

## Joining a Maestro Conference Call

To join a conference, you can call from a mobile phone, landline, or from your computer using any of the methods listed below.

### 1. Registration/ Reminder Email

Maestro Conference sends out registration emails to confirm that your information is saved and you have been assigned your own PIN as access to the conference, and you'll get weekly reminder email(s) showing the same information as what is written in your registration email.

Click the Join Event button from the email and it should open a new tab/ browser (depending on your computer settings). This connects you to the Webphone.

### 2. To dial in without incurring long distance or international charges follow the instructions for WebPhone or Skype to Skype calling.

**Webphone or Skype calls are free.** If you are using Webphone, no download is needed. If you are using Skype, you do need to download Skype, create an account and have a Skype I.D. to use skype to skype calls without a charge.

**\*\*\*IMPORTANT TIP – If you are using Skype or WebPhone, your internet bandwidth will impact the quality of your call and will also influence drop call percentages.**

**Please close all other tabs and if your internet is slow, refrain from other high bandwidth usage while on a call, ie: minimize usage of Facebook, Tiktok and other social media sites, streaming of video or audio or gaming.**

### 3. WebPhone

The WebPhone is Maestro Conference's internet-based phone for Chrome or Firefox (no download required) that lets you connect to a conference from anywhere in the world for free

1. Open the WebPhone : <https://webphone.maestroconference.com/>
2. Enter your PIN utilizing your cursor and the phone face on your computer screen and click the "Call" button
3. Your browser may request access to your microphone, click "Allow" in Chrome, or "Share Selected Devices" in Firefox
4. Use the on-screen controls to mute/unmute yourself and adjust the volume levels if needed

### 4. Skype

Add **Maestro4294** or **MCdirect1** as a contact to your Skype, Maestro Conference will not acknowledge you as a contact but you will see Maestro Conference (MC) under your contacts list within an hour. Call either one of them when calling into a CoachVille class.

When using Skype to Skype, use the phone face icon and your cursor to put in the Personal PIN Number. Please do not use the numbers on your computer key pad. Skype to Skype calls are free.

## 5. Using your Phone (landline or mobile)

This is the easiest way to connect if you don't have an access to a computer, or you're on the move. Instructions in dialing in using your phone are included in registration emails, and reminder emails if these are enabled by the host for the conference you are attending.

1. Dial the number under the Join Event button. alternatively, you may use (408)520-2444 or (408)740-6030.
2. A voice will prompt you to enter your PIN. This is your 6-digit access code which is also found under the Join Event button in your registration/ reminder email. Press # after the numbers. **Note:** Make sure that you do NOT enter the digits too fast as the automated system may not capture all the numbers you key in.

If you received a registration/ reminder email, you may simply tap on the phone number link. It's linked to automatically dial your phone and PIN so you enter your event with one simple click.

If you hear the prompt

:

- This call may be recorded, thank you. You will now be connected - means you have successfully joined the event.
- Sorry, I don't recognize that PIN. Please try again. - the system might have not recognized all of the digits you entered. Put in each digit a little more slowly.
- We are sorry but that call is not scheduled now. Please check the time and try again. - review the date and time of the event to make sure you're joining at the right time. Participants are allowed to enter the call as early as 15 minutes before the schedule, presenters and assistants are allowed as early as 60 minutes before the conference starts.

**You can test these ways even without joining a conference - dial in through any of the methods above and use test PIN 624142**

**For Select Countries outside of the US & Alaska, Maestro has a dedicated local number, please be sure to check with your local provider to ensure no long-distance charges are applicable.**

## ALPHABETICAL COUNTRY LIST

**F** FREE \* **F** FREE (25 MAX) \*

ALASKA	<b>F</b>	408 740 6030 530 216 4294 888 844 8434	Free Free Free	
AUSTRALIA	<b>F</b>	612 801 14954	Free	25 callers max.
AUSTRIA	<b>F</b>	082 040 001 505		
Mobile access not allowed.				
BELGIUM	<b>F</b>	070 354 807		
CHILE	<b>F</b>	562 570 9889	Free	25 callers max.
DENMARK	<b>F</b>	453 693 4670	Free	25 callers max.
FINLAND	<b>F</b>	358 923 164 593	Free	
FRANCE	<b>F</b>	082 161 0586		
Call only from within the country.				
GERMANY	<b>F</b>	018 030 02073		
HOLLAND	<b>F</b>	087 000 1980		
Call only from within the country.				

# CoachVille

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<b>HOLLAND</b>	<b>F</b>	087 000 1980		
Call only from within the country.				
<b>HUNGARY</b>	<b>F</b>	362 125 23870	Free	25 callers max.
<b>IRELAND</b>	<b>F</b>	081 827 0066		
Call only from within the country.				
<b>ITALY</b>	<b>F</b>	848 391 844		
Mobile and international calls not allowed.				
<b>MEXICO</b>	<b>F</b>	525 584 214 214	Free	
<b>POLAND</b>	<b>F</b>	080 100 3524		
Only available for account holders and users of the Telefonía Dialog network and TP S.A., Exatel, GTS Energis, Netia, DataCOM, ST Zbaszyn and Multimedia Polska S.A. Mobile calling only available for Orange network users.				
<b>SOUTH AFRICA</b>	<b>F</b>	087 550 0677		
<b>SPAIN</b>	<b>F</b>	902 881 203		
<b>SWEDEN</b>	<b>F</b>	093 920 66500		
Call only from within the country.				
<b>SWITZERLAND</b>	<b>F</b>	084 820 7427		