



CON-FLAB

USER GUIDE

www.con-flab.co.uk



CONFERENCE SETUP

Create Your Conference

Free conference call service made easy!

Con-flab is a secure business class audio conference call service that's free to use. Access from a landline, mobile phone or internationally at no cost.
Con-flab is the UK's fastest growing conference call service.
Free recording as standard (optional)

Enter your details below to create your free conference call

Conference call details will be emailed to you and a link to the FREE Con-Flab app sent via SMS
I'd like to hear about other services from the Liquid11 Group via: SMS Email

Create Free Conference

100% FREE • No card required

[See how it works](#)

Setting up your conference couldn't be simpler. Just follow these three basic steps:

- 1** Enter your name into the box provided
- 2** Enter your email address into the box provided
- 3** Click on the "Create Free Conference" green button.

Your new conference will be setup and ready to use straight away.

Details for your conference, such as the number to call and the pin number to enter, will be displayed immediately. For your convenience these details will also be e-mailed to you.

CONFERENCE SETUP

Conference Details

The screenshot displays the 'Conference Details' page. At the top, it says 'Use the details below to access your conference'. Below this, there are two main sections: 'Invite your conference participants' and 'Your PIN options:'. The 'Invite' section includes a 'Generate Invitation' button and a 'User before 06 Jun 2020' deadline. The 'PIN options' section lists three types: Admin PIN (209173), Participant PIN (783137), and Listen Only PIN (832254). Below the PIN options is a 'Turn call recording ON/OFF' toggle switch, which is currently turned ON. At the bottom, there are three contact options: 'From a landline: 0843 289 0000', 'From a mobile: 0333 335 0335', and 'From outside of the UK: +44 203 189 1600'. A 'Need more info?' section at the very bottom offers to download the 'Con-Flab User Guide'.

The image (left) shows your conference details once you've pressed the "Create Free Conference" button.

Those details include:

PARTICIPANT INVITE

The number you call to access your conference from a landline number

EXPIRY DATE

The date your conference will expire. Create a new conference after this date at any time and we'll issue you with a new set of pin numbers.

ADMINISTRATOR, PARTICIPANT, & LISTEN-ONLY PIN

Access conference outside the UK or via mobile

CALL RECORDING

Choose to turn call recording ON/OFF

UK LANDLINE NUMBER

The number you call to access your conference from a landline number.

UK MOBILE NUMBER

Call this number from your mobile phone to use your inclusive minutes.

INTERNATIONAL NUMBER

Call this number from anywhere in the world.

At the bottom of the page you also have the option of downloading our Con-Flab user guide, plus our mobile app, Outlook plug-in, or Amazon alexa skill (see *overleaf for more details*).

APPS & DEVICES

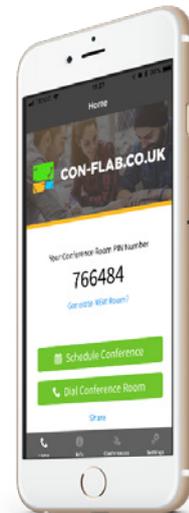
Mobile App

Our incredible mobile app is perfect for conferencing when you are on the move.

With the Con-Flab app you can:

- *Create conferences*
- *Invite participants directly from your phone's contact book*
- *Download your recordings*
- *Join conferences you have been invited to*
- *Add your conferences to your calendar*

Download the app today on either iPhone or Android



Microsoft Outlook Plug-In

Con-Flab's Free Conference Calls Outlook plugin makes it even more convenient and straight forward to organise your conference calls.

With just a few simple clicks you can create your own unique conference call pin directly within your outlook calendar at the same time as sending out invitations to all of your participants. Add it now for FREE.



Amazon Alexa skill

Con-Flab skill creates a new free Con-Flab conference and provides details on how to connect to the conference. The skill requires users to link their Amazon account in order to receive a confirmation email after a new conference is created.

To create your Con-Flab conference through Alexa just say the following:

- *"Alexa, open conflab"*
- *"Alexa, begin conflab"*
- *"Alexa, tell conflab to create new conference"*.



CONFERENCE RECORDINGS

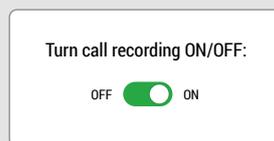
Free Conference Recording As Standard (*Optional*)

Conference recording is excellent for minute taking from conferences as well as meeting legal requirements for some important calls.

Recordings are included for FREE with all conferences and are available to download by using the ADMIN only PIN via the website or mobile App.

This feature is on by default and can be switched off when making a conference via the website or mobile app.

