



BCM RIs 6.0

MeetMe Conferencing

Task Based Guide

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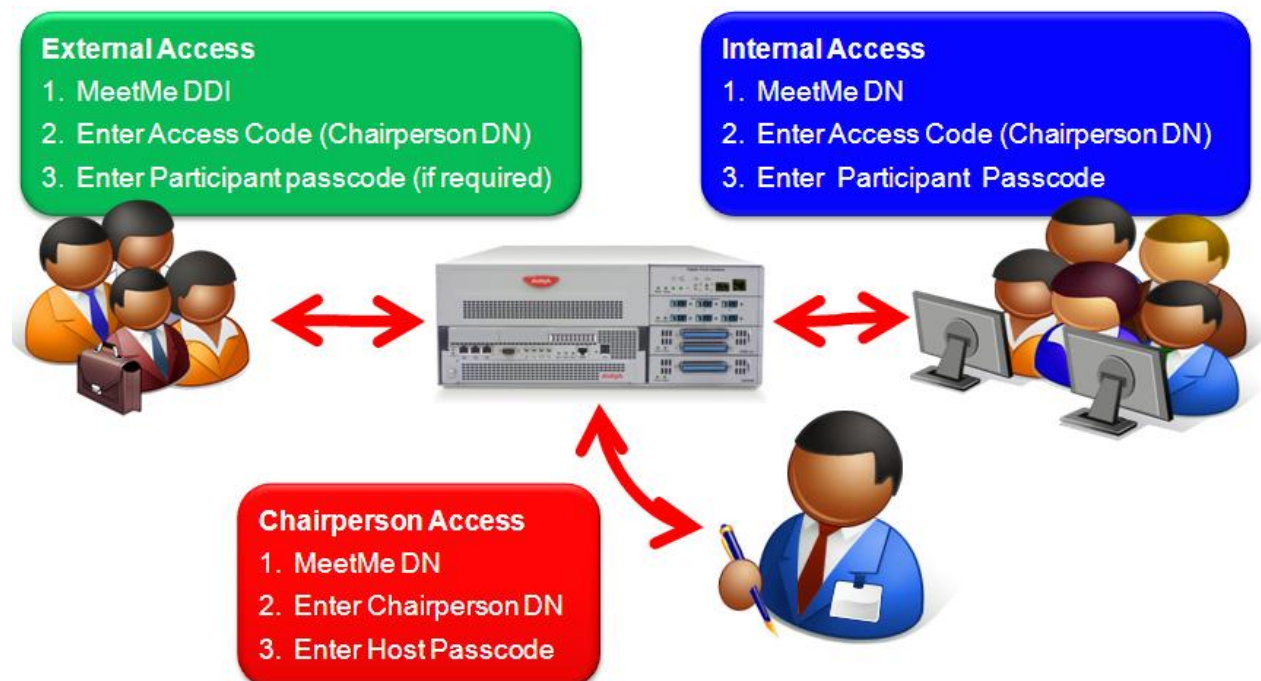
MeetMe Audio Conferencing

Overview

Using the MeetMe Conferencing application, callers can establish a multi party teleconference up to 18 participants for BCM50 systems, or 60 participants for BCM450 systems (up to 120 participants in multiple conferences on BCM450 systems if a Capacity Expansion Card is installed). The conferences can either be wholly internal or a mix of both internal and external callers. Access for internal callers is via the use of F930, external callers access the conference by calling a specified DDI number, alternately by being transferred to a conference. One caller acts as the chairperson and has additional powers to start, stop, secure, eject and control the conference.

Types of MeetMe Conference:

- Internal: only accessed internally does not require access to a target line, though outside parties can be added via transfer to application DN which is DN 301 on a default system. Internally accessed via F930 using chairpersons DN as the meeting key.
- Internal/External: can be accessed by both Internal and external parties. Those dialing in from external locations dial a MeetMe Conference DDI number setup by the system administrator. Internally accessed via F930 using chairpersons DN as the meeting key.



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

MeetMe Conferencing has a special directory number (application DN, to find use F985) used to access the MeetMe Conferencing feature. Although you can access a conference in several ways, the system administrator should notify both internal and external conferencing users of the Meet Me Conferencing DN.

