

# Conferencing – Quick Start

## Making a one off call?

- > Visit [www.divaconferecing.co.uk](http://www.divaconferecing.co.uk)
- > Enter your email address
- > Check the box to say you have read and agree to our Terms and Conditions.
- > Click 'Generate PIN'
- > Hand out your pin to all participants and request that they dial in on 0844 848 4444 at your designated time.

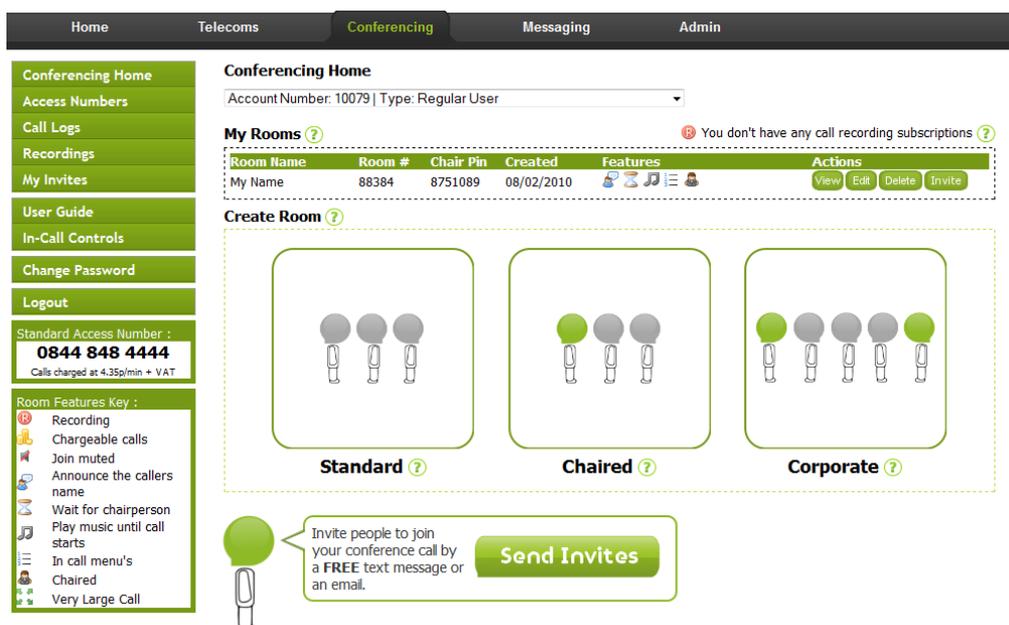
## Regular User or Pro User?

After signing up for an account you may log in to your [control panel](#) where you can:

- > Create and edit conference rooms
- > Delete conference rooms
- > Enable/Disable pro-user features
- > Check your chair pin and room numbers
- > View live call stats and participants listed by their phone number
- > Remove participants from an on-going call

Once logged in, a default room will already be setup for you with a pre-configured room number.

The home screen will show a list of any rooms you have setup, along with a list of the features that are active on those rooms:



The screenshot shows the 'Conferencing Home' interface. At the top, there are navigation tabs: Home, Telecoms, Conferencing (selected), Messaging, and Admin. On the left is a sidebar menu with options like 'Access Numbers', 'Call Logs', 'Recordings', 'My Invites', 'User Guide', 'In-Call Controls', 'Change Password', and 'Logout'. Below the menu, it displays the 'Standard Access Number : 0844 848 4444' and a 'Room Features Key' with icons for Recording, Chargeable calls, Join muted, Announce the callers name, Wait for chairperson, Play music until call starts, In call menu's, Chaired, and Very Large Call.

The main content area is titled 'Conferencing Home' and shows 'Account Number: 10079 | Type: Regular User'. Below this is a 'My Rooms' section with a table:

Room Name	Room #	Chair Pin	Created	Features	Actions
My Name	88384	8751089	08/02/2010	   	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Invite</a>

Below the table is a 'Create Room' section with three options: 'Standard', 'Chaired', and 'Corporate', each represented by a different icon of chairs. At the bottom, there is a 'Send Invites' button with a tooltip that says: 'Invite people to join your conference call by a FREE text message or an email.'

## Hosting your first conference call

If after creating an account you wish to host a call straight away:

- > Supply your participants with the pre-configured room number and dial-in access number
- > Schedule a time for your call to take place
- > Dial in on 0844 848 4444 or your chosen access number at the scheduled time
- > Enter your pre-configured pin as listed on your homepage.

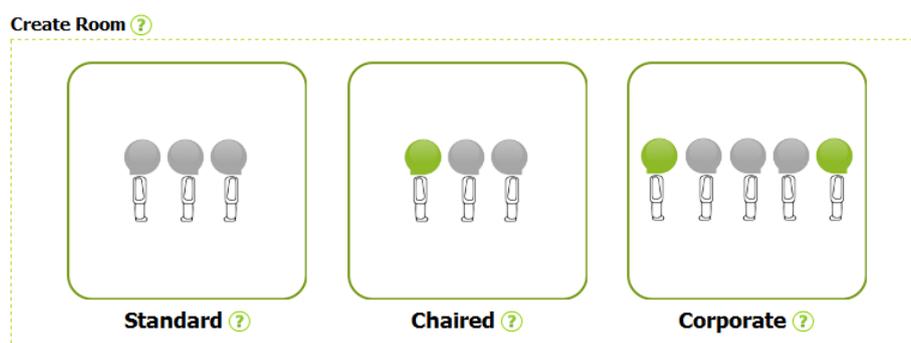
To monitor the number of attendees in your call click 'Status'

From here you can see a list of participants labelled by the number they have dialled in on. You may remove unwanted participants from your call using 'Kick'

Whilst in your conference you may also make use of the available In Call Controls.

## Creating a new room

Creating a new room will enable you to create a conference room which suits your requirements. In the create room section on the homepage:



- > Click on a room template (A brief of the templates features are listed by clicking on the Question marks)

You will then be taken to a page where you can tailor the room as required:

## Editing an existing room

From the home page simply click 'Edit' next to the room you wish to edit.

## To view access numbers

To view the available access numbers, simply click 'Access Numbers' on the conferencing portal home page.

Chargeable access numbers such as freephone and local rate access numbers will only be made available if you have a Pro User account.

## Call Recording

If you require call recording, pro users can enable a subscription by clicking in the 'Premium Features' section in Edit room. There is an additional charge of £15.00 per month to have up to two simultaneous room enabled for call recording. Once you have a subscription you can move the recording feature between rooms, but you can only have it active on as many rooms as you have subscriptions.

Once call recording has been enabled, all calls in the room will be recorded and made available for a period of 30 days.

Recordings will be compiled for playback approximately 15 minutes after the call has ended.

Once the recording has been compiled you will have 2 options for playback:

- You may 'Edit' the room setting it into 'playback mode' (You will not be able to host calls using this room whilst it is in playback mode.)
  - Once '*playback mode*' is set simply dial into the room as normal and the last recording will begin playback.
  
- You will also have the option to email a copy of the recording. It may take up to 15 minutes to be visible as the files are compressed to .mp3 format for easier distribution.
  - Click recordings
  - Choose your room from the drop down list
  - Click view log
  - All recordings for your room will be listed
  - Click email next to the recording you would like to distribute
  - Type the email address you would like the message to be sent to
  - Click send



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