



# Meet Me Conferencing User Guide

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## **BCM**

### Business Communications Manager

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## How to get help

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This section explains how to get help for Nortel products and services.

### **Getting Help from the Nortel Web site**

The best way to get technical support for Nortel products is from the Nortel Technical Support Web site:

<http://www.nortel.com/support>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. More specifically, the site enables you to:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

### **Getting Help over the phone from a Nortel Solutions Center**

If you don't find the information you require on the Nortel Technical Support Web site, and have a Nortel support contract, you can also get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site to obtain the phone number for your region:

<http://www.nortel.com/callus>

### **Getting Help from a specialist by using an Express Routing Code**

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

### **Getting Help through a Nortel distributor or reseller**

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.





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# Chapter 1

## Introduction

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With Meet Me Conferencing, callers can establish a teleconference by calling in to a specified number at an agreed-upon time. One caller acts as the chairperson and has additional powers to start, stop, secure, and control the conference.

Anyone can participate in a conference, but a BCM user must have chairperson privileges to chair a conference.

Meet Me Conferencing has a special directory number (DN) used to access the Meet Me Conferencing feature. Although you can access a conference in several ways, the system administrator should notify every conferencing user of the Meet Me Conferencing DN.

For procedures to activate and administer Meet Me Conferencing using Element Manager, see networking or telephony configuration guide for your system.

The following topics describe Meet Me Conferencing:

- [“Conference phases” on page 9](#)
- [“Conference service access” on page 10](#)
- [“Chairperson access and commands” on page 11](#)
- [“Participant access and commands” on page 16](#)

## Conference phases

The Quickstart option determines how a conference begins. With the Quickstart option enabled, a conference begins when the first participant arrives (see [“Quickstart option” on page 12](#)). If the Quickstart option is disabled, the conference begins when the chairperson arrives.



**Note:** When you enable the QuickStart feature on a Meet Me Conferencing bridge that external conference participants can access by using a 1-800 number, there is a risk that your company can incur unauthorized toll charges. To avoid this type of fraud, do not enable the QuickStart feature on a conference bridge that can be accessed with a 1-800 number.

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A Meet Me Conference has four phases:

- **Inactive:** No callers are currently participating in the conference.
- **Not started:**
  - Without Quickstart: Participants have arrived, but the chairperson has not yet called to start the conference. In this phase, participants wait while on hold and cannot speak to one another. For participants with display telephone, Not Started appears on the first line.

- With Quickstart: The system bypasses the Not Started phase. All participants enter the conference directly.
- **Underway:**
  - Without Quickstart: The chairperson enters the conference. The system then announces individual participants and brings them in to the conference in the order in which they dialed in to the conference. Participants can now speak to each other, subject to muting and other chairperson functions.
  - With Quickstart: The conference starts when the first participant arrives. The system brings participants in to the conference in the order in which they dialed in to the conference. The chairperson can arrive at any time to a conference that is already in progress.

During conference, the status display on their telephones shows the elapsed time of the conference (in minutes) and the number of participants. New participants can join the conference, unless the chairperson locks the conference (see [“Lock and unlock conference” on page 14](#)).

- **Terminating:** A conference ends after the last person hangs up. The system has several ways for force the conference to end:
  - If the option is configured, the conference ends 1 minute after the chairperson leaves the conference.
  - The chairperson does not start the conference within a specified amount of time.
  - The conference reaches a time limit with only one participant in attendance.
  - The conference duration reaches a specified time limit.

In each case, the service plays an appropriate warning message and then waits 1 minute before disconnecting all participants.

## Conference service access

Internal and external participants have several options to access the conference service.

Internal callers can choose one of the following methods:

- Dial the Meet Me Conferencing DN directly from your phone. The chairperson provides the Meet Me Conferencing DN in the meeting invitation. See [“Chairperson access and commands” on page 11](#).
- Dial the Meet Me Conferencing feature code F930.
- Have another person transfer you into conference. See [“To transfer a participant in to conference” on page 39](#).

External callers can choose one of the following methods:

- Follow the voice prompts in auto-attendant to enter the Meet Me Conferencing DN. The chairperson provides the Meet Me Conferencing DN in the meeting invitation. See [“Chairperson access and commands” on page 11](#).
- Call a phone number that is configured for Meet Me Conferencing to answer. The chairperson provides the phone number in the meeting invitation.

## Chairperson access and commands

The meeting invitation, sent by the chairperson, must contain the following information:

- the Meet Me Conferencing DN, if necessary (see [“Conference service access” on page 10](#))
- the access code, which is the chairperson’s DN
- the passcode, if configured
- other meeting-specific information

The administrator informs you of the maximum number of participants in your conference. This maximum number may be limited further by the available ports.

Chairpersons access Meet Me Conferencing, enter their personal identification number (PIN), and then enter the Chairperson Wait menu.

