

Success with the MaestroConference Teleconference System

IMPORTANT – To avoid feedback and echoes, use a headset with microphone or use your phone in a conventional manner. Do not use a speaker phone, or the speakers and microphone within your computer.

Dialing In:

First, verify that you're dialing in at the right time. CoachVille classes are always listed in US Eastern time (observing daylight savings); you can use <http://www.thetimezoneconverter.com> to find your local time. MaestroConference is generally available 30 minutes before the scheduled start-time of the call, but in some cases it may be less. So, try dialing in again within 5 minutes of start-time.

Entering Your PIN:

MaestroConference recognizes your PIN by its touch-tones, so your PIN must be entered in a manner which generates those tones clearly. If you are dialing in on Skype, enter your PIN using Skype's virtual 'Dial Pad' (in the same way that you entered the dial-in number). Rotary phones are not compatible with MaestroConference.

Please enter your PIN slowly and methodically, leaving some space between each key-press.

If the MaestroConference message says “your PIN code is invalid” or the “conference is not being held at this time”:

- First - try entering the PIN several more times. Enter it slowly and deliberately pressing for a moment with space between each number. Do not just zip through the PIN as you would when dialing a phone number. Slow and steady is the key!
- Next - try calling again, you can use the phone number that you were given or any of the other Bridge Line numbers below. It is the PIN CODE that designates the class that you are attending.
- You can also dial in using a different PIN, such as the Generic Student PIN, which is provided on the Program home page for each class. If your assigned PIN consistently fails, let us know by contacting Linda Drake, by phone at (866) 548-6516 or by email at lindad@mycvhelp.com.

Answering Questions and Participating in Polls

To raise your hand and participate in class questions and polls, please press any number 1, 2, 3, 4 or 5 on your phone keypad. To mute yourself, press 6. To un-mute yourself, press 6 again.

For Skype Users

Skype Credit: Use your [Skype](#) credit and call **(530) 216-4294** instead of the bridge number. You **MUST** also **use your Personal PIN number** along with the above number to dial into class. The PIN number actually connects you to your particular class, not the bridge number.

Dialing in Using Skype: Click the blue telephone icon to display the Skype dial pad. Enter 530 216-4294 and click the green telephone icon to dial (Figure 1).

Once MaestroConference answers, click the numbers on the **on screen dial pad** to enter your personal PIN when prompted. Do not use the numbers on your computer keyboard as these will not work (Figure 2).

New! Skype to Skype: Callers may now use **Skype to Skype** to connect to the MaestroConference bridge so that Skype credit is not necessary. *It is important that you do this several days prior to your scheduled call as it can take over 72 hours for MaestroConference to accept your request for contact.* If your contact request is not accepted by MaestroConference, please delete the request for contact and resubmit the request.

1. Login to your Skype account.
2. Add the MaestroConference Skype ID as a Contact by clicking the **Add Contact** icon (Figure 3).
3. Enter one of the following MaestroConference Skype User IDs (Figure 4).
 - a. maestro4294
 - b. mcdirect1
4. Skype will search and display the contact. It may take a moment. Once it appears, click the contact to select it (Figure 5).
5. Once selected, click the blue **Add to Contacts** button.

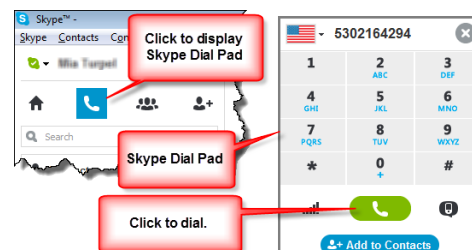


Figure 1 Dial into class

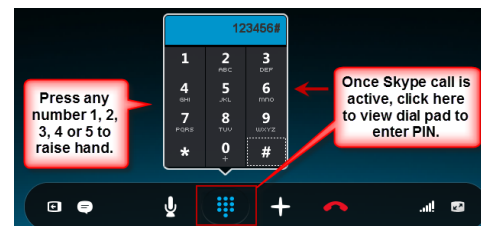


Figure 2 Enter PIN

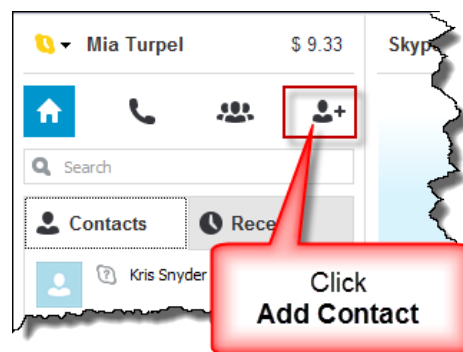


Figure 3 Click Add Contact

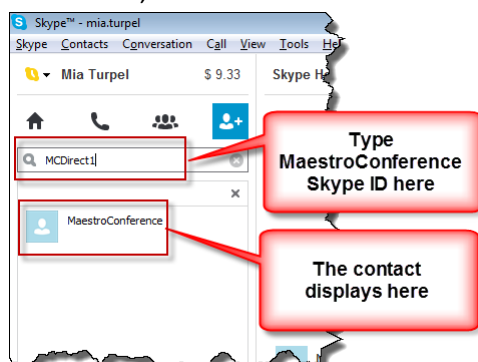


Figure 4 Type MaestroConference Skype ID

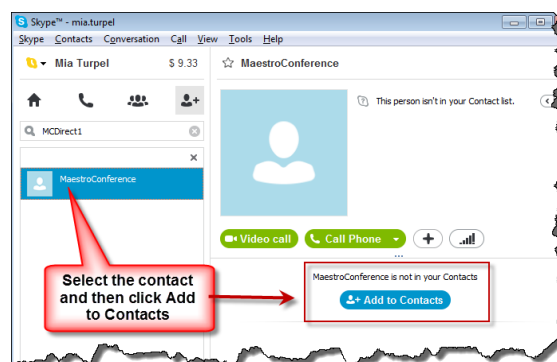


Figure 5 Add to Contacts

- Click Send (Figure 6).