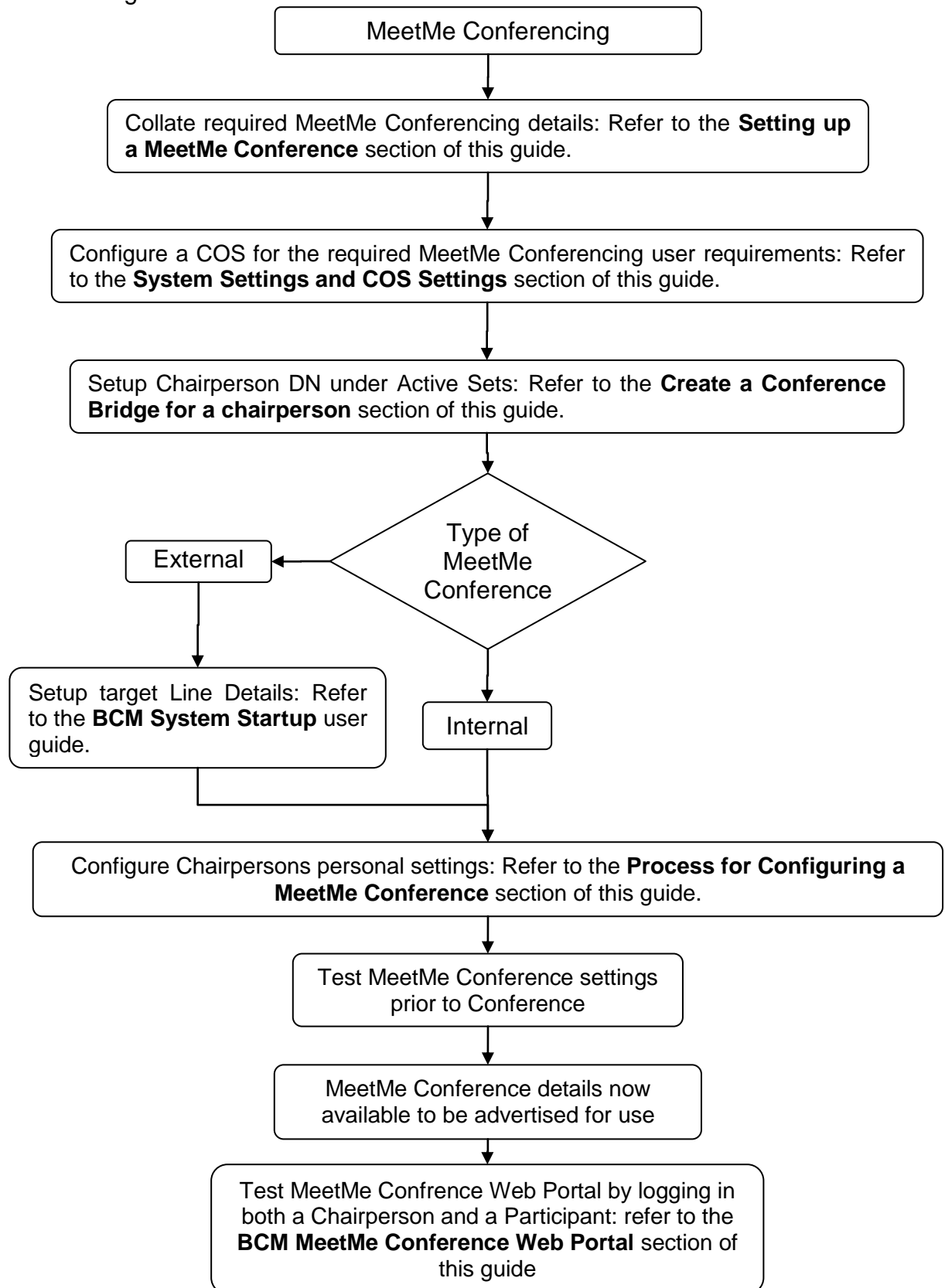
Required Information

To setup a MeetMe Conference the system administrator will require the following information:

- Class of Service setting for required MeetMe conference (1-16 available).
- Chairperson DN.
- For external access a target Line with a DDI/DID Number.

Flow Chart

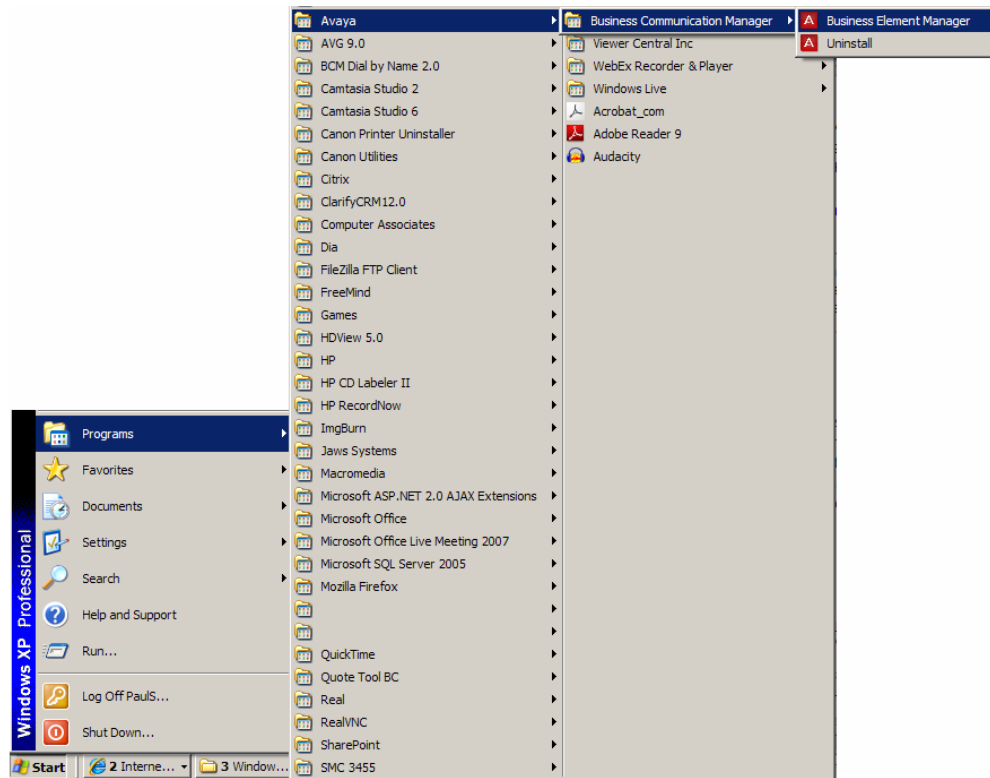
This flowchart depicts all relevant steps to setup and configure the MeetMe conferencing feature.



