

# SmarterCalls Conference Call User Guide

## Organising a conference call

Sign up at [www.smartercalls.com](http://www.smartercalls.com). Ensure you have access to any kind of phone and then

1. Fix a day and time they should join the call
2. Enter your SmarterCalls conference number
3. Enter the PIN number you got when registering or shared with you by the organiser.
4. If you are the first person to arrive on the conference call, you will be placed on hold until the next person joins. When there are at least two people on the call you are ready to start talking!
5. When you have finished your conference call, simply hang up. When the last person hangs up, the conference call ends.

## Instant Account Dial In Numbers by Country

|   | Country         | Dial In Number  | Cost per minute     |
|---|-----------------|-----------------|---------------------|
|  | UK              | 08444 730073    | 4.3 British pence   |
|  | USA             | 213 289 3432    | 5 US cents          |
|  | Austria         | 0820 4011 5626  | 11.6 Euro cents     |
|  | Belgium         | 070 35 47 64    | 17.4 Euro cents     |
|  | France          | 0826 107 355    | 12 Euro cents       |
|  | Germany         | 01803 002 101   | 9 Euro cents        |
|  | Ireland         | 0818 275 646    | 8 Euro cents        |
|  | Italy           | 848 391 202     | 14.3 Euro cents     |
|  | Netherlands     | 0870 001 904    | 15 Euro cents       |
|  | Poland          | 0801 003 536    | 0.29 Polish zloty   |
|  | South Africa    | 087 550 0699    | 77 SA cents         |
|  | Sweden          | 0939 1190 109   | 1.70 Swedish Krona  |
|   | Other Countries | +44 8444 730073 | International rates |

## SmarterCalls Team Rooms

SmarterCalls is your personal account area where you can share files, manage tasks and more.

To access SmarterCalls just visit <https://app.smartercalls.com/login/auth> and login with your registered email address and password.

If you do not have an account then you can create one at <http://www.smartercalls.com/conference-call/sign-up/?affiliateId=Instant> for an Instant Free Account

Alternatively, contact us at <http://www.smartercalls.com/conference-call/contact-us/> to get a tailor-made Premium Account.

## In-Conference Controls

| KEY CONTROL | TITLE                | USE  |
|-------------|----------------------|--|
| #           | <b>SKIP INTRO</b>    | During the welcome message, pressing # will skip the PIN playback. Pressing # again will skip the name recording and place you on the call. Please note that if you skip name recording, when a roll call is played, the name will be played as "Participant N" N being your Participant number, e.g. "Participant 5".   |
| #6          | <b>MUTE / UNMUTE</b> | Mute and un-mute your handset. As a courtesy to other people on the conference call it can help to mute your call when you're in a noisy place. You'll be able to hear the conference call but people won't hear anything from your line.  |
| #1          | <b>NUMBERS</b>       | Announce the number of callers dialled into the conference call.   |
| #2          | <b>REGISTER</b>      | Replay all names recorded when people arrived on the conference call. All Participants will hear the number of people and the roll call.   |
| #3          | <b>LOCK</b>          | 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.  |
| #8          | <b>RECORD *</b>      | <p>Record the conference. To start the recording, press #8. (You will be asked to confirm this by pressing 1). To stop and save the recording, press #8 again and confirm or just hang up the phone. We'll hold recordings for 60 days, or up to 6 months if published.</p> <p>*Only available with Premium Accounts</p> |