



GETTING STARTED & QUICK TIP GUIDE

By



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This document is prepared as a reference guide to assist subscribers that are new to Calliflower Premium, Iotum's online teleconferencing solution. Doc | Ref - 1110

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A. Getting Started

Thank you for subscribing to Calliflower! Designed to meet the growing conferencing needs of your business, Calliflower Premium is the single solution that combines conference calling, document sharing, text chat, and more in an easy and intuitive online environment. Calliflower is easy and interactive thanks in large part to our web interface - an easy to use interactive dashboard that makes organizing and participating in multi-party calls simple and engaging.

You only really need a phone to access Calliflower conference calls; however, by accessing the web interface of your call you will derive the most benefit. Calliflower does not require any special hardware nor do you need to download an application. All you need is the latest version of Adobe Flash Player, which is generally pre-installed on most computers. It is free to download at; <http://get.adobe.com/flashplayer/>

Creating calls with Calliflower is simple, fast, and secure. For you to create calls, you will need to log into the Calliflower app site: https://apps.calliflower.com/login/login_page. Bookmark this page and add it to your favorites for quick and easy access every time. Once you enter your credentials you are logged into the Calliflower system and you will be able to start creating calls.



The screenshot shows the Calliflower login interface. At the top, there is a navigation bar with several menu items: "HOME", "CREATE A CALL", "ALL CALLS", "CALL-IN NUMBERS", "SETTINGS", "ADDRESS BOOK", "HELP", and "LOG OUT". The "CREATE A CALL" item is highlighted with a dark green background. Below the navigation bar is a light green box containing the login form. The form is titled "LOG IN TO CALLIFLOWER" and includes two input fields: "Email:" with the value "pat@iotum.com" and "Password:" with a masked password of seven dots. There is a green "LOGIN" button, a link for "Forgot your password?", a "Remember Me" checkbox, and a link for "Don't have an account yet? Sign up!".

B. Calliflower Main Application Page

When you log in to the Calliflower application, you will be directed to the 'HOME' tab, similar to that illustrated below. On the right hand side of the page will be listed 'PUBLIC CALLS'. These are calls that Calliflower customers have created and they are inviting members of the Calliflower community to attend. Your calls will be listed on the left hand side of the page. From here you have access to; 'LIVE CALL' (a call that you have created or have been invited to attend and is open for you to join); 'MY UPCOMING CALLS' (calls you have created or have been invited to), and; 'MY RECENT CALLS' (past calls that have concluded and are being archived).

CALLIFLOWER
A fresh approach to business conversations

HOME CREATE A CALL ALL CALLS CALL-IN NUMBERS SETTINGS ADDRESS BOOK HELP LOG OUT

→ VIEW DEMO

MY CALLS

Welcome Calliflower Demo 

« LIVE CALL »

Subject Test [View](#)

Who's Joining: Calliflower Demo [Edit](#)

Your RSVP: Attending [Cancel](#)

Started 10 minutes ago [RSVP](#)

MY UPCOMING CALLS [SEE ALL](#)

Subject Test 2 [View](#)

Who's Joining: Calliflower Demo [Edit](#)

Your RSVP: Attending [Cancel](#)

Fri, Nov 26, at 10:30 AM [RSVP](#)
(GMT -05:00), US - Eastern

MY RECENT CALLS

PUBLIC CALLS

Featured Call Of The Week
"The Power of Water" Free Teleconference with Wayne Gendel, Forever Healthy 

Who's Joining: Wayne Gendel and 4 other people

Agenda: Discover The Secrets of... Healthy, 'Living', Energized, Restructured, pH Balanced, Medical Grade Purified Water! *****
***** SHOCKING! 'Live Demonstration' Uncovers Toxic Contaminants In Spring, Bottled

Thu, Dec 02, at 08:00 PM
(GMT -05:00), US - Eastern

[View](#) [Join](#)

MORE PUBLIC CALLS [SEE ALL](#)

GLOBAL daily Reading of the Zohar ~ Scan For Peace [View](#)

Who's Joining: Zohar Reading and 1 other person [Join](#)

Thu, Nov 25, at 09:00 PM
(GMT -05:00), US - Eastern
☉ every week on Sunday, Monday, Tuesday, We ...

Calliflower lets you host your own public conference calls and invite the world to share and collaborate in your ideas.

Welcome to Voice 2.0

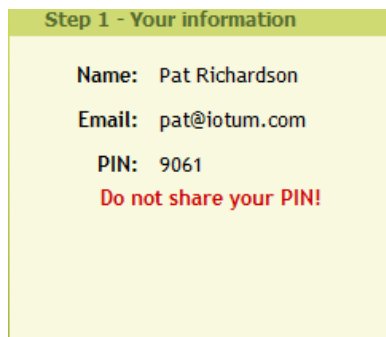
By selecting 'VIEW' you will be directed to the call Dashboard. If you want to change or modify a call that you have created, select 'EDIT'. Selecting 'CANCEL' removes or deletes the call from either the upcoming calls list or the call archive. 'RSVP' gives you the ability to respond to an invitation to join a call.