Setting up a MeetMe Conference

Accessing Meet Me Conferencing in Element Manager

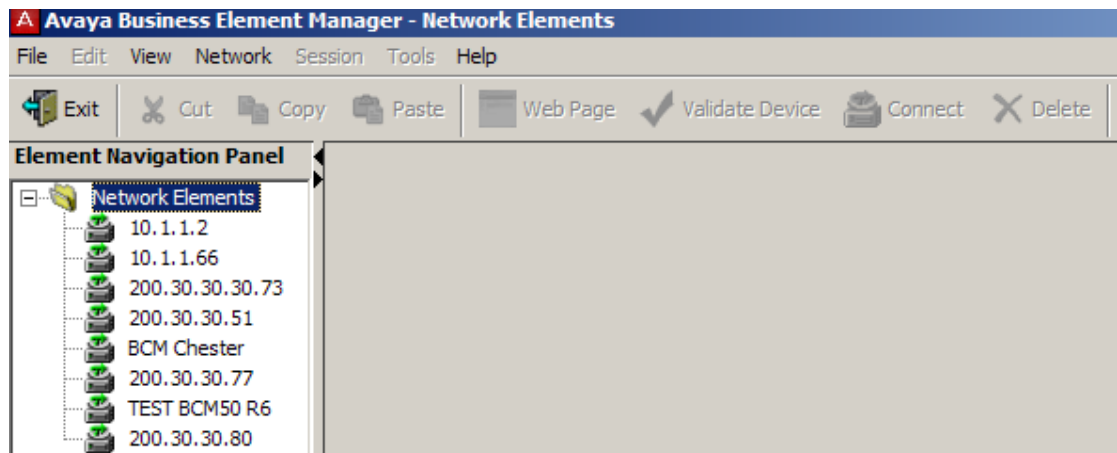
1. How access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



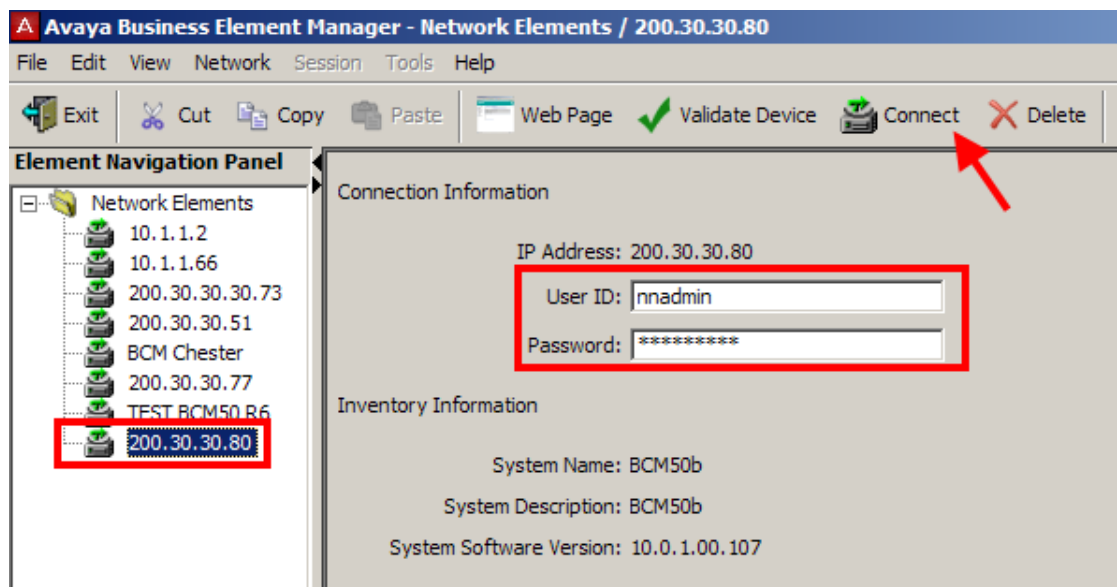
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the **Element Manager** interface.

