

Maestroconference Call-in Options

We received further explanation on how to resolve technical difficulties and which call in options are most reliable. We will put them in order of reliability and convenience.

ALWAYS HELPFUL: Call in 15 minutes beforehand as we will be better able to help you in case of difficulties.

FROM YOUR COMPUTER (using a headphone with mic is best)

1. **BEST OPTION: MCDialer to call in for FREE** – it is toll free from anywhere in the world and has a radically higher capacity than the skype solution. Maestroconference has developed it to resolve issues with Skype and it works very well.

To download MC Dialer and for more information about it, please check this page:
<http://maestroconference.zendesk.com/entries/23434887-MC-Dialer>

2. **Skype-in FREE number (the Skype user name is mcdirect1 or maestro4294)**

Instructions on how to use Skype to access a call:

1. Once logged in to your Skype account search for **maestro4294** and/or **mcdirect1** and add it to your Skype list.
2. It may take a few minutes to locate then select it. It will ask to send a reply back - no need to put info there. Just select it.
3. Click Call (same as if you would be calling your Skype friend).
4. Once calling be patient! It may take up to 1-2 minutes before you are prompted enter your PIN number (for doing that you will need a dial pad). To get to the dial pad go in the top of the Skype window click Call and select Show Dial pad. This will allow you to enter the PIN. (Note: dial pad can be activated only after you started the calling)
5. Enter in the pin number after the prompt and you will have access to your conference call.

IMPORTANT: there is a 25 caller limit on skype connections for the entire Maestro platform. Some might be able to "skype-in" to the call, but if there more people calling in than that, this option will not work. As a backup you might consider still having Skype credit.

3. **Call in Using Skype credit**

Open a **Skype** account and follow their directions <http://www.skype.com/intl/en/prices/payg-rates>

For a prepaid Skype plan

2.2 cents per minute - Pay as you go.

Or monthly subscription for the time of the course for \$2.99/month from Canada and inexpensive from Europe to California - that is \$1.50 per tele-session. Click [here](#)

CALLING FROM YOUR TELEPHONE LANDLINE

You have several options to reduce this cost:

1. Check with your local phone provider to see what **long distance plans** they offer. You could extend your plan for international calls for the period of the course if you are calling from overseas. Remember to use the same access code in the reminder. Additional California Access numbers that you can try if you have trouble with the phone number sent to you in your Maestroconference reminder, are below.
2. Purchase a cheap **long distance telephone card** at your local store.
3. Use Maestroconference's International Dial-in Access numbers to save costs (see in the end)

IMPORTANT: If many callers use this numbers they might NOT work. See also options for calling in from computer and have a MC-Dialer installed beforehand (<http://maestroconference.zendesk.com/entries/23434887-MC-Dialer>).

SUPPORT DURING CALLS

If you can't get onto the call (to the music playing), we will be available if you need support before or during our calls through Skype. Our Skype username is: TMM Community

Alternatively, if you are trying to get on with Skype, you can call our cell in Canada [+1 289 259 8272](#). Someone can help you on.

Or email tmmcommunity@gmail.com and we will watch for your email and respond.

TROUBLESHOOTING

My PIN is not recognized

Unfortunately sometimes the telephone companies are not transmitting the PIN correctly to Maestro. One option to resolve this is to enter your PIN with 2-3 seconds pause in between the digits.

Another option is to register your personal home phone number on this page: http://myaccount.maestroconference.com/ani_register

Be prepared in case of troubleshooting

It is best to try testing your connection to the call 15 minutes ahead.

If you have difficulties while trying to reach us in our next call, prepare MC-Dialer beforehand by downloading, installing and testing it from this URL:
<http://maestroconference.zendesk.com/entries/23434887-MC-Dialer>

CALL IN NUMBERS

Here are additional California numbers that can be used - Remember to use the same access pin number that you received in your reminder.

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

USA - The following can be used to access Maestroconference

(408) 740-6030
(916) 469-4790
(510) 281-1111
(510) 281-1110
(510) 281-1109
(510) 281-1108
(510) 281-1106
(805) 221-2287
(530) 216-4293
(510) 281-1112
(510) 281-1113
(510) 281-1114
(916) 469-4750

International access numbers - Remember to use the same access pin number that you received in your reminder.

Australia: +61 280114954
Canada: +1 647 931-1700
Chile: +5625709889
France: +33 8 21 61 05 86

Spain: +34 902 881 203
UK: +44 844 4733032
Italy: +39 848 391 844
UK: +44 2071931545
South Africa: +27 87 550 0677
Hong Kong: +52 5584214214
Hungary: +85 281990473
Mexico: +36 212523870
Finland: +35 8923164593
Germany: +49 1803 002 073
Sweden: +46850164384
Denmark: +45 36934670
Switzerland: +41 84 820 7427
Belgium: +32 7 035 4807
Austria: +43 04 000 1505
Poland: +48 80 100 3524
Holland: +31 0870 001 980
Ireland: +353 0818 270 066

ADDITIONAL

You'll find the information on how to connect via computer or when outside of the US on this page:
<http://maestroconference.com/gettingin>

OTHER OPTIONS

Open a GTalk account

When you open your Gmail:

1. On the left hand side of the screen click on your user name
2. It will expand to include "CALL PHONE"
3. Click on "CALL PHONE" and a dial pad comes up
4. Use that dial pad to call the number in California and to enter your access code
5. During this call when we ask you to press a button use this same dial pad to enter those numbers for your feedback and answers.
6. More info here: <http://www.google.com/intl/en/chat/voice/>