C. Personal Identification Number & Security

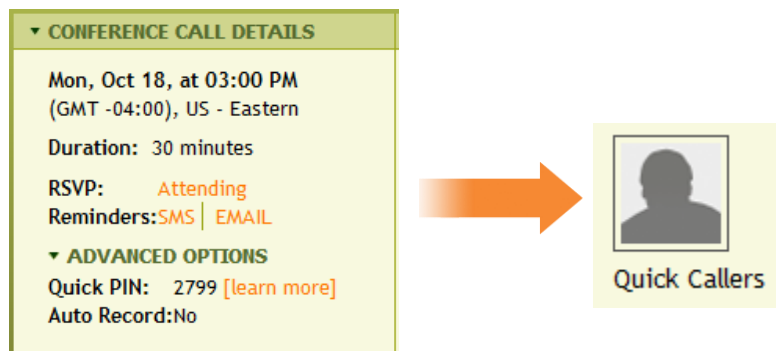
Unlike other conference calling services, Calliflower provides you a unique Personal Identification Number (PIN) per individual call, which makes your conference calling more secure. By having callers individually identified through PINs, organizers and moderators can visually identify who has joined the call and you can be assured that no one else can join the call under your name.

Types of PIN's

- PIN - Each participant has a unique Personal Identification Number for each call that is indicated in his Call Dashboard and/or is included in his or her email invitation. Simply enter your PIN when prompted if calling through via telephone or Skype. If you prefer to use a single PIN for every call, use the MOBILE PHONE NUMBER option.



- Mobile Phone Number - You can use your Mobile Phone number as a PIN for every call you want to participate on. To enable this option, go to SETTINGS and enter your mobile phone in your Account Profile. This will allow you to enter your mobile phone number rather than the PIN when joining a call.
- Quick PIN - The call organizer can provide a public access number (Quick PIN) for guest participants to join the call. These participants would be displayed as Quick Callers. In case there is more than one quick Caller, they will be labeled as Quick Caller 1, Quick Caller 2, etc...



D. PERSONALIZE CALLIFLOWER

Calliflower has some personalization settings that can save you a ton of time and enhance the user experience.

1. Set Your Local Dial Call-in Number

Save money on your calls by setting a local dial-in number. That way you won't have to make a long distance call to participate in your call. When you organize a call as a Calliflower Premium subscriber, all the participants on your call can also use the Calliflower local dial network.

To get the benefit of local dial calling, you need to tell Calliflower where the nearest dial-in number is for you. To do that, click on http://apps.calliflower.com/account/call_in_numbers or select 'CALL-IN NUMBERS' at the top of the page.

Calliflower will ask you to log in if you are not already logged in. From the drop down list, choose the primary call-in number for your city, and click 'Save'.

CALLIFLOWER
A fresh approach to business conversations

HOME CREATE A CALL ALL CALLS CALL-IN NUMBERS SETTINGS ADDRESS BOOK HELP LOG OUT

CALL IN NUMBERS

PRIMARY CALL IN NUMBER

Primary call-in number

SAVE

Your primary call in number is the phone number that will be displayed in conference invitations and reminders. Any of the numbers displayed below can be used to call into your conference calls.

CALL-IN WITH SKYPE

Free no Skype Credit Required

Add CalliflowerSkype as a contact **+** Add

CALL-IN NUMBERS

Argentina	
Buenos Aires	+54 115 984 1157
Australia	
Adelaide	08 7123 2393
Brisbane	07 3123 5952
Canberra	02 6108 4601

What if you don't see a number nearby you? Visit <http://www.calliflower.com/contact> and let us know. We have numbers available in over 5,000 cities and 42 countries. They can often be configured in as little as 24 hours.

2. Set up Your Profile



Click on <https://apps.calliflower.com/account/profile>, or select settings at the top of the page. This is where you can upload a photograph of yourself, modify the name that will be displayed, enter your mobile phone number, select your time zone and country, and/or change your password.



CALLIFLOWER
A fresh approach to business conversations

HOME CREATE A CALL ALL CALLS CALL-IN NUMBERS SETTINGS ADDRESS BOOK HELP LOG OUT

PROFILE ORGANIZER INVITATIONS AND REMINDERS FACEBOOK AND TWITTER PREMIUM SETTINGS

Calliflower Profile



Display Name:

Upload Photo: File size limit: 4 MB.