### Chairperson Wait menu

When you enter the conference as the chairperson, the Chairperson Wait menu is available to you to review and change conference settings.

If you use an external telephone, the commands available for conference control are limited to those available by keypad control. If you are an internal caller with a two-line display telephone (softkey telephone), commands are also available through a softkey menu. See [Table 1 on page 13](#) for both softkey and keypad access.

Upon entering the Chairperson Wait menu, you have three options:

- enter the conference
- configure a passcode
- change your PIN and conference options

After you finish administering the conference, you can enter the conference.

### Passcode Configuration

The chairperson can set up a passcode for the conference. The chairperson uses a passcode to restrict entry to the conference. The chairperson gives the passcode to a select group of participants if discussions in the conference are confidential.

Each participant must enter the passcode to gain entry to the conference. This rule has one exception — callers transferred into conference by the chairperson need not enter the passcode.

The passcode applies only to the conference for which it was created.

The system removes the passcode option after the chairperson enters a passcode. The system does not offer the option at all if the chairperson enables Quickstart. With Quickstart, participants can be in conference without a chairperson. See [“Quickstart option” on page 12](#).

## Changing the PIN

Each chairperson has a personal identification number (PIN) and uses it to access conferences. The PIN has the same security requirements as a voice mailbox password.

The PIN has the default value of 0000

- after the administrator creates the conference bridge
- after the administrator resets the PIN

If the PIN is 0000 then you must change it from an internal telephone. If you attempt to access a conference without changing the PIN, the system asks you to change your PIN before proceeding. You can change your PIN when you are setting up for a conference, at the Chairperson Wait menu.

## Changing conference options

At the Chairperson Wait menu, the chairperson can change the Quickstart option, the Conference Continuation option, and the Announcement option. Changes to these options take effect for the current conference and remain in effect for future conferences.

### Quickstart option

The Quickstart option controls when a conference begins. By default, the option is disabled. Conferences start after the chairperson arrives.

When enabled, conferences start after the first participant arrives.

This option applies only to future conferences. The Quickstart option appears only at the Chairperson Wait menu, and only if the administrator assigned this privilege to the chairperson.

### Conference Continuation option

The Conference Continuation option controls when a conference ends. By default, the option is disabled. Conferences end when the chairperson leaves the conference.

When Conference Continuation is enabled, conferences continue after the chairperson leaves the conference.

As the chairperson, you can set the Conference Continuation option at the Chairperson Wait menu and during a conference. It appears only if the administrator assigned this privilege to the chairperson.

### Announcement option

The Announcement option controls the announcement type and whether the system announces a participant upon entering a conference. The Announcement option has three settings:

- The system plays tones when a participant enters a conference.
- The system announces Names when a participant enters a conference.
- No announcement plays when a participant enters a conference.

As the chairperson, you can set the Announcement option at the Chairperson Wait menu and during a conference. The chairperson cannot select No Announcement if the administrator did not assign this privilege.

**Table 1** Chairperson softkey and keypad commands, Wait menu

Wait menu	Submenu 1	Submenu 2
ENTER (key 1)	Enter conference	—
PASS (key 2)	Set the passcode	—
ADMIN (key 3)	PIN (key 1)	Change PIN
	OPTS (key 2)	View and/or change options: Quickstart, Conference Continuation, and Announcement
	QUIT (key 3)	Return to Wait menu

## Chairperson conference commands

You have a number of commands available after you enter the conference. Conference commands are available to all users through voice prompts and keypad access. See [Table 2 on page 15](#).

If you use a one-line display telephone, your telephone shows the elapsed time (in minutes) of the conference and the number of participants.

If you use a two-line display telephone (softkey telephone), commands are also available through a softkey menu. In addition to the other commands, the softkey interface has a View command that you can use to scroll through a list of participants and selectively mute or disconnect them. See [Table 3 on page 16](#).

You can use the following commands during a conference:

- [“Mute and Unmute Conference” on page 13](#)
- [“View participants” on page 14](#)
- [“Mute a single participant” on page 14](#)
- [“Disconnect a single participant” on page 14](#)
- [“Lock and unlock conference” on page 14](#)
- [“Mute yourself” on page 15](#)
- [“Mute All Participants” on page 15](#)
- [“View and change conference options” on page 15](#)
- [“Hear announced commands” on page 15](#)
- [“Hear a count of participants” on page 15](#)

### Mute and Unmute Conference

The Mute and Unmute Conference commands are available through keypad and softkey access.

When you use the Mute Conference command, the system mutes all participants except the chairperson. Participants remain muted until the chairperson uses the Unmute Conference command. (Participants cannot unmute themselves.)

Use the Mute Conference command

- to restore order to an unruly conversation by silencing all speakers
- when meetings require the uninterrupted delivery of an announcement

### **View participants**

This command is available only through softkey access.

The chairperson can view each conference participant and selectively mute or disconnect them. The first line of the display shows the participant's name as it appears in the BCM directory. If the participant is an external caller, the display shows the Caller ID information, if it is available.

