MAKE SURE YOU obtain permission from your project budget holder to charge the cost of a GoToMeeting/Eureka/UNSW Voiceworks teleconference to your project.

UNSW Voiceworks service: FREE for users dialling in on Campus

Availability & Support
The audio conference services are available for use 24 x 7 but availability is subject to PABX maintenance outages. Conferences can be scheduled at any time. Support for audio conferences services is available Monday to Friday, 9:00am to 5:00pm.

Booking
NOTE: Bookings should be made at least five (5) working days prior to the audio conference via the IT at UNSW service desk – email: servicedesk@unsw.edu.au. Bookings outside this time are subject to availability.

1. Simply raise a service request with the following information:
   - Conference Title
   - Moderator or Contact Name
   - Phone and Email address
   - Type of conference Required - 8 Party with Moderator/8 Party UnModerated/16 Party UnModerated
   - Date & start time and end time AND alternative date & start time and end time
   - Conference Phone Required YES/No
   - Model Required

2. Once the service request is received by Voice networks you will be called and advised of availability. At this stage alternative arrangements can be made if the service is unavailable.

Eureka
The default Eureka teleconference contact details are:
Telephone No: 1800 857 029
To find Access codes got to the How Do I on the CPHCE Server

GotoMeeting
Log in to GotoMeeting
The booking will be confirmed via an email which will also contain advice on operation procedures and support contact numbers.
For all Teleconferences

1. If you are a Randwick-based staff member, please go to the Calendar section of your Outlook Exchange and open Sarah Ford’s Calendar (under ‘Open A Shared Calendar’). If you cannot open Sarah’s calendar, please ring her and she’ll put you on the list.

2. Find the day on which you would like to use the Eureka/UNSWVoiceworks/GoToMeeting service and check whether the time slot you require is already booked. If not, using the ‘New’ button, enter a New Appointment and enter Eureka/UNSW Voiceworks/GoToMeeting TC, your name and the project to which the teleconference will be charged in the Subject field. Then enter the time span of the teleconference. If you require a Level3 AGSM Meeting room for the teleconference, enter the Room number required in the ‘Location’ field.

3. If you need any equipment for your teleconference, eg the polycom teleconference machine please enter this as the first part of the subject field, eg Polycom booked GotoMeeting TC Mark Harris charge Fellowship project

4. If you are a Liverpool or Fairfield -based staff member you should call or e-mail the Finance Manager to log a Eureka/UNSW Voiceworks/GoToMeeting teleconference in the CPHCE Calendar.

NOTE: it is essential to register your teleconference in the Calendar, because if you telephone into Eureka or GoToMeeting while there is another teleconference using the same contact details, you will actually join their teleconference. Also it is useful for Admin staff to know if teleconferences are in progress.