

premium access user guide

Mer Powwownow för pengarna

Making a Call

Följ de enkla stegen nedan för att hålla ett konferenssamtal:

1. Tala om för dina konferensdeltagare vad de behöver veta.
(Vi föreslår via ett e-post – eller varför inte använda planeringsverktyget?)
För att delta i ett konferenssamtal, behöver de veta:
 - Vilken tid de ska ringa in
 - Ditt Powwownow-nummer
 - Ditt företags-ID (för deltagare som ringer in via de internationella numren • Din deltagar-PIN.
2. Starta konferensen:
 - På överenskommen tid ringer du Powwownow-numret
 - Om du ringer in till ett internationellt nummer, uppmanas du ange ditt företags-ID
 - Du uppmanas sedan ange din PIN-kod och ditt namn. • Om du är den första som kommer till konferensen, spelas väntmusik. När andra anländer, hör du dem annonseras. När två personer är anslutna, kan ni börja prata!
3. Avsluta en konferens:
För att avsluta ett konferenssamtal lägger du helt enkelt bara på luren. Varje deltagare som lägger på luren annonseras med sitt namn. När den sista personen har lagt på, är konferenssamtalet slut.

Konferensfunktioner

Följande funktioner är tillgängliga under en pågående konferens:

- # = Sauter Intro** Trycker du på # under välkomstmeddelandet hoppas uppspelningen av PIN-koden över. Trycker du på # en gång till hoppas inspelningen av namn över och du kopplas in i samtalet. Lägg märke till att i ett namnupprop spelas ditt namn då upp som "deltagare n", där n är din deltagarsiffra, t. ex. "deltagare 5".
- #6 = MUTE** Genom att trycka på #6, kan varje deltagare stänga av och sätta på ljudet från sin telefon. Funktionen är väldigt praktisk om du befinner dig på en plats med mycket störande ljud. Du kan då stänga av ljudet från din telefon och fortsätta lyssna på konferensen utan att de andra deltagarna hör de störande ljuden runt dig.
- #1 = ANTAL DELTAGARE** Meddelar antal deltagare i konferenssamtalet.
- #2 = NAMNUPPLÄSNING** Läser upp namnen som spelades in när deltagarna anslöt till konferensen. Alla deltagare hör antalet och namnuppläsningen.
- #3 = LÅS** Låser och låser upp konferenssamtalet. När du låser ett konferenssamtal kan inga ytterligare deltagare ansluta, vilket är praktiskt när känslig information diskuteras och när man vill undvika onödiga avbrott.
- ## = STÄNG AV ALLA** Låter ordföranden stänga av/sätta på ljudet från alla deltagares telefoner.
- #7 = PRIVAT NAMNUPPLÄSNING** Låter bara ordföranden höra deltagarnas namn.
- #9 = PRIVAT DELTAGARUPPRÄKNING** Låter endast ordföranden höra antal deltagare i samtalet.
- #8 = SPELA IN** Du kan spela in din telefonkonferens. För att starta inspelningen, tryck på #8. (Du uppmanas att bekräfta genom att trycka på 1). För att stoppa och spara inspelningen, tryck på #8 igen och bekräfta eller bara lägg på luren.

Du hittar inspelningen på <http://recording.powwownow.com>. Mata in ditt ring-in-nummer (utan blanksteg) och ordförandens PIN-kod för att visa en lista med dina inspelningar, märkta med konferensens datum och tid. Markera önskad inspelning och välj alternativet Lyssna/Ladda ner. Filen spelas nu i din PC:s förinställda mediaspelare. Spara filen med mediaspelaren på din dator eller i ett nätverk. Du kan också högerklicka och välja menyalternativet "Spara som" och spara filen i din dator. Inspelningarna är tillgängliga för uppspelning och nedladdning i sju dagar. Vill du att vi arkiverar dem längre tid, kontaktar du bara oss så diskuterar vi olika valmöjligheter.

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.