### **Mute a single participant**

This command is available only through softkey access.

While viewing conference participants, the chairperson can mute the currently viewed participant. The chairperson then has 15 seconds to unmute the same participant. The chairperson can test to determine whether a participant accidentally gave the conference music-on-hold or a similar treatment.

After 15 seconds, only the participants can unmute themselves. This prevents the chairperson from unmuting a participant without their knowledge.

The mute softkey does not appear if the participant is already muted.

### **Disconnect a single participant**

The Disconnect command is available only through softkey access.

While viewing conference participants, the chairperson can disconnect the currently viewed participant. The system disconnects the participant and removes the participant from the viewing list.

### **Lock and unlock conference**

The Lock and Unlock commands are available through keypad and softkey access.

The Lock command locks the conference, to prevent any new arrivals. The chairperson can still transfer a user into the conference.

When you unlock a conference, new participants can join the conference.

Use this command when your discussion is confidential and announcements are turned off. This is less of a concern if the conference has a passcode.

## Mute yourself

This command is available through keypad and softkey access.

## Mute All Participants

The Mute All Participants command is available through keypad and softkey access.

The Mute All Participants command mutes all participants. Unlike the Mute Conference command, participants can unmute themselves.

Use the Mute All Participants command

- to restore order to an unruly conversation without resorting to the Mute Conference command.
- to determine whether a participant accidentally gave the conference music-on-hold or a similar treatment. You can mute all participants, and then ask participants to unmute themselves

## View and change conference options

Viewing and/or changing conference options is available through keypad and softkey access.

During a conference, the chairperson can change the Conference Continuation option and the Announcement option. Changes to these options take effect for the current conference and remain in effect for future conferences.

## Hear announced commands

You can use your keypad or your softkeys to hear a list of commands.

## Hear a count of participants

You can use your keypad or your softkeys to hear a count of participants.

**Table 2** Chairperson commands during conference, keypad access

Commands	Function	Keys
Mute/Unmute Conference	Mute/unmute a conference. Participants cannot unmute.	Mute: ## Unmute: 99
Lock/Unlock Conference	Lock/unlock a conference.	Lock: *4 Unlock: *5
Mute All Participants	Mute all participants. Participants can unmute.	88
Mute/Unmute Self	Mute/unmute yourself.	Mute Self: *6 Unmute Self: *7
Conference Continuation Option	Toggles to reflect Conference Continuation choice.	*8
Announcements Option	Toggles to reflect Announcement choice.	*9

**Table 2** Chairperson commands during conference, keypad access

Commands	Function	Keys
Participant Count	Announce the number of participants.	*#
List Commands	Announce the list of commands.	**

**Table 3** Chairperson commands during conference, softkey access

Main Menu softkeys	Submenu 1 softkeys	Submenu 2 softkeys
1WAY/CONF: Mute conference	—	—
VIEW: View all participants	NEXT: View next participant MUTE: Mute this participant OTHR: Go to next tier of VIEW command DISC: Disconnect this participant QUIT: Return to main menu	—
OTHR: Go to the next tier of main menu commands	—	—
LOCK/UNLCK: Lock/unlock the conference	—	—
MUTE: Mute all participants	SELF: Mute yourself  ALL: Mute all participants QUIT: Return to main menu	UNMUTE: Unmute yourself OTHR: Return to main menu
OPTS: View/change options	Conference Continuation and Announcement options CHNG: Choose other option setting NEXT: Go to next option	—
CMDS: Hear a list of commands	—	—

## Participant access and commands

Participants dial in to Meet Me Conferencing and follow the prompts to enter the conference.

### Accessing the conference

After accessing the Meet Me Conferencing service, you must enter the access code. The access code is the chairperson's DN.

If the system announces names upon entering the conference, the system asks you to say your name.

If the conference is not yet in session, you wait while on hold.

When the conference begins, if required, you enter the passcode. The chairperson provides the access code and the optional passcode in the meeting invitation. When you correctly enter the passcode, you enter the conference.



See [“To access a conference \(participant\)” on page 39](#).

## Participant commands during a conference

All conference participants can use their keypad to access commands, such as mute and unmute and to hear a count of conference participants. See [Table 4 on page 17](#).

**Table 4** Participant commands, keypad access

Command	Function	Keys
Mute	Mute yourself	*6
Unmute	Unmute yourself	*7
Participant Count	Hear the number of participants in the conference	*#
Commands	Hear a list of all commands	**

If you have a one-line telephone (display telephone), you can also view the elapsed time of the conference and the number of conference participants.

If you have a two-line telephone (softkey telephone), you have softkey access to commands. You also have an additional View command to view a list of conference participants. See [Table 5 on page 17](#).

