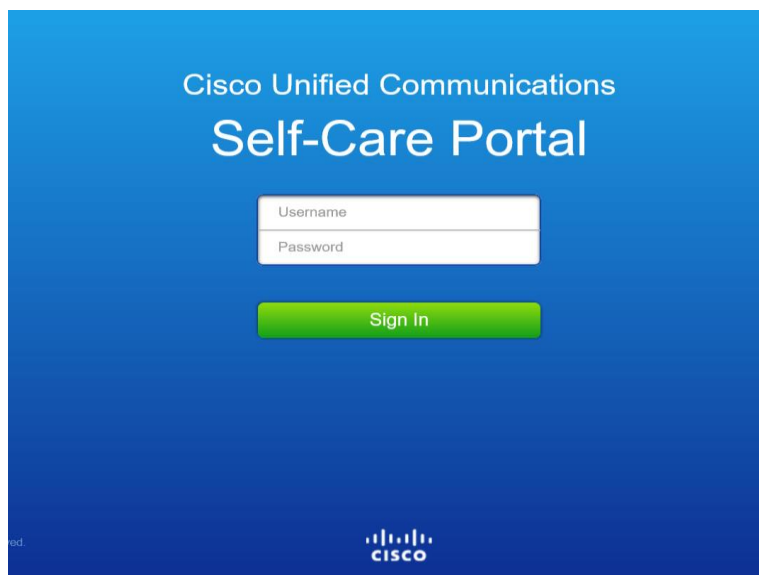




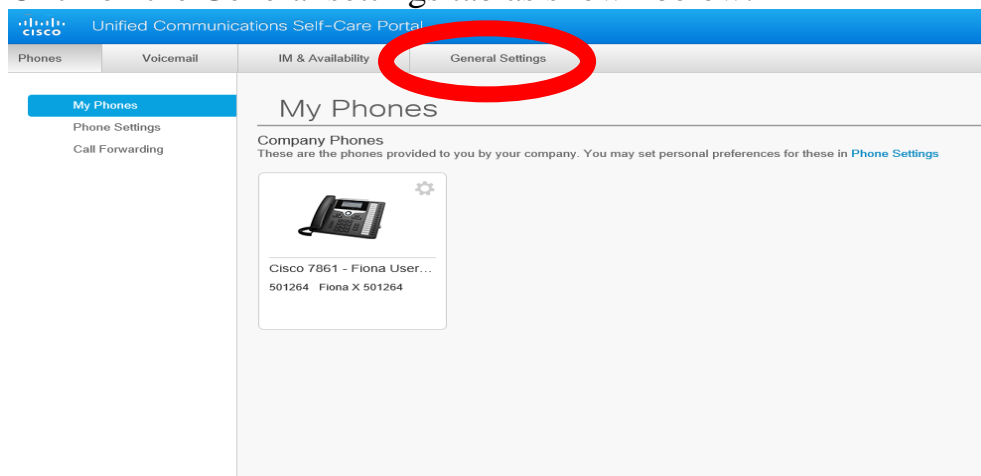
## How to host a Conference Call

Log onto self-care portal using the following link:-

<https://telephonyportal/ucmuser/>



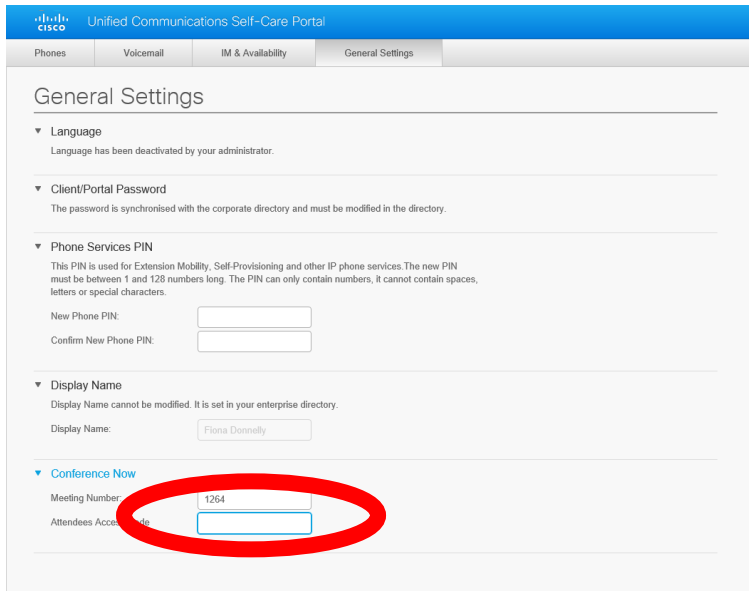
Enter your EA network username and password and click sign in. Click on the General settings tab as shown below.



