

# iPhone Application FAQs

**Q:** What devices and versions are needed to run this application?

**A:** PGi Mobile will work on the iPhone and iPod Touch running version 3.0 or later.

**Q:** Where can I download the PGi Mobile application for the iPhone?

**A:** The application can be downloaded for free from Apple's application store directly from the handset or through iTunes. Existing ReadyConference Plus and GlobalMeet rates apply.

**Q:** How do I install the application on my device when going through the iTunes application store on my computer?

**A:** To install the PGi Mobile application, connect your device to your computer. In iTunes, select your device in the source list. The preferences pane for that device will appear. Click the Applications tab. Select Sync applications. Click All applications or Selected Applications. If you click Selected Applications, also select PGi Mobile.

**Q:** Do I need to have a Premiere Global conferencing account to use the PGi Mobile application on the iPhone?

**A:** Yes. An active conferencing account is required to use the PGi Mobile application. The user will need to enter their client ID and password in order for the application to pull up their account information and log into the conferencing platform.

**Q:** What if I have issues downloading the PGi Mobile application?

**A:** Make sure you are running iTunes version 8 or later and iPhone version 3.0 or later. If you are still having issues downloading the PGi Mobile application contact Apple.

**Q:** Will PGi Mobile run on my computer?

**A:** No. This application is designed to work only your iPhone or iPod Touch.

**Q:** Can I launch the PGi Mobile application and hold the conference call on my iPhone at the same time?

**A:** The 3G iPhone will support running an application such as PGi Mobile while a phone call is taking place. The original 2G iPhone and the iPod Touch will only support running the application during a call.

**Q:** What conference controls are available?

**A:** You can record the call, lock the call, mute participants, increase and decrease the volume, dial out to participants, create a sub conference and end the call all from the device.

**Q:** Can participants use the application as well?

**A:** No this first version of the PGi Mobile application is just for the host to control the call.

**Q:** How can I register for a conferencing account?

**A:** If you don't have one, go to [www.pgi.com](http://www.pgi.com) visit your countrys website, head to PGiMeet and see which plan fits your needs.



**Q:** Can I dial out to International participants from the iPhone?

**A:** If you have International dial out enabled, you will be able to dial out them. You will need to call reservations to get International dial out enabled.

**Q:** What other languages has PGi Mobile been translated into:

**A:** PGi Mobile has been translated into Spanish, French, German, Japanese, Italian, Norwegian and Swedish

**Q:** Can I get Operator Assistance?

**A:** Yes. The current version of PGi Mobile does not support contacting the operator directly from the PGi Mobile application. The host, or another call participant, will need to dial star zero (\*0).