Country:

Time Zone:

Phone Number: [\[more info\]](#)

Password:

Confirm Password:

[Forgot your password?](#)

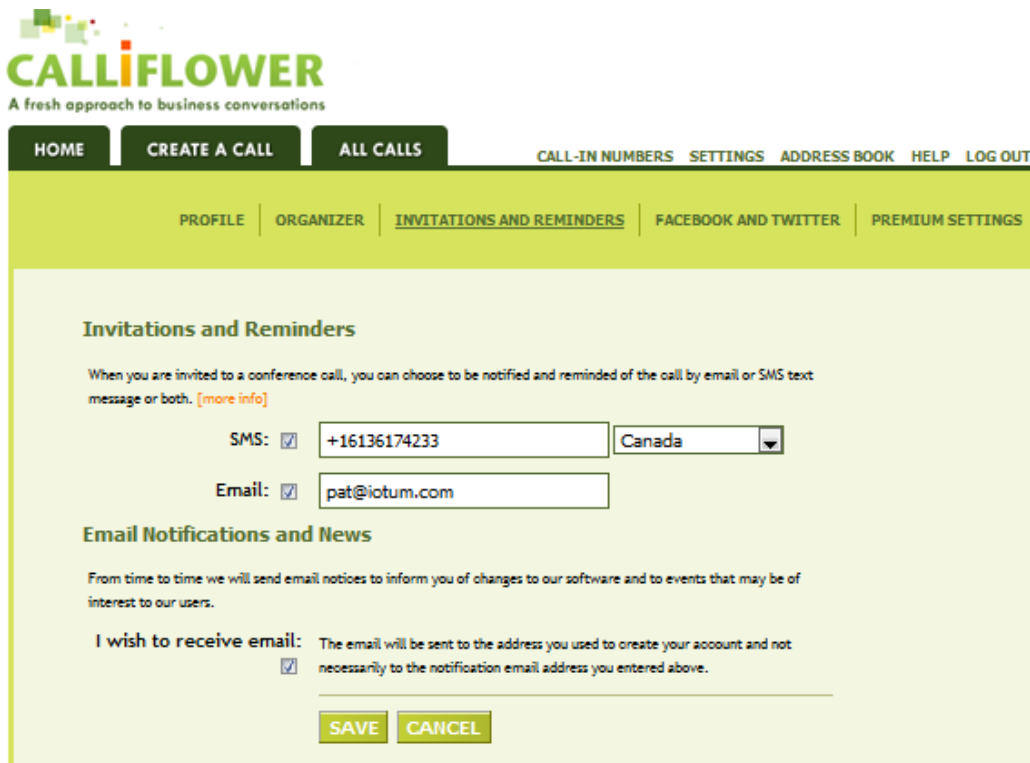
We recommend you put your mobile number in. You can use it as a PIN number, and you can receive notifications of upcoming calls by text messaging. Plus, if you call in from this number, you will never need to set a PIN again. Go ahead and configure your mobile phone in Calliflower. Once you've done that, you can elect to receive notifications about upcoming calls and invitations to those calls by text message. And, if you call in using your mobile phone, Calliflower will automatically recognize you and put you into your call.

3. Set Your Invitation and Reminder Settings.

If you choose to receive notifications on your mobile phone, you will receive invitations to conference calls by text message. You will also receive reminders, including the dial-in number, fifteen minutes in advance of the call which makes it super easy to get on the call.

If you enable the email option, you will receive conference call invitations and reminders by email. The email invitations are sent with an attachment that you can use to automatically import the call into your preferred calendar application (Outlook, iCal, Google Calendar, etc.). In addition, fifteen minutes before the call is scheduled to start, we send you a reminder about the call. We recommend you enable both phone and email notifications in order to get the full Calliflower experience.

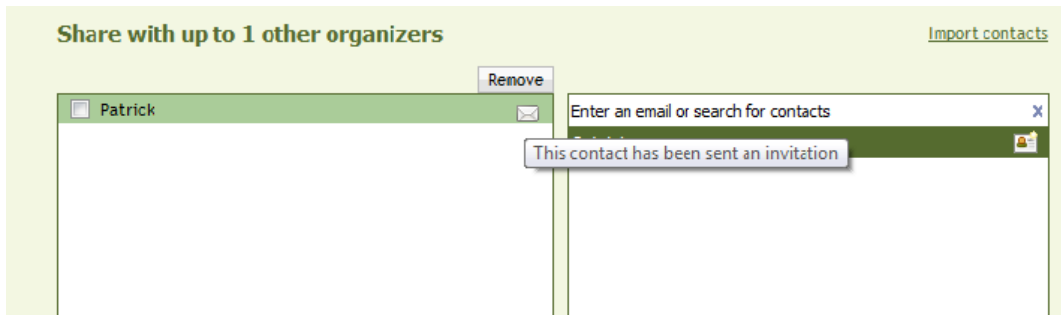
Click on <https://apps.calliflower.com/account/notifications> to choose whether to receive SMS text message and/or email reminders and invitations for calls. We recommend at MINIMUM email. But if you're like me, you're frequently not near a PC to receive email, in which case SMS text messages are a great tool.



