

---

## **Voiplex GlobalTalk - Frequently Asked Questions**

### **1. What is Voiplex GlobalTalk?**

The Voiplex GlobalTalk is a secure and easy to use multi-party conferencing facility that allows you to host conferences with participants from all over the world, from the comfort of your office or home or from your mobile. You can use it for team meetings, management updates, training programmes, product launches or company announcements without having to go beyond your phone!

### **2. Who can use GlobalTalk?**

GlobalTalk is an ideal service for any business or charity organisation especially those having international operations or offices/franchises in multiple locations or even start-ups.

### **3. Do I need any special equipment at my premises?**

No, we've made it so simple that you can use your work phone or any other phone or your mobile to participate in conferences

### **4. How does it work?**

You will first need to create an account with us at [globaltalk.voiplex.co.uk](http://globaltalk.voiplex.co.uk). From one account you can create multiple conference rooms. Each conference room can have one or more dial-in numbers associated with it. For e.g. if you want to organise a conference with participants in UK, Singapore and the US, you can associate a local UK number, a Singapore number and a US number to the same conference room. This means that all participants only dial in local numbers to join the conference.

### **5. How do I set-up a conference call?**

Register at [globaltalk.voiplex.co.uk](http://globaltalk.voiplex.co.uk) and set-up your conference from the 'Conference Manager' section. And you are ready to talk! (See [User Guide](#) for more)

### **6. Do I need to make a reservation each time I want to set up a conference?**

No, you only need to create your own conference room once from the 'Manage Conference' section after logging in. You can then use this room any number of times to organise conferences at your convenience

### **7. What is the maximum number of participants that I can have on a conference call?**

There is no limit on the number of participants to a conference call

### **8. Is there a limit to how long a conference call can last?**

No, there is no limit on the length of the conference call so you never have to worry about leaving the conference room before you've finished

### **9. What information do I need to give my participants?**

- Date and time of the conference
- Conference dial-in number
- Participant code and the PIN

### **10. Can I start conferencing as soon as I register?**

Once you register with us, we will verify your company details and carry out a standard credit check on your company. You will be sent an email with your account number and Password. You can then create a conference room and start conferencing immediately!

**11. Is it possible to set-up multiple conferences under the same account?**

Yes, you can add conference rooms any time in your account. Each conference room in your account will be identified by a unique participant code, PIN and leader PIN. So you can simultaneously organise multiple conferences for various projects/teams in your organisation.

**12. Can I change my PIN?**

For enhanced security, all participant codes and PIN are system generated so it is not possible to change them. In order to get another set of codes, you can add another conference room to your account

**13. Will somebody else be using my conference number?**

No, your conference number is exclusive to your account to guarantee maximum security to your teleconferences

**14. When do I pay for the conference?**

You will receive an invoice once you have an account with us and your credit has been verified. The invoice will be sent either monthly or quarterly as agreed in the Voiplex account confirmation email.

**15. What do I get billed for?**

Cost per conference is based on:

- Number of participants
- Time take by each participant in the conference
- Any other customised services as agreed with Voiplex

You also pay a nominal fee for each conference room you create with us

**16. Do I have to sign a contract?**

Yes, the minimum contract period is 1 month or any other term as agreed in the Voiplex account confirmation email.

**17. Can I invite participants from outside the UK?**

Yes

**18. Is this service secure?**

Yes, security is ensured in a number of ways.

Every company/organisation is given its own exclusive dial-in number(s). To enter a conference room each participant has to enter a participant code and a PIN number. And the conference only begins when the leader enters the conference room using a leader PIN associated with that room. Moreover, when a leader knows that all the required participants are in the conference, he/she can lock the conference.

**19. How can I record my conference call?**

Recording facility is only available on request. Please contact a Voiplex customer services executive at +44 (0) 20 7100 8071 to discuss your needs.

**20. Where can I get more information about the service?**

You can refer to our [Product Overview](#) and [User Guide](#) to get all the details about our conferencing services. If you require further information including custom solutions for your organisation, you can send us an email at [conference@voiplex.co.uk](mailto:conference@voiplex.co.uk) or call us on +44(0)20 7100 8071