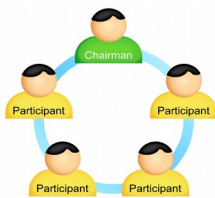You are organizing a conference call with newConference. Please follow the simple steps below and start your meeting without any problems. The assumption is that you have the pin code and a conference code available that were provided to you by the administrator or your organization.

Preparations

Provide the following information to all participants:

✔ the starting time of your meeting.

✔ the access number of newConference: +65 31582704*

✔ the conference code

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

Start your meeting

✔ Dial +65 31582704*

✔ Enter 2 to start a meeting

✔ Enter your pin followed by the pound (or hash) key (#)

* Or use an access number in another country: www.newconference.com/sg/local

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 www.newconference.com/sg.

Recording the conference call

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

1. by choosing 3 instead of 2 during the set up process

2. by selecting "Start recording this conference" in the Control Panel during the conference.

As soon as the conference is finished the recording can be downloaded at www.newconference.com/sg.

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

[*][9] Increase microphone volume

[*][8] Exit menu

Control Panel

At www.newconference.com/sg 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

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 Anytime 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

Dial Out

With Dial-out the chairperson initiates a phone call to each participant. He or she logs in as a chairperson at www.newconference.com/sg. 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		Ringing
2	Yusuf Balag	11:32		Answered
3	Steve Smith	11:32		Accepted

The following participants have left the meeting			
Nr	Phone number	Start	Finish
1	Caroline Purr	11:32	Refused

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/sg/call-me

2. enters his/her phone number and the conference code

3. is called immediately and placed in the conference

Call-me

Call-me initiates a call you yourself to participate a conference call.

Phone number	
Conference code		Call-me

☑ Confirmation by pressing "1" is required.

If you are the chairperson please → login and start the conference by calling yourself using Dial-out.

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 +31208510299

2. disconnects after the phone rung once [1] [2]

3. he/she will be called back immediately and follows the instructions of the IVR-menu

1) 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.

2) 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.