

## premium access user guide

### Meer PowWowNow voor uw geld

#### Making a Call

Om een conference call te houden, volgt u deze eenvoudige instructies:

1. Vertel de deelnemers zij moeten weten voor de conference call (dit kan per e-mail - maar waarom niet de Planner gebruiken?)

Om deel te kunnen nemen hebben zij dit nodig:

- Het tijdstip van de conference call
- Het inbelnummer
- Uw bedrijfs-ID (voor deelnemers die met internationale Gateways nummers inbellen)
- Uw deelnemer Pincode.

2. De conference call starten:

- Bel op het afgesproken tijdstip het inbelnummer
- Wanneer u inbelt met en internationaal Gateway nummer, wordt u gevraagd naar een bedrijfs-ID
- Uw Pincode wordt gevraagd en daarna uw naam.
- U hoort muziek, wanneer u de eerste bent die inbelt. De andere deelnemers worden aangekondigd zodra zij inbellen. Wanneer er twee deelnemers zijn kan het gesprek beginnen!

3. De conference call beëindigen

Wanneer u klaar bent met uw conference call, hangt u gewoon op. Als een deelnemer ophangt, wordt zijn/haar naam afgeroepen. Wanneer de laatste deelnemer heeft opgehangen, is de conference call beëindigd.

## Funcfietoetsen

Tijdens de conference call zijn de volgende funcfietoetsen beschikbaar:

- |                                |  |
|--------------------------------|--|
| # = <b>Intro Overslaan</b>     | Door tijdens het welkomstbericht op # te drukken wordt het afspelen van de pincode overgeslagen. Door nogmaals op # te drukken wordt de opname van de naam overgeslagen en wordt u bij het gesprek gevoegd. Let op - als u de naamopname overslaat, wordt de naam tijdens een namenoverzicht afgespeeld als "deelnemer n" waarbij n uw deelnemersnummer is, bijv. "deelnemer 5". |
| #6 = <b>MUTE</b>               | Door op #6 van zijn of haar telefoontoestel te drukken, kan een deelnemer de Mute-stand activeren of deactiveren. Dit is vooral handig wanneer er veel lawaai is in uw omgeving. Mute betekent dat u de rest van de vergadering kunt horen, maar de andere deelnemers horen u niet.  |
| #1 = <b>DEELNEMERS TELLEN</b>  | Hiermee hoort u hoeveel deelnemers er zijn.  |
| #2 = <b>ROLL CALL</b>          | Hiermee kunt u alle namen van de deelnemers afspelen, die zijn opgenomen toen zij inbelden. Alle deelnemers horen het aantal deelnemers en de Roll Call.   |
| #3 = <b>AFSCHERMEN</b>         | Hiermee kunt u de conference call afschermen en openstellen. Wanneer een conference call is afgeschermd, wordt verhinderd dat iemand anders inbelt, zodat de deelnemers rustig vertrouwelijke informatie kunnen uitwisselen en niet onnodig worden onderbroken.  |
| ## = <b>MUTE VOOR ALLEN</b>    | Hiermee kan de voorzitter de Mute-stand van alle deelnemers activeren of deactiveren.  |
| #7 = <b>PRIVÉ ROLL CALL</b>    | Stelt de voorzitter in staat te horen wie er aan de conference call deelneemt, zonder dat de overige deelnemers dit horen.   |
| #9 = <b>PRIVATE HEAD COUNT</b> | Stelt de voorzitter in staat om te horen hoeveel deelnemers er zijn, zonder dat de overige deelnemers dit horen.   |
| #8 = <b>OPNEMEN</b>            | Hiermee kunt u een conference call opnemen. Toets #8 om de opname te starten (u wordt gevraagd dit te bevestigen door 1 in te toetsen). Om de opname te stoppen en op te slaan toetst u opnieuw #8 in. Hierna kunt u bevestigen of gewoon ophangen.  |

Log in op [MyPowWowNow](#) en ga naar [Mijn Opnamen](#) onder de tab 'Mijn Conference Tools' om uw opgeslagen opnamen op te halen.

Uw opgeslagen opnamen verschijnen hier enkele minuten nadat de conference call is beëindigd, met de datum en tijd van het gesprek. U kunt de opname afspelen en publiceren en delen met wie u maar wilt.

Wij bewaren de opname 60 dagen, of 6 maanden indien deze is gepubliceerd.

## 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

- Provides a list of all allocated PINs and allows you to update existing PINs and create new ones.