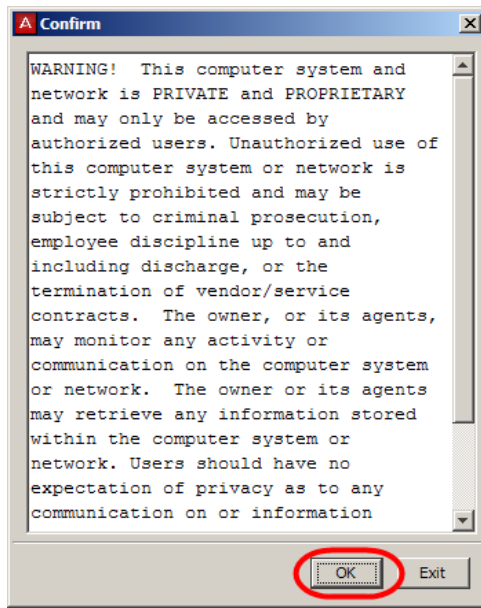


4. Open the **Network Elements** folder and select the IP Address of the BCM.

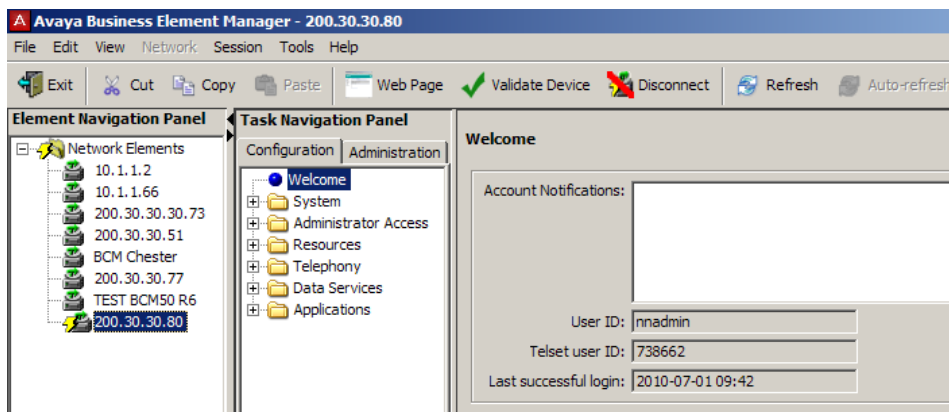


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

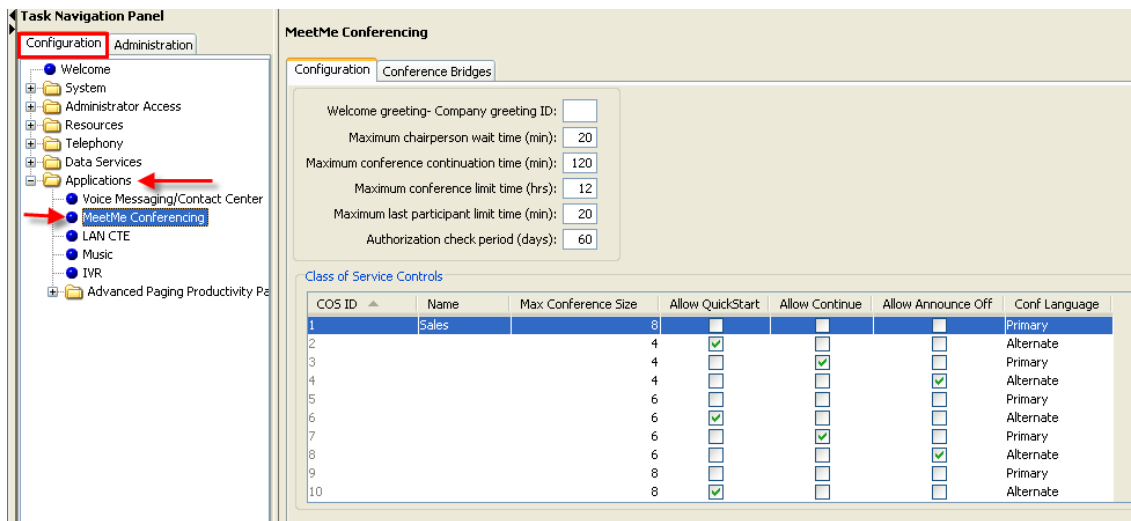
6. A warning screen will appear, read the warning and click **OK**.



7. You will be presented with the Element Manager interface.



8. Select the **Configuration** tab, open the **Applications** folder, and then click on the **MeetMe Conferencing**.



System Settings and CoS Settings

To access the system and COS settings within Element Manager:

Follow **Configuration > Applications > Meet Me Conferencing > Configuration** to configure system and COS settings.

The system settings are global and apply to all MeetMe conferences on the BCM. The COS service table has 16 COS ID's available. They are then assigned to chairpersons DN under the chairpersons Active Set.

Note: that the Meet Me Conferencing COS is separate and distinct from the Mailbox COS. The Meet Me Conferencing COS is assigned to a chairperson's DN.

System Settings

Attribute	Value	Description
① Welcome greeting - Company greeting ID	<Blank, or a Company Greeting number 1-250> Default: Blank	The Welcome greeting is played for external callers. If blank, the system uses the standard greeting: "Welcome to the Meet Me Conferencing Service." Instead the administrator can select any existing Company Greeting under Callpilot to use as a Welcome greeting for this service.
② Maximum chairperson wait time (min)	<1-120> Default: 20 minutes.	The Wait Time is the amount of time that system resources can be tied up waiting for a conference to start. Should the chairperson fail to login within the allotted time limit, the system informs participants and terminates the conference. The limit is enforced on a per-participant basis. Thus timer starts after the last person joins the conference.
③ Maximum conference continuation time (min)	<1-999> Default: 120 minutes.	This attribute works with the Allow Continue option in the chairperson's COS. If the Allow Continue option is enabled, the Maximum Conference Continuation Time sets the limit to the amount of time that system resources are used after the chairperson has left the conference. When this limit expires, the system gives participants a one minute

Attribute	Value	Description
		warning and then disconnects them. If the Allow Continue option is disabled, the conference ends when the chairperson leaves the conference.
4 Maximum conference limit time (hrs)	<1-24> Default: 12	This attribute limits the amount of time that system resources can be used continuously for a single conference. It's purpose is to prevent a conference from going on indefinitely if there are multiple abandoned lines. The limit should be high enough not to impair most conferences. When this limit expires, the system gives participants a one minute warning and then disconnects them.
5 Maximum last participant limit time (min)	<1-120> Default: 20 minutes	This attribute limits the amount of time that system resources can be tied up when the conference is reduced to a single participant. It's purpose is to prevent an abandoned line from tying up a port unnecessarily. Note: Any value set higher than the Maximum Conference Continuation Time is not effective, because the system disconnects the conference when that limit is reached.
6 Authorization check period (days)	<1-365> Default: 60 days.	This attribute controls the Authorization Check feature. If 0, the feature is disabled; otherwise the chairperson must change the PIN locally at least once during this period to maintain access.

Class of Service Settings

Class of Service Controls						
COS ID	Name	Max Conference Size	Allow QuickStart	Allow Continue	Allow Announce Off	Conf Language
1	Main	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
2		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate
3		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary
4		4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alternate
5		4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary

1 COS ID	<1-16>	The ID of the COS.
2 Name	<alphanumeric>	The name of the COS.
3 Max Conference Size	BCM450:<4-60> BCM50:<4-18>	The largest number of participants (including the chairperson) that the chairperson can host, subject to resource availability.
4 Allow QuickStart	<check box>	The QuickStart option allows the conference to start without the chairperson. If selected, the chairperson can enable or disable the Quickstart feature in the chairperson administration interface. If cleared, the chairperson cannot enable the Quickstart option. The Quickstart option is disabled and does not appear in the chairperson administration interface.
5 Allow Continue	<check box>	If selected, the chairperson can enable or disable the Conference Continuation option. The Conference Continuation option is configured in the chairperson

		administration interface and during conference. If cleared, the chairperson cannot enable the Conference Continuation option. The option is disabled and does not appear in the chairperson administration interface not during conference.
<p>6</p> <p>Allow Announce Off</p>	<check box>	<p>The Announcement settings are Tones, Names, and Off. The Off setting allows the chairperson to turn announcements off.</p> <p>If selected, the value Off is offered as an Announcement setting within the chairperson administration menu and during conference.</p> <p>If cleared, the chairperson cannot change the Announcement option to Off. The Announcement option remains visible in the chairperson administration menu and during conference, but off is not offered as a setting. The Announcement option can be Tones or Names only.</p>
<p>7</p> <p>Conf Language</p>	<drop-down list>	<p>The attribute specifies the language of the participant entry/exit and warning voice prompts.</p> <p>If Primary, the voice prompts play in the Primary language set in the VoiceMail system properties.</p> <p>If Alternative, the voice prompts play in the Alternative language set in the VoiceMail system properties.</p>

Configuring a MeetMe Conference

Select the **Configuration** tab, open the **Applications** folder, and then click on the **MeetMe Conferencing**.

Task Navigation Panel

- Configuration
 - Administration
 - System
 - Administrator Access
 - Resources
 - Telephony
 - Data Services
 - Applications
 - Voice Messaging/Contact Center
 - MeetMe Conferencing**
 - LAN CTE
 - Music
 - Advanced Paging Process

MeetMe Conferencing

Configuration | Conference Bridges

Welcome greeting- Company greeting ID:

Maximum chairperson wait time (min):

Maximum conference continuation time (min):

Maximum conference limit time (hrs):

Maximum last participant limit time (min):

Authorization check period (days):

Class of Service Controls

COS ID	Name	Max Conference Size	Allow QuickStart	Allow Continue	Allow Announce Off	Conf Language
1		4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
2		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate
3		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary
4		4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alternate
5		6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
6		6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate
7		6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary
8		6	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alternate
9		8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
10		8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate

Creating a Conference Bridge for a Chairperson

1. To configure a MeetMe conference, either edit or confirm the system settings in the top half of the screen, under the **Configuration** tab. Ensure that an appropriate Welcome greeting for the organisation has been recorded from within CallPilot Auto Attendant as a company greeting. Enter the Company Greeting ID in the **Welcome Greeting – Company greeting ID** field then continue through and confirm the remainder of the Configuration settings.

For details of how to record a Company Greeting Please refer to the **CallPilot Auto-Attendant Guide**.

MeetMe Conferencing

Configuration | Conference Bridges

Welcome greeting- Company greeting ID:

Maximum chairperson wait time (min):

Maximum conference continuation time (min):

Maximum conference limit time (hrs):

Maximum last participant limit time (min):

Authorization check period (days):

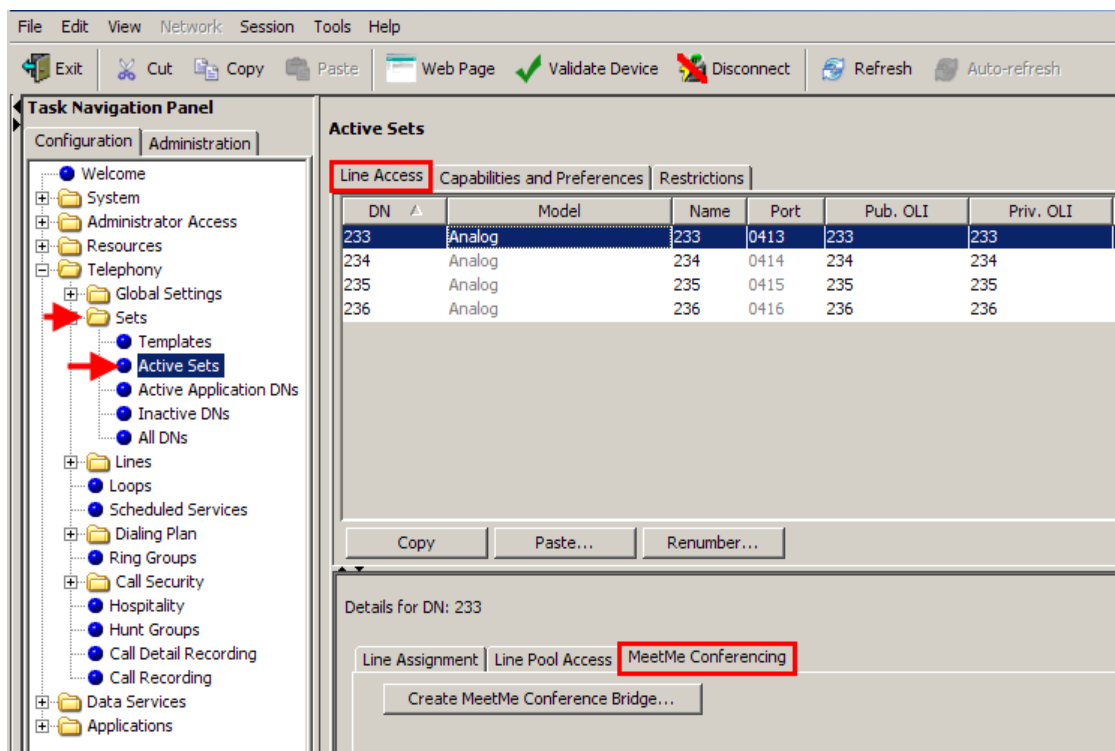
2. You can make changes to the COS table directly by clicking on the table cells. You can change the Name, Maximum Conference Size (Up to the available keycoded licenses for the feature), Allow QuickStart, Allow Continue, Allow Announce Off, and Conference Language for any COS.
 - a. COS ID cannot be changed.
 - b. To change the **Name**, double click the Name cell of the COS you want to change.
 - c. To change the **Maximum Conference Size**, double click the Maximum Conference Size cell of the COS you want to change.
 - d. To change the following click the checkbox of the COS you want to change:
 - i. **Allow QuickStart** – With this option enabled, the conference begins when the first participant arrives, default is disabled
 - ii. **Allow Continue** – With this option enabled the conference can continue even once the chairperson has left, default is disabled
 - iii. **Allow Announce Off** – controls whether the system announces a participant on entering the conference
 - e. To change the **Conference Language**, double click the Conference Language cell of the COS you want to change. Click the drop down list. Select Primary or Alternate.