The screenshot shows the Calliflower user interface. At the top, the Calliflower logo is displayed with the tagline "A fresh approach to business conversations". Below the logo is a navigation bar with buttons for HOME, CREATE A CALL, and ALL CALLS. To the right of these buttons are links for CALL-IN NUMBERS, SETTINGS, ADDRESS BOOK, HELP, and LOG OUT. Below the navigation bar is a secondary menu with links for PROFILE, ORGANIZER, INVITATIONS AND REMINDERS (which is highlighted), FACEBOOK AND TWITTER, and PREMIUM SETTINGS. The main content area is titled "Invitations and Reminders" and contains the following text: "When you are invited to a conference call, you can choose to be notified and reminded of the call by email or SMS text message or both. [more info]". Below this text are two rows of input fields. The first row is for SMS, with a checked checkbox, a text field containing "+16136174233", and a dropdown menu set to "Canada". The second row is for Email, with a checked checkbox and a text field containing "pat@iotum.com". Below these fields is a section titled "Email Notifications and News" with the text: "From time to time we will send email notices to inform you of changes to our software and to events that may be of interest to our users." Below this text is a checkbox labeled "I wish to receive email:" which is checked, followed by the text: "The email will be sent to the address you used to create your account and not necessarily to the notification email address you entered above." At the bottom of the form are two buttons: SAVE and CANCEL.

4. Assigning Additional Call Organizer Seats

For most Calliflower customers you have two or more call organizer seats to use. To assign the additional seats available to you, log in to Calliflower and go to Settings, then Premium Settings. Under the heading "Share with up to "x" other organizers", enter the email address of the person that you want to assign the seat to and press "Enter".



Upon assigning all seats, select “Save” at the bottom of the page. The following email will be sent to the person(s) invited;

Subject: Invitation to join Calliflower

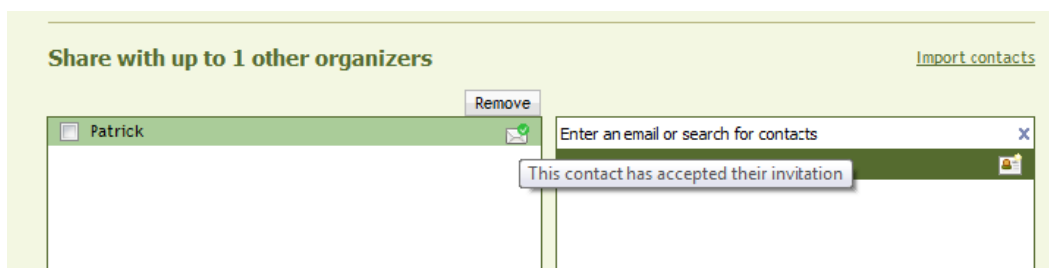
You have been invited to join Calliflower by Pat Richardson!

If you accept, you will have access to the premium features. If you have a free trial it will be postponed while you are a member of this account.

Click the following link to accept the invitation: [Accept invitation](#)

Thanks, The iotum team

When the person invited has accepted their invitation, a green check mark will appear beside their name on your Premium Settings page. They now can organize calls on your account.

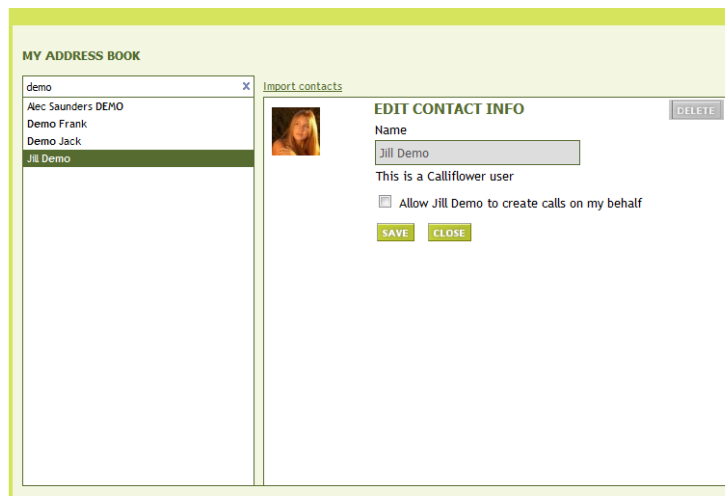


Similarly, to remove them as a call organizer, check their name or email address in the left column and select REMOVE.

5. Designating a Delegate

One common scenario is having an assistant organize a call on your behalf. Calliflower gives you the ability to "delegate" your call creation rights to another, so that person can create, edit and manage calls just like you. In order to do that the person acting as your delegate must also have a Calliflower account, although they do not need to have a premium Calliflower account.

To designate a person as your delegate: Search for that person in the address book. Simply type the person's name into the address book. If they are not already part of your address book on Calliflower, enter their details, and Calliflower will then match that account with the person's account. Once the account has been found, to the right you will see the account details for that individual. Underneath, you will see a check box allowing you to delegate call creation to that person. Click it to mark it yes, and then simply press the save button.



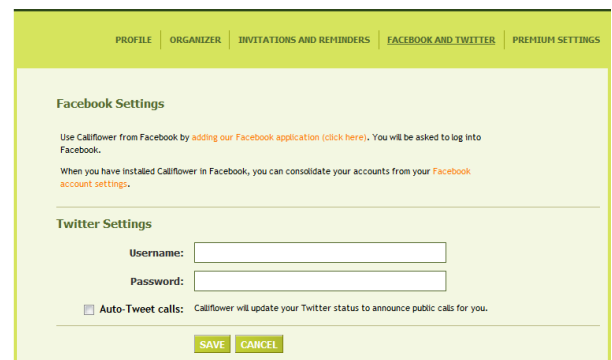
Online Meetings and Conference Calls by Calliflower © 2007-2009 lotum Inc. All rights reserved.

