

Working virtually with Sarah Fraser

Teleconferencing

Our teleconference number is (UK) 0844 73 73 73 and the pin number is 508011 (# symbol is not required). If you are dialling in from outside the UK then see the table below. Note you can dial in using Skype (you need to have SkypeOut call credits to do this).

 Austria	0820 4000 1502
 Belgium	070 35 98 66
 France	0821 230 749
 Germany	01803 001 177
 Ireland	0818 270 007
 Italy	848 391 819
 Netherlands	0870 001 909
 Poland	0801 003 533
 South Africa	027 875 500375
 Spain	902 885 318
 Sweden	0939 2066 300
 Switzerland	0848 560 347
 United States	1 712 432 2888
 Skype	+99 03 769 4422
 Worldwide	+44 87 0223 333

If you have difficulty dialing into this number or reaching the point where you are asked for the pin number then you may find your organisation's telephone system is blocking the number (especially for international calls). Please refer the problem to your IT/Communications department. If this happens then SkypeOut is useful as there are no barriers (and the call is very cheap) www.skype.com Or you can use a mobile phone instead of a landline (though note the increased cost for doing this).

During the call if you need to *mute your phone* press *6 (and repeat to unmute.) If you are in a noisy environment this is a useful action to take.

Web conferencing:

Using Glance

The simplest method we use is where participants go to a web address and from there they can see any presentations, notes being made like on a flipchart etc. During this time they do not interact with the screen, rather they watch and follow (like a screen in a workshop). This system does not use video. There are no downloads to make to your computer and it is quick to access. Please make sure you enter the web address in the browser bar and not the search bar of your internet browser.

Go to www.sarahfraser.glance.net and use the 4-digit pin number you will have been sent (or advised by phone) if this is the system we have decided to use.

Please allow 2-3 minutes set up time before the start of the web conference.

Using Skype

We use this system especially when video is required and where there is one presenter working with a group who is in one location (namely, this is not a conference calling process, rather a way of providing a virtual presentation to one group). A Skype-to-Skype call is free so it is also good for international webinars.

The person hosting the group needs to have access to Skype www.skype.com. Please invite *sfraser881* to be one of your contacts on Skype. It helps if you have a small video camera that can face the group. This way we can see who is in the room. This is necessary for large group plenary presentations. You will be able to see our presenter. If presentation slides are used then you can combine Skype with Glance to show the slides and have the video.

If you are planning a presentation to a large group then please contact us to firm up the details. In our experience, with good planning, working with a local host and designing the presentation to work in a virtual medium everyone can benefit from the process.

Using other systems

We can work with any system you have, such as **Webex**. We prefer not to supply this directly due to the higher costs involved and the downloads required by the participants which can be barrier to joining the conference and take time to set up. If using the video function please set all cameras to the lowest possible resolution (using the camera settings on your computer).

If you are using your own telephone conferencing system then we ask that unless the numbers are greater than 30 that the lines are kept open (callers can mute themselves if required) so the call can be natural and interactive.

If you intend to use your own video system then please set all cameras to the lowest possible resolution. Our broadband capabilities are unlikely to be as fast as yours!

We have access to and can use professional high-end video conferencing systems at local studios. The costs for this are more than using any of the above and there is more time involved in the process. However, there may be an occasion where you wish to use this level of technology. Please let us know if you need this.