User guide

O_2 Just Call Me

Everything you need to know.

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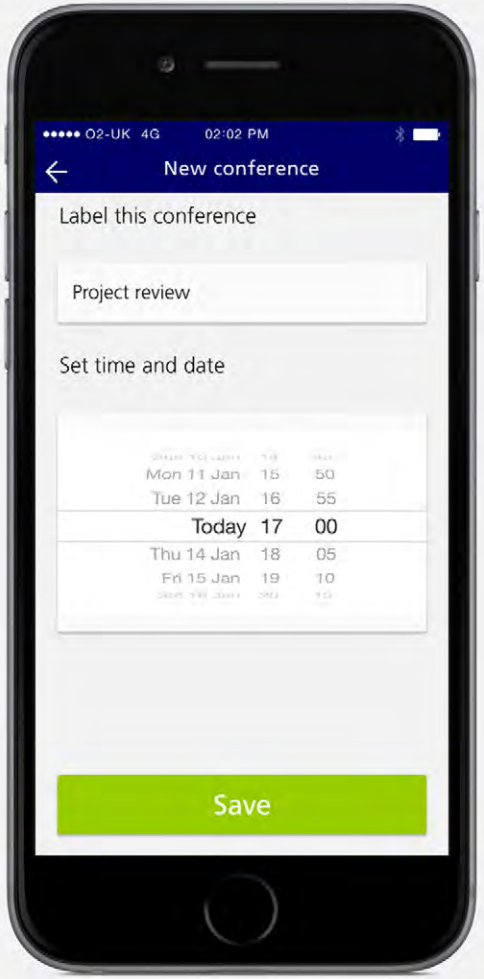
Schedule a conference call with the O_2 Just Call Me app

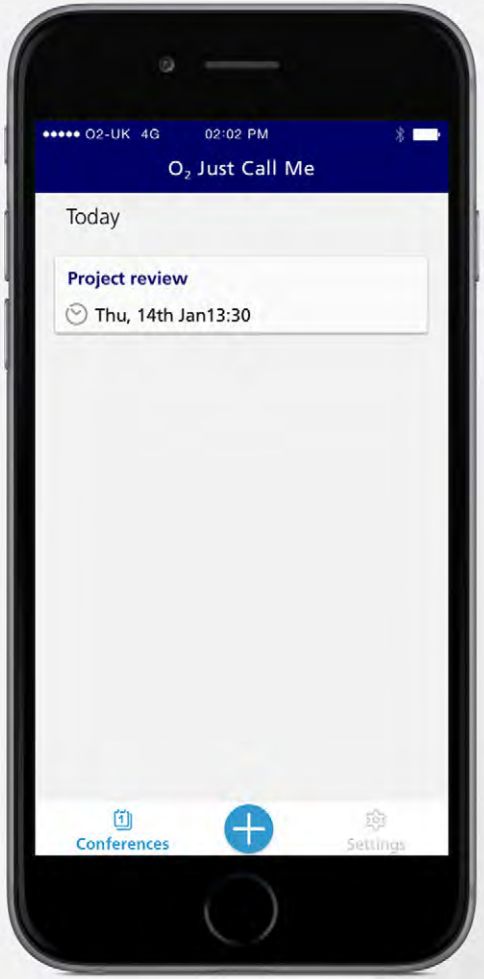
Schedule a call in app

To organise a conference call tap on "+".



