



User Guide

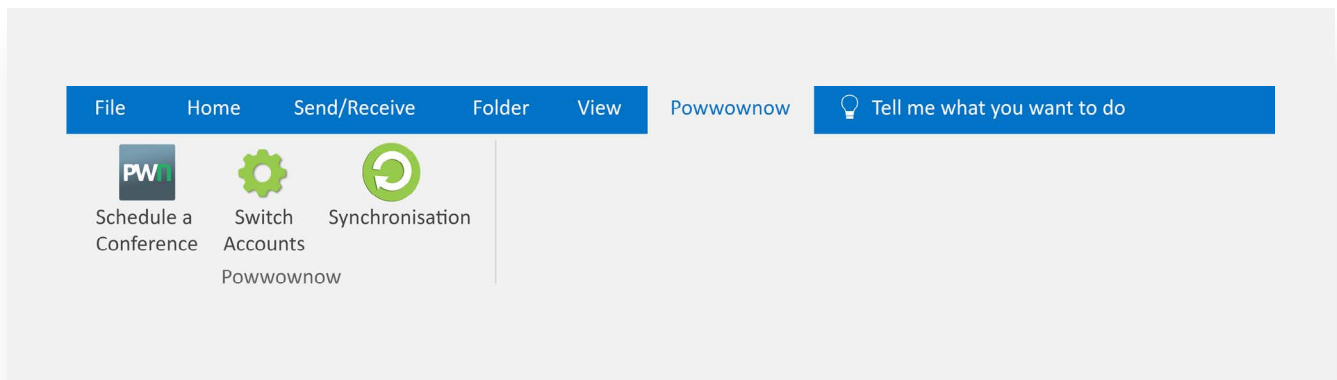
Powwownow Plugin for Microsoft Outlook

Powwownow's Plugin for Outlook makes it easy to add conference call access information (dial-in numbers and PINs) to your email and appointments. Easily accessible via a toolbar button, the Plugin removes the need to continually look up phone numbers, passwords or URLs. No more typos, no more delays, it couldn't be simpler!

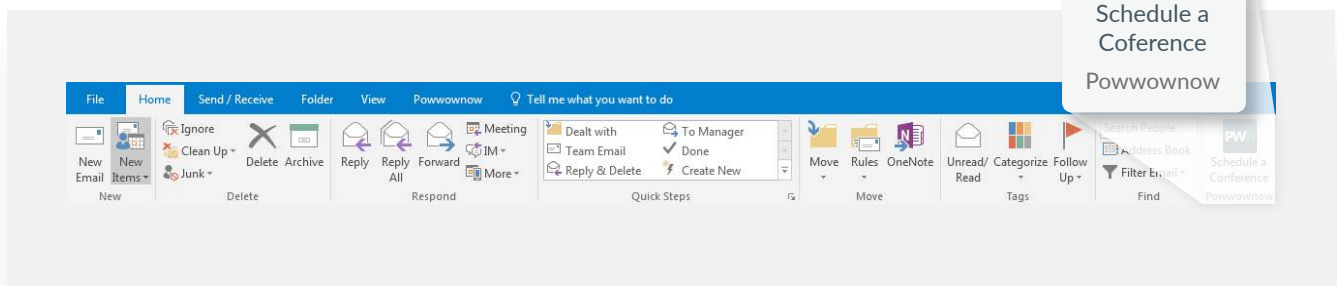
This document provides information on how to customise and use the Powwownow Plugin for Outlook.

Introduction

The Plugin adds a new tab on the top toolbar in Outlook. Selecting this tab gives you the option to schedule a conference, switch which Powwownow account is logged into the plugin and to synchronise data between the plugin and the Powwownow account.

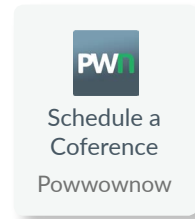


A Powwownow button will also be found on the main Home toolbar.



Setting an Audio Conference Call

- 1 Click on the "Schedule a conference" button, this will display an email containing the default dial-in numbers and participant PINs.



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If you have more than one PIN pair assigned to your account, select the correct pair from the dropdown box on the left.

Select the PIN you would like to use for your call?

Chairperson PIN: 887100 Participant PIN: 469254 ▼

- 2 Set the attendees, time, date, location and subject line the same as you would in a regular calendar invitation.

- 3 Select the type of numbers you would like available to the participants in the email: Shared Cost, Freephone and Geographic.