6. Set Social Networking Settings



Many people announce webinars and teleseminars on Twitter or Facebook. Calliflower can do this automatically for you

as well. Click <http://apps.calliflower.com/account/facebook> to configure settings for Facebook or Twitter if you use these social networking tools. Plus, since it shortens the URL with bit.ly, you can also track the number of people who click on your links from these services. It's a total bonus for marketers!



E. THE CALL DASHBOARD

Calliflower integrates all of your features into one simple yet powerful application. Inside the conference call dashboard, you will be able to see your documents, participants, recordings, chat, and much more.

The screenshot displays the Calliflower Call Dashboard for a 'Sprint Meeting' organized by Noam Tomczak. The interface is divided into several sections:

- Navigation:** HOME, CREATE A CALL, ALL CALLS, CALL-IN NUMBERS, SETTINGS, ADDRESS BOOK, HELP, LOG OUT.
- CALL DASHBOARD:**
 - CONFERENCE CALL DETAILS:** Start: Tue, Jun 16, at 09:30 AM; End: Tue, Jun 16, at 10:30 AM; RSVP: Attending; Reminders: SMS | EMAIL.
 - AGENDA:**
 - Things to get done this sprint: BlackBerry spec Re Amar, New Sign up Process, Recurring Calls, FAQ.
 - After This Sprint: We'll start on the Teleseminar/Webinar application and the Blackberry app, at the same time tackle the most important usability issues.
- CALL SUMMARY:** 5 participants called in to this call. Includes a 'RAISE HAND' and 'LOWER HAND' button.
- DOCUMENT SHARING:** A presentation slide titled 'MASTERING ONLINE MARKETING' is displayed. The slide includes a bar chart comparing 'Online Revenue' (blue) and 'Traffic' (green) from 2007 to 2010, and a checklist of topics: ANALYTICS, KEYWORD RESEARCH, BLOGGING, and SOCIAL MEDIA.
- CHAT:** A chat window showing messages from Jorge Aguilar, including an email invite and a 'Hello' message.
- RECORDINGS:** A section indicating 'No recordings are available'.
- CONFIRMED PARTICIPANTS:** A list of 7 participants with their profile pictures: Alec Saunders, Jorge Aguilar, Noam Tomczak, Randall Howard, Rob Nielsen, Tom Tomaszewski, and Tom Wisniewski.
- Attendance Status:**
 - Maybe Attending: SEE ALL (0)
 - Not Attending: SEE ALL (0)
 - Awaiting Reply: SEE ALL (1) - Howard H. Thaw

F. CREATING A CALL

CREATE A CALL



Creating calls with Calliflower is simple, fast, and secure. For you to create calls, you will need to log into the Calliflower app site: <http://apps.calliflower.com>. Once you enter your credentials you

are logged into the Calliflower system and you will be able to start creating calls for today, tomorrow, next month or even next year.

Select the 'Create A Call' Tab and enter your call details into the Subject and Agenda windows as required.

HOME CREATE A CALL ALL CALLS CALL-IN NUMBERS SETTINGS ADDRESS BOOK HELP LOG OUT

CREATE A CALL

STEP ONE ENTER Call Info STEP TWO INVITE Participants STEP THREE VIEW Call Summary

ENTER CALL INFORMATION

Organizer: Patrick Richardson

Subject:

Agenda:

When: Please select a date and drag out a time range RECURRENCE

May 2010						
S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

1:00pm
2:00pm
3:00pm

Select the date and start time of your call. The call duration is set by selecting the time and dragging out the time range.

When: From 10:00am to 10:45am on May 28th (US - Eastern) **RECURRENCE**

MAY 2010 > >						
S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

9:00am	
10:00am	
11:00am	

If you would like to establish a recurring call or a call series, select **RECURRENCE** and complete the Recurring Conference Call Settings that will appear in the pop-up window as illustrated below.

RECURRING CONFERENCE CALL SETTINGS

Recurrence Pattern

Daily Recur every week(s) on:

Weekly

Monthly

Yearly

Sunday Monday Tuesday Wednesday

Thursday Friday Saturday

Recurrence Ending

No end date

End after occurrences

End by

OK **CANCEL**

Access

The default setting for your calls is 'private'. Private conference calls are viewable only by participants of the call and do not show up in the profile, news feed or any other places where non participants could view the call. Only the organizer can add participants to the call. Public conference calls are viewable by anyone who has the Conference application installed. Also, anyone can join a public conference call. This is ideal for town hall type discussions, fantasy sport type calls, etc.

Advanced Options

When you select “ADVANCED OPTIONS’ on the call creation page, it will expand to reveal some additional functionality. Here moderators/ organizers can choose to automatically start the call recording when your call begins and upload a customized greeting or private message that will play as participants join the call - size limitation 4MB.

