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 <u>Scheduler</u>?)
   To participate in a conference call they need to know:
   • What time they should join the call
   • Your Powwownow number
   • Your participant PIN

2. Making the call
   • At the agreed start time dial the Powwownow number
   • 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 Tools' 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

Visit www.powwownow.co.uk/login and login with your registered email address and password. If you do not have a password or have forgotten it, you can create one here.

My Account

My PINs
View your PINs, add new PINs, request wallet cards and manage call preferences

Call Preferences
Click "Edit" to change your call preferences

• PIN description/cost code: (eg, Monday meeting, Birmingham, Finance, etc…). This description will be the one displayed on your invoices for geo and freephone numbers

• Voice prompt language: change the language for the prompts and instructions heard by callers on your conference call

• Music on hold: listen to and change your hold music to suit your mood!

• Chairperson present: choose how you would like your conference call to start:
- 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)

• Play entry announcement:
- No: will not play an announcement
- Yes: will play an announcement on entry only

• Play exit announcement:
- No: will not play an announcement
- Yes: will play an announcement on exit only

• Announcement type:
- Name: will play a participant name on entry/exit
- Beep: will play a tone on entry/exit

• Play participant count on entry:
- Yes: will play a participant count of the people who are already on the conference when entering the conference
- No: will not play the participant count

POWWOWnow
Let's get it done

My Details
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.

My Dial-in Numbers
View a list of all the dial-in numbers available to you and your call participants or download them as a PDF document.

My Conference Tools

My Scheduler
A handy tool that makes organising a call as easy as holding one! Just create a conference, insert your participants' contact details and Scheduler will do the rest automatically.

My Showtime
Powwownow's web conferencing tool which allows you to share the content of your desktop with your conference call participants online.

My Recordings
Listen and share your saved conference call recordings.

To publish and/or share your recordings click the "Share" button and give your recording a name. Tick the "Publish online" checkbox and enter a "Publish until" date in order to download your recording. This will not yet make the recording public. You can also choose to password-protect the recording at this point.

Once clicking the "Save" button, 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 also have the option to download an MP3 file to save to your computer.

Once you have saved the recorded file on your system, you can choose to unpublish the recording again by clicking the "Edit Settings" button and unticking the "Publish on-line" box before clicking "Save" once again to save the new settings.