**Table 5** Participant commands, softkey access

Main Menu softkeys	Submenu 1 softkeys
MUTE: Mute yourself	—
UNMUTE: Unmute yourself	—
VIEW: View all participants	NEXT: View next participant QUIT: Return to main menu
OTHR: Go to the next tier of main menu commands	—
CMDS: Hear a list of commands	—
QUIT: Return to first tier	—

You can use the following commands during a conference:

- Mute and unmute yourself.
- Hear the participant count.
- Hear a list of available commands.
- View a list of participants (if using a softkey telephone).



# Chapter 2

## Navigating the conference using softkeys

Use the procedures in this chapter to enter, configure, and navigate Meet Me Conferencing. When you use a softkey set, you have an additional interface to commands.

### Chairperson activities before the conference

You must be the chairperson of the conference to perform the following procedures.

These procedures describe how to enter and configure a conference:

- [“To access the Chairperson Wait menu” on page 40](#)
- [“To change the PIN using softkeys” on page 19](#)
- [“To configure a passcode using softkeys” on page 19](#)
- [“To change conference options before conference using softkeys” on page 21](#)
- [“To enter the conference using softkeys” on page 22](#)

### To change the PIN using softkeys

```
Waiting 12
ENTER PASS ADMIN
```

1. Press ADMIN from the Chairperson Wait menu.

```
Admin
PIN OPTS QUIT
```

2. Press PIN.

```
PIN:
RETRY OK
```

3. Enter the new PIN number, and press OK.

```
Enter again
```

You are asked to enter the same PIN number again for verification.

```
PIN:
RETRY OK
```

4. Enter the PIN number again, and press OK.

```
PIN OK
```

Your PIN is accepted.

```
Waiting 12
ENTER PASS ADMIN
```

The Chairperson Wait menu appears.

### To configure a passcode using softkeys

You can configure a passcode that participants must enter before they are allowed into conference. A passcode provides added security to a conference. You configure a passcode once for each conference.

```
Waiting 12
ENTER PASS ADMIN
```

1. Press PASS from the Chairperson Wait menu.

Pass: RETRY	OK
----------------	----

2. Enter the passcode, and press OK.

Your passcode must be four to eight digits in length.

Enter again
-------------

You are asked to enter the same passcode again for verification.

Pass: RETRY	OK
----------------	----

3. Enter the passcode again, and press OK.

No match
----------

If your passcodes do not match, you are asked to enter them again by repeating the procedure from step 2.

Passcode set
--------------

If your passcodes match, this display appears briefly to show you your passcode is set.

Waiting	12
ENTER	ADMIN

The Chairperson Wait menu appears. The passcode no longer appears as an option.

## To change conference options before conference using softkeys

```
Waiting      12
ENTER PASS ADMIN
```

```
Admin
PIN  OPTS  QUIT
```

```
Quickstart: off
CHNG          NEXT
```

1. Press ADMIN from the first main menu.

2. Press OPTS.

3. The Quickstart option appears showing the current setting.

Press CHNG to change this setting. Each time you press CHNG, the setting switches between 'off' and 'on'.

Press NEXT to keep the current setting and go to the next option.

NOTE: The system does not offer this option if your administrator did not assign this privilege to you. Without Quickstart, conferences start when you enter the conference.

```
On exit: Term
CHNG          NEXT
```

4. The Conference Continuation option appears showing the current setting.

Press CHNG to change this setting. Each time you press CHNG, the setting switches between 'Term' and 'Cont'.

Press NEXT to keep the current setting and go to the next option.

NOTE: The system does not offer the Conference Continuation option if your administrator did not assign this privilege to you. Conferences end when you exit the conference.

```
Announce: tones
CHNG          OK
```

5. The Announcements option appears showing the current setting.

Press CHNG to change this setting. Each time you press CHNG, the setting changes to one of 'tones', 'names', and 'off'.

Press OK to keep the current setting and exit.

NOTE: The system does not offer the 'off' setting if your administrator did not assign this privilege to you.

```
Admin
PIN  OPTS  QUIT
```

When you press OK, the Admin menu appears.

## To enter the conference using softkeys

Waiting	12
ENTER	PASS ADMIN

1. Press ENTER from the Chairperson Wait menu.

Continue
----------

One of the two displays appears briefly to remind you about your Conference Continuation setting.

Terminate
-----------

You enter the conference.

## Chairperson activities during the conference

You must be the chairperson of the conference to complete the following procedures.

These procedures describe how to navigate a conference using the softkeys on your set. See “[Chairperson commands during conference, softkey access](#)” on page 16 to view the softkeys on your telephone.