Set date and time

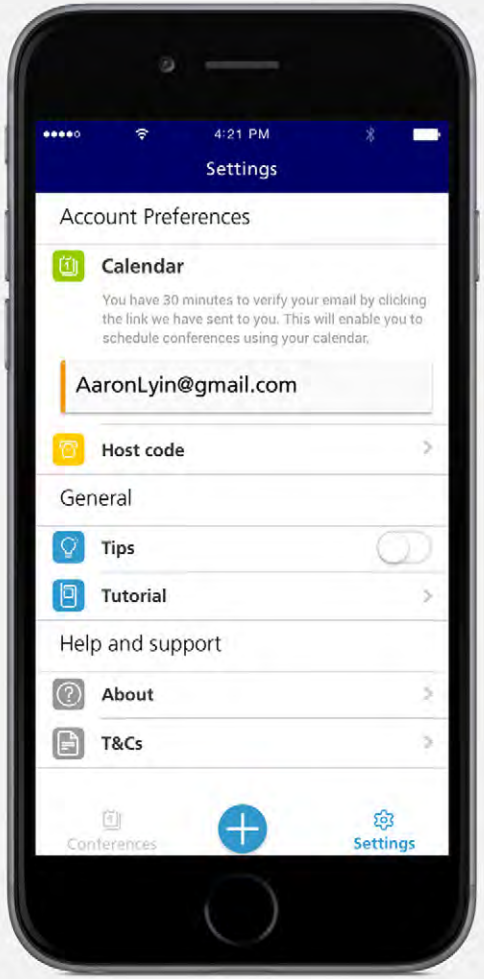
Pick a time and date for you conference call and tap "Save".

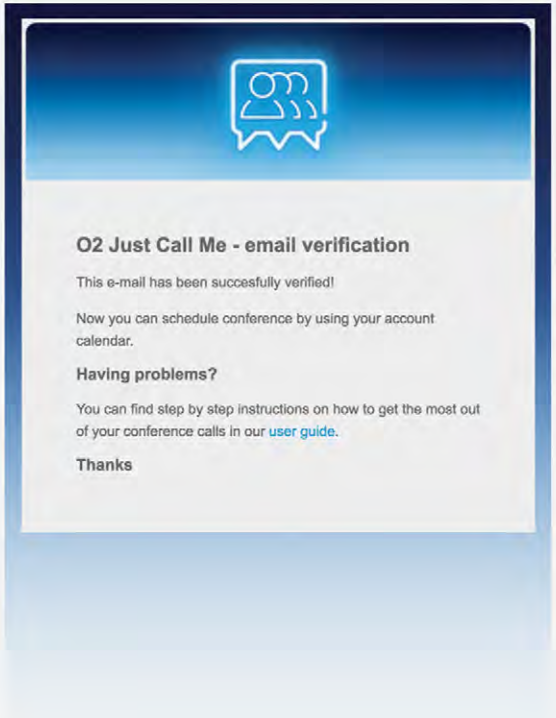


Conference screen

All your scheduled conference calls will be listed in the app.

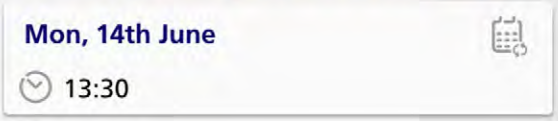
Add an email to your account





From your calendar you'll be able to schedule one-off...

...or recurring conference calls.



Add an email in Settings

Tap on "Settings" to add an email to your account and you'll soon receive an email.

