

User Guide

Powwownow Premium

To hold a conference call, follow these simple steps:

› **Organising a conference call**

Tell your conference call Participants what they need to know; we suggest an email (download our [Plugin for Outlook](#) in My Powwownow) – or why not use [Scheduler?](#)

To participate in a conference call they need to know:

1. Day and time they should join the call
2. The Powwownow number you want them to dial in on
3. Your Participant PIN

› **Holding a conference call**

1. At the agreed time dial the relevant Powwownow dial-in number located on your card or in your My Powwownow account area.
2. You will be asked for your PIN and then your name. If you are a chairperson, enter your Chairperson PIN; if you are a Participant, enter your Participant PIN.
3. When prompted, speak your full name. You will then either join the conference or be put on hold if the conference has not yet started.

› **Ending the conference call**

When you have finished your conference call, simply hang up. When the last person hangs up, the conference call ends.

In-conference controls

During a conference, the following control keys are available:

CONTROL	USE
# = SKIP INTRO	During the welcome message, pressing # will skip the PIN playback. Pressing # again will skip the name recording and place you on the call. Please note that if you skip name recording, when a roll call is played, the name will be played as "Participant N" N being your Participant number, e.g. "Participant 5".
#6 = MUTE	Mute and un-mute your handset. This is very useful if you are in a noisy location. Muting means that you can hear the rest of the conference but the other participants cannot hear anything from your handset.
#1 = HEAD COUNT	Review the number of people on the conference call.
#2 = ROLL CALL	Replay all names recorded when people arrived on the conference call. All Participants will hear the number of people and the roll call.
#3 = LOCK	Lock and unlock a conference call. Locking a conference call stops anyone else from joining it, giving Participants peace of mind if sensitive information is being discussed and preventing unnecessary interruptions.
#8 = RECORD	<p>Record the conference. To start the recording, press #8. (You will be asked to confirm this by pressing 1). To stop and save the recording, press #8 again and confirm or just hang up the phone.</p> <p>Your saved recordings will appear in My Powwownow a few minutes after your call ends, identified by the conference date and time.</p> <p>Here you can play the recordings, download them to your desktop or publish and share them with whoever you wish.</p> <p>We'll hold recordings for 60 days, or up to 6 months if published.</p>
## = MUTE ALL	Enables the Chairperson to mute/unmute all their Participants.
#7 = PRIVATE ROLL CALL	Allows the Chairperson to hear who is on the call without Participants hearing.
#9 = PRIVATE HEAD COUNT	Allows the Chairperson to hear how many people are on the call without the Participants hearing.

My Powwownow

My Powwownow is your personal account area where you can manage your account and conferences. Just visit www.powwownow.co.uk/Login and log in with your registered email address and password. If you do not have a password or have forgotten it, you can create one [here](#).

› Home

Access some of our most useful tools from the dashboard icons. Otherwise, you will find in the navigation bar the following pages:

› Account Details

View and update your contact details, reset your password and find out who your Account Manager is. If you are limited to User access, you will need to contact your Administrator, otherwise contact Powwownow Customer Services on 0203 398 0398 in order to change your email address. If you reset your password, this will be the password you need to log in to My Powwownow and to access Powwownow Web for screen-sharing. To activate your new password for Powwownow Web, go to Web Conferencing, select a platform and confirm your password. You do not need to re-install the application.

› My PINs

View your PINs, edit call settings, request welcome packs or view usage (refer to 'Call History').

› Call Settings

Select the PINs you want to edit the call settings for and choose from the following preferences:

- **Voice prompt language:** change the language for the prompts and instructions heard by callers on your conference call.
- **On-hold music:** listen to and change your hold music to suit your mood!
- **Entry and exit announcements:** Select if you want announcements to occur on entry or exit to the call – or both.
- **Announcement type:** Do you want to hear the person's name or just a beep?
- **Play participant count on entry:** Will play a Participant count of the people who are already on the conference when entering the conference.
- **Chairperson present:** Choose if you need to be present to hold conferences with this PIN set:
 - *Optional:* The conference can start without a Chairperson and can continue after the Chairperson hangs up.
 - *Throughout:* The conference will not start until the Chairperson joins and will be terminated when the Chairperson hangs up.
 - *Start:* The conference will not start until the Chairperson joins.

If a Participant arrives on the conference before the Chairperson and 'Throughout' or 'Start' has been selected, they will be put on hold and then introduced to the conference one at a time as soon as the Chairperson has joined.

- **Chairperson control only:** By selecting "YES", only the Chairperson has access to the in-conference controls (excluding 'Private Mute' which is available to all Participants).
- **Description:** Add a description here if you want to add a reference to this PIN set (eg, Monday meeting, Birmingham, Finance, etc...).
- **Cost code:** This is the description the account Administrator has given to a specific PIN pair. If you are the Administrator, the cost code reference you add here will be displayed for Geo and Freephone numbers on your invoices. Examples of cost codes can be: *Monday meeting, Birmingham, Finance, etc.*

➤ Dial-in Numbers

View a list of all the dial-in numbers available to you and your call participants. To print your full list of numbers, click the 'PRINT FULL LIST' button at the bottom of your dial-in numbers table.

➤ Conference Tools

- **Schedule a call**
 - *Email details:* In a hurry? Click on 'email details' and an email will appear prepopulated with the details you need to share with your Participants.
 - *Plugin for Outlook:* If you use Microsoft Outlook, download the plugin to schedule conferences using your Outlook calendar and contacts (only PC).
 - *Scheduler tool:* Use this tool if you use an alternative email client.
- **Web Conferencing:** Download Powwownow Web, the screen-sharing tool which allows you to share the content of your desktop with your conference call Participants online.
- **Recordings:** Listen, download and share your saved conference call recordings.
 - *To download* an MP3 file to save to your computer click the "▼" button.
 - *To publish* and/or share your recordings click the "+" button and give your recording a name. Tick the "Publish online" checkbox and enter a "Publish until" date. You can also choose to password-protect the recording. Once you "SAVE", the system will automatically issue you with a unique link that you can send on to your participants to allow them to access your recording.
 - You can choose to unpublish the recording by clicking the "+" button again and unticking the "Publish online" box before clicking "Save" once again.
- **Call History:** You can generate usage reports as far back as 1 month, where the Report Level can be *Summary by Service* (top line: Date, No. of callers and

minutes), *Summary by Dial in* (adds the called number and country), or *Detail*, which includes PINs used and duration of each call.

You can also filter the reports by Called No, Dial-in Country, Caller's Number and PIN/PIN description or Cost code.