All the dial-in numbers available with your PIN will be displayed on the left part of the page. Just tick the one you want from the list.

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(If you do not have a number type enabled on your account, you will not be able to include these numbers in the email – remember, you may have different number types enable for different PINs.)

What types of numbers you like to make available for your participants?

- Shared Cost (0844...) the participant pays for their call
- Geographic Landline (020...) the participant pays for a local call
- Freephone (0800...) the participant dials in for free

<input type="checkbox"/>	Country	In-Country Number	Type
<input type="checkbox"/>	Antigua and Barbuda	800 233 2091	Freephone
<input type="checkbox"/>	Argentina	0800 666 3594	Freephone
<input type="checkbox"/>	Argentina	011 5031 4712	Geographic
<input type="checkbox"/>	Australia	1 0800 211 995	Freephone
<input type="checkbox"/>	Australia	02 9037 2447	Geographic
<input type="checkbox"/>	Austria	0820 4000 1503	Shared Cost
<input type="checkbox"/>	Austria	0820 4000 1502	Shared Cost
<input type="checkbox"/>	Austria	0268 2205 6633	Geographic
<input type="checkbox"/>	Austria	0800 005 488	Freephone
<input type="checkbox"/>	Bahamas	1 800 203 0318	Freephone
<input type="checkbox"/>	Bahrain	1619 9623	Geographic
<input type="checkbox"/>	Bahrain	8000 4343	Freephone
<input type="checkbox"/>	Belarus	820 0011 0026	Freephone

- 4 With this new plugin, you can also select one number in the drop-down menu to display the One Click Access number. This will allow each participant to just click on the link and they will connect to the conference automatically. This feature is only available from iPhone.

One Click Access Number (GBR) 0330 336 0016 ▼

- 5 As required, add any specific details about the meeting agenda in the invitation. Please make sure that this is done after selecting the PIN and dial-in number to make sure that it is saved.

Add Agenda

Enter your agenda here. Please note that this information will not be saved if you update the numbers or PINs on the left.

- 6 Hit send - here is an example of the email received by invited participants.

Organizer Sarah Fuller Sent Fri 05/05/2017 09:54

Subject Marketing / Sales catch up

Location Powwownow Conference Call

Start time Mon 08/05/2017 All day event 10:00

End time Mon 08/05/2017 10:30

Join my Powwownow conference call.
Participant PIN: 904169

Joining a conference call is simple:

1. Dial in using the appropriate number from the list below.
2. When asked, enter my Participant PIN: (904169).
3. You'll be asked to record your name and then the conference call can begin.

Add Agenda
A quick weekly catch up to go through activity and priorities for next week.

Calling from an iPhone?
Tap for mobile One-Touch dial in: <tel://87373,904169#>

All dial-in numbers

- (CAN) 1 866 543 0594
- (GBR) 0800 022 9009
- (GBR) 0844 4 73 73 73
- (GBR) 87373
- (USA) 1 877 655 2677

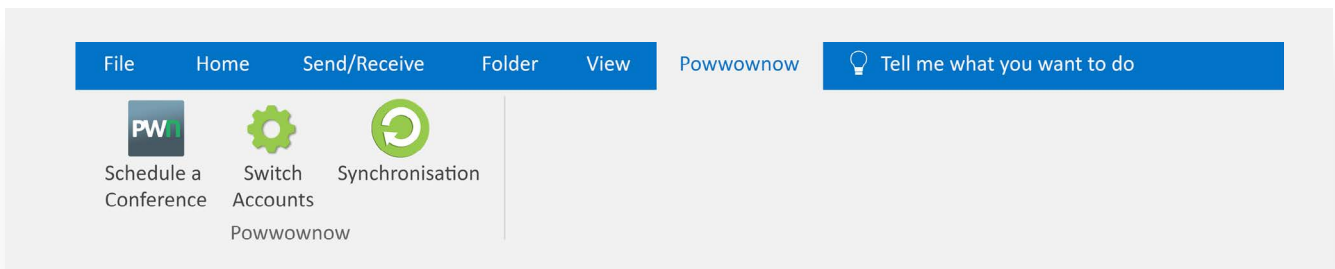
Find out more about your call, including conference controls and international dial-in numbers, here: <https://www.powwownow.co.uk/scheduler/conference/350925/%7b0bB4930-ffb4-48d8-b7d1-8f53684415ce%7d/703a1d43>.

Conference calling from your mobile?
Easily hold your own conference call while on the go. Click below to download our simple mobile app.