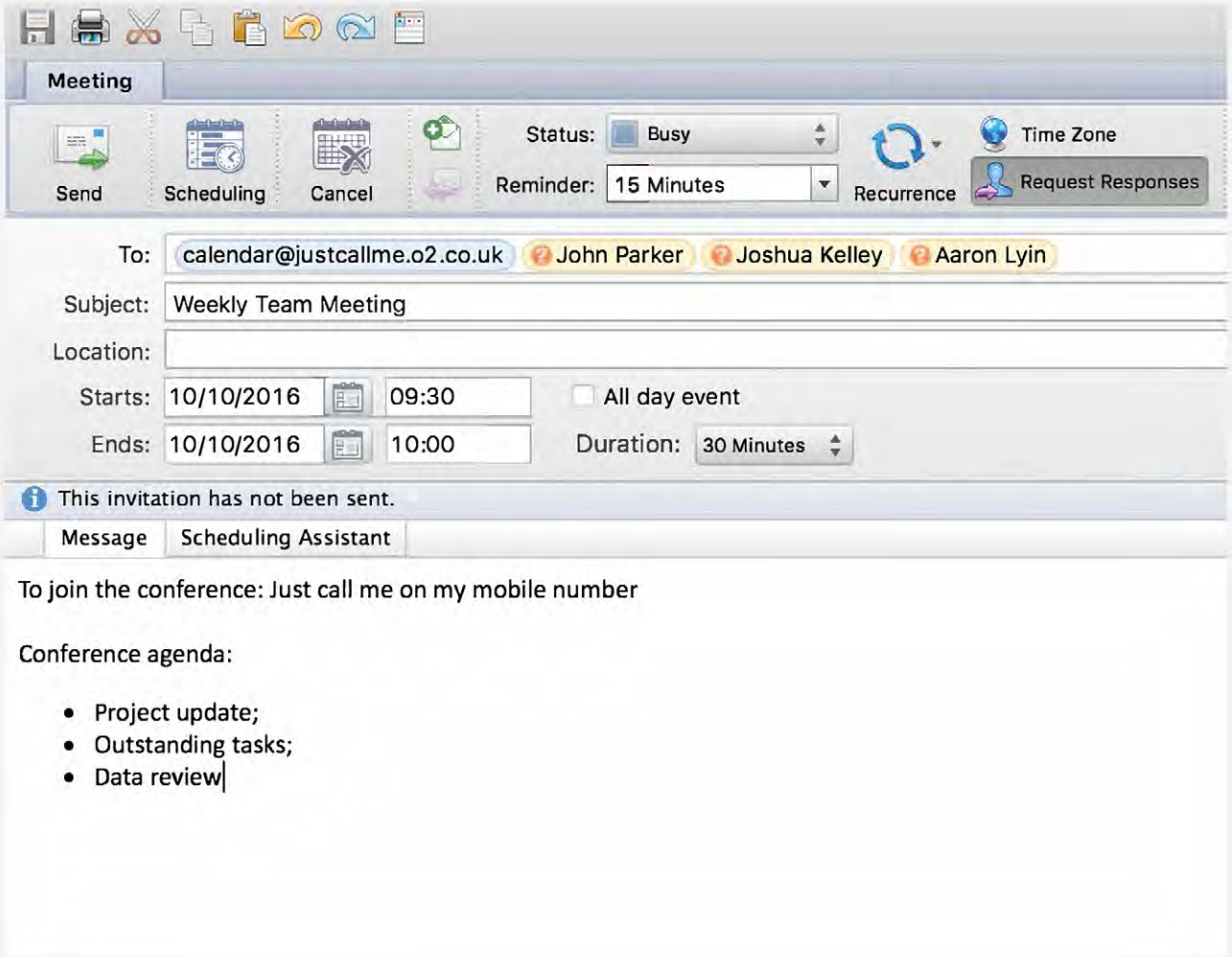
Verify your email

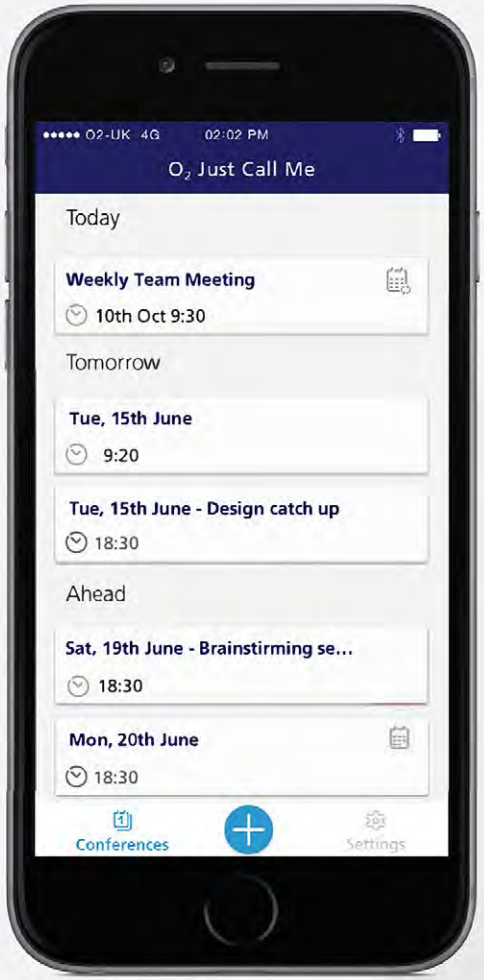
Click the link in your email before your time's up, it's only valid for 30 minutes. If you run out of time, repeat step 1.

Conference screen

Now you can start scheduling conference calls from your calendar.