▼ **ADVANCED OPTIONS**

Auto Record: Recording will start automatically once the organizer and 1 or more participants are on the call.

Upload Custom Message:
WAV file size limit 4 MB.

Visibility:

Meeting mode.
Allow participants to see and interact with each other.

Webinar mode.
Allow participants to see and interact with moderators and organizers only.

Webinar Mode - This new call format will permit participants to see and interact with moderators and organizers only. When a participant joins the call; they will not be able to see other attendees on the call; they will not hear how many participants have joined the call; they will be automatically muted, but; they will have private moderator chat. Moderators can then decide to delete or publish the chat wall posting(s) for everyone to see. Also, when Webinar Mode is selected, the participants list in the Calliflower call invitation and the call reminder is hidden. Invited participants will not be able to see who else has been invited to the call.

G. Ways to Invite People to Your Conference Call

One of the best features of Calliflower is how it manages invitations to your call. Calliflower actually has three ways to invite people to a conference call, depending on what you want to do.

1. Send a Calliflower Invite

You can **load participants email addresses into your Calliflower address book**, and send them an invitation to participate from within Calliflower. This is the best way to invite people to a Calliflower call. When you do that, Calliflower gives them a personal PIN, and a personalized web link so that they can

join the call and be identified as being on the call. Calliflower also manages RSVP's, so that you know who is planning to attend your call. Visit the [Calliflower address book](#) and import your contacts from Outlook, Gmail and other services.



2. Mail a Call Link

You can **mail the call link to your participants**. This link will look like <http://apps.callflower.com/conf/show/xxxxx> and may also contain a very long string of identifying digits at the end if your call is a private call. Participants then click on the link, and are able to sign up for, and participate in the call. This is a very simple way for you to mail invitations; however, each individual participant must be a Calliflower user in order to participate. If not, they will be required to sign up in order to a personalized PIN.

You can find the call link at the bottom of the second page of the call creation wizard.

Shareable link to this conference

New! Calliflower is now using bit.ly to shorten conference URLs. Check out bit.ly at <http://bit.ly/> and give us your **feedback** on this new feature.

<http://bit.ly/ag4Wyz>



3. Email a Quick PIN & Call Number

You can **email participants a Quick PIN and the call in number**. This is a very good tool for simply getting people onto a call. No registration is required to participate, but callers cannot access the Calliflower dashboard without registering, and the moderator cannot identify callers. Still, it's a great solution for a large mailing, or a quickly organized call.

You can find the Quick PIN on the dashboard for your call; it is in the Conference Call Details window under "Advanced Options".

It looks like this;

▼ **CONFERENCE CALL DETAILS**

Fri, Apr 01, at 09:30 AM
(GMT -04:00), US - Eastern

Duration: 15 minutes

RSVP: [Attending](#)

Reminders: [SMS](#) | [EMAIL](#)

▼ **ADVANCED OPTIONS**

Quick PIN: 1350 [\[learn more\]](#)

Auto Record:No

H. Conference Calling Options



Phone: Dial from anywhere in the world to our world-wide network of local dial in numbers to get connected.

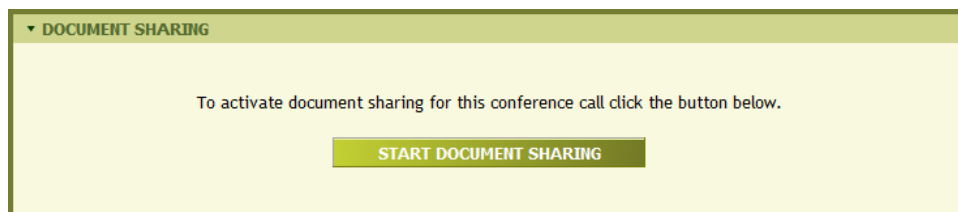
Skype: Calliflower is accessible to international conference call participants via Skype, which is a no cost and easy to use way to participate in an international conference call. When people join a Calliflower call using Skype you aren't doing a Skype-to-Skype call. These participants are connecting directly to our Telecomm grade network so we can maintain very high audio quality. Our Skype Id is calliflowerskype. This produces much better and more reliable results than an international Skype to Skype conference call.

Just add 'calliflowerskype' as a contact in Skype. You can then call Calliflower directly from Skype. The best part is it's FREE!

