

Following are the instructions for using our Audio Conference Service through the new LoopUp Audio Conferencing platform.

Basic Audio Conference Use

Connecting to conference by Phone:

- Choose your meeting time and inform your attendees.
- Distribute the relevant dial in number and guest passcode to invited meeting attendees.
- Dial in at the time of the meeting using the host passcode and begin the meeting.
- As each participant joins the meeting they will hear 'Welcome to LoopUp'.

Audio Conference Phone Numbers

NZ Access Numbers	
New Zealand Toll Free	0800 452 934
Local Auckland	09 929 1816
Local Wellington	04 974 7857
Local Christchurch	03 974 2616

Common International Numbers	
Australia Toll Free	1800 803 167
USA / Canada Toll Free	1800 425 1122
UAE Toll Free	8000 3570 2656
UK Toll Free	0800 368 0636
Singapore Toll Free	800 616 3182
Japan Toll Free	0120 353 045
Indonesia Toll Free	007 803 321 8923
Hong Kong Toll Free	800 901 144

Please see the end of this guide for the full list of all Local and International access numbers.

International access pricing varies by country.

Accessing the Web Portal

Some additional functionality such as activating call recording and muting conference participants is available via the Web Portal. To Log into Web Portal:

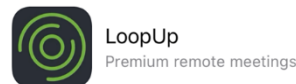
- Log in via <https://account.loopup.com/>
- Username: [your email address]
- Password: [same password as used for audio conferencing portal previously*]

** If you dont know current password, just use the 'forgot password' link. If you don't receive the password via this link you may not be setup for web portal access – please contact support.*

Mobile App

There is also a mobile app that can be used to control the main functionality of the conference including call recording and muting participants.

- Search for LoopUp meetings in the AppStore or PlayStore
- Find and download and Install the app with this symbol
- Login using username and password as above



Activating and accessing recording

Note that conference recording has additional cost.

- Start your audio conference using the host code.
- Log into your web portal account as above.
- Click on the 'Enter My Meeting' link in the main Home window.
- Click on the small 'REC' icon at the bottom left of the screen.
- When meeting is completed you will be able to access your recording via the 'Meeting History' link in the left-hand menu.
- Recordings will remain the in the portal for two months, so must be downloaded before this expiry or they will be permanently lost.

Muting Participants

- Log into your web portal account as above.
- Click on the 'Enter My Meeting' link in the main Home window.
- You will see a list of participants in the meeting, and a view on who is talking. You can choose to mute individuals, or mute all participants.

Notifications

If you are setup to receive notifications, you will receive the following – note these will be from a LoopUp email address, and will be LoopUp branded.

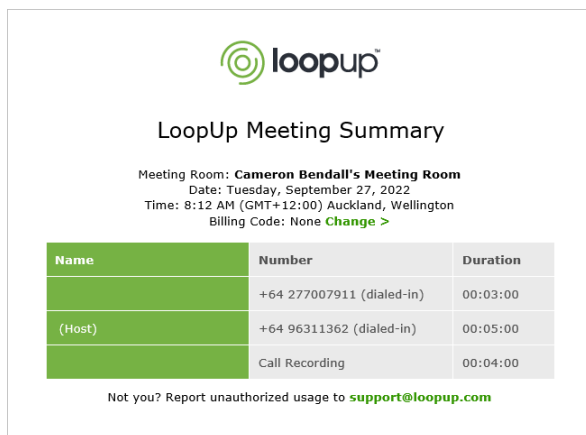
Meeting Start

An email notification to meeting room owner whenever a new meeting starts



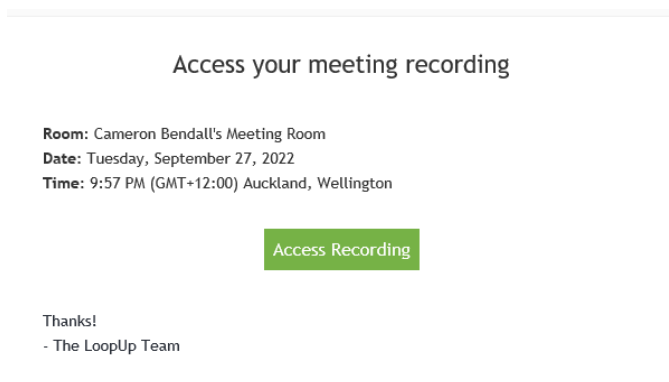
Meeting Summary

An email notification to meeting room owner within an hour of meeting finishing.