Schedule a conference call in your calendar





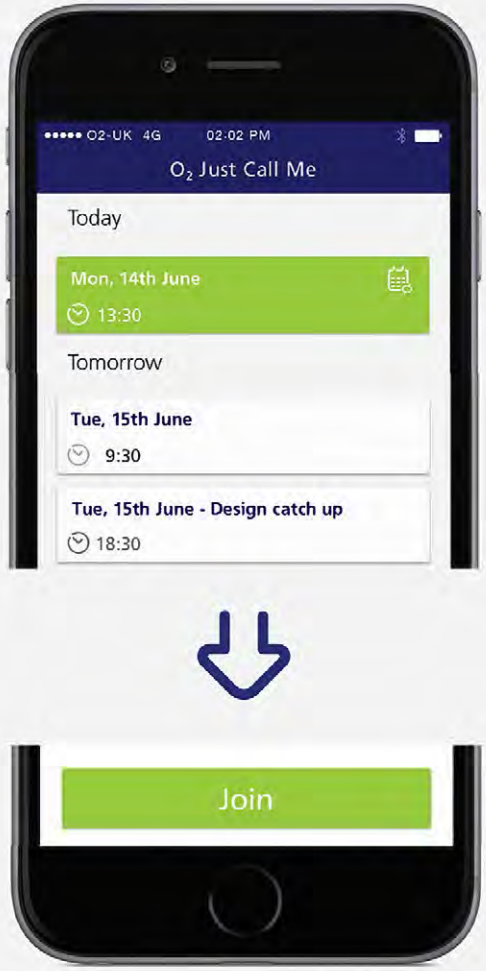
Schedule a call in your calendar

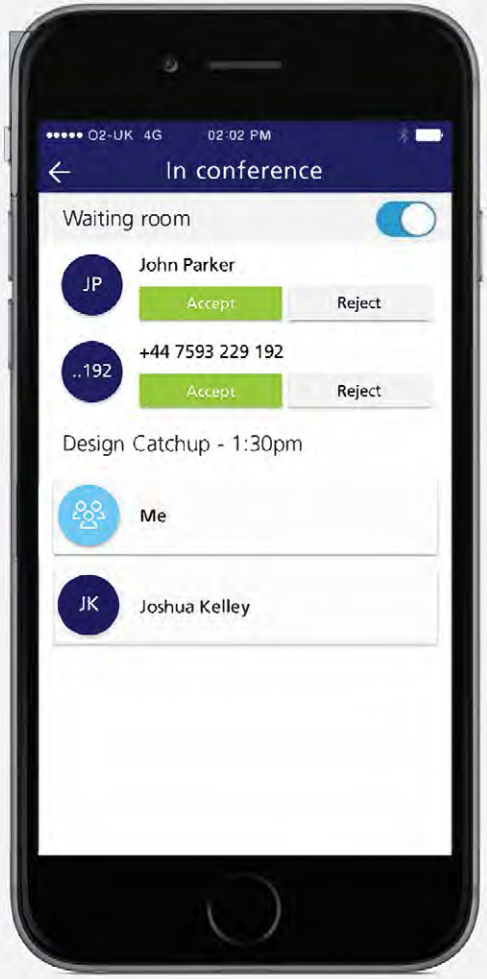
Create a calendar event and add "calendar@justcallme.o2.co.uk" to your invitation list. The call will be set up and displayed in your O2 Just Call Me app.

Edit a call in your calendar

To edit or delete your conference call you'll need to do this back in your calendar event. The app will then automatically update with any changes made.

Join a conference call





Starting your conference

Your scheduled call will be highlighted when it's time to start. Dial 321 or tap the "Join" button to begin. Once you're in you'll have access to all control features.

Managing your call

You can lock and unlock your call from the app, or by pressing "*0" to lock and "*9" to unlock if you don't have data or Wi-Fi connection.

Joining a conference

To join a conference as a participant just call your host when it's due to start.