Note: View the Class of Service settings section for field definitions.

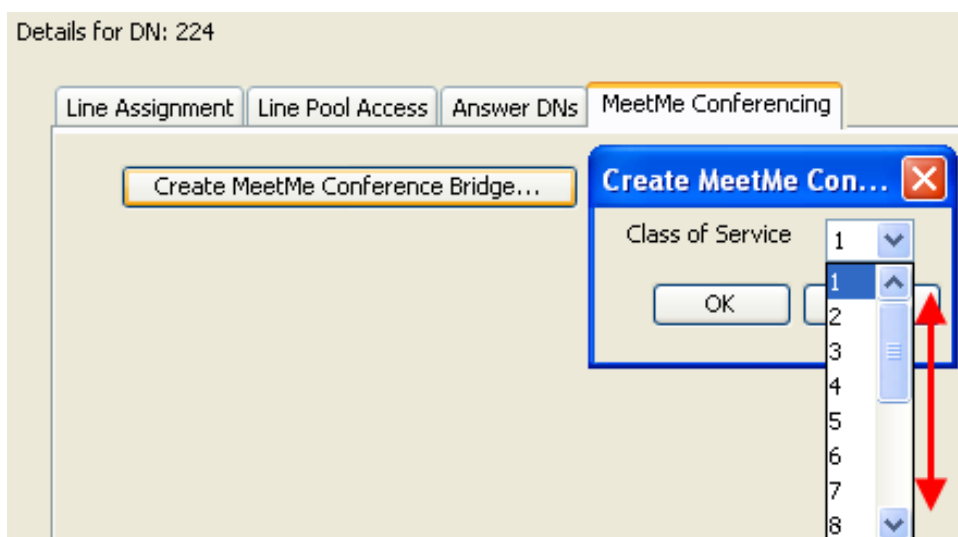
COS ID	Name	Max Conference Size	Allow QuickStart	Allow Continue	Allow Announce Off	Conf Language
1	Main	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
2	Conference 1	10	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate
3		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary
4		4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alternate
5		6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
6		6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate
7		6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary
8		6	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Alternate
9		8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Primary
10		8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alternate

3. To configure the conference settings for a chairperson follow the following procedures :
4. Click **Configuration, Telephony, Sets, Active Sets, Line Access**.

- Click the DN you want to make into a Conference Bridge.



- Click the **MeetMe Conferencing** tab in the bottom panel.
- Click **Create MeetMe Conference Bridge...** The **Create MeetMe Conference Bridge** dialog box appears. Select the required **Class of Service** and click **OK**.



8. The selected Class of Service will be shown.

Details for DN: 224

Line Assignment Line Pool Access Answer DNs **MeetMe Conferencing**

Class of Service **2**

Remove MeetMe Conference Bridge PIN Reset

9. The user now has chairperson privileges. The system updates the MeetMe Conferencing panel.

Task Navigation Panel

Configuration Administration

- Welcome
- System
- Administrator Access
- Resources
- Telephony
 - Global Settings
 - Sets
 - Lines
 - Loops
 - Scheduled Services
 - Dialing Plan
 - Ring Groups
 - Call Security
 - Hospitality
 - Hunt Groups
 - Call Detail Recording
 - Call Recording
- Data Services
- Applications
 - Voice Messaging/Contact C
 - MeetMe Conferencing**
 - LAN CTE
 - Music
- Advanced Paging Producti

