

Directions for Those Calling In

Follow this simple advice for best results when participating via telephone:

- **Extensions** – Choose which telephone you'll use and hang up all other extensions. Using additional phones may result in weak or distorted sound.



- **Speakerphone** – A good quality speakerphone makes listening easier. Adjust volume so you can hear well, yet clearly. Keep things quiet on your end – excessive noise may switch your speakerphone to “talk” mode, which interrupts your listening. To prevent this, use your speakerphone’s “mute” button (if available).

| Telephone Numbers: | |
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- **Getting Connected** – Dial the provided number(s) until you find one that rings. Speak with the operator if they answer. Either they can connect you to the program, or the system will automatically do so after several rings.



Unless directed otherwise, press the # button to request your comment.

- **Making a Comment** – We suggest you make comments with your handset. If you have your phone on “mute”, un-mute it before commenting.
To request a comment, press *and hold* the ____ button on your phone for several seconds, then release it (like raising your hand at a meeting). When you're asked for your comment, speak clearly into the mouthpiece. *If using a speakerphone:* When you're done commenting, be sure to press the *Speaker* button before cradling your handset, to avoid cutting yourself off.

- **Emergency Call** – If someone at your location needs to make a phone call, hang up on the program and wait five seconds. Your line should now be free. If not, check that all extensions are on-hook, and then try again.



- **Cell Phone** – Listening by cellular phone (especially on “free” minutes) is a convenient option. Due to noise and echo, however, we don't recommend two-way participation via cell phone. If your call drops, wait about 10 seconds and then dial the same number again to reconnect. Remember that the battery in many cell phones (and cordless phones as well) may not last through the entire program.