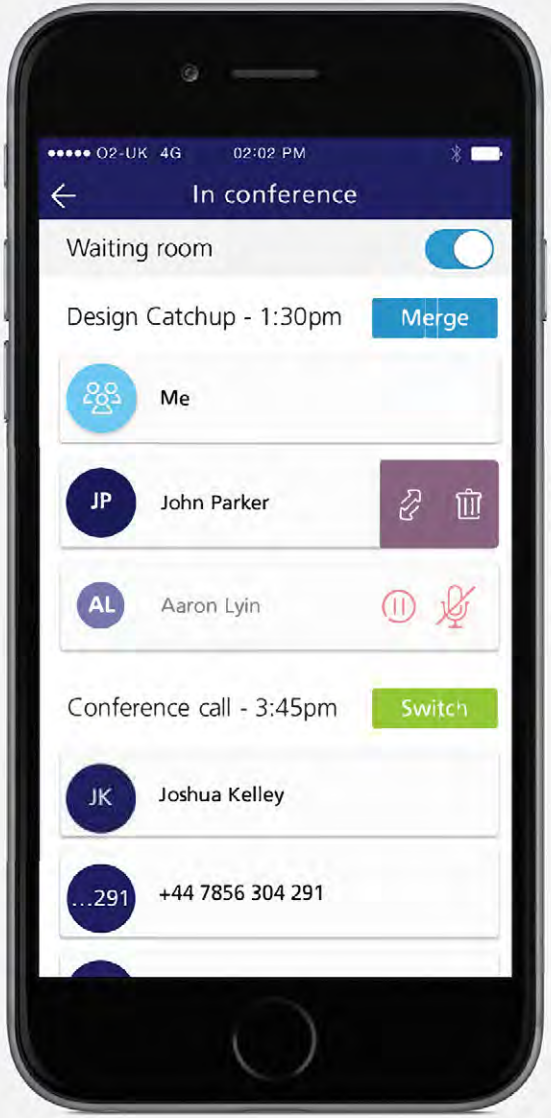
Use O2 Just Call Me from a landline

If you're using O2 Just Call Me from a landline or a spiderphone, just dial your mobile number, press # and enter your host code. You can find your host code in the Settings screen in the Just Call Me app.

O_2 Just Call Me's features

Opening your "Waiting room" locks your call. You can then accept or reject participants before they enter the conference.

"Mute, Hold or Remove" participants using the buttons available when tapping on their name.



If you've got back to back conference calls, you can press the "Transfer" button to move a participant from one conference to the other, or "Merge" to move all participants into one conference.

Press "Switch" to move between two different conference calls.

FAQs

1) Do other users also need the O2 Just Call Me app to join the call?

No, only you need to have the O2 Just Call Me app. Others just need to dial your number at the scheduled call start time and they are automatically dialled in.

2) Is there a time limit to the length of a call?

No, calls can run as long as you need them to.

3) Can I be on another call (via GSM) while hosting a conference in O2 Just Call Me?

Yes.

4) If I remove someone by accident or they get cut off, can they rejoin the conference call?

Yes, all they need to do is redial your number to rejoin the call.

5) Can I host a conference call without a data connection?

Yes, you can dial 321 at any time to set up a conference call.

6) What happens if no one joins the conference call?

The call will run for 20 minutes and then end if no one joins. Your number will then work as usual so people can call you again.

7) What if I've locked the call and a participant still needs to join?

You will hear a knock knock alert and participants will be added to the waiting room on your 'in call screen' asking you to accept or reject the participant.

8) Can I dial another participant into my call?

Not through the app itself, but you can make an outbound call from your phone and merge the calls together.

9) Why is the O2 Just Call Me app saying "I have already got a call at that time?"

You can only schedule calls that are at least 15 minutes apart to avoid calls clashing.

10) How can I report an issue or fault?

You can tell us about it by calling 8002 from your O2 mobile or 0800 977 7337 (Monday-Friday 8:00-18:00).

11) Can I change my registered e-mail address for scheduling calls via my e-mail calendar?

Yes, you can change your email at any time from the app's Settings screen. Once you submit it, you will be asked to verify this by clicking the link in an email we send to you.

12) Can I stop my conference bridge and start receiving normal calls immediately?

Yes. If you didn't dial into your conference, you can delete it at any time in your app. If you dialled in, the conference bridge will stop automatically 3 minutes after you hang up.

13) If I delete a conference, which is still running, will that affect active conference members?

No, they will remain in the conference until they hang up. If you need to rejoin, you can dial 321 again and merge both calls into one.