



OzoneLITE

low cost telephone conferencing service

User Manual

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Foreword

A telephone Conference is simply a 'meeting on the phone'.

In modern business time is money. **Telephone conferences save so much time & money that they quickly become the preferred meeting option for many companies.**

With **OzoneLITE**, it doesn't matter where your staff are, or if they are on mobiles or landlines. You can meet up quickly and easily without have to pre-book or worry about the cost.

Many telephone conferencing services are very expensive (over 20 pence per delegate per minute) and require delegates to pre-book or register.



OzoneLITE is both much cheaper and instant. All you need to do is dial a number and you are connected. The only cost to you is the price of the call which you pay to your regular telephone company. BT currently charges 5 pence per min but I suggest you check with your service provider to confirm rates.

Compare our service with your existing system or competing systems. Features include:

- 100% secure – Lock the call to keep out eavesdroppers.
- Instant set up - No need to pre-book. Start your conference immediately.
- No time limits – No more getting cut off. Speak as long as you like.
- Accessible from abroad* - Use +44 844 580 0077 (International call charges apply).
- Up to 40 participants.
- Hold as many conferences as needed at the same time, just use different PINs.

In this short guide I have included all the information you need to use **OzoneLITE**'s features, along with some general hints and tips on how to use telephone conferencing system effectively.

** *OzoneLITE is accessible from most countries however some overseas telephone operators block calls to the non-geographic (08) number range which OzoneLITE and other non-contract audio conferencing services use. If reliable global access is required, please enquire about our [OzoneENTERPRISE](#) services*

if you have any questions about **OzoneLITE** please do not hesitate to contact my team on **+44 (0)207 928 5560** or by email at **info@OzoneConferencing.com**

The will also be able to give you details of our corporate class **OzoneENTERPRISE** services which feature web conferencing and telephone interpreting functions.

I hope you find our teleconferencing system useful. Anyone can use the system so please feel free to pass the details on to friends and colleagues who you feel may also benefit.

Thank you

A handwritten signature in blue ink, appearing to read "Peter Bennett".

Peter Bennett
CEO - Ozone Conferencing Limited

www.OzoneConferencing.com

User Guide

How to change your PIN number

When you signed up we emailed you a PIN number, however you don't have to use that one if you don't want to - you can make up your own, one which you find easier to remember.

You can use any 6 to 9 digit number, for example a familiar phone number or your date of birth. You can use the same PIN for all your conference calls or choose a different one each time. It's entirely up to you.

Quick Start - How to hold your first teleconference

Using **OzoneLITE** is extremely simple. Just follow the three steps below.

1. Decide which PIN number you are going to use.
2. Distribute the start time of the call, your chosen PIN number and the teleconference number **0844 580 0077** to your fellow conference call participants.
3. To begin the teleconference, all participants dial **0844 580 0077** at the agreed start time and enter your PIN number when prompted.

That's all there is to it. You are connected. There are no time limits, you can talk for as long as you like.

The system is available 24 hours a day, 365 days a year so you can hold teleconferences whenever you like. Unlike many of our competitors, there is no need to pre-book, just follow the 3 steps above each time.

Since we make no charge for hosting the call, we'll never send you a bill. The only charges you pay are to your telephone provider for the cost of the call to the access number 0844 580 0077. At the time of writing BT charge 5p per minute including VAT from their land lines but please check with your own provider as charges vary by network and price plan.

Advanced in-call features

During your teleconference you may activate the following features at any time.

Lock/unlock the conference: Press 3 – Prevents any other participants from joining the conference or listening in. Press 3 again to allow more participants to join.

Mute: Press 6 - Mute and un-mute your handset. This is very useful if you are in a noisy location. Muting means that you can hear the rest of the conference but participants cannot hear anything from your handset

Head Count (Public): Press # then 1 – Tells everyone on the call how many people are currently dialled in.

Roll Call (Public): Press # then 2 – Tells everyone on the call the names of all the participants.

Head Count (Private): Press # then 9 – Tells **just you** how many people are on the call (other participants will not hear message)

Roll Call (Private): Press # then 7 – Tells **just you** the names of all of the participants (other participants will not hear message)

Arranging & Chairing Telephone Conferences

The following hints & tips are based upon my experience of chairing and participating in telephone conferences whilst working on international projects over the past decade.

Arranging a Telephone Conference

The most important thing about organising a teleconference is to make sure everyone has all the details they need to join the call at the correct time.

Unless you clearly communicate **all** the information needed in advance of the call, your teleconference will be delayed and you will find it very frustrating as people arrive late or miss the call altogether.

In extreme cases, you will have to make individual calls to every delegate to clarify what they need to do to join. Believe me, this is very tedious and can be stressful if project deadlines are approaching.

I suggest you send out the following information via email or SMS ahead of the call.

