

User guide

Conference call service

As a moderator - what do I need to do?

- Make sure you know the 4-digit moderator PIN code unique to your company
- Choose an 8-digit meeting code (e.g. your own phone number)

Before the call - inform the participants of the following:

- 1) Date and time of the conference call
- 2) The 8-digit meeting code
- 3) The conference number(s) relevant for the call (please see opposite side)

At the time of the call - please follow these instructions:

The moderator

Start the call by dialing one of the local conference numbers (see list)

Press the hash (#) key followed by the 4-digit moderator PIN code and the hash (#) key

Key in the 8-digit meeting code followed by the hash (#) key

The meeting has now started and you can welcome the participants

The participants

Join the call by dialing one of the local conference numbers (see list)

Key in the 8-digit meeting code followed by the hash (#) key

If you have dialled in before the moderator you will hear music

Frequently asked questions

Do I need to book the conference call somewhere to get an 8-digit meeting code?

No booking is necessary. The moderator is free to choose any 8-digit code. The conference service will recognize when two or more participants are using the same code and will automatically connect the participants in the same conference. Please avoid using very simple codes like 8x1 or 12345678.

Does the moderator need to be on the call for the conference to begin?

The participants will not be connected until the moderator joins the call (they will just hear music). When the moderator hangs up, the call will be terminated after 2 minutes. If the moderator drops out and would like to rejoin the call, he or she must follow the original steps including typing the 4-digit moderator PIN code.

Can I join the conference call from anywhere in the world?

It is possible to join the conference call from anywhere in the world by calling +45 70151595 or by dialing one of the local conference numbers in the country in which you are located. Calls can be made from all fixed line og mobile phones. Avoid using Skype as this is not guaranteed to work.

How many participants can join the conference?

There can be up to 20 participants per conference call. The 4-digit moderator PIN code can be used to set up simultaneous conferences using different 8-digit meeting codes.

I need to set up a conference call, but I do not know the 4-digit moderator PIN code.

Please contact the person within your organisation responsible for telephony. If you are unsure who the relevant person is please contact info@telefonmoeder.dk, and we will let you know the name of the person..

Local conference numbers

COUNTRY	COUNTRY CODE	PHONE NUMBER	COUNTRY	COUNTRY CODE	PHONE NUMBER
ARGENTINA	+54	1159841246	ITALY	+39	0693387593
AUSTRALIA	+61	280144554	JAPAN	+81	345789042
AUSTRIA	+43	720881073	LATVIA	+371	67652613
BAHRAIN	+973	16199243	LITHUANIA	+370	52058937
BELGIUM	+32	28084725	LUXEMBOURG	+352	20880532
BRAZIL	+55	2139580813	MALTA	+356	27780221
BULGARIA	+359	24917244	MEXICO	+52	5511689790
CANADA	+1	4169003515	NETHERLANDS	+31	208081289
CHILE	+56	25708529	NEW ZEALAND	+64	92806313
CROATIA	+385	17776148	NORWAY	+47	21030717
CYPRUS	+357	22030624	PANAMA	+507	8365167
CZECH REPUBLIC	+420	246019951	PERU	+51	17085662
DENMARK	+45	70151595	POLAND	+48	223008958
EL SALVADOR	+503	21131834	PUERTO RICO	+1	7879057316
ESTONIA	+372	6667293	ROMANIA	+40	318103771
FINLAND	358	942415720	SLOVAKIA	+421	233006732
FRANCE	+33	975181288	SLOVENIA	+386	16001611
GEORGIA	+995	32473809	SPAIN	+34	911898012
GERMANY	+49	2112409099	SWEDEN	+46	770791877
GREECE	+30	2111980257	SWEDEN	+46	852503251
HONG KONG	+852	58080268	SWITZERLAND	+41	435016798
HUNGARY	+36	18088343	UNITED KINGDOM	+44	2033181037
IRELAND	+353	19030059	UNITED KINGDOM	+44	2033186383
ISRAEL	+972	37630504	UNITED STATES	+1	3475789798