

## Accessing the Conference Service

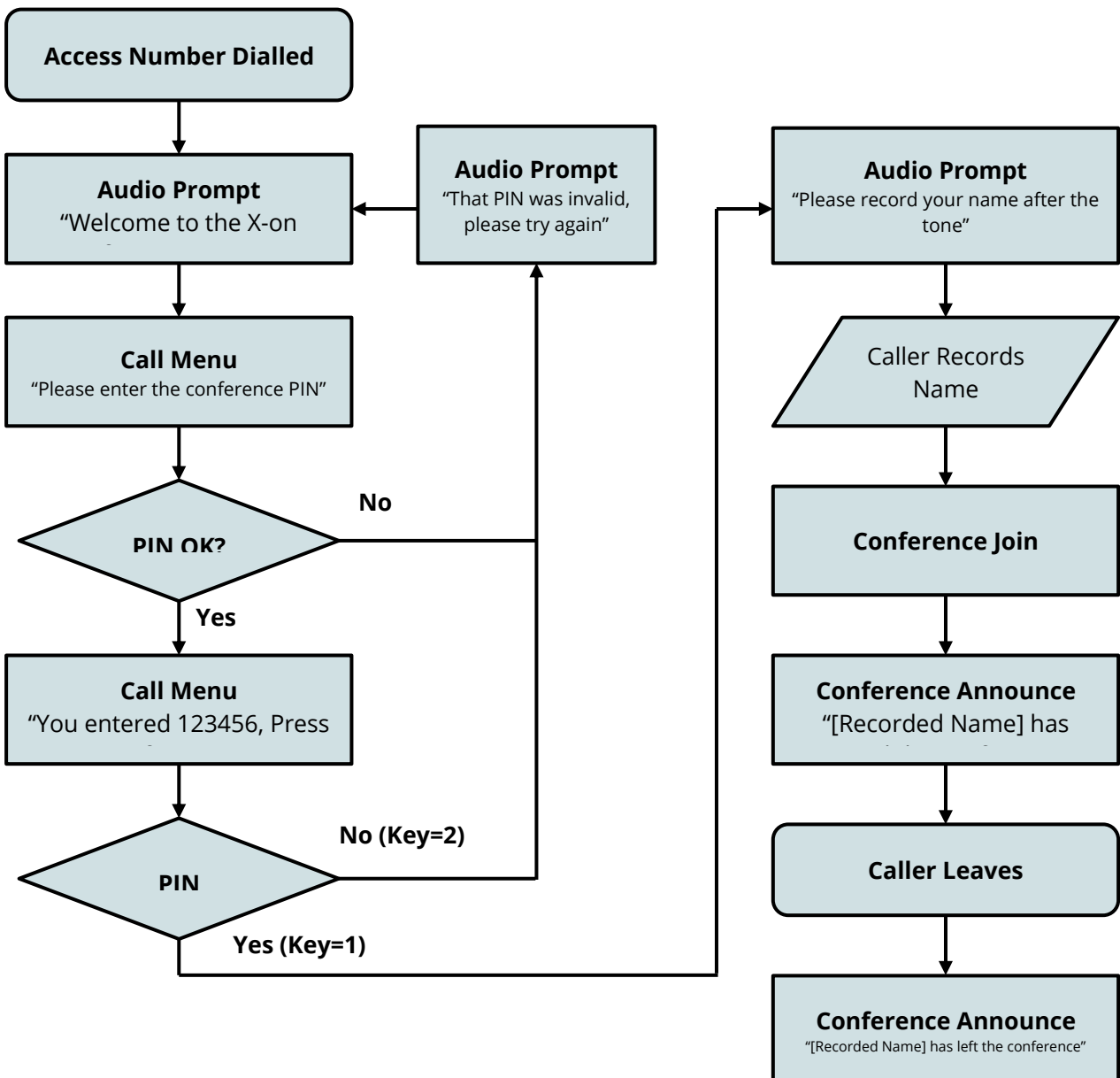
You will have been provided with an access telephone number for your service. If you do not have an access number please contact your Account Manager or the X-on Support Team on 0333 332 0000.

The conference service will allow multiple rooms denoted by a 6 digit entry PIN and each room can have an unlimited number of participants.

When a caller enters an empty conference room they are informed that they are the only person in the conference and will hear music until a second person joins, at which point the music will cease and conference begins. The conference continues until the last member hangs up.

## Service Call Flow

The call flow used when dialling in to the conference service is shown in the diagram below.



## Conference Announcements

All callers of the conference service will be asked to record their name before joining the call. As conference members join and leave the conference the system will announce their arrival and departure using the recording of their name.

## Conference Rooms (PIN)

When calling the service you will be asked to enter a PIN using your telephone keypad. This is any 6 digit number of your choosing and should be shared with all conference participants ahead of the conference call. Only callers entering the same PIN will be allowed to join the conference session. This feature allows you to have unlimited simultaneous conference rooms.

All conference sessions are also unique by the number dialled. If you have been provided more than one conference access number both are able to use the same PIN to denote separate rooms.

## Action Keys

When you have successfully joined a conference you are able to adjust the settings for your call using the keys on your handset. There are interactive settings for talk volume, listen volume and threshold level. These terms are detailed in the table below:

Term	Description
Talk volume level	This refers to the level that your voice will be projected into the conference
Listen volume level	This is the level at which you hear other room members
Threshold level	This refers to the audio volume level required before your voice will be projected into the conference. When calling the conference from a noisy environment you are able to increase the threshold to prevent the background noise being projected into the conference.

Also provided is the option to toggle your call in and out of mute mode where your mute status will be played back to you when you use the toggle key.

The table below describes the mapping between your phone keypad and the options described above:

Key	Action	Key	Action	Key	Action
1	Reduce talk volume	2	Reset talk volume level	3	Increase talk volume
4	Reduce listen volume	5	Reset listen volume	6	Increase listen volume
5	Reduce threshold level	8	Reset threshold level	9	Increase threshold level
*	No action	0	Toggle mute	#	Hangup the call *

\* Hanging up will also exit the conference call