1. The telephone number in both local and international format.

For example:

“If you are dialling from within the UK please call **0844 580 0077**. If you are dialling from outside the UK please call **+44 844 580 0077**.”

(**NB:** Due to the international access limitations mentioned in the Foreword, we suggest you ask overseas callers to check they can access this number ahead of the call)

2. The PIN

With our teleconferencing system, you get to make up your own PIN so you can choose one which is memorable to you. The PIN can be any number between 6 and 9 digits long.

I personally avoid using dates such as 27052004 to decrease the probability of conflicting with other conferences and remove confusion - if you have to postpone the call for what ever reason your delegates will wonder if they should use the old PIN or a new one based on the rearranged conference date.

I recommend that you use a 9 digit random PIN for maximum security.

If you have regular conference calls with the same group of people about the same project, it is a good idea to use the same PIN number each time so people can learn it by heart.

3. The date and time of the call along with its anticipated duration.

People may be calling in from other time zones so remember to specify which time zone you are referring to in the invitation.

I always think it is a good idea to include the day and date so that people are less likely to misread the details. I also recommend you use 24 hour clock notation to remove any ambiguity such as 12:00 noon or 12:00 midnight. For example "*Friday 27th May 2006 at 14:30 UK time*".

4. Subject of call and your expectations of the delegates.

People are often busy and need time to prepare for the call.

5. Request confirmation of attendance

I strongly suggest that you ask people to send you back an email or SMS confirming that they will attend. That way, you know in advance when everyone you are expecting has turned up for the call. See next section on chairing a conference call.

To summarise, an example of a good invitation email might be

"Folks,

Please attend a teleconference on Friday 27th May 2005 at 14:30 UK time at which Bob Jones will be giving a status update on the office move project.

To join the call from the UK dial 0844 580 00 77 and enter the PIN code 819 843 271 when prompted. (If you are dialling from outside the UK you need to dial +44 844 580 00 77 – please make a test call to this number now to ensure you are able to connect).

Mandatory attendees are

*Bob Jones
Jan Ryan
Mick Westland*

The call will be chaired by myself and is expected to run for no more than 1 hour. Please confirm your attendance, or otherwise, by replying to this email. If you have any questions please contact me on +44 (0)207 928 5560.

*Thanks
Peter Bennett"*

Chairing a Telephone Conference

Telephone Conferences are no different to traditional meetings in that unless they are chaired effectively, they can degenerate into chaos.

I would argue that having a strong and effective chairperson on a telephone conference is even more important than when meeting in person as you can not rely on body language and eye contact to signal to people when they should speak - and when they should yield.

The first thing to do is to let everyone know that you are the chairperson and that you are in control of the call and will invite people to speak one at a time.

There are a few things you can do to help make the conference run smoothly, even if the issues being discussed are contentious. The 6 points described overleaf should help you.

The 6 Secrets of Effective Telephone Conferencing

1. Arrive early and encourage punctuality in your delegates

As the chairperson, I suggest you join the call a few minutes earlier than the appointed time so that if any of the delegates arrive early they will not hear the 'on-hold' music and will receive confirmation they have dialled in successfully.

Impress on your delegates that the teleconference will begin on time and they are expected to arrive on time. Otherwise, you will find yourself continually being interrupted by late joiners and having to back track.

2. Make a note of the names of people as they join and keep a list

This way you will know when everyone who is expected has arrived and when you can begin. If you lose track, you can **press # and then 7** at any time to get a private roll call of everyone who is currently dialled in.

The other delegates will not hear this so you will not interrupt their pre-conference small talk. If you just want to know how many people are dialled in you can **press # and then 9**. Again, the other delegates will not hear the message.

If the issues you are discussing are sensitive or confidential, you may wish to lock the conference once everyone has arrived by **pressing the 3 key** (you can always unlock if you need to by pressing 3 again).

NB: If you need a higher level of security and control, please call 0207 928 5560 and ask about our corporate class [OzoneENTERPRISE](#) services.

3. Let everyone have their say

It is very tempting to talk over people or allow others to do so, make it clear that everyone will have their turn to speak.

4. Keep notes

I find it best to keep notes during the call and circulate a filenote of what has been said after the call to all delegates for their records.

If you would like the facility to record your conference calls so you can retain and/or distribute the calls later, please ask about [OzoneENTERPRISE](#) services.

5. Ask delegates in noisy environments to mute their microphones.

To ensure that everyone can hear each other properly, it is important to keep the noise down to a minimum.

You will find that if one or more of your delegates is on a mobile phone in an airport or other noisy environment such as a computer room, it makes it difficult for everyone to hear.

Simply ask them to mute their microphone by **pressing the 6 key**. This works like a toggle so when they want to speak, all they need to do is press 6 again and they can be heard.

