

Manual for the chairperson

**Introduction**

You are organizing a conference call with newConference. Please follow the simple steps below and start your meeting without any problems.

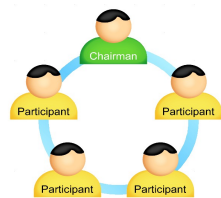
**Preparations**

Provide the following information to all participants:

- ✓ the starting time of your meeting.
- ✓ the phone number of newConference: +35 (0) 12476422.

- ✓ a conference code

Please create your own conference code but use at least 4 digits and don't use too simple codes like 1234 or today's date.



*The number of participants is not limited. Registration of participants is not required.*

**Start your meeting**

- ✓ Dial +35 (0) 12476422
- ✓ Enter 2 to start a meeting
- ✓ Enter your pin followed by the hash/pound (or hash) key (#). You received this personal and permanent pin when you registered for newConference Personal. In case your organization is using newConference Corporate, your pin code was provided by your newConference administrator.
- ✓ Enter the conference code, followed by the hash/pound key.

If your calling line identification (CLI) is activated newConference will recognize your phone number. If not, you are asked to enter a registered phone number manually.

**Free extra features**

NewConference is offering a number of free extra services for your convenience.

**Invitation Assistant**

You may inform the participants by e-mail or by using the Invitation Assistant as can be found on [ie.newconference.com](http://ie.newconference.com).

**Recording the conference call**

Conference calls can be recorded free of charge. The chairperson can start recording in two ways:

- a) by choosing 3 instead of 2 during the set up process
- b) by selecting "Start recording this conference" in the Control Panel during the conference.

After the conference is finished the recording can be downloaded at [ie.newconference.com](http://ie.newconference.com).

**Phone enabled functions**

By entering the [\*] key of your phone during a meeting you will enter an IVR-menu that offers some convenient features:

- [\*]1 Microphone on/off
- [\*]2 Block/unblock conference for further participation
- [\*]3 Remove last participant from conference
- [\*]4 Decrease speaker volume
- [\*]6 Increase speaker volume
- [\*]7 Decrease microphone volume

- [\*]1 Microphone on/off
- [\*]9 Increase microphone volume
- [\*]8 Exit menu

**Control Panel**

At [ie.newconference.com](http://ie.newconference.com) you can follow the status of your meeting i.e. who is present and whether the meeting is recorded. If you are logged in as a chairperson you have additional control on top of that:

- ✓ remove individual participants from you conference
- ✓ mute and unmute microphones of participants
- ✓ start recording your conference

Nr	Phone number	Start		
1	Dennis Lim	12:26	🟢	🔴
2	Bernd Leibing	12:28	🟢	🔴
3	Pavel Kankovsky	12:28	🟢	🔴
4	+1227773456	12:31	🟢	🔴
5	Masaki Chikama	12:31	🟢	🔴
6	Mårten Svantesson	12:37	🟢	🔴

The following participants have left the meeting			
Nr	Phone number	Start	Finish
1	+31208978323	12:36	12:58

*Sample Control Panel at which can be seen who is present and whether the meeting is recorded.*

You may also activate additional functions by selecting the "Activate additional features" in the Control Panel.

**Global Toll Free Access**

With a Premium subscription you can use the unique Global Toll Free Access solution of newConference. This feature allows participant to participate without any costs. Even without the costs of dialing the (local) access number of newConference.



Global Toll Free Access comes in two flavors:

- ✓ **Dial-out:** initiated by the chairperson
- ✓ **Call-me:** initiated by the participant

More explication can be found in the columns hereafter.

**Dial Out**

With Dial-out the chairperson initiates a phone call to each participant. He or she logs in as a chairperson via “Corporate login” at ie.newconference.com. The next step is to select names of participants in the directory and to select Dial-out. Participants are called immediately and placed in the conference. For them this is a very hospitable method because they don't have to call their selves and the connection is completely free of charge for them.

Nr	Phone number	Start	 
1	John Pointer	11:32	<span style="background-color: green; color: white; padding: 2px;">Ringing</span>
2	Yusuf Balag	11:32	<span style="background-color: green; color: white; padding: 2px;">Answered</span>
3	Steve Smith	11:32	<span style="background-color: green; color: white; padding: 2px;">Accepted</span>

**The following participants have left the meeting**

Nr	Phone number	Start	Finish
1	Caroline Purr 🙋	11:32	<span style="background-color: red; color: white; padding: 2px;">Refused</span>

Sample Control Panel showing the progress of Dial-out

**Call-me**

With Call-me the participant initiates a call to him/her self for participation to the conference. This can be done very simply via a web page. Or by phone if no Internet-access is available.

*Call me via the Internet*

Because of its convenience this is the preferred method.

The participant:


1. visits: [www.newconference.com/call-me](http://www.newconference.com/call-me)
2. enters his/her phone number and the conference code
3. is called immediately and placed in the conference

**Call-me**

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**Please select your role in the conference**

Chairperson  
 Participant



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**Participant**

Please provide the following information

Phone number

Conference code

*Call-me via the Internet; the most convenient method.*

*Call me by phone*

In case the participant does not have Internet Access:

1. he/she calls 0031 20 8510 299
2. disconnects after the phone rung once <sup>1)2)</sup>
3. he/she will be called back immediately and follows the instructions of the IVR-menu

<sup>1)</sup> If you are using a line with suppressed number newConference answers the phone immediately and asks to enter your call back phone number manually. Thereafter the connection will be disconnected and you will be called back.

<sup>2)</sup> If you don't disconnect, after about five rings newConference answers the phone and asks to enter a phone number manually. In this way you can have yourself called back on another line than the one that you used to initiate Call-me.