



DialoVox

User guide to DialoVox service

Setting up a DialoVox

- Agree a date and time for the DialoVox with all participants
- Define a six-digit PIN code for them. This PIN is the key to the DialoVox. It should consist of random digits – avoid a PIN like 123456 or 555555.
- Give the date, time, PIN and access number 0900 94 95 96 to your participants. You can make this invitation yourself or use the convenient invitation form offered at www.swisscom.ch/plauderbox. Here you can invite the participants by e-mail or SMS for free.
- Would you like to actively manage and supervise the DialoVox? In that case you absolutely need to use the invitation service at www.swisscom.ch/plauderbox. Here you define your personal organizer PIN apart from the PIN used by all participants. If you enter the organizer PIN after dialing the access number 0900 94 95 96 and receiving the welcome message, you will be identified as the organizer and can operate the DialoVox from your telephone keypad. Or you can operate it using the web browser – simply login at www.swisscom.ch/plauderbox and get started.

While your DialoVox is on

- At the agreed time, all the participants call number 0900 94 95 96
- After receiving the welcome message, enter the PIN. If you wish to operate the DialoVox actively, you enter your own personal PIN. As soon as all participants are connected, the dialoVox is active. In case no steering from your side is needed, you can simply use your participant PIN to dial up.
- To operate the DialoVox by web browser, click the link you received with your confirmation e-mail. Or you can login to the website www.swisscom.ch/plauderbox. At the login window, you enter your e-mail address and your organizer PIN, and the operator window will open.
- As an alternative to web browser operation, the telephone keypad offers you a number of functions too. See details further down in this user guide.

PIN

The PIN is the key to the conference room. It should consist of a random number sequence. Refrain from using a «simple» PIN such as 123456 or 333333, as it is easily possible that other users of the DialoVox service may have chosen the same PIN.

Operating features of the DialoVox

1. Operating by telephone

To enable telephone operation, you need to have a DTMF tone enabled set. The organizer has the following options:

- * 1 All lines with the exception of the operator's are switched to mute or reactivated
- * 3 lock or reopen DialoVox alternatively
- * 9 shut down chatbox and disconnect all participants

* 1 allows all participants to switch their own line to the mute mode. A welcome feature when background noise must be eliminated temporarily.

2. Operating by web browser

Contact www.swisscom.ch/plauderbox, where on step 3 you can open the login window for conference operation. With your login, enter your organizer PIN as well as your e-mail address, and the window will open. Login is only possible if participants are present in the DialoVox.

In the following, the web browser will enable you to:

- see which participants are present
- switch individual participants to the mute or deaf-mute mode
- disconnect individual participants
- identify unwelcome participants
- bar the chatbox so that no further participants can dial in
- see which participants will want to speak (in case you switched to mute a number of participants)
- allow a participant to speak when he asks to do so

Pricing and conditions

Each participant pays his own DialoVox connection. There are no further costs. The counter starts as soon as a participant is connected to the service.

- Costs for calls from the fixed-network: CHF 0.25/minute per participant.
- Costs for calls from the mobile network: CHF 0.25/minute per participant plus extra wireless charge of the mobile provider (Swisscom charges CHF 0.30/minute for the service.)*

* The extra wireless charge varies with the provider. Please contact your provider for more precise pricing info about Business number connections.

Prices are calculated in steps of 10 centimes.

Invoicing

Calling costs are indicated on the individual participants' telephone bills. DialoVox calls made through Swisscom are detailed in section «0900/0901 Business Number».

Legal aspects

Participants take responsibility for all the information they or third parties distribute through this Swisscom service. Unlawful or indecent information (e.g. representations of violence, pornography, racism, incitements to violence or criminal acts etc.), the violation of the rights of third parties (e.g. patents, brands, unfair competition) as well as annoying behaviour are prohibited.

Applying the service is at the risk of the user. Swisscom is not liable for damage caused by faulty hardware or software, or by the acts of third parties. Swisscom may cancel DialoVox service at any time without giving any reason whatsoever.