In the “Conference Now” section you need to create a unique Attendee Access code. This is any random number, between 3 and 10 digits long, that will be used by attendees who are invited to join your conference call.

Please note that to ensure confidentiality you should use a different code for each conference call.

This code should be distributed to the attendees by the host along with the date and time of the conference call.

Unified Communications Self-Care Portal

Phones Voicemail IM & Availability General Settings

General Settings

▼ Language  
Language has been deactivated by your administrator.

▼ Client/Portal Password  
The password is synchronised with the corporate directory and must be modified in the directory.

▼ Phone Services PIN  
This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters or special characters.  
New Phone PIN:   
Confirm New Phone PIN:

▼ Display Name  
Display Name cannot be modified. It is set in your enterprise directory.  
Display Name:

▼ Conference Now  
Meeting Number:   
Attendees Access Code:

The Host joins the conference call by dialling

- \*5555 if they are an Internal user i.e. an EA employee **or**
- 028 9598 5555 if the Host is dialling in from a mobile phone or external landline.

The Host will be asked to enter the meeting number which is the Host's full extension E.g. 501264 followed by #.

The Host will then be asked to enter the PIN which is the number used for signing into the phone i.e. 147369

NB - this is **not** your voicemail pin. (If you have forgotten this code, please see **"How to change your pin"** section below or log a helpdesk call)

### **How to attend a Conference Call**

The Attendee joins the conference call by dialling

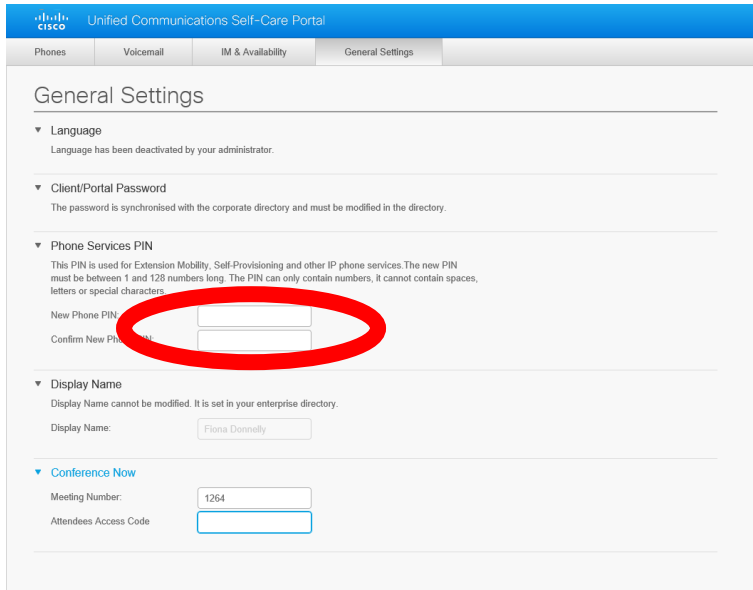
- \*5555 if they are an Internal user i.e. an EA employee **or**
- 028 9598 5555 if they are an external user

The Attendee will be asked to enter the meeting number which is the Host's full extension E.g. 501264 followed by #.

The Attendee will then be asked to enter the Attendee Access Code which will have been provided by the Host. Please note that the Attendees will hear music until the Host joins the conference call.



## How to change your pin



The screenshot shows the 'General Settings' page of the Cisco Unified Communications Self-Care Portal. The 'Phone Services PIN' section is highlighted with a red oval. It contains the following text and fields:

- Language**: Language has been deactivated by your administrator.
- Client/Portal Password**: The password is synchronised with the corporate directory and must be modified in the directory.
- Phone Services PIN**: This PIN is used for Extension Mobility, Self-Provisioning and other IP phone services. The new PIN must be between 1 and 128 numbers long. The PIN can only contain numbers, it cannot contain spaces, letters or special characters.
  - New Phone PIN:
  - Confirm New Phone PIN:
- Display Name**: Display Name cannot be modified. It is set in your enterprise directory.
  - Display Name:
- Conference Now**:
  - Meeting Number:
  - Attendees Access Code:

If you are unsure what your pin is, you can reset in the Phone Service PIN as highlighted above. We recommend you use a 6 digit number.