You can perform the following procedures while you participate in a conference:

- “[To Mute Conference using softkeys](#)” on page 23
- “[To unmute the conference using softkeys](#)” on page 24
- “[To view conference participants using softkeys](#)” on page 24
- “[To lock a conference using softkeys](#)” on page 25
- “[To unlock a conference using softkeys.](#)” on page 25
- “[To mute yourself \(chairperson\) using softkeys](#)” on page 25
- “[To unmute yourself \(chairperson\) using softkeys](#)” on page 26
- “[To Mute All Participants using softkeys](#)” on page 26
- “[To mute a single conference participant using softkeys](#)” on page 27
- “[To unmute a single conference participant using softkeys](#)” on page 27
- “[To disconnect a single conference participant using softkeys](#)” on page 28
- “[To view or change conference options using softkeys](#)” on page 29
- “[To view or change the Conference Continuation setting using softkeys](#)” on page 30
- “[To view or change the Announcement setting using softkeys](#)” on page 30
- “[To hear a list of available commands using softkeys](#)” on page 31
- To hear a count of participants, see [Table 6 on page 37](#)

### To Mute Conference using softkeys

If you mute all participants using the Mute Conference command, participants cannot unmute themselves.

12:40		12
1WAY	VIEW	OTHR

1. Press 1WAY from the first main menu.

All conference participants are muted.

12:41		12
CONF	VIEW	OTHR

1WAY changes to CONF.

## To unmute the conference using softkeys

```
12:40      12
CONF VIEW OTHR
```

1. Press CONF from the first main menu.  
All conference participants are unmuted.  
CONF changes to 1WAY.

```
12:41      12
1WAY VIEW OTHR
```

## To view conference participants using softkeys

Use the View command to view, mute, and disconnect conference participants.

```
12:40      12
1WAY VIEW OTHR
```

1. Press VIEW from the first main menu.

```
01: Dave S.
NEXT MUTE OTHR
```

2. The first participant appears.  
To mute a participant, press NEXT until you view the participant you want to mute.

```
04: Joe M.
NEXT MUTE OTHR
```

3. Press MUTE.  
MUTE changes to UNDO.  
NOTE: The system does not offer the MUTE softkey if the participant is already muted.

```
04: Joe M.
NEXT UNDO OTHR
```

4. To disconnect a participant, press NEXT until you view the participant you want to disconnect.

```
07: Ann P.
NEXT MUTE OTHR
```

5. Press OTHR.

```
07: Ann P.
      DISC QUIT
```

6. Press DISC.

```
- Ann
```

This display appears briefly to indicate that the participant is disconnected.

NOTE: Press QUIT on this menu at any time to exit the View command.

```
08: John B.
NEXT MUTE OTHR
```

7. The next participant appears.  
To view the remaining participants, press NEXT until you reach the end of the list.

```
Total: 10
      AGAIN OK
```

8. This display appears after you press NEXT on the last participant.  
The display shows the total number of participants.  
To view the list of participants again, press AGAIN.  
To exit, press OK.



14:32	11
1WAY VIEW OTHR	

- The first main menu appears.

## To lock a conference using softkeys

12:40	12
1WAY VIEW OTHR	

- Press OTHR from the first main menu.

12:42	12
LOCK MUTE OTHR	

- Press LOCK from the next main menu.

The system locks the conference. Future attempts to enter this conference are blocked.

12:42	12
UNLCK MUTE OTHR	

The LOCK button changes to UNLCK.

## To unlock a conference using softkeys.

12:40	12
1WAY VIEW OTHR	

- Press OTHR from the first main menu.

12:42	12
UNLCK MUTE OTHR	

- Press UNLCK from the next main menu.

The system unlocks the conference.

12:42	12
LOCK MUTE OTHR	

The UNLCK button changes to LOCK.

## To mute yourself (chairperson) using softkeys

12:40	12
1WAY VIEW OTHR	

- Press OTHR from the first main menu.

12:42	12
UNLCK MUTE OTHR	

- Press MUTE from the next main menu.

The Mute submenu appears.

Mute	
SELF ALL QUIT	

- Press SELE.

You are muted.

NOTE: The system removes the SELF button on the Mute submenu.

The following main menu appears to show your status.

Muted	12
UNMUTE OTHR	

- Press OTHR to view the first main menu.

12:48	12
1WAY VIEW OTHR	

The first main menu appears.

## To unmute yourself (chairperson) using softkeys

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:41	12
LOCK MUTE OTHR	

2. Press OTHR from the next main menu.

12:41	12
OPTS CMDS QUIT	

3. Press QUIT from the next main menu.  
The next main menu appears.

Muted	
UNMUTE OTHR	

4. Press UNMUTE.  
You are unmuted.

12:46	12
1WAY VIEW OTHR	

- The first main menu appears.  
The system provides the SELF button on the Mute submenu.

## To Mute All Participants using softkeys

If you mute all participants using this command, participants can unmute themselves.

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:42	12
UNLOCK MUTE OTHR	

2. Press MUTE from the next main menu.  
The Mute submenu appears.

Mute	
SELF ALL QUIT	

3. Press ALL.  
All participants are muted. Participants can unmute themselves.

12:46	12
1WAY VIEW OTHR	

- The first main menu appears.