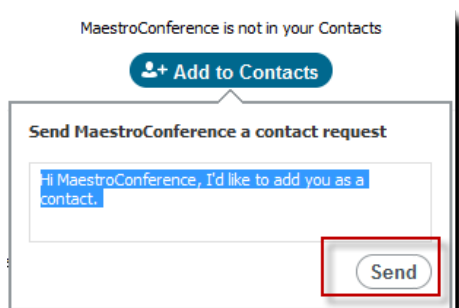


Figure 6 Click Send

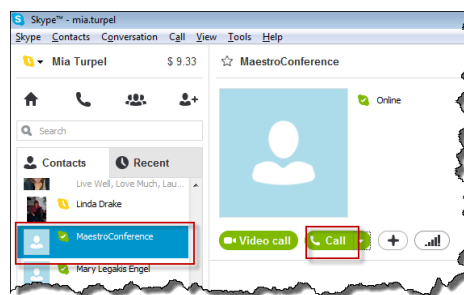


Figure 7 Select MaestroConference then click Call

- Call into class similar to calling a friend. Select MaestroConference in your contact list, then click the green Call button (Figure 7) Once you connect to the bridge, display the on screen touch pad (Figure 2) and click to enter your personal PIN number to enter class.

If you are calling into classes using MC Dialer or Skype, you MUST have a headset plugged into your computer to prevent echo or feedback of your computer speakers.

IMPORTANT - You must use the on screen dial pad to enter your PIN code and to raise your hand, to answer polls, to ask questions and participate in class.

To raise your hand and participate in class questions and polls, please press any number 1, 2, 3, 4 or 5 on your keypad. To mute yourself, press 6. To un-mute yourself, press 6 again.

MC Dialer

For students calling into our CoachVille classes who prefer to use an alternative to a landline or cell phone, MaestroConference has a special beta program that allows you to call into classes with your computer and internet connection utilizing a MaestroConference downloadable program called **MC Dialer**. Try it for free (while in beta).

[Click here for PC version](#) and [Click here for Mac version](#). Follow the [instructions](#) to install and dial in to class.

Enter your MaestroConference PIN number and then click the **Call MaestroConference** button to connect to your teleclass (Figure 8). Use the on screen dial pad to raise your hand (Figure 9).

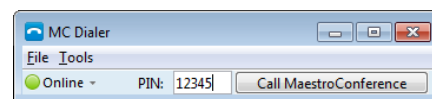


Figure 8 Enter PIN and click Call MaestroConference



Figure 9 MC Dialer Dial Pad

For More Information or the Latest Updates from Maestro Conferencing:

<http://maestroconference.com/gettingin>

Connection Failure:

Connection failure is most likely due to an intermittent or regional problem with a particular phone service provider. Here is a list of alternate MaestroConference dial-in numbers that you are welcome to use, and your PIN is designed to work with any of these.

- (310) 409-2027
- (323) 393-4046
- (408) 520-2444
- (530) 216-4294
- (530) 216-4363
- (619) 309-1058
- (805) 747-4187
- (916) 235-1003
- (916) 469-4760
- (949) 202-1057

Figure 10 Additional Bridge Numbers

Entering Your PIN:

Maestro Conference recognizes your PIN by its touch-tones, so your PIN must be entered in a manner which generates those tones clearly. If you are dialing in on Skype, enter your PIN using Skype's virtual 'Dial Pad' (in the same way that you entered the dial-in number). Rotary phones are not compatible with Maestro Conference.

The best solution for any other PIN-related problem is to enter your PIN more slowly and methodically, leaving some space between each key-press.

You can also dial in using a different PIN, such as the Generic Student PIN, which is provided on the Program Home page for each class. If your assigned PIN consistently fails, let us know by contacting Linda Drake, by phone at (866) 548-6516 or by email at lindad@mycvhelp.com.

Dropped Calls:

Drops are generally infrequent or intermittent issues with the relationship between the MaestroConference line and specific phone numbers or telephone service providers. Please just call right back. If your line is dropping repeatedly, it might be helpful or necessary to try a different dial-in number and/or PIN... and this is why we provide the Generic Student PIN.

Calling Back in after a Line Has Dropped:

If you call right back during the main presentation, you will automatically and immediately hear the instructor or facilitator talking. If you call-in during 'breakout' small group discussions, you will hear silence until we see you on the screen as not yet assigned to a group and move you into one. This is an entirely manual process; so, it can take a bit of time. You can let us know that you need assistance by pressing '5' on your touch tone keypad.