

TOUCHPOINT CHANGE CONSULTING TELECONFERENCE USER GUIDE

POWERED BY POW WOW NOW
(www.powwownow.co.uk)

GETTING IN

All you need to know - at the agreed time:

- Dial the access number – 08444 73 74 75
- Enter our PIN number when prompted: 1301 357 (the same as our phone number)
- State 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.

IN-CONFERENCE CONTROLS

During a conference the following control keys are available:

6 = Mute. By pressing the 6 key, you can mute and un-mute your 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.

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.

The call charge will appear on your phone bill as normal (7-10p per min depending on whether you are calling from a landline or a mobile).

Happy conferencing!