

# **Boma IC - Frequently Asked Questions**

## **Registration / General Issues**

- **Do I have to purchase a special phone?**

No, Boma Instant Connect (IC) works with any phone (landline and cell phone) and any carrier service. No special or additional equipment or software is required.

### **If I own multiple phones, including a cell phone, work and home phone, can I use them all under one account and one subscription?**

No, each phone number requires a separate account. You need a separate subscription for each phone number.

### **Will I still be able to make a Boma Instant Connect call when I travel outside of my area code?**

Yes, Boma IC was developed with the needs of cell phone users in mind. Boma IC service is available wherever and whenever you have phone service and can make outbound calls (within the continental U.S.).

### **What do I need to do if my phone is lost or stolen?**

Login to your account at [Boma IC](#) and immediately deactivate the account for that phone to ensure you are not charged for calls you don't make. If you find your phone after reporting it lost or stolen, you can login to your account and reactivate it. If you get a new phone number, login to your account to modify your account information. Enter your new phone number and activate the new number. You can set up, manage and update your account information online at any time 24/7. It is your responsibility to maintain up-to-date, accurate account information.

### **When should I use Boma Instant Connect services?**

There are an unlimited number of circumstances in which Boma IC can be extremely useful and save your valuable time. Boma IC is your best option anytime you want to reach multiple people instantly. Of course, we haven't anticipated every application of Boma IC technology. We're always looking for customer feedback on how you use Boma IC. Please let us know! Go to [Customer Support](#).

### **Will my personal information be shared or sold?**

No. Boma Systems, Incorporated is committed to maintaining the security of all personal information. We never share or sell any personal information. For more information, please see our [Terms of Service](#) and [Privacy Policy](#).

### **I'm concerned about the security of providing personal contact information.**

### **[How do I know that this information will be treated confidentially?](#)**

Boma Systems, Incorporated safeguards the privacy of all subscriber information. For more details, please refer to our [Terms of Service](#) and [Privacy Policy](#).

### **[How do I review my subscription terms?](#)**

Please refer to our [Terms of Service](#) and [Privacy Policy](#).

### **[Can the account be registered to a different person than the end user?](#)**

Yes, account billing contact information can be different than the end user. For example, a parent can register a subscription for a child. The child would then be the end user, and the parent would be the subscriber. The parent/subscriber is ultimately responsible for the [Terms of Service](#) as well as who accesses the site. The subscriber can share the password with family members or others for whom they purchased the service as they see fit.

### **[How do I contact Customer Service?](#)**

Submit a question, request or issue by going to the "Help" tab at [www.bomaic.com](http://www.bomaic.com) selecting customer support or email us directly at [support@bomaic.com](mailto:support@bomaic.com).

## **Billing**

- **[How do I pay for Boma Instant Connect \(IC\) services if I don't have a credit card?](#)**

We only accept payment online using an active credit card at this time.

### **[Can I be billed monthly for Boma IC services?](#)**

No. Boma IC does not offer monthly billing service. You will be billed for what you actually use, with no monthly fees for service. See [Pricing](#).

### **[Can I make changes to my service plan whenever I want?](#)**

Yes. You can always upgrade your plan at any time. In fact, upgrading your plan gives you better pricing, even on the call credits you had in your account when you upgraded. For example, let's say you signed up for Boma IC Lite at \$19.00. You decide you want to upgrade to Boma IC Standard - the \$34.00 plan, but you still have \$10.00 in call credits left from the Lite plan. If you upgrade, we will charge your credit card \$34.00 and add it to your account. Then all the credits in your account (\$44.00) are available for you to use at the Boma IC Standard rates, bringing Broadcast Messages down from \$0.10 to \$0.08 and Instant Conference minutes down from \$0.08 to \$0.05.

### **[Can I use the Boma IC service on my home phone?](#)**

Yes. Boma IC service works on any phone with one direct line. Just sign up and

create an account for each separate phone number.

**[I'm concerned that I'll run out of time in the middle of a call or just when I need to make an important call. How can I make sure this doesn't happen?](#)**

To ensure Boma IC is always available to subscribers, "Auto Re-Charge" is provided on all plans. Whenever the available call credits in your account goes below \$5.00, an additional \$25.00 is credited to the account to ensure continued access. Payment is automatically charged to the credit card on file.