Meeting Recording

Email notification to meeting room owner if the meeting has been recorded.



Full list of Audio Conference Phone Numbers

Country	Phone Number
USA	1-605-475-5621
USA	1-712-770-4220
USA	1-719-325-2623
Canada, Calgary	+1 403 407 5778
Canada, Montreal	+1 514 669 5929
Canada, Toronto	+1 647 426 9180
Canada, Vancouver	+1 604 221 1658
Argentina, Buenos Aires	+54 (0) 11 5172 6023
Argentina (toll free)	0800 800 1265
Australia, Sydney	+61 (0) 2 8017 5267
Australia, Melbourne	+61 (0) 38 687 0621
Australia, Brisbane	+61 (0) 7 3015 0527
Australia (toll free)	1 800 803 167
Austria, Vienna	+43 (0)1 928 2721
Austria (toll free)	0800 070 769
Bahrain, Manama	+973 1619 8743
Bahrain (toll free)	8000 4546
Belgium, Brussels	+32 (0) 2 401 2602
Belgium (toll free)	0800 39278
Bosnia and Herzegovina	+387 7031 1470
Brazil, Sao Paulo	+55 11 4935 7136
Brazil, Rio de Janeiro	+55 21 4560 0035
Brazil (toll free)	0800 887 0247
Bulgaria, Sofia	+359 (0) 2 491 7652
Bulgaria (toll free)	00800 111 4949
Cambodia, Phnom Penh	+855 23 962 582
Canada (toll free)	1 800 769 1427
Chile, Santiago	+56 (0) 2 2666 0715
Chile (toll free)	800 914 820
China (national)	+4006 183 139
China, Beijing	+86 10 5667 0019
China, Shanghai	+86 21 2039 7156
Colombia, Bogota	+57 1 508 8124
Colombia (toll free)	1 800 518 9163
Costa Rica (toll free)	800 542 5329
Croatia (toll free)	0800 805 911
Cyprus (toll free)	800 97423
Czech Republic, Prague	+420 225 986 553
Czech Republic (toll free)	800 701 226
Denmark, Copenhagen	+45 32 72 78 09
Denmark (toll free)	80 70 35 63
Dominican Republic (toll free)	1 800 203 9667
Ecuador (toll free)	1800 000 559
Egypt (toll free)	0800 000 0811
Estonia, Tallinn	+372 622 6550
Estonia (toll free)	8000 111 562
Fiji (toll free)	00800 3315
Finland, Helsinki	+358 (0) 9 2310 1530
Finland (toll free)	0800 772 215
France, Lyon	+33 (0) 4 26 84 04 47
France, Paris	+33 (0)1 7037 1381
France (toll free)	0800 946 516
France (national)	0811 657 731
France (national)	0821 231 692
Georgia, Tbilisi	+995 32 2 053 084
Germany, Frankfurt	+49 (0) 69 2222 10600
Germany, Munich	+49 (0) 89 2030 35500
Germany (national)	01801 003 882

