

# 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](#)).

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 start 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:

| Controls                     | 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.  |
| #4 = Action Recording        | Start and stop recording an action. Press #4 to start recording something and press it again when you're done. This is useful when you need to remember actions to take after the meeting ends.  |
| *4 = Replay Action Recording | Replay the list of actions recorded during the meeting.  |
| #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 myPowwownow 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.   |