## TO ADD A PIN

- Click Add New Premium PIN on the bottom right corner of your screen. You will be taken to a new screen where you will be asked to fill in your new PIN holder's details.

- All fields marked as bold are mandatory.

- You will need to enter the following details for each new PIN holder:

- **Title:** the title of the person the PIN is allocated to.

- **Middle Initials:** the middle initials (if any) of the person the PIN is allocated to.

- **First Name:** the first name of the person the PIN is allocated to.

- **Last Name:** the last name of the person the PIN is allocated to.

- **E-mail:** the email address of the person the PIN is allocated to.

- **Requested PIN:** for use by the chairperson of the meeting.

- **Participant PIN:** for use by other conference participants. If the Requested PIN or Participant PIN fields are left blank, the system will generate PINs automatically. If the PIN you choose has already been allocated, you will be told that it is a duplicate and be prompted to enter a replacement.

- **Password:** for the use of Showtime web conferencing.

- **Confirm Password:** confirms the password entered in the previous field.

- **Company:** the company the new PIN holder is working for.

- **Country:** the country the new PIN holder is based in.
  - **Preferred number:** the new PIN holder's telephone number.
  - **Mobile number:** the new PIN holder's mobile number.
  - **Fax number:** the new PIN holder's fax number.
  - **Website:** the website of the new PIN holder's company.
  - **Business category:** the business category for the new PIN holder's company.
  - **Employs:** the approximate number of employees within the new PIN holder's company.
  - **Locations:** the number of offices the company has.
  - **Usage:** the estimated amount of minutes the new PIN holder will use their PIN for.
  - **Source:** the name of the person who created the PIN.
  - **How heard:** how the new user came to hear about Powwownow.
  - **Additional info:** any other relevant information.
- When you have finished entering the PIN information, choose **Add** to save the information. You will be taken to a new screen where you will be able to amend the newly created PIN.
- **PIN Description:** The Description of the PIN allocated.
  - **Active:** Allows you to deactivate the PIN so that it can no longer be used.
  - **PIN Type:**
    - **Premium:** Will set the PIN so that all participants entering the conference will be able to participate in the call.
    - **AudioCast:** Will set the PIN so that only people entering the Chairperson PIN will be able to speak, and those entering the Participant PIN will enter the conference muted.
    - **Voice:** Allows you to enable/disable the PIN for voice conference.
    - **Screenshow:** This shows whether the PIN is enabled or not for Screenshow web conferencing.
    - **Chairman Present:**
      - **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 has arrived.
      - **Optional:** means the conference can start without a Chairperson and can continue after the Chairperson hangs up, i.e. the Chairperson does not need to be present at all. If a participant arrives on the conference before the Chairperson and **Chairperson Present** has been selected as 'Throughout' or 'Start', 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:

- NO: All participants have access to the in-conference controls.

- YES: Only the Chairperson has access to the in-conference controls (excluding 'Private Mute' which is available to all participants).

- Announcement:

- None: Will not play an announcement.

- Entry: Will play an announcement on entry only.

- Entry & Exit: Will play an announcement on entry and exit.

- Exit: Will play an announcement on exit only

- AnnounceType:

- Name: Will play a participant name on entry/exit.

- Tone: Will play a tone on entry/exit.

- Play Participant Count:

- On to all: Will play a participant count of the people who are already on the conference.

- On to Chairperson: Will play a participant count of the people who are already on the conference, to the Chairperson only.

- Off to all: Will not play a participant count.

- Entry/Exit Announcement:

- On to all: Will play an announcement when callers enter/exit the call.

- On to Chairperson: Will play an announcement when callers enter/exit the call, to the Chairperson only.

- Off to all: Will not play any announcements.

- Freephone:

- Greyed out: Means that you are not subscribing to our range of Freephone numbers.

- Enabled: Allows you to enable the PIN for use on Freephone numbers.

- Disabled: Allows you to disable the PIN for use on Freephone numbers.

- Geographic:

- Greyed out: Means that you are not subscribing to our range of geographic numbers.

- Enabled: Allows you to enable the PIN for use on geographic numbers.

- Disabled: Allows you to disable the PIN for use on geographic numbers.

- When you have finished entering the PIN information, choose Update to save the information

## TO UPDATE A PIN

- Click on the details link for the PIN you wish to update. This will take you to the Premium PIN Details screen. From here, you can simply update all the details of the PIN.
- To finish, click Update and the details will be saved.

## 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



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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.