## To mute a single conference participant using softkeys

```
12:40      12
1WAY  VIEW  OTHR
```

1. Press VIEW from the first main menu.

```
01: Dave S.
NEXT  MUTE  OTHR
```

2. The first participant appears.

To mute a participant, press NEXT until you view the participant you want to mute.

NOTE: The system does not offer the MUTE softkey if the participant is already muted.

```
04: Joe M.
NEXT  MUTE  OTHR
```

3. Press MUTE to mute the participant.

MUTE changes to UNDO.

NOTE: UNDO is available for 15 seconds after pressing MUTE.

After 15 seconds, the softkey is blank and the participant must unmute their line.

```
04: Joe M.
NEXT  UNDO  OTHR
```

4. Press OTHR.

```
08: John B.
      DISC  QUIT
```

5. Press QUIT.

```
14:32      11
1WAY  VIEW  OTHR
```

6. The first main menu appears.

## To unmute a single conference participant using softkeys

```
12:40      12
1WAY  VIEW  OTHR
```

1. Press VIEW from the first main menu.

```
01: Dave S.
NEXT  MUTE  OTHR
```

2. The first participant appears.

To unmute a participant, press NEXT until you view the participant you want to unmute.

```
04: Joe M.
NEXT  UNDO  OTHR
```

3. Press UNDO to unmute the participant.

UNDO changes to MUTE.

NOTE: UNDO is available for 15 seconds after pressing MUTE.

After 15 seconds, the softkey is blank and the participant must unmute their line.

```
04: Joe M.
NEXT  MUTE  OTHR
```

4. Press OTHR.

```
04: Joe M.
      DISC  QUIT
```

5. Press QUIT.

```
12:50      12
1WAY  VIEW  OTHR
```

6. The first main menu appears.

## To disconnect a single conference participant using softkeys

```
12:40      12
1WAY  VIEW  OTHR
```

1. Press VIEW from the first main menu.

```
01: Dave S.
NEXT  MUTE  OTHR
```

2. The first participant appears.

To disconnect a participant, press NEXT until you view the participant you want to disconnect.

```
07: Ann P.
NEXT  MUTE  OTHR
```

3. Press OTHR.

```
07: Ann P.
      DISC  QUIT
```

4. Press DISC.

```
- Ann
```

This display appears briefly to indicate that the participant is disconnected.

```
08: John B.
NEXT  MUTE  OTHR
```

5. The next participant appears.

To exit View, press OTHR.

```
08: John B.
      DISC  QUIT
```

6. Press QUIT.

```
12:41      11
1WAY  VIEW  OTHR
```

The first main menu appears.

## To view or change conference options using softkeys

You can view or change the Conference Continuation option or the Announcement option while in conference.

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:40	12
LOCK MUTE OTHR	

2. Press OTHR from the next main menu.

12:40	12
OPTS CMDS QUIT	

3. Press OPTS from the next main menu.

On exit: Term	
CHNG	NEXT

4. The Conference Continuation option appears showing the current setting.

Press CHNG to change this setting. This option switches between ‘Term’ and ‘Cont’.

Press NEXT to keep the current setting and go to the next option.

NOTE: The system does not offer the Conference Continuation option if your administrator did not assign this privilege to you.

Conferences end when you exit the conference.

Announce: tones	
CHNG	OK

5. The Announcements option appears showing the current setting.

Press CHNG to change this setting. Each time you press CHNG, the setting changes to one of ‘tones’, ‘names’, and ‘off’.

Press OK to keep the current setting and exit.

NOTE: The system does not offer the ‘off’ setting if your administrator did not assign this privilege to you.

12:40	12
OPTS CMDS QUIT	

If you press OK, the Options menu appears.

## To view or change the Conference Continuation setting using softkeys

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:40	12
LOCK MUTE OTHR	

2. Press OTHR from the next main menu.

12:40	12
OPTS CMDS QUIT	

3. Press OPTS from the next main menu.

On exit: Term	
CHNG NEXT	

4. The Conference Continuation option appears showing the current setting.

Press CHNG to change this setting. This option switches between ‘Term’ and ‘Cont’.

Press \* to keep the current setting and exit.

NOTE: The system does not offer the Conference Continuation option if your administrator has not assigned this privilege to you. Conferences end when you exit the conference.

12:41	12
1WAY VIEW OTHR	

If you press \*, the first main menu appears.

## To view or change the Announcement setting using softkeys

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:40	12
LOCK MUTE OTHR	

2. Press OTHR from the next main menu.

12:40	12
OPTS CMDS QUIT	

3. Press OPTS from the next main menu.

On exit: Term	
CHNG NEXT	

4. Press NEXT to go to the Announcement option.

Announce: tones	
CHNG OK	

5. The Announcements option appears showing the current setting. Press CHNG to change this setting. Each time you press CHNG, the setting changes to one of ‘tones’, ‘names’, and ‘off’.

Press OK to keep the current setting and exit.

NOTE: The system does not offer the ‘off’ setting if your administrator has not assigned this privilege to you.

