

O2 Just Call Me – FAQs

Question	Answer
Do other users also have to have the O2 Just Call Me application to enter the conference?	No, only the host needs to have the O2 Just Call Me product. When other people dial the host's number at the time scheduled for the call, they automatically enter the conference.
Is there a time limit for the length of the conference?	No, calls can run for as long as the host needs them to. The host can leave the call and the remaining participants can continue on the call. And if the host joins late, the participants can start without the host.
How do callers join the conference?	The first step is that the host has to schedule a call. Then when the participants dial in, they are greeted by a message asking the them to 'press 1 if they are an invitee to join the conference, or hold to be transferred to the host's voicemail'. If the host has locked the conference, the participants will need to be accepted from the waiting room, otherwise they will be diverted to voicemail.
Can I be on another voice call (via GSM) while hosting a conference in Just Call Me?	Yes. Participants can dial into a call that the host has set up, whilst the host is on another call. The host doesn't need to activate the call for people to join.
If the host removes someone by accident, can they be added back on to a call?	Yes. The participant just needs to dial back in. And the host needs to make sure the conference is unlocked, so when the participant dials back in, he/she will be able to join the call.
How do I get rid of someone who shouldn't be on the call?	For iOS & Android: Swipe their number / name to the left and select 'delete' or 'x' to remove them. For Windows: Just hold down on the participant name / number and press 'delete' on the menu that appears.

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If the host doesn't have access to a data connection, how do they access their bridge?	The host just needs to dial 321 on their phone and a bridge will be initiated. Not having a data connection doesn't impact the conference bridge and will only prevent hosts from using the in app controls.
What happens if a call drops?	The host needs to dial 321 to get back in. The app is smart, so participants will be identified as needing to be on the call they were previously on (subject to the call being locked, whilst participants were dialled in). And if the host drops off the call, the other participants can continue talking on the call.
If the host locks the call, what happens to incoming calls?	The host can accept or reject participants whilst the conference call is locked. The host will hear a 'knock' when someone is in the waiting room. Rejected inbound calls are diverted to voicemail.
If users need to set up back to back conferencing, how do they stop participants joining the wrong call?	The app is smart and will automatically route the caller to the right call, depending on the time they dial the host.
Why can certain users no longer use the O2 Just Call Me service?	<p>If the O2 Just Call Me subscription has been requested to be removed then affected users will lose the ability to use the service once the 30 day notice period has elapsed, although this will not prevent them from accessing the O2 JCM app.</p> <p>Once we remove the conflicting services and the host is re-provisioned for O2 Just Call Me, they will be able to use the product. If the user has been provisioned by the O2 Just Call Me team and he/she is experiencing issues then he/she can contact our customer service team or speak to an online Guru.</p>
What happens if a customer exceeds 5000 mins/month on Just Call Me?	We will review their usage to determine how far over the limit they are and get in contact with them to make them aware they have exceeded the fair usage policy, as a deterrent. They will be made aware that if they continue to do so, it could result in them being cut off from JCM for the remainder of that billing period.

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Can the host make calls from a landline or spider phone?	Yes, just make sure that you have pre-scheduled your call. At the time of your call, dial your mobile number from the landline. Do not press '1' when prompted, instead press '#' followed by your 4 digit pin located in the settings section of the app.
What happens if there is no coverage?	If you have no data connection but still have your voice coverage, the call itself won't be impacted, but you won't be able to use the app to control the conference. If you have neither voice nor data coverage, you will need to dial in from an external line.
Can I use JCM abroad and what are the costs?	O2 JCM works abroad in exactly the same way, however in some countries you may need to dial your mobile number instead of '321' to join as a host. Please note – using JCM abroad will incur standard roaming charges.
What happens if someone presses '1' to come into the conference but they haven't been invited?	<p>If the call hasn't been locked in the app by the host, then the participant will be able to join the call, but they can easily be rejected through the app. If the call is locked they will be sent to the waiting room, where they can be accepted or rejected by the host.</p> <p>If you have dialled in from a landline, you can press #9 to lock a call, and #0 to unlock a call. Unfortunately you cannot accept or reject participants to the call from the dial pad at this time.</p>
Can I change my voice greeting recording?	Yes. Whilst on a JCM call, simply dial #* to re-record your greeting.
Do I need to use the app or can I just use '321'?	We recommend that you use the app for the optimum experience, as it allows you to control and manage the conference easily.
How many people can I invite on to a call?	20 is the optimum number of participants you can have on an O2 JCM conference. If you need to make frequent calls with more than 20 people, please get in touch with us so that we can discuss other options.