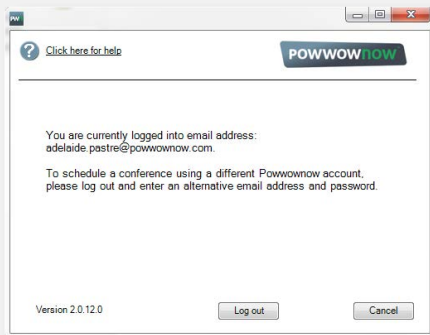
[Powwownow iPhone App](#)
[Powwownow Android App](#)

Switching Accounts

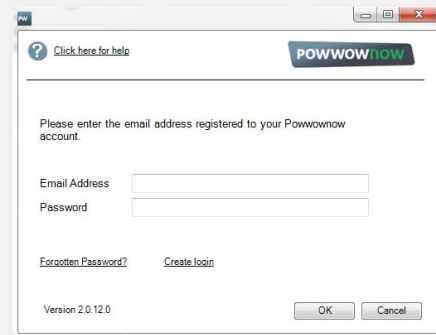
- 1 Select the Switch Accounts tab from the Powwownow toolbar to change which Powwownow account is logged into the plugin.



- 2 You will be asked to log out of your account...

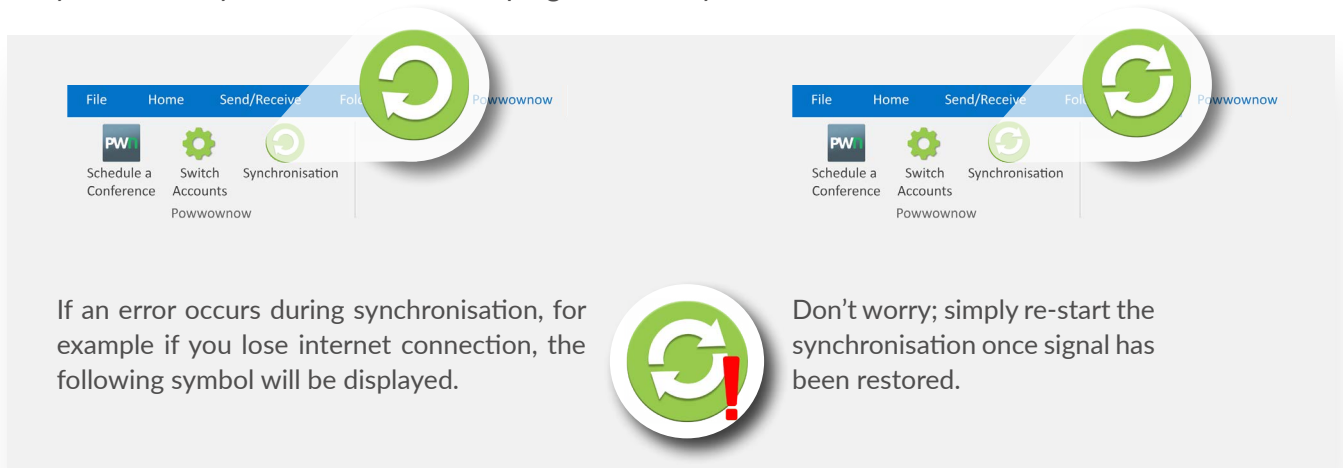


- 3 ...and then log back in with the new Powwownow account details.



Synchronising Accounts

If there are any changes that you have made to your Powwownow account that are not showing in the plugin, for example numbers that you have enabled/disabled or PINs that have been added, you are able to synchronise your account with the plugin via the Synchronisation tab.

The diagram shows two versions of the Powwownow toolbar. In the first, the 'Synchronisation' tab (with a circular refresh icon) is highlighted. In the second, a large circular refresh icon with a red exclamation mark is overlaid on the toolbar. Below the toolbar, text explains that if an error occurs during synchronisation, a red exclamation mark icon will be displayed. A separate dialog box shows a large circular refresh icon with a red exclamation mark, indicating a restart of the process.

If an error occurs during synchronisation, for example if you lose internet connection, the following symbol will be displayed.

Don't worry; simply re-start the synchronisation once signal has been restored.

Additional details

If the previous version of the Powwownow Outlook Plugin has already been installed, this will automatically be uninstalled when updating to the new plugin.

Installation details for the Outlook Plugin can be found on the Installation guide for Outlook Plugin. Administrator access may be required to install the Outlook Plugin. If this is the case, please see your IT department for Assistance.