Speakserve

How to Create a Room

Access the portal via the login button on www.speakserve.com
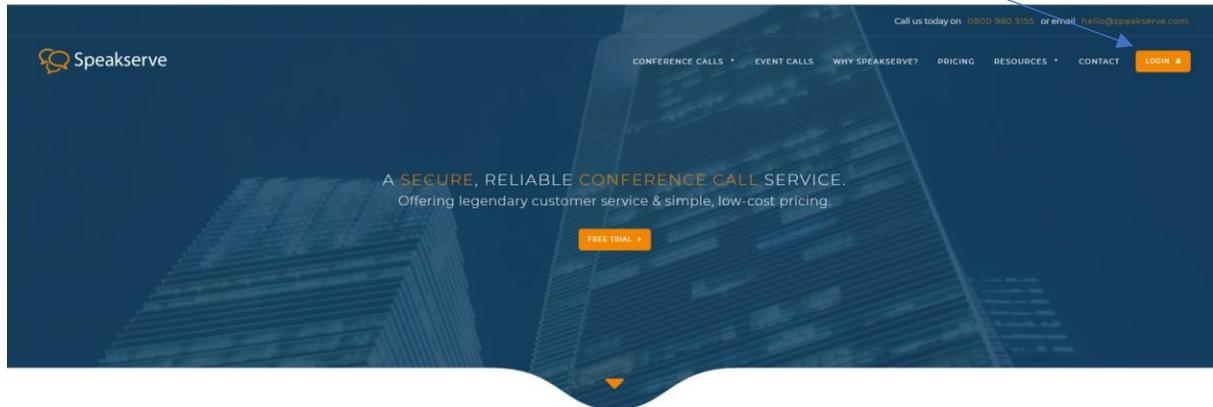
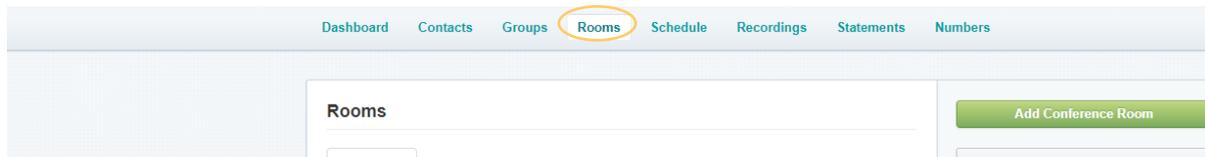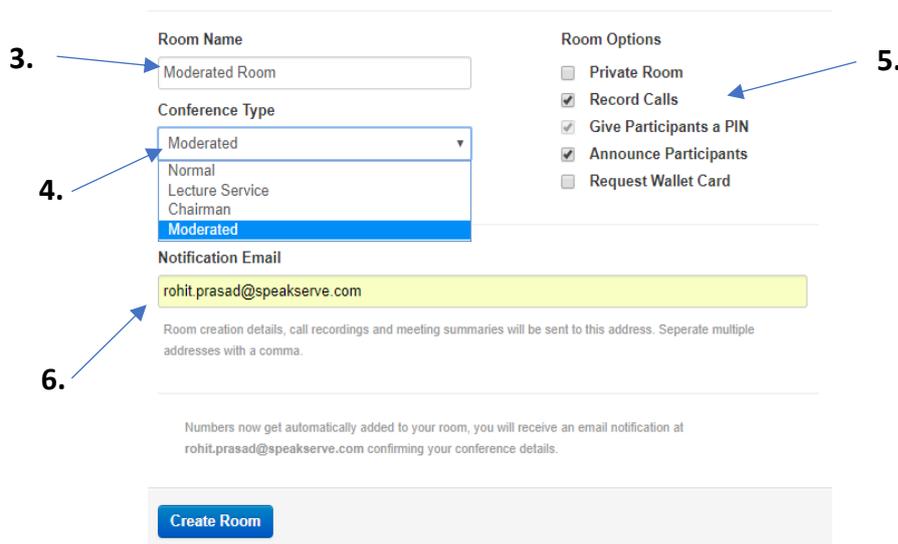You will be taken to the following page, where you can login with your account details.