MeetMe Conferencing

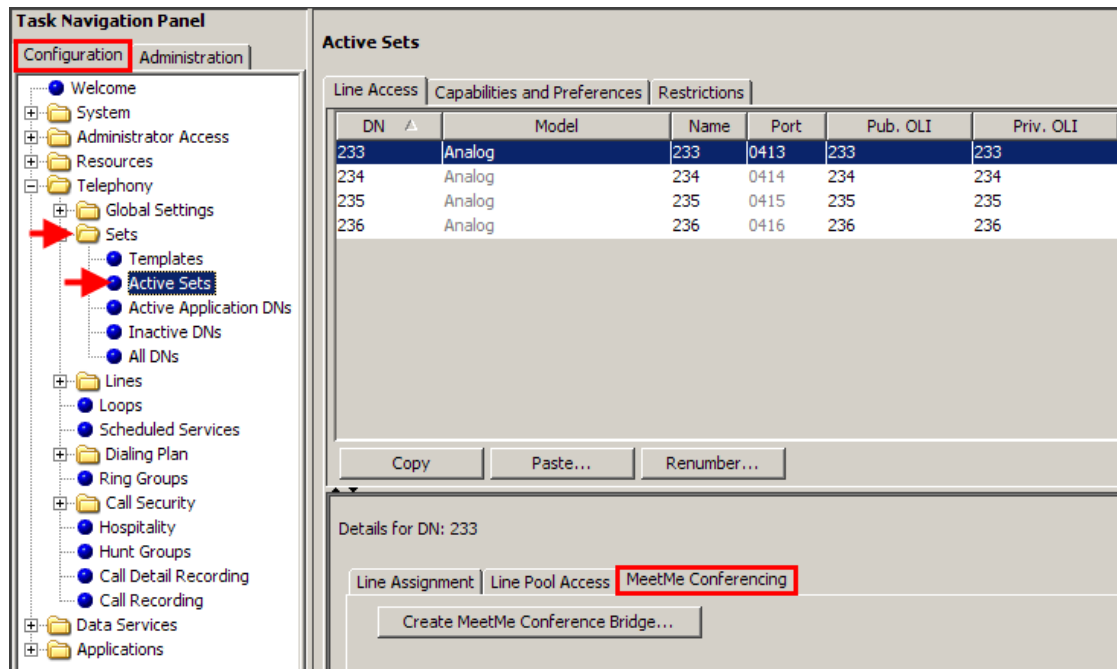
Configuration Conference Bridges

Access Code (DN)	Class of Service
225	1

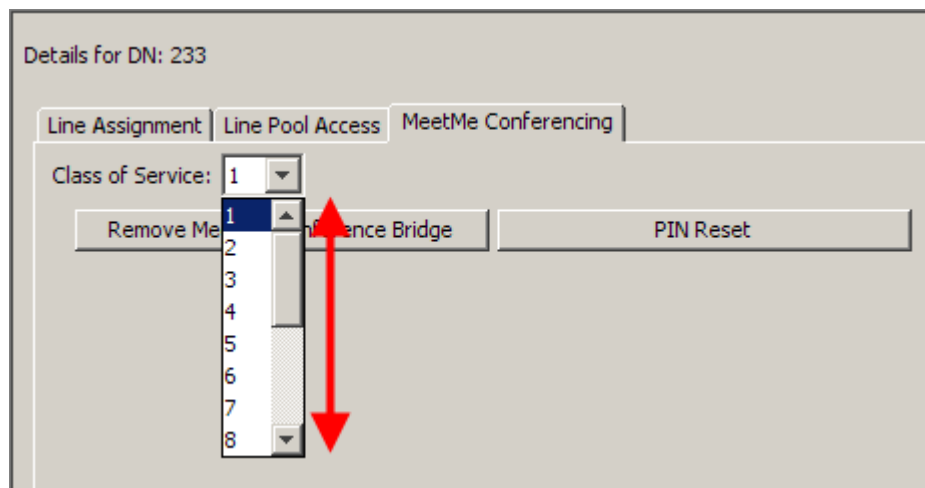
To give external callers access directly to the MeetMe Conference, they will need to dial a DDI number which is assigned to a target line. This target line will need to be assigned under CallPilot Auto Attendant Lines Administration. (Refer to the **Assigning a Line to MeetMe Conferencing** section of this guide).