**[Can I review my billing activity?](#)**

Yes, when you login to your account, go to the Account Information link and click to view your payment history or update your credit card information.

**[How do I cancel my subscription?](#)**

You may cancel your subscription at any time. Just login to your account and deactivate your account. Upon request, unused minutes on standard plans can be refunded on a pro-rated basis. Any refund will be credited to the same credit card used to charge the original payment.

**[My account was inactivated due to a problem with my credit card. How can I re-activate my subscription?](#)**

You will need to re-activate your account and issue the proper payment using an active credit card. You can login and access your original account and update/modify any account information rather than create an entirely new subscription.

**[Can I receive a refund if my Boma Push IC service is terminated or cancelled for any reason?](#)**

Unused minutes on standard plans can be refunded on a pro-rated basis. The refund will be credited to the same credit card used to charge the original payment. Check your plan for details.

**[Will I be charged if my Boma IC or Broadcast Message call is answered by an answering machine or voice mail?](#)**

Yes. You will be charged for any call - Instant Conference or Broadcast Message - if the call is completed.

**[Are there long distance charges for using Boma IC services?](#)**

Boma IC does not charge long distance fees, however, our numbers are not toll free. Subscribers are responsible for any charges imposed on them by their telephone service provider including long distance charges and cellular airtime.

**Calling Features**

- [\*\*Does Boma Instant Connect \(IC\) have instructions that will walk me through the call?\*\*](#)

Yes. It's fast and easy to make a call. Each time you make a Boma IC call, voice prompts guide you through each step. Please see [Getting Started](#).

[\*\*Can I set-up a Personal Identification Number \(PIN\) to safeguard the use of my phone?\*\*](#)

Yes, for those who want to add an extra step of security to their Boma phone service, you may activate the use of a PIN. In order to make a Boma IC call, it will then be necessary to enter a PIN code of 1 to 4 digits before making a call. This feature can be added from your account page.

[\*\*Does Boma Systems Incorporated have built-in conference call control features?\*\*](#)

Yes. Boma Systems, Inc., has built-in control functions that include Mute/Unmute and Increase/Decrease volume. See [Call Features](#).

[\*\*Are there etiquette tips that can improve my conference call communication?\*\*](#)

We provide several etiquette tips that are helpful with communication during a conference call. Etiquette Tips maybe found by going to the help menu and selecting [Call Features](#).

## Contact Groups

- [\*\*How quickly will my contact group be alerted when I send a Boma Instant Conference?\*\*](#)

Once you send an Instant Conference from your phone, our system instantly notifies each person in your group by issuing an e-mail, text message and phone call to every phone number and e-mail or text address that you've pre-registered.

### COMMUNICATION DELAYS

*Our Services may be subject to limitations, delays, and other problems inherent in the use of existing telephone and cellular phone infrastructure, Internet, and other electronic communications. The Services are programmed to react immediately, but some delays and failures of delivery can and will occur due to normal telephony and Internet traffic constraints. The Services will not function if the subscriber is not in a cell phone coverage area and is using a cell phone. Boma Systems is not responsible for any delays, delivery failures, or other damage resulting from such problems.*

[\*\*I'm designated as a contact in somebody's Boma Instant Connect \(IC\) group. What should I do if I get a Boma IC call?\*\*](#)

If you receive a Boma IC call, follow the simple voice instructions on that call.

You don't need any special equipment, training, or software.

### **[How do I manage my contact groups?](#)**

To set up, manage, and edit contact groups, you must login to your account. Once logged-in you can manage your Contact List by going to the View Accounts menu and selecting Contacts. If not logged-in to your account, the following link will allow you to do so. If already logged-in to your account, the following link will take you to your Boma IC Contacts List. [Login/Contacts List](#)

### **[How do I set up Boma IC groups?](#)**

It's intuitive, fast and easy to set up Boma IC groups. Once you have contact information available, login to your account or sign up for an account at [www.bomaic.com](http://www.bomaic.com) to create, modify and update groups. Groups can be added at the time of entering a contacts information by selecting the desired group number in the "Select Groups" area. After entering your contacts information and selecting the group number you would like your contact placed, simply press the "Save" or "Save and Add Another" button.