Speakserve
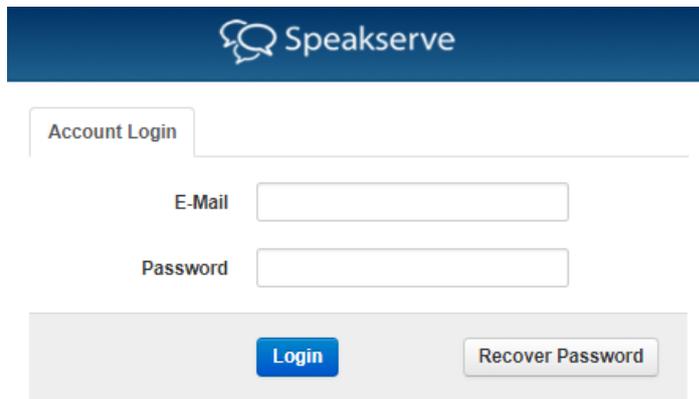
1. Once your logged in, select 'Rooms' from the navigation menu.

2. Next, click 'Add Conference Room' and a window will appear to create your new room.

3. Enter a Room Name

4. Select your 'Conference Type' from the drop-down menu. You can choose from 'Normal', 'Chairman', Lecture Service' or 'Moderated'. Details of each conference type are provided below.

Normal Call - Each room is given a singular 6-digit room number, all participants are treated the same, so there is no Host/Chairman. Used mainly for internal meetings, where details are not being shared with clients or the outside world.

Chairman Call - Each room is given a singular 6-digit room number, as well as additional 4-Digit Host and Participant pins. The most common conference set up, here the Host has complete control, with participants only being able to talk when the host pin is live. Also with a Chairman call, the host will have access to several in-call controls, which aren't available on a normal call.

Lecture Service -The room is set up the same way as a Chairman call, however each participant is placed in to the call muted and not announced. This call type is used for a 'one to many' type presentation, where the host will be doing 100% of the talking without any further functionality being required.

Moderated (Event Call) - The room is set up in the same way as a Chairman call, however this call can be managed using our LiveCall Manager. This gives you ultimate control of all pre-call, in-call and post-call administration and management. A discussion with your account manager is advised before using this type of room to ensure that you are making the most of all the functionality available to you.

5. Under 'Room Options', you can choose to 'Record Calls', 'Announce Participants' 'Set Private Rooms' or 'Request a Wallet Card'.

    Private Rooms - In a multi-user set up (An organisation that has more than one user / login) the Private Room setting hides the room details from any 'Account Manager' profile within the organisation. This is ideal, when room details need to remain secure, even from other internal parties.

    Recording - Rooms can be set to record at the point of creation, ensuring that each time the room is used, the call will be recorded. This is ideal if you are working on a project, case, client where detailed minutes need to be taken and potentially archived for future reference. Recordings are held and accessed from the portal. For rooms that have recording disabled, the feature can still be activated in-call (as long as they are the host of a Chairman room) by pressing * 3 on the keypad.

    Announce Participants - This security feature helps people manage the entry of the call. When enable, participants are asked to record the name as part of the entry process. This recording is then played in to the call as they join "Jonathan Grant has joined the conference" as well as when they leave "Jonathan Grant has left the conference". This can be very useful, when managing a slightly larger call and trying to ensure everyone who needs to be there is present before starting. It also helps you manage any issues with connection during the call. As more and more people use mobiles to connect to conference calls, the issue around lines dropping increases. With name announce, the host and or participants can also be alerted when someone drops off the call, which enables them to manage the call accordingly.

    Request Wallet Card - All Speakserve rooms can have the details supplied to the end user on a physical wallet card. This online option, allows user to signal a card is required for the designated room, without having to contact customer service separate to request a card. When selected a customer service request is generated, informing the team of the room details and the subsequent card is created and sent out within 24hrs.

6. Add your Email Address to receive confirmation of the room set up. You will also receive call summaries and recordings to this email address.
7. To finish, click 'Create Room'. Your room is now ready to schedule a call.

8. A confirmation email with your conferencing details will then be sent.

Conference Account Details

Speakserve

Room Type: Moderated

Room Number:	117409
Host PIN:	8007
Participant PIN:	5886

Access Numbers

United Kingdom – UK Freephone:	08081895111
United Kingdom – UK Landline:	02039361888
International Numbers:	View All Dial-In Numbers

Scheduling a conference call:

Now your conference room is set up, it is time to schedule your call.

- Under the schedule tab in the portal, click the 'schedule a conference' button
- Select your conference room, specify the meeting name, duration and date/time of the call
- Add participants from your contacts and click 'schedule call'. Your conference is now ready to go!

You can contact the Speakserve support team on 0800 980 5155 or alternatively email support@speakserve.com.

Thank you for choosing Speakserve.

Add specific international dial in numbers to your conference invitations

1. The room you have just created will now appear under the 'My Rooms' tab. To open it, simply click on its name.

2. Select the International and UK numbers that will be shown on the confirmation emails. Simply click a number to add or remove it from the list.

3. Click 'Save' to finish.