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.

Managing Your Account

To enter your login page:

• Log on to: http://customerservice.powwownow.com .

• On the Customer Login screen enter your Username and Password (note that these are both case-sensitive and the username and password should be entered exactly as shown on the Excel document containing your account details).

Maintenance

Customer
• Gives a general overview of your Powwownow account.

Dial-in
• Lists all the dedicated dial-in numbers allocated to your account.

Premium PIN
Update your contact details, reset your password and find out who your Account Manager is.
Note: you will need to contact your Administrator or Powwownow Customer Service on 0207 990 0900 in order to change your email address. If you reset your password here, the password will be the one you need to login to MyPowwownow and access Showtime web conferencing.

User
• Displays your login details.
• You can change your login password for the customer screen by clicking on details and filling in the New Password field and clicking on the Update button.

Reports

Conference & Calls
• Allows you access to reports which detail calls made on particular dates.

• Amend the From Date/Time and To Date/Time fields to target the data for the report required.

• The Report Level field is split into three options:

- Summary By Service: will give you top-line information for the dates entered: date, number called, total minutes and total conferences.

- Summary By Dial-in: will give you top-line information for the dates entered: date, number called, total minutes and total conferences.

- Detail: breaks down each call into exact conference details, including PIN used and duration of each call.

• By clicking on Show Me, it will run the report relating to the dates entered.

• This report also allows you to search for a particular user's phone call. You can do so by inputting the user's telephone number in the CLI field prior to clicking on Show Me.

Registrations
• Allows you to generate a report of all PINs created to date or within a definite period of time.

• Amend the From Date/Time and To Date/Time fields to target the data for the report required.

• The Usage field is split into five options:

- Both have and haven't used: this will show you a list of all registered PINs and users, including total minutes usage, the date the PIN was last used on and creation date.

- Have used only: this will show you a list of all registered PINs and users that have been used so far, including total minutes usage, the date the PIN was last used on and creation date.

- Have not used only: this will show you a list of all registered PINs that have not yet been used.

- At least: this will show you a list of all registered PINs having been used for at least X amount of minutes.

- Less than: this will show you a list of all registered PINs having been used for less than X amount of minutes.

• The Most recently used since and But before fields allows you to arrange your search to view PINs usage over a period of time.

• By clicking on View Users, it will run the report relating to the dates entered.