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How do I set up an invite via Outlook?	<p>You need to have access to your email calendar from your device. Invite calendar@justcallme.o2.co.uk as an invitee to any meeting and it will automatically synchronise with your app. The app will display all scheduled calls.</p> <p>You can add the JCM email from whatever email client you have (e.g. works for Gmail as well as Outlook).</p> <p>And you can schedule the call via your email on your PC - you don't need to do it on your phone.</p>
Is it possible to set up recurring calls?	<p>Yes. O2 Just Call Me synchronises with your email calendar (e.g. Outlook). Invite calendar@justcallme.o2.co.uk as an invitee to any meeting and your calls will automatically be scheduled in the app. If a call has been set up as a recurring call then this will automatically be displayed in the app too.</p>
Can I change my registered email address for scheduling calls via my email calendar?	<p>Yes. You can press the settings 'cog' located on the main screen. When launching the app, go to 'settings' and there you can change your email address. You will be asked to verify this by responding to an email we send to you.</p>
How easy is it to run back to back conference calls?	<p>We've optimised the app so that running back to back conference calls is really straightforward. There are four features that you'll probably find really useful:</p> <p>Waiting Room – allows you to accept or reject participants when on a live call.</p> <p>Conference Switching – allows you to switch between two concurrent conference calls in the app by pressing 'drop in to this conference'.</p> <p>Drag & Drop – allows you to move participants between two live calls if they have joined the wrong call, or if you want them to speak on the other call.</p> <p>Pinch to Merge – you can merge two conference calls together if you need all participants from both calls on the same call. Particularly useful when you're finishing one call where all those participants are required on the following call.</p>

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<p>What happens if a customer has TU Go and tries to register for O2 Just Call Me?</p>	<p>The customer can sign up to O2 Just Call Me by contacting our customer support team on 0800 977 7337, or just dial 8002 from a mobile. The sign up process is really quick and can be done over the phone and the customer will be quoted a 24 hour SLA for the service to be activated on their number.</p> <p>The customer support team will need to check if the customer has any incompatible services or tariffs, including TU Go, Mobex and Best for Business. They will need to articulate to the customer why they cannot have both services.</p> <p>Some network-based apps such as Just Call Me from O2 are not compatible with TU Go. TU Go will tell you that it's not compatible and you can then choose which app you want to keep. Remember that since TU Go is free to download, you can get it back any time.</p> <p>If the customer wants O2 Just Call Me, then the customer support team will need to explain how to remove TU Go, as this needs to be done before O2 Just Call Me is set up.</p> <p>The TU Go app can be deleted from certain devices, but if a customer wants to permanently delete their TU Go account as well, instruct them to go to: Settings / Account / Delete Account.</p> <p>If customer support tries to add O2 Just Call Me for a customer who is still registered for TU Go, the registration will fail.</p>

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How can a customer terminate their O2 Just Call Me subscription, enabling them to register for TU Go?	<p>Customers can remove O2 Just Call Me from their mobile number by calling our customer support team on 0800 977 7337.</p> <p>Please note:</p> <ul style="list-style-type: none">• Customers need to provide 1 calendar month notice to terminate their subscription.• Deleting the app from a device does not remove the service or subscription. <p>We will not keep any data if customers decide to terminate their subscription.</p> <p>Customers can sign up to O2 Just Call Me again by contacting our customer support team.</p>