



# HOW TO ACCESS

## YOUR GLOBAL CALL CONFERENCE CALL

Simply dial one of the following access numbers, then enter your PIN, followed by the # key.

To access your conference call within Hong Kong dial the **LOCAL ACCESS** number **+852 3005 2255**

To access your conference outside of Hong Kong dial one of the **INTERNATIONAL ACCESS** numbers listed below

<u>Country</u>	<u>Toll-Free Number</u>	<u>Toll Number / Local Number</u>
Argentina	800 666 3307	
Australia	1800 870 627	+61 2 9186 0834
Australia		+61 3 8691 0260
Austria	0800 291 110	
Belgium	0800 49 982	
Brazil	0800 891 1922	+55 11 4003 0549
Cambodia	1800 209 187	
Canada	1 866 869 1825	+1 416 216 4177
Cayman Islands	1 855 715 9313	
Chile	123 0020 2112	
China	800 876 8626	400 106 8280
China		400 658 8157
Czech Republic	800 701 469	+420 2 9633 5625
Denmark	80 400 022	
Finland	0800 114 370	+358 9 8171 0307
France	080 598 0123	+33 1 7210 3055
Germany, Frankfurt	0800 000 6691	+49 69 222 233 999
Germany, Munich		+49 89 203 030 111
Germany, Dusseldorf		+49 211 9719 0077
Greece	00 800 127 178	
Guam	1866 652 8981	
Hong Kong		+852 3005 2255
Hungary	06 800 18 223	
India	1800 120 012	+91 86 5290 8312
Indonesia	0800 140 1804	+62 21 8063 0759
Ireland	1800 936 844	
Israel	180 921 3141	
Italy	800 149 861	+39 02 3601 3838
Japan	0120 747 490	+81 3 6629 1064



<b>Country</b>	<b>Toll-Free Number</b>	<b>Toll Number / Local Number</b>
Luxembourg	800 27188	
Macau	0800 265	+853 6825 8502
Malaysia	1800 877 432	+60 3 2787 7112
Mexico	800 269 2186	
Netherlands	0800 022 1736	+31 20 709 5188
New Zealand	0800 452 636	+64 9 308 3090
Norway	800 16 199	
Philippines	1800 1110 2449	+63 28 626 3775
Poland	00 800 121 2346	
Portugal	800 860 524	
Republic of Korea	00798 14 800 6847	+82 70 7950 2156
Russian Federation	810 800 2625 1012	
Serbia	0800 190 531	
Singapore	1800 653 8888	+65 6653 5799
Slovakia	0800 001 253	
South Africa	0800 111 025	+27 11 589 8354
Spain	900 941 847	+34 91 114 0088
Sri Lanka	247 3173	
Sweden	020 790 509	+46 8 5664 2627
Switzerland	0800 561 738	+41 22 580 9033
Taiwan	0800 521 206	+886 2 8723 1166
Thailand	1800 010 195	+66 2 026 1618
Trinidad And Tobago	1800 979 0931	
Turkey (Turk Telecom)	00 800 142 077 790	+90 212 900 2562
United Arab Emirates	8000 3570 2700	
United Kingdom	0800 026 1546	+44 20 7750 9957
United States	1 866 549 1292	+1 646 569 2568
Uruguay	000 413 598 4488	
Vietnam (Viettel)	122 800 55	
Vietnam (VNPT)	120 120 35	+84 24 4458 3195



## During your conference

### Control your conference from your telephone keypad

#### Moderator control features:

- |    |   |     |  |
|----|---|-----|--|
| *0 | Speak to an Operator  | *#1 | Terminate the conference   |
| *1 | Mute/Un-mute your own line  | *#2 | Hear the number and/or names of participants   |
| *2 | Mute/Un-mute participant lines (participants cannot press *1 to un-mute themselves) | *#5 | Start/Stop recording   |
| *3 | Activate/deactivate tone on participant entry and exit                              | *#6 | Enter a billing code   |
| *4 | Lock/Unlock conference access   | *0  | Ask an operator to dial out to a new participant   |
| *5 | Mute/Un-mute participant lines (participants can press *1 to un-mute themselves)    | #0  | Listen to the help menu  |
| *6 | Terminate call when moderator disconnects   | *#2 | Personalize your conference welcome message  |
| *7 | Go to a sub-conference/Return to main   | ##  | To stop/start the music played on the line, enter '##'. The music will stop and your line remains muted until the conference starts. |

#### Participant control features:

- |    |                            |    |                                       |
|----|----------------------------|----|---------------------------------------|
| *0 | Speak to an Operator       | #0 | Listen to the help menu               |
| *1 | Mute/Un-mute your own line | *7 | Go to a sub-conference/Return to main |

## FACQ'S FREQUENTLY ASKED CONFERENCING QUESTIONS

There are a number of common questions that often arise when it comes to using a conferencing service – some of which are listed below with a defined response.

### DO I NEED TO PRE-BOOK MY CONFERENCE CALLS?

**No**, you never need to pre-book you conference calls. Once your account has been created, simply invite your participants to the meeting & detail the Access Number, Participant PIN, the time and date of call. Global Call supply new clients with invitation templates which are included in the Welcome email.

### CAN I USE AUDIO CONFERENCING FROM HOME, A HOTEL OR WHEN ABROAD?

**Yes**, there is Toll Free Access Number that is available for you to use when dialling in from outside the office. Calls made to the toll free number are billed back to the relevant moderators account. **When abroad**, refer to the list of international numbers on the previous page to access your conference.