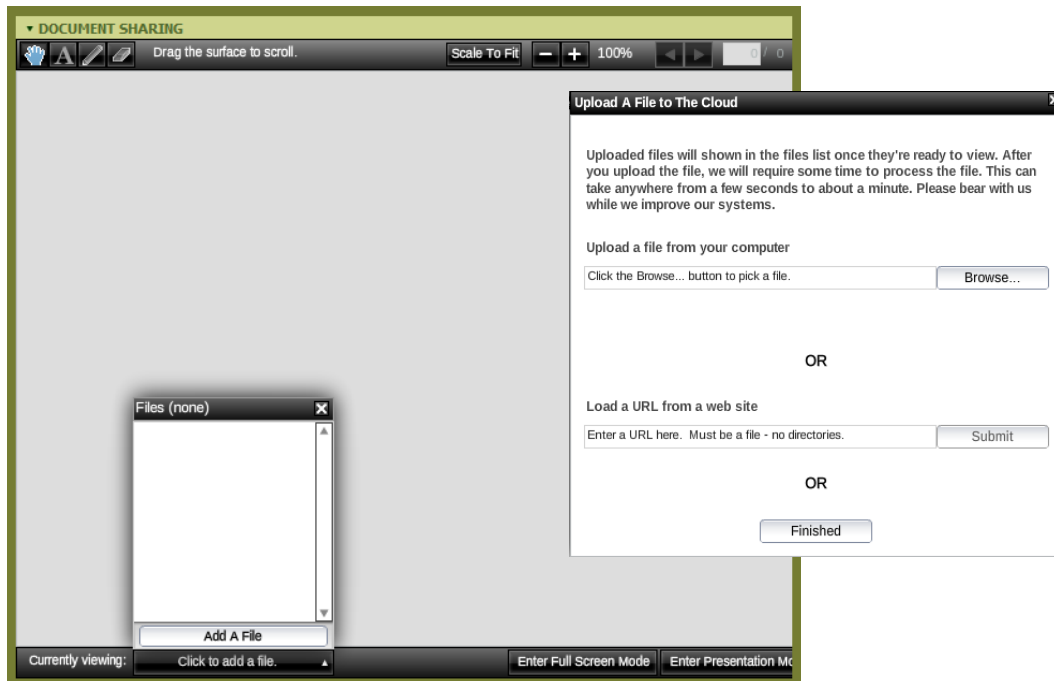
I. Sharing a Document During a Conference Call



Calliflower is a simple solution for sharing documents while on a call. It doesn't involve mailing the documents in advance. It doesn't involve asking all your participants to download files onto their computers either. It's the simplest and easiest way I know of to share a presentation, document or spreadsheet.

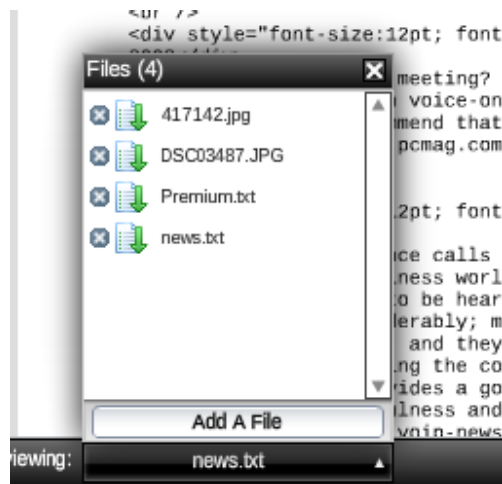
To start sharing a document during a Calliflower call, simply press the "start document sharing" button on your screen.



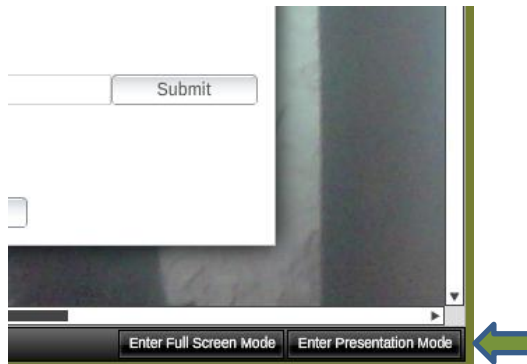
When the document sharing application opens up, look at the bottom of the frame and click the button labelled "Click to add a file." You can upload any of the common office document formats including Microsoft Word, Excel, PowerPoint, or a PDF file or an image. Your file is uploaded, converted and in a few seconds available to be presented to everyone else. And if you want to really impress your callers, you can upload the document ahead of time, so they don't have to wait on the line. Select it, and start presenting!



To display the document simply click on the icon  beside the document name. If you want to delete or remove the document from the list, simply click on the delete symbol .



The default setting for document sharing is **Presentation mode**. This is where you as the organizer or moderator have full control of all the document sharing features. Your participants will not be able to comment or upload documents. To switch to **Collaboration mode**, giving both you and your participants the ability to add comments to the presentation, highlight sections of the document, upload and download files, as well as switching slides, simply click on the “Enter Presentation Mode” or “Enter Collaboration Mode” as illustrated below.



