisLine Audioconference service to a new bridging system, new reservations system, and new billing system. Some immediate changes you'll notice are:

**New Local Phone Number** – We have a new local dial-in phone number which replaces 608-265-1000. The new number is **608-237-5850**. The old phone number is no longer in service. If participants dial-in to the old number they will hear a recording directing them to the new phone number. Toll-free numbers will remain the same.

**New Passcodes** – ALL audioconference and Webconference reservations will be assigned new 7-digit passcodes. We have already converted a few conferences occurring this week, but most existing reservations in the current system will be converted to the new passcodes beginning next week (October 19). ALL reservations will have unique passcodes. We will no longer associate your passcode with your account. You will be given an account ID and may use that to identify your account for billing purposes. This will allow us greater flexibility in making reservations, and will eliminate the need for "duplicate" passcodes. Recurring reservations will be able to use the same passcode for every date of a reservation.

You will receive a new confirmation in your email for each of your current reservations. Please forward the new confirmations to your conference participants. They will need the new passcodes to enter their conferences. If participants use the old 4-digit passcodes, they'll hear an "invalid passcode" recording. They can still get into the conference by remaining on the line. An operator will place them into the correct conference.

**New Confirmations** – We've simplified the email confirmation you receive to make it easier to read and understand and easier to forward to your participants.

We'll be adding more new features and services in the next few weeks, so please keep watching your email for those. As always, if you have questions or comments please contact us at:

Email: [wislineaudio@ics.uwex.edu](mailto:wislineaudio@ics.uwex.edu)

Phone: 608-262-0753

Web: [www.uwex.edu/ics/wisline](http://www.uwex.edu/ics/wisline)

Thanks for using WisLine Audio.



**Instructional  
Communications  
Systems**

Instructional Communications Systems  
University of Wisconsin-Extension

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