Groups may also be added by going to the menu bar at the top of the page and clicking on the "View Account" button, then from the menu select "Contacts". This will bring you to the "Boma IC Contact List" page. At the "Contact List" page you can edit a contact and place them into a desired group or you can create a new group. To Create a new group, simply click the "Edit" button next to the desired group number. This will take you to another screen that will allow you to select the group name as well as add group contacts. Once you finish selecting your group name and adding contacts simply press the "Update" button.

### **[I'm designated as a contact in somebody's Boma Push 5 contact group. What should I do if I get a Boma Push 5 call?](#)**

If you receive a Boma Push 5 call, you will hear an announcement from Boma and a 10 second Introductory message from the subscriber. After the 10 second message you will be prompted to either "Press 1" to repeat the message or "Press 2" to be connected to a live conference call with other members of the subscribers Push 5 contact group. If you choose "Press 2" and enter the live conference call, you will then be able to evaluate the issue and begin collaborative efforts. If the subscriber who sent the Push 5 message stays on the line, they will also be able to join the conference call. On Push 5 calls, the entire conference call is recorded and preserved in case it is needed later by the subscriber or to assist law enforcement officials. See [How it Works](#). What to do in a case of an [Emergency](#).

### **[Can I enter any phone number in my Boma IC contact list?](#)**

Boma IC calls can only be made to any direct-dial number within the contiguous 48 states. Boma IC will not work with phone numbers that require an extension number. Our system cannot perform manual tasks that may be required to enter an extension number or to enter information required by some phone systems' voice prompts.

## Technical

- **[Can I list a phone number that uses an extension?](#)**

Only direct dial numbers can be accepted (i.e. not calls involving operator assistance and extension numbers)

**[How do I program my speed dial?](#)**

Programming your phone to speed dial the Boma Instant Connect (IC) access number is recommended, as this enables you to make calls even more quickly. Please refer to the User's Guide that came with your phone for instructions on how to program your phone to Speed Dial. If you cannot find your instructions, contact your phone manufacturer for programming instructions (be sure to have your model number available). Several phone manufacturers also provide this information on their web-sites.

**[Am I required to add Boma IC to my speed dial?](#)**

No, you are not required to add Boma IC to your speed dial. However, the advantage of programming your phone to speed dial the Boma IC number enables you to make calls even more quickly. Speed dial is recommended but not required to use Boma IC services. Alternatively, you can enter the Boma IC access number as you would any other number for your phone.

**[How can I find my phone model and manufacturer information?](#)**

Phone manufacturers generally provide this information inside the battery compartment of your phone. Many phone battery compartments can be accessed by sliding off the back of your phone in a downward position.

**[Are there any numbers not permitted for use in a Boma IC call or group?](#)**

Certain numbers won't work with our system including telephone company service and emergency numbers (like 411 and 911) and any pay-per-call or premium service (those with area code 900). Further, you should not use general information numbers or non-direct extension numbers unless you notify the recipients in advance to expect your call. Our automated system will not wait for a call to be transferred to the correct party before playing a Broadcast Message or Instant Conference invitation

**[What if I accidentally initiate a Boma IC call to a group? Can I end the call at anytime?](#)**

Once you have initiated a Boma Instant Conference or Boma Broadcast Message, there is no way to prevent the system from calling your Contact Group. You will have the option to continue to leave a message or proceed to initiate a conference call. You may want to record a short message indicating that this call was inadvertently placed in error and that your contacts should simply disregard the call.

**[Can I return to a conference call after the call is over?](#)**

No, once the last person leaves the conference call, the call is terminated and is no longer available. We recommend that your contacts exchange each others' contact information if they need to reach each other after the conference call.

**[Is a valid e-mail address required for Boma Instant Connect subscribers?](#)**

Yes, a valid e-mail address is required to sign-up for Boma IC services and to contact Customer Service. We communicate with our subscribers via e-mail, so it is essential that we have your e-mail address

**[Will my Boma IC service interfere with my landline or cell phone service provider?](#)**

No, Boma IC service will not impact your landline or cell phone service in any way. However, our service is dependent on the proper functioning of your landline or cell phone service.