12:40	12
OPTS CMDS QUIT	

If you press OK, the Options menu appears.

## To hear a list of available commands using softkeys

12:40	12
1WAY VIEW OTHR	

1. Press OTHR from the first main menu.

12:40	12
LOCK MUTE OTHR	

2. Press OTHR from the next main menu.

12:40	12
OPTS CMDS QUIT	

3. Press CMDS from the next main menu.

You hear a list of all commands available to you.

Your display shows the commands as you hear them.

You can press any key to terminate the command list.

12:41	12
1WAY VIEW OTHR	

4. The first main menu appears.

## Participant activities

Participants complete the following procedures when joining or participating in a conference:

- [“To access a conference \(participant\)” on page 39](#)
- [“To mute or unmute yourself \(participant\) using softkeys” on page 33](#)
- [“To view a list of participants using softkeys” on page 33](#)
- To hear a count of participants, see [Table 6 on page 37](#)
- [“To hear a list of available commands using softkeys” on page 33](#)
- [“To transfer a participant in to conference” on page 39](#)



## To mute or unmute yourself (participant) using softkeys

```
12:40      12
MUTE  VIEW  OTHR
```

1. Press MUTE from the first main menu.  
You are muted.  
MUTE changes to UNMUTE.

```
12:40      12
UNMUTE VIEW  OTHR
```

2. Press UNMUTE from the main menu.  
You are unmuted.  
UNMUTE changes to MUTE.

## To view a list of participants using softkeys

```
12:40      12
MUTE  VIEW  OTHR
```

1. Press VIEW from the first main menu.

```
01: Dave S.
NEXT      QUIT
```

2. The first participant appears.  
Press NEXT to go to the next participant.  
Press QUIT while viewing any participant to exit the View command.

```
02: Pete T.
NEXT      QUIT
```

3. Press NEXT until you are on the last participant.

```
12: Jill M.
NEXT      QUIT
```

4. Press NEXT on the last participant.

```
Total: 12
AGAIN    OK
```

5. Press AGAIN to view the list again.  
Press OK to exit the View command.

## To hear a list of available commands using softkeys

```
12:40      12
MUTE  VIEW  OTHR
```

1. Press OTHR from the first main menu.

```
12:40      12
        CMDS  QUIT
```

2. Press CMDS from the next main menu.  
You hear a list of all commands available to you.  
Your display shows the commands as you hear them.  
You can terminate the command list at any time by pressing any key.

```
12:40      12
MUTE  VIEW  OTHR
```

3. The first main menu appears.



---

# Chapter 3

## Navigating the conference using your keypad

---

Use the procedures in this chapter to enter, configure, and navigate Meet Me Conferencing using your keypad. When you use an external set or a 1-line set, voice prompts guide you.

### Chairperson activities before the conference

You must be the chairperson of the conference to complete the following procedures:

These procedures describe how to enter and configure a conference:

- [“To access the Chairperson Wait menu” on page 40](#)
- [“To change the PIN using your keypad” on page 35](#)
- [“To set a passcode using your keypad” on page 35](#)
- [“To change conference options using your keypad” on page 36](#)
- [“To enter the conference using your keypad” on page 37](#)

### To change the PIN using your keypad

- 1 At the Chairperson Wait menu, you hear the following prompt:
  - “When you are ready to enter the conference, press one.”
  - “If this conference will require a passcode, press two.”
  - “To change the conference settings, press three.”

Press **three (3)**.

Continue to follow the voice prompts to change the PIN.

- 2 Press **one (1)**.
- 3 Enter the new PIN value and press **pound (#)**.
- 4 Enter the new PIN value again to verify it, and press **pound (#)**.
  - If the values match, the system changes your PIN.
  - If the values do not match, go to step 2.

### To set a passcode using your keypad

You can set a passcode that participants must enter before they enter the conference. A passcode provides added security to a conference.

- 1 At the Chairperson Wait menu, you hear the following prompt:
  - “When you are ready to enter the conference, press one.”

“If this conference will require a passcode, press two.”

“To change the conference settings, press three.”

Press **two (2)**.

Continue to follow the voice prompts to set a passcode.

- 2** Enter the passcode, and press **pound (#)**.

Your passcode must be four to eight digits in length.

- 3** Enter the passcode again to be verified, and press **pound (#)**.

If the passcodes match, you can enter the conference or change conference settings.

If the passcodes do not match, you are asked to enter them again by repeating the procedure from step 3.

## To change conference options using your keypad

- 1** At the Chairperson Wait menu, you hear the following prompt:

“When you are ready to enter the conference, press one.”

“If this conference will require a passcode, press two.”

“To change the conference settings, press three.”

Press **three (3)**.

Continue to follow the voice prompts to set a passcode.

- 2** Press **two (2)**.

- 3** To activate Quickstart, press **one (1)**; or, to skip this step, press **pound (#)**.

