

## premium access user guide

### more powwownow for your money

#### Making a Call

To hold your conference call, follow these simple instructions:

**1. Tell your fellow conference call participants what they need to know.**

(We suggest an email – or why not use the scheduler?)

To participate in a conference call they need to know:

- What time they should join the call
- Your Powwownow number
- Your Company ID (for participants dialling in via the International Gateway numbers)
- Your participant PIN.

**2. Making the call:**

- At the agreed start time dial the Powwownow number
- If you are dialling into an International Gateway number, you will be asked for a Company ID
- You will be asked for your PIN and then your name.
- If you are the first person to arrive on the conference call, you will hear music.

As others arrive on the call, you will hear them being announced. When there are at least two people on the call you are ready to start talking!

**3. Ending a Conference**

When you have finished your conference call, simply hang up. As each person hangs up, you will hear their name announced. When the last person hangs up, the conference call ends.

## In-Conference Controls

During a conference, the following control keys are available:

- # = 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 X" X being your participant number, e.g. "participant 5".
- #6 = MUTE** By pressing #6, an individual can mute and un-mute his/her 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** This will allow you to review the number of people on the conference call.
- #2 = ROLL CALL** This is a replay of all names recorded when people arrived on the conference call. All participants will hear the number of people and the roll call.
- #3 = LOCK** This allows you to 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.
- ## = MUTE ALL** Enables the Chairperson to mute/un-mute 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.
- #8 = RECORD** This allows you to record a 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.

To retrieve your saved recordings login to [MyPowwownow](#) and go to [My Recordings](#) under the 'My Conference Controls' tab.

Your saved recordings will appear a few minutes after your call ends, identified by the conference date and time. There you can play the recordings or publish and share them with whoever you wish.

We'll hold recordings for 60 days, or up to 6 months if published.