Country	Phone Number
Jordan (toll free)	0800 22182
Kazakhstan (toll free)	8800 333 7602
Kenya, Nairobi	+254 (0)207 643 601
South Korea, Seoul	+82 (0) 2 6007 0070
South Korea (toll free)	00798 6136 1450
Kuwait (national)	+965 2206 3090
Latvia, Riga	+371 6601 3626
Latvia (toll free)	8000 4228
Lithuania, Vilnius	+370 5205 5467
Lithuania (toll free)	8800 31314
Luxembourg	+352 2088 1771
Luxembourg (toll free)	800 28423
Macau (national)	+853 6262 1672
Malaysia, Kuala Lumpur	+60 (0) 3 7724 8006
Malaysia (toll free)	1 800 816 158
Malta (national)	+356 277 81902
Mexico, Guadalajara	+52 33 2101 0292
Mexico, Mexico City	+52 55 7100 2178
Mexico, Monterrey	+52 81 2188 0273
Mexico (toll free)	1 800 099 1102
Morocco, Casablanca	+212 (0)520 480 127
Morocco (toll free)	0800 092 257
Netherlands, Amsterdam	+31 (0) 20 716 8343
Netherlands (toll free)	0800 020 2594
New Zealand, Christchurch	+64 (0) 3974 2616
New Zealand, Wellington	+64 (0) 4974 7857
New Zealand, Auckland	+64 (0) 9 929 1816
New Zealand (toll free)	0800 452 934
Nigeria, Lagos	+234 1 277 5160
Norway, Oslo	+47 21 00 48 19
Norway (toll free)	800 56603
Oman (toll free)	800 77267
Pakistan, Islamabad	+92 5181 08876
Panama, Panama City	+507 8 339 786
Panama (toll free)	00800 223 1432
Peru, Lima	+51 (0) 1 700 9591
Peru (toll free)	0800 78138
Philippines, Manila	+63 (0)2 395 3421
Philippines (toll free)	1 800 111 014 06
Poland, Warsaw	+48 22 295 3569
Poland (toll free)	00 800 121 4057
Portugal, Lisbon	+351 2131 64073
Portugal (toll free)	800 784 441
Qatar (freephone)	00 800 100 502
Romania, Bucharest	+40 (0) 21 529 3991
Romania (toll free)	0800 801 025
Russia, Moscow	+7 495 646 5135
Russia (toll free)	8 800 500 9315
Saudi Arabia (toll free)	800 844 9504
Saudi Arabia (toll free)	800 850 0231
Serbia (toll free)	0800 190 696
Singapore	+65 6654 9140
Singapore (toll free)	800 616 3182
Slovakia, Bratislava	+421 (0)2 3321 5502
Slovakia (toll free)	0800 002 000
Slovenia, Ljubljana	+386 1 888 8192
Slovenia (toll free)	0800 81194
South Africa, Johannesburg	+27 (0)11 589 8320

Germany (toll free)	0800 320 2295
Greece, Athens	+30 211 181 3822
Greece (toll free)	00800 128 804
Hong Kong	+852 3018 9101
Hong Kong (toll free)	800 901 144
Hungary, Budapest	+36 1408 8960
Hungary (toll free)	068 001 9656
Iceland (toll free)	800 9846
India, Delhi	+91 11 6310 0258
India, Mumbai	+91 22 6310 0261
India, Chennai	+91 44 6310 0220
India, Bangalore	+91 80 6760 8713
India (toll free)	1800 3002 1167
Indonesia, Jakarta	+62 21 2188 9077
Indonesia (toll free)	007 803 321 8923
Ireland, Dublin	+353 (0) 1 526 9406
Ireland (national)	0818 270 292
Ireland (toll free)	1800 937 890
Ireland (national)	1890 907 696
Israel, Tel Aviv	+972 (0)3 721 7944
Israel (toll free)	180 921 3165
Italy, Milan	+39 02 0066 1714
Italy, Rome	+39 06 4523 6760
Italy (toll free)	800 146 048
Japan, Tokyo	+81 3 4560 1265
Japan, Osaka	+81 6 4560 2406
Japan (toll free)	0120 353 045
Japan (mobile)	0120 563 070
Japan (national)	0570 003 744

South Africa (toll free)	0800 999 606
Spain, Madrid	+34 91 114 6651
Spain, Barcelona	+34 93 800 1944
Spain (toll free)	900 828 034
Sri Lanka, Sri Lanka	+94 720 910 353
Sweden, Stockholm	+46 (0) 8 5065 3954
Sweden (toll free)	0200 125 587
Switzerland, Geneva	+41 (0) 22 592 7984
Switzerland, Zurich	+41 (0) 44 580 1023
Switzerland (toll free)	0800 740 345
Taiwan, Taipei	+886 (0) 2 2650 7325
Taiwan (toll free)	0800 666 581
Thailand, Bangkok	+66 (0) 2104 0759
Thailand (toll free)	001 800 6136 1469
Turkey, Istanbul	+90 212 900 1612
Turkey (toll free)	00800 448 829 505
Ukraine (toll free)	0800 500 897
UAE (toll free)	8000 3570 2656
UK (03)	+44 (0)330 336 6013
UK (toll free)	0800 368 0636
UK (national)	0844 473 5001
UK (national)	0845 545 0047
USA /Canada (toll free)	1-800-425-1122
Uruguay (toll free)	0004 019 0516
Venezuela, Caracas	+58 212 720 2239
Venezuela (toll free)	0 800 102 9700
Vietnam, Hanoi	+84 24 4458 3325
Vietnam, Ho Chi Minh	+84 28 4458 1335
Vietnam (toll free)	1800 400 428