



# Tips *for* Participating in a Telephone-Based Class

Participating in a telephone-based class may be a new experience for you. To make the most out of the class, please review the following telephone etiquette tips and keep them handy when participating.

## Calling in to the Class

1. Find a quiet room to participate in the class. Make arrangements for children, pets or other noisemakers to prevent disruptions.
2. Dial the assigned toll-free number at least five minutes before the start of the class and enter the participation code when prompted. It's helpful to have the presentation slides and handouts open on your computer or printed out in front of you.
3. If you are the first person to call in to the class, you will hear music until the instructor (host) calls in. Once the instructor calls in, you will be connected to the class.
4. To ensure confidentiality, identify yourself by using your first name only during the class.
5. Once you have given your name to the instructor, you can mute your phone by pressing \*6 on your key pad. To unmute your phone, press #6.

## Tips for Callers

1. The toll-free number is only available during your scheduled class time.
2. The system is completely automated; there is no operator.
3. Call from a land line if possible. If you need to use a cell phone, it's best to call when you aren't traveling due to background noise.
4. Do not put your telephone on speaker mode.
5. If you need to leave the call for a few minutes, mute your phone by pressing \*6. Please do not use the hold key at any time during the call.
6. If you are using a headset, make sure the microphone is close to your mouth so everyone can hear you.