POWWOWnow™

Let's get it done

premium access user guide
powwownow per ogni occasione

Making a Call

Per effettuare una chiamata in conferenza, seguire queste semplici istruzioni:

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. **Termine della conferenza**
   Al termine della conferenza telefonica, basta riagganciare. Il nome della persona che riaggancia viene annunciato. La conferenza viene chiusa quando l'ultima persona riaggancia.

Comandi in-conference

Durante una conferenza, sono disponibili i seguenti tasti di comando:

 # = Salta Intro

Durante il messaggio di benvenuto, premere # per saltare l'annuncio del PIN. Se si preme nuovamente #, si salterà la registrazione del nome e si entrerà direttamente in teleconferenza. Notare che, se si salta la registrazione del nome, quando si genera un appello, il nome sarà annunciato come "partecipante n", dove n è il numero del partecipante; per es. "partecipante 5".

#6 = MUTO

Premendo il tasto #6, è possibile disattivare e riattivare il proprio audio, un aspetto particolarmente utile se si telefona da una località rumorosa. L'utente è in grado di ascoltare la conferenza, ma gli altri partecipanti non potranno udire l'audio del telefono disattivato.

#1 = CONTEGGIO PARTECIPANTI

Consente di contare il numero dei partecipanti alla conferenza.

#2 = APPELLO

Appello dei nomi registrati al momento dell'entrata in conferenza. I partecipanti udiranno l'appello e il numero delle persone presenti alla conferenza.

#3 = BLOCCO

Consente di bloccare e sbloccare una conferenza telefonica. Il blocco della conferenza previene l'accesso alla conferenza da parte di nuovi partecipanti, consentendo di discutere di argomenti riservati in tutta tranquillità e senza interruzioni.

= MUTE ALL

Consente all'organizzatore di disattivare/attivare l'audio di tutti i partecipanti.

#7 = APPELLO PRIVATO

Consente all'organizzatore di ascoltare quante persone siano in chiamate senza che i partecipanti possano ascoltare.

#9 = APPELLO PRIVATO

Consente all'organizzatore di ascoltare quante persone siano in chiamate senza che i partecipanti possano ascoltare.

#8 = REGISTRAZIONE

Questo comando consente di registrare una conferenza. Per avviare la registrazione, premere il numero 8 (sarà chiesto di confermare premendo 1). Per arrestare e salvare la registrazione, premere nuovamente 8 e confermare, oppure riagganciare.

To retrieve the recording, visit http://recording.powwownow.com. Enter your dial-in number (without spaces) and Chairperson PIN to access the recording.

You will be shown a list of each of your recordings, identified by the conference date and the time. Select the recording you wish to download and select the Listen/Download option. The chosen file will play in your PC's default media player. Use the media player to save the files onto your PC or network for future reference. Or you can right click and "save target as" to save the recordings on your computer.

The recordings will remain available for replay and download for a period of 7 days. Should you require us to host these recordings for a longer period, simply contact us and we will discuss the options with you.

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

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.