

Home Group Teleconference

Quick Start Guide

Good news! You may already have everything you need to add a teleconference option to your homegroup. This can be used to:

1. replace your homegroup meeting if it has closed or
2. supplement a group that has not closed their physical location.

What you need

1. A smart phone (e.g. iPhone, Samsung Galaxy, etc...) and
2. an active service

How to test if you are ready to go

Before starting this section, if you are tech savvy, make sure 'Call Waiting' is enabled in your phone settings. Otherwise, continue below:

1. Choose a member who will host the teleconference (Let's call him John)
2. Have a member call John
3. Press 'Answer'
4. Have another member call John
5. Press 'Answer and Place on Hold'
 - If this doesn't work e.g. John's phone doesn't ring, or cannot hear the second person after answering, checkout our troubleshooting section
6. Click 'Merge' to join the phone calls together

If you can now hear both parties, you have successfully made your first AA conference call. Congratulations! You can have more member calls to determine the maximum number of phone calls enabled for the selected host (Telstra & Optus – max capacity is 5). If step 6 did not work, checkout our troubleshooting section below.

Troubleshooting

1. If your phone fails to ring at step 4, make sure 'Call Waiting' is enabled in your phone settings.
2. Next easiest thing to try, is to use a different person to host the call (Your new "John").
3. If the above suggestions do not fix the issue, checkout my longer form instructions document "How to setup and run a teleconference meeting".

Some general suggestions

- This guide is targeted to get groups up and running as quickly as possible. For longer term solutions, I suggest purchasing a new mobile service (Not Amaysim) dedicated to the group, to avoid embarrassing calls from your Mum.
- We will also be looking into some long-term teleconference facilities, as the option is normally limited to 6 people at a time (5 not including the host).
- You can increase the number of members on the call beyond 6 by "daisy chain".
 - For example, if the meeting is hosted by John and Mary is on the call along with 4 other members, additional members can call Mary and she can join them to the call

via the original steps. Note that members calling Mary will have reduced audio quality. However, theoretically this enables an unlimited number of people on the call.

- A note on anonymity. While you may not be concerned about sharing your phone number with your homegroup host, a good practice is to turn off caller ID when attending a phone meeting. From a mobile phone, enter #31# before dialing the host number. For a landline, enter *31 before dialing the host number.