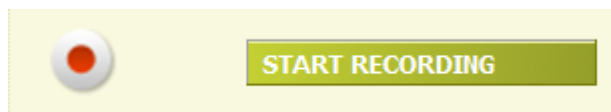
J. Call Recordings

Record conference calls from the web interface or phone, then make them available to everyone in seconds as MP3 files. Recordings are available for download immediately and also after the conference call. There are two methods to begin recording a call;

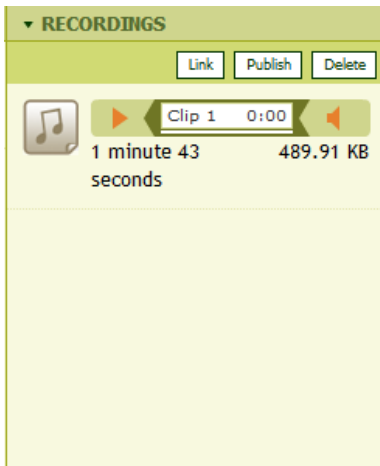
1. Under the “Create A Call” tab, expand the Advanced Options on the first page, where you can select to have the recording start automatically as soon as the first participant joins the call.

A screenshot of a settings panel. The 'Auto Record' section has a checked checkbox and the text 'Recording will start automatically once the organizer and 1 or more participants are on the call.' The 'Upload Custom Message' section has a text input field, a 'Browse...' button, and the text 'WAV file size limit 4 MB.'

2. You can manually start and stop the recording when you are on the call by selecting the following;



Recordings can be kept indefinitely. They are low cost to store and our customers like this service. Enacting storage limits may be required in the future, but that's not something we're doing right now.

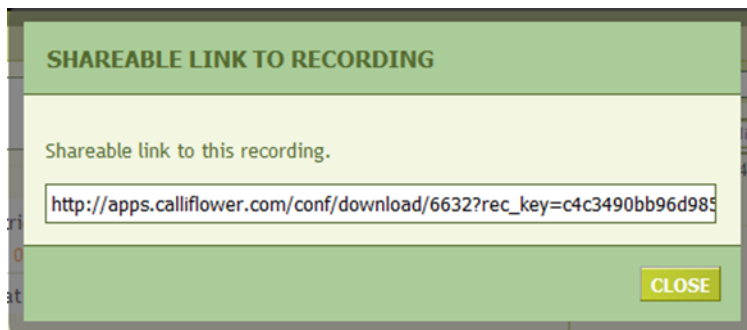


Shareable Link – allows organisers / moderators to copy and email the link to the recording or to download and save the recording.

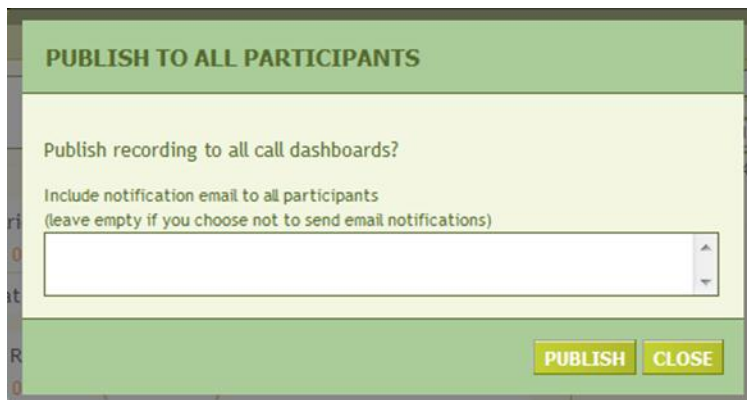
Publish – organisers / moderators will have to ‘publish’ the recording to make it available to all call participants.

Delete - allows organisers / moderators to delete (remove) the recording from the call dashboard

The Shareable Link to the recording looks like this;



Publishing;



K. Calliflower Mobile and on iPhone

Let's face it, it's not always convenient to be at a PC when a conference call is happening. Calliflower's iPhone application takes your conference calls on the go! A subtle integration of various meeting tools, Calliflower Mobile is a handy solution that allows you to create, participate, and moderate conference calls in no time. It even sends invitations and puts the calls in your calendar! Plus, Calliflower dials up engagement with participant photos, and easy to use moderation controls such as hand raising and muting.



Calliflower mobile's user friendly call dashboard not only displays conference call participants, but also allows you to cleverly manage and record the ongoing conversation at the click of a button.



Depending on the type of mobile phone that you have, some of the features of Calliflower may not be available from your device. However, we have implemented some handy * codes for moderators and participants to use:

- *4 Obtain list of commands
- *2 Raise/lower your hand
- *6 Mute/Unmute your line
- *7 Start/Stop recording (only for the moderator)

L. Calliflower Help & Support

Try visiting [Help/FAQ](#) to get more help, you can leave us feedback there.

HOME CREATE A CALL ALL CALLS CALL-IN NUMBERS SETTINGS ADDRESS BOOK HELP LOG OUT

FREQUENTLY ASKED QUESTIONS

Please visit our [Calliflower FAQ's](#) for help regarding your issue, Thank you.

SUPPORT AND FEEDBACK

Type of feedback:

-20 characters

Our support staff at iotum would be happy to assist you via telephone.
Please contact us at [+1 613 482-9099](tel:+16134829099).

Our office hours are 9:00am to 5:00pm Eastern Standard Time on weekdays. After office hours, you can reach us at support@calliflower.com.

Or try visiting our Frequently Asked Questions pages on our website at <http://www.calliflower.com/faq/>

You can also send your support requests to support@calliflower.com.