This simple procedure will vastly increase the quality of the call and lower everyone's stress levels.

6. Summarise and invite comment by roll call before closing

As with any meeting, it's a good idea to summarise what has been said during the meeting and go around the 'room' asking everyone in turn if they have any final comments before you close the call.

This way you can't be accused of not letting everyone have their say!

Frequently Asked Questions

Q: I am worried about security. Can others hear my calls?

A: No. You can lock the call so that unauthorised participants cannot join.

When you enter you PIN a new conference room is set up on the server. Only people entering the same PIN can join your conference.

Your conference is private - only people entering the correct PIN gain access to it. There may well be several conferences running on one of our servers at any one time and each conference is private, requiring entry of the correct PIN to access it.

If you are worried about the very remote possibility of someone choosing the same PIN and then trying to hold a conference at the same time as you then we suggest that you do the following:

- 1) When you think all the people that you expected have joined the conference, run a head count by pressing #1, then run a roll call by pressing #2, which will play back the names of all those in the conference
- 2.) Lock the conference room to stop any other participants from joining the conference by pressing 3

Q: What will it cost me?

A: We make no charge for using **OzoneLITE**.

Everyone dialling in to a conference call pays for their own phone call. At the time of writing BT charge 5p per minute including VAT from their land lines but please check with your own provider as charges vary by network and price plan.

Since we make no charge for hosting the call, we'll never send you a bill. The only charges you pay are to your telephone provider for the cost of the call to the access number 0844 580 0077.

Q: How long would one usually have to wait to be connected?

A: Less than 1 second. Our service is instant - you will not have to wait to be connected.

Q: Can I use my PIN more than once?

A: Yes.

Once you have decided on your PIN you can use it for every teleconference call you make - or change it each time. It's entirely up to you, provided you make sure that everyone you want to join you on your call has the same PIN.

Q: Can I use the conference line whenever I need to?

A: Yes.

The teleconference facility is available on demand - so you can use it whenever you want to, 24 hours a day, 7 days a week, 52 weeks a year.

We provide enough capacity to cope with demand, so you don't need to book, and are able to upgrade our systems quickly as that capacity is used.

Q: Can I join the conference from a mobile phone?

A: Yes.

Please check the cost of dialling the access number 0844 580 0077 with your service provider.

Q: Can it be used from abroad?

A: Yes - usually.

You can access the system from most countries. Callers from outside the UK can join your conference call by dialling **00 44 844 580 0077**. International call charges will apply. Due to the international access limitations mentioned in the Foreword, we suggest you ask overseas callers to check they can access this number ahead of the call.

Q: Do I need any special equipment?

A: No.

You can use join your teleconference from any touch tone phone - land line, pay phone or mobile - in the same way as you would make a regular phone call.

Q: How many people can join the call?

A: Up to 40.

If you need more connections than this, please ask out our [OzoneENTERPRISE](#) services.

Q: Is there a limit to how long my conference call can last?

A: No.

There is no limit. Your teleconference can last as long as you like.

Q: We recently tried to hold a conference call but we were unable to talk to one of the delegates. What went wrong?

A: It is very unlikely that anything went wrong technically.

The isolated delegate either dialled a different teleconference phone number or they entered the wrong PIN. We use a range of 0844 numbers – please check all your delegates are dialling the correct one, **0844 580 0077**.

To help ensure that all delegates have the correct phone number and PIN, we suggest you distribute the phone number, PIN and start time of the call via email, SMS or fax ahead of the call.

Please remember that the start time may vary from country to country so it's a good idea to always state the time zone in which the start time is quoted and use 24 hour clock notation to avoid confusion, e.g. "Please call +44 (0)844 580 0077 and enter PIN 45032066 at 14:30 UK time on Tuesday March 29th."

Q: What's the quality of the conference call like?

A: Excellent.

We offer a high quality voice conferencing system - both in terms of telephone clarity and reliability. We have not sacrificed quality for cost.

Q: When can I use the service?

A: Anytime.

Our voice conference services are available 24x7x365. You can use it whenever you want for as long as you like.

Q: Can anyone use the service?

A: Yes.

The service can be used by anyone at any time, by businesses or individuals, for work or pleasure. If you know someone who would benefit from the service, please ask them to register free of charge at:

<http://www.ozoneconferencing.com/lite/>

Q: How do you make your money? What's in it for you?

A: Telco rebates.

We make our money from a rebate that we receive from our telco partner, which is proportionate to how much they receive for delivering the call to our servers.

Q: Can I speak to the Operator?

A: No.

There is operator. If you experience problems on the call then a recorded message will guide you through how to make a call and operate the features available.

Q: I have comments and/or questions. How can I contact you?

A: We can be contacted by email at info@OzoneConferencing.com or by phone on +44 (0)207 928 5560.