**[Can I use any phone service provider with Boma IC services?](#)**

Absolutely! Boma IC services are completely independent of regular phone service providers and are not dependent on any one carrier. You can use the provider of your choice.

**[Do I need to change anything about my current telephone service to use Boma IC?](#)**

Boma IC works with any phone and any phone service provider. In most cases, absolutely no changes to your current phone service are required. The one exception applies only to anyone who has subscribed to "Block Caller ID" service with their phone service provider. To access your account and complete your call, the Boma IC system must be able to automatically recognize subscribers' phone numbers. Therefore, subscribers must either exempt Boma IC from the ID block or remove Block Caller ID service altogether.

**[How do I unsubscribe to e-mails & promotions?](#)**

Go to the "Help" tab, click on our [Customer Support](#) page and submit a request to have your name removed from our "Offers and Promotions" listing.

**[How can I change personal information?](#)**

Login to your account and you will be able to manage all your personal information, including your contact group information.

**[I've forgotten my user password. How can I log in?](#)**

Your user name is the 10 digit phone number you registered for Boma IC services. We provide a [Forgot Your Password](#) on the login page that you should click immediately if you have forgotten your user password. If you are still having problems logging in after clicking on these links, contact [Customer Support](#). By providing the phone number you registered, we can retrieve your

sign-up information for you.

**[I'm having trouble logging in to my account. What should I do?](#)**

If you are unable to login to your account, please contact [Customer Support](#). Please provide us with the phone number you registered and your e-mail address.

**[Will Boma IC work if I utilize Caller ID Blocking?](#)**

No. We must be able to identify a caller's phone number to connect a call. Boma IC services will not work if a caller blocks our system from recognizing their phone number. Block Caller ID will need to be removed or Boma IC must be identified as an exception to your Block Caller ID in order for us to recognize your phone number.

**[What dial-in access number should I use?](#)**

All Boma IC services can be accessed by dialing the Boma IC system at (619) 342-1878.

**[How do I re-join a conference call in progress?](#)**

You will need to dial Access Number (619) 342-1879. You will also need to enter a PIN number. The PIN number is the 10 digit number of the person who initiated the call (do not include the leading number 1). These instructions are e-mailed to everyone on the call when it is originated (as long as a valid e-mail address is on file).

**[What happens if my Boma IC or Broadcast Message call is answered by an answering machine or voice mail?](#)**

For Boma Instant Conferences, Boma IC plays an automated message including your name and the invitation you recorded when you made the call. This message repeats twice, so most answering machines and voice mail services will record the complete message.

For Boma Broadcast Messages, Boma IC plays the broadcast message you recorded when you placed the call. This message repeats twice, so most answering machines and voice mail services will record the complete message.

**[Can I use Skype to make Boma IC calls?](#)**

No. It is not possible to use Skype to make Boma IC calls due to current Skype business and technology requirements.

**[While signing up, I received an error message stating that my cell phone number had already been taken. What should I do?](#)**

First, make sure you entered your number correctly. If you continue to receive the error message, please contact [Customer Support](#). Please provide us with the

phone number you are trying to register and your e-mail address.

**Can I selectively connect to people in my contact group when I initiate a call or must I call the entire group at once?**

Boma IC Systems automatically calls every contact number you've listed for a given group. If you would like to call only a subset of people from a group, you can create another group or edit your existing group online. To do this, you should first login and then click on "View Account" to view your group list. Once at your Group List screen, you may easily add contacts, edit groups, and/or create new groups. This is easy to do and there is no need to re-enter contact information. As always, people who receive a call may choose not to respond and hang up if they don't want to participate in a call.

**Are there tips for keeping my password secure?**

Don't use a password that contains personal information (name, birth date, etc.).  
Don't use keyboard patterns (asdf) or sequential numbers (1234).  
Don't make your password all numbers, uppercase letters or lowercase letters.  
Don't use repeating characters (aa11).  
Never tell your password to anyone (this includes significant others, roommates, parents etc.).  
Never write your password down.  
Never send your password by e-mail.  
Periodically test your current password and change it to a new one.