By default all conferences are recorded. If you'd prefer to disable that feature you can do so here.



INVITING ATTENDEES

Organising Your Conference

A conference is a convenient and efficient way of communicating with a group of people who are unable to meet in person. However, a conference will only work if those people actually join in!

Make sure that all the people who you wish to attend your conference call are fully aware of the conference and are supplied with the following information:

- **The date and time of the conference**
- **The number to call to access the conference**
- **The pin number to use to participate in this conference**

You can automatically generate an email with all of the necessary details included to save yourself some time. Either click on the “**Generate Invitation**” button at the top of the popup box that appears after you set up your conference, or you can click on the “**Send Email Invitation**” button on your email containing your conference details.

It is important that you send the correct type of pin to each of your colleagues. We recommend that for most conferences the participant pin would be the ideal pin number to distribute to other conference members.

The different type of pins are:

‘ADMINISTRATOR’ PIN

Pin to access conference as ‘Administrator’

‘PARTICIPANT’ PIN

Pin to participate in the conference

‘LISTEN-ONLY’ PIN

Pin to only listen or monitor the conference

INVITING ATTENDEES

Confirmation Email

Look out for your confirmation email in your inbox. Be sure to check your spam folder if you don't see it:



Hello,

Your conference has been created. Please pass out the below phone numbers and PIN along with the date and time that you have chosen for the conference call to all participants.

To join this conference at the scheduled time, you and the attendees will have to dial...

		
From landline	From a mobile	From abroad
08432890000	0333 3350 335	+44203 1891 600

[Send Email Invitation](#)

When requested, the PIN number for this conference is...



PIN Number
912029

ADMINISTRATOR FUNCTION

Using your 'Administrator' PIN

To enter your conference as an 'Administrator' you will need to enter the administrator pin when asked to do so.

Being the 'Administrator' allows you to access the special 'Administrator' menu during the conference by pressing the * key on your phone's keypad. These options allow the 'Administrator' a higher level of control over the conference and are not all available to other conference members.

This menu will give you the following options:

PHONE KEY	OPTION NAME	DESCRIPTION
1	Mute/Unmute yourself	Mute or unmute yourself so that other participants cannot hear you
2	Lock/Unlock conference	Locking the conference will prevent any more participants from joining
3	Eject last user	This will eject the last user that joined the conference
4 or 6	Increase/Decrease conference volume	Increase/Decrease the volume of the conference in your handset
7 or 9	Increase/Decrease your volume	Increase/Decrease the volume of your voice as it is heard by others
8	Exit menu	Exit the administrator menu without making any changes (you will still be active within the conference)

PARTICIPANT FUNCTION

Using your 'Participant' PIN

The 'Participant' PIN is used by the majority of conference members as it allows the user to hear what is said and to also speak in a conference. However, they do not have the extended control over the conference that is available to Administrators through the Administrator menu.

For a person to enter the conference as a 'Participant' they must enter the 'Participant' PIN when asked to do so. This PIN will be provided to the conference creator and it is their responsibility to ensure that each 'Participant' receives it correctly so that they can access the conference.

When taking part in the conference as a 'Participant' you have access to a 'Participant' menu by pressing the * key on your phone's keypad.

This menu will give you the following options:

PHONE KEY	OPTION NAME	DESCRIPTION
1	Mute/Unmute yourself	Mute or unmute yourself so that other participants cannot hear you
4 or 6	Increase/Decrease conference volume	Increase/Decrease the volume of the conference in your handset
7 or 9	Increase/Decrease your volume	Increase/Decrease the volume of your voice as it is heard by others
8	Exit menu	Exit the 'Participant' menu without making any changes (you will still be active within the conference)

LISTEN-ONLY FUNCTION

Using your 'Listen-Only' PIN

The 'Listen-Only' PIN is provided to people who will only have the ability to listen to what is said in the conference but not make a contribution. This PIN is ideal for presentations, speeches or to monitor a conference call.

For a person to enter the conference as a 'Listen-Only' conference member, they must enter the 'Listen-Only' PIN when asked to do so. This PIN will be provided to the conference creator and it is their responsibility to ensure that each 'Listen-Only' conference member receives it correctly so that they can access the conference.

When taking part in the conference with the 'Listen-Only' PIN you have access to a 'Listen-Only' menu by pressing the * key on your phone's keypad.

This menu will give you the following options:

PHONE KEY	OPTION NAME	DESCRIPTION
4 or 6	Increase/Decrease conference volume	Increase/Decrease the volume of the conference in your handset
8	Exit menu	Exit the 'Participant' menu without making any changes (you will still be active within the conference)



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