



MSIA TELE-WORKSHOP TIPS:

DIA IN OPTIONS FOR INTERNATIONAL PARTICIPANTS

OPTION 1: If you live in one of the following countries, you can use this local dial in # to access the Tele-workshop, plus your pin # (pin # provided upon registration):

- Australia: +61280114954
- Austria: +43 04 000 1505
- Belgium: +32 7 035 4807
- Canada: (647) 931-1700
- Chile: +5625709889
- Denmark: +4536934670
- Finland: +358923164593
- France: +33 8 21 61 05 86
- Germany: +49 1803 002 073
- # Holland: 0870 001 980
- Hong Kong: +85281990473
- Hungary: +36212523870
- # Ireland: 0818 270 066
- # Italy: 848 391 844
- Mexico: +525584214214
- Poland: +48 80 100 3524
- South Africa: +27 87 550 0677
- Spain: +34 902 881 203
- # Sweden: 0939 2066 500
- Switzerland: +41 84 820 7427
- UK: +44 844 4733032

#this number can only be dialed from within the country

OPTION 2: If you are dialing in via Skype, you can use a free Skype name plus your pin # to dial in. (pin # provided upon registration). Skype names are: **maestro4294** or **mcdirect1**

On your online Skype account:

1. Add **mcdirect1** or **maestro4294** as a contact
2. Use CALL function to call **mcdirect1** or **maestro4294**
3. When connected, use Skype virtual keypad to enter pin as directed
(*You can find the keypad under "Call" & select "Show Dial Pad"*)

For detailed tips, see below

OPTION 3: If you don't live in one of the above-listed countries and aren't able to dial in via a Skype name, you can still use Skype & dial in w/the US phone # & pin # you received upon registration. [If the # doesn't work or line is busy, try one of the following: (408) 520-2444 (510) 281-1111 (530) 216-4294 (408) 740-6030]

TIPS ON USING SKYPE TO DIAL IN TO THE TELE-WORKSHOP

Use Step 1 if you are using regular phone # to access the workshop.

STEP 1: Making the call

When you register for the Tele-workshop, you will have received a phone # and pin to use on the days of the workshop. The phone # is a regular landline, so you'd use Skype's phone features to call a landline if you choose to do this instead of calling one of the two Skype Names free of charge.

So....you need Skype credit to call a telephone # from Skype. This is easily purchasible through Skype for little money. For more information on purchasing Skype credit, go here: <http://www.skype.com/intl/en-us/features/prices/skype-credit/>

You do need to use a touchpad to call a landline from Skype. For step-by-step instructions on how to make a call via Skype to a landline, with pictures included, please go here: <http://www.skype.com/intl/en-us/support/user-guides/callphones/>

IMPORTANT: WHETHER YOU USE A SKYPE NAME OR A PHONE # TO DIAL IN, be sure to use the virtual key pad to enter your 6-digit pin number.

STEP 2: Once you're on the call

We will have all participants muted when they get on the call (this is to minimize noise, as we will have lots of folks on the call). There will be times that you can ask questions of the facilitator, or you will be going into a partner process where you can interact with a partner.

To communicate via Skype:

If you have desktop, you most certainly will need a headset (one with noise cancellation is best). It's fine if you have one where you can either hear or talk, as you won't be simultaneously listening and talking at the same time. There are a range of headsets available to support you here.

If you have a laptop, you will probably not need a headset, because laptops generally have microphones and speakers built in. This is true of both Macs and PCs.

*****TIP IF YOUR AUDIO ISN'T WORKING WELL:** Go into "tool setting" in Skype and then choose "options" and then "audio settings" (on left hand side of that screen). Top bar is microphone settings and you can choose one (of three choices) until you can see the green lights moving. "Integrated microphone" seems to do the trick.

If you drop off the call, no worries! Just use the Skype Name or your phone # and pin to come back on the call. You may want to keep this information handy throughout each Tele-workshop just in case.