If you press one (1), future conferences start when participants arrive.

If you press pound (#), future conferences start when you arrive.



**Note:** The system does not offer this option if your administrator did not assign this privilege to you. Without Quickstart, conferences start when you enter the conference.

---

- 4** To allow the conference to continue after you disconnect, press **one (1)**; or, to skip this step, press **pound (#)**.

If you press one (1), conferences continue when you leave the conference.

If you press pound (#), conferences end when you leave the conference.



**Note:** The system does not offer this option if your administrator did not assign this privilege to you. Without Conference Continuation, conferences end when you exit the conference.

---

- 5** To accept the Tones announcement, press **pound (#)** or press **one (1)** to hear the next setting.

- 6 To accept the Names announcement, press **pound (#)** or press **one (1)** to hear the next setting.
- 7 To accept the No Announcement setting, press **pound (#)** or press **one (1)** to return to step 5.



**Note:** The system does not offer the No Announcement setting if your administrator did not assign this privilege to you.

## To enter the conference using your keypad

- 1 At the Chairperson Wait menu, you hear the following prompt:
  - “When you are ready to enter the conference, press one.”
  - “If this conference will require a passcode, press two.”
  - “To change the conference settings, press three.”

Press **one (1)**.

You enter the conference.

## Chairperson activities during the conference

The following table shows you how to navigate a conference using your keypad. See [Table 6 on page 37](#).

**Table 6** Chairperson commands during a conference, keypad access

Command	Keys
Mute a conference	##
Unmute a conference	99
Lock a conference	*4
Unlock a conference	*5
Mute yourself	*6
Unmute yourself	*7
Mute all participants	88
Change the Conference Continuation option	*8
Change the Announcement option	*9
Hear a count of participants	*#
Hear a list of commands	**

## Participant activities

Participants can perform the following procedures:

- [“To access a conference \(participant\)” on page 39](#)

- [“To transfer a participant in to conference” on page 39](#)

To navigate a conference, follow the commands described in the following table. See [Table 7 on page 38](#).

**Table 7** Participant commands during conference, keypad access

Commands	Keys
Mute yourself	*6
Unmute yourself	*7
Hear a count of participants	*#
Hear a list of commands	**

---

# Chapter 4

## Common procedures

---

Use the common procedures in this chapter to navigate Meet Me Conferencing:

- [“To transfer a participant in to conference” on page 39](#)
- [“To access a conference \(participant\)” on page 39](#)
- [“To access the Chairperson Wait menu” on page 40](#)

### To transfer a participant in to conference

An internal user can transfer a caller in to a conference. The internal user performs the following steps while on a call:

- 1 Use F930 or call transfer to transfer the caller to the conferencing service. See [“Conference service access” on page 10](#).
- 2 If you are the chairperson of this conference, press pound (#); otherwise, enter the conference access code and press pound (#).

The held caller enters the conference.



**Note:** If the internal user is already a participant in a held conference, he/she must manually take the held conference off hold.

---

### To access a conference (participant)

This procedure is only for participants.

Before you start this procedure, dial in to the conference service as described in the section [“Conference service access” on page 10](#).

- 1 Enter the access code and press pound (#).  
The access code is the chairperson’s extension.
- 2 To verify that you are not the chairperson, press pound (#) or stay on the line.
- 3 Say your name. If the conference is not in session, you wait while on hold.



**Note:** If the chairperson chose the option to announce participants by name, the system prompts you to say your name. Otherwise, the system bypasses this step.

---



**Note:** While you wait for the conference to begin, a prompt plays every minute. If you need assistance, press 0 during the prompt to transfer to an attendant.

---

- 4 If you are prompted, enter the passcode.

You enter the conference.



**Note:** This step occurs when the conference starts or when you access a conference that is already in progress.

---

## To access the Chairperson Wait menu

This procedure is only for chairpersons.

Before you start this procedure, dial in to the conference service as described in [“Conference service access” on page 10](#).

- 1 The system prompts you for your access code. If you are calling from your own extension, press pound (#). Otherwise, enter your own extension and press pound (#).



**Note:** If you call from your own extension (set up as a conference bridge), the system bypasses the next step (step 2) and prompts you directly for your PIN (step 3).

---

- 2 To verify you are the chairperson, press star (\*).

- 3 Enter your personal identification number (PIN) number and press pound (#).

Enter 0000 if you are accessing the conferencing feature for the first time or if the administrator reset your PIN. The system prompts you to change it.

If PIN authorization fails because your password expired, the system prompts you to change it.

See [“To change the PIN using softkeys” on page 19](#) or [“To change the PIN using your keypad” on page 35](#).

If PIN authorization succeeds, you enter the Chairperson Wait menu.



**Note:** To change your PIN, you must use an internal set. If you must change your PIN and you are calling from an external line, the system warns you and then disconnects your call.

---

If you logged on to the conference as the chairperson, you hear a list of chairperson commands.