To Change the Chairperson's COS

1. Click **Configuration, Telephony, Sets, Active Sets, Line Access**.



2. Click the **DN** you want to change.
3. Click the **MeetMe Conferencing** tab in the bottom panel.

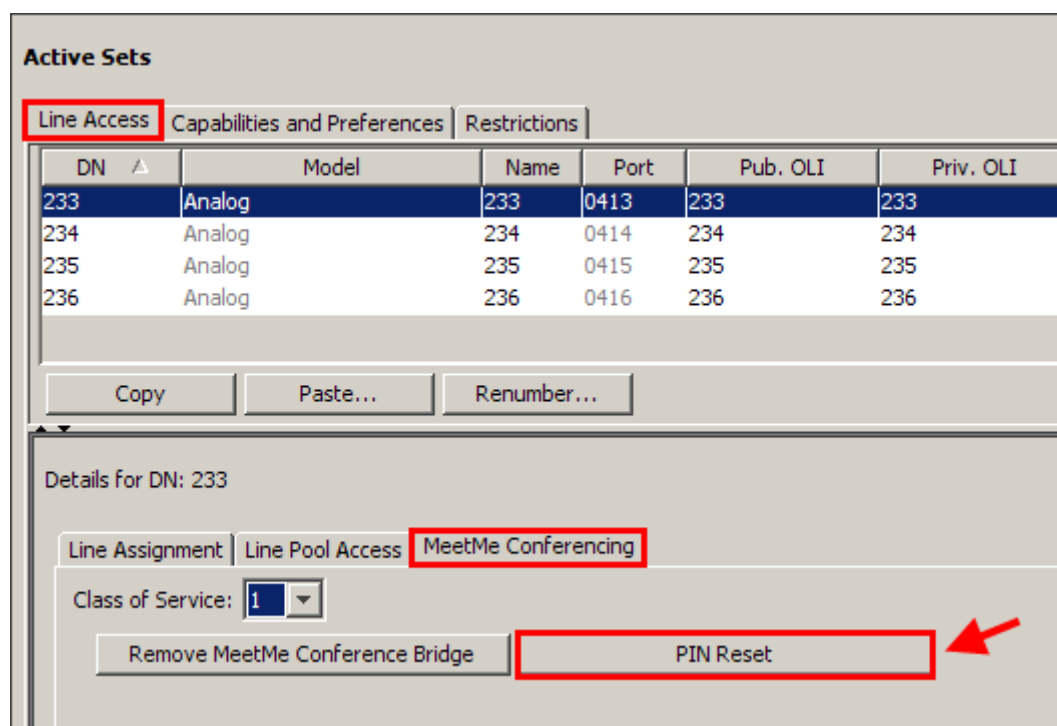


4. Click the **Class of Service** drop down list.
5. Select a new COS value.
6. The chairperson now has a new COS.

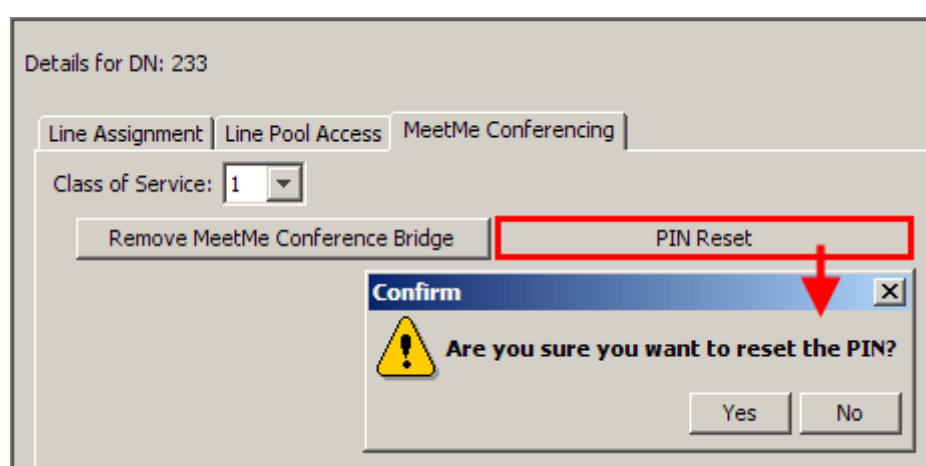
To Reset the Chairperson's PIN

Should the chairperson forget their PIN it is possible for the system administrator to reset the PIN.

1. Click **Configuration > Telephony > Sets > Active Sets > Line Access**.
2. Click the **DN** you want to change.



3. Click the **MeetMe Conferencing** tab in the bottom panel.

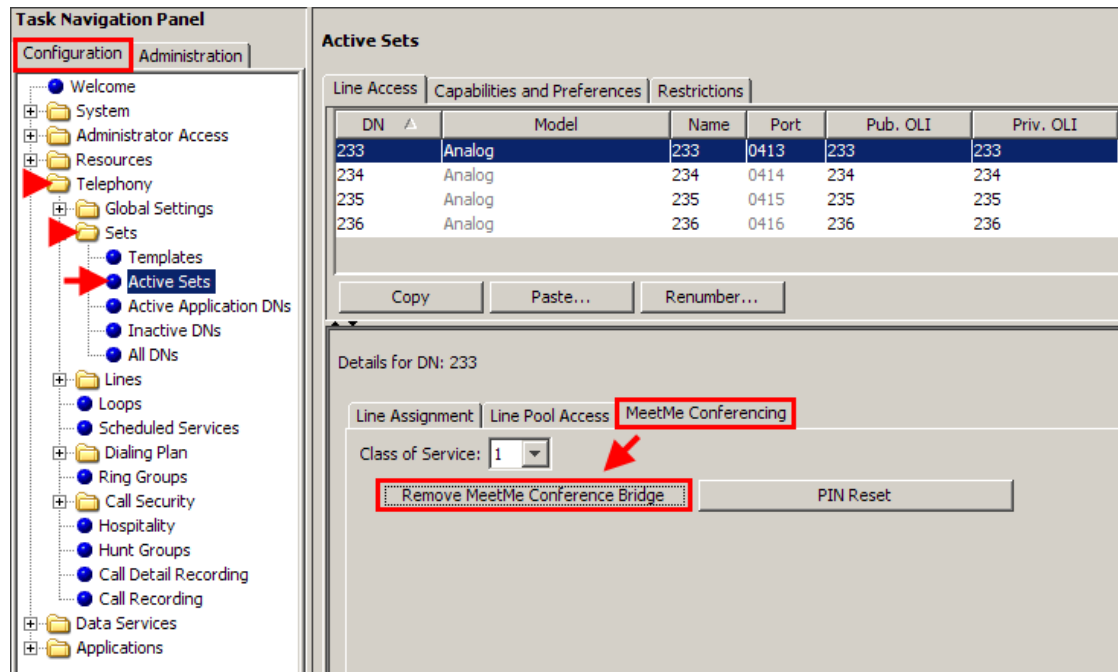


4. Click **PIN Reset**.
5. Click **Yes** to confirm.

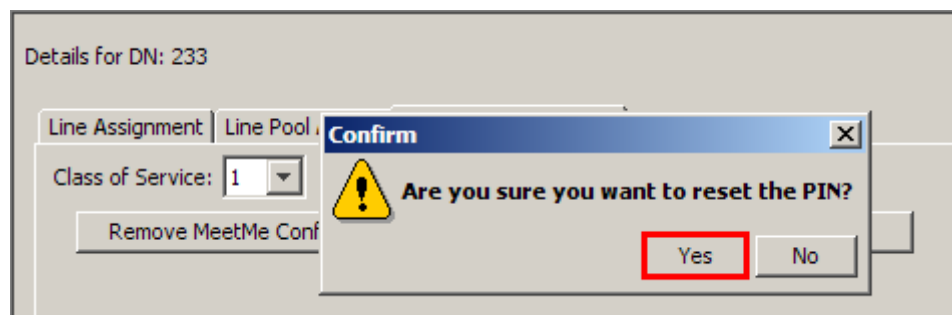
The Conference PIN is reset to 0000. The chairperson must change it before next accessing a conference.

Removing Conference Privileges from a Chairperson

1. Click **Configuration, Telephony, Sets, Active Sets, Line Access**.
2. Click the **DN** from which you wish to remove the conference privileges.



3. Click the **MeetMe Conferencing** tab in the bottom panel.



4. Click **Remove MeetMe Conference Bridge**.
5. Click **Yes** to confirm.
6. The system removes the Conference Bridge from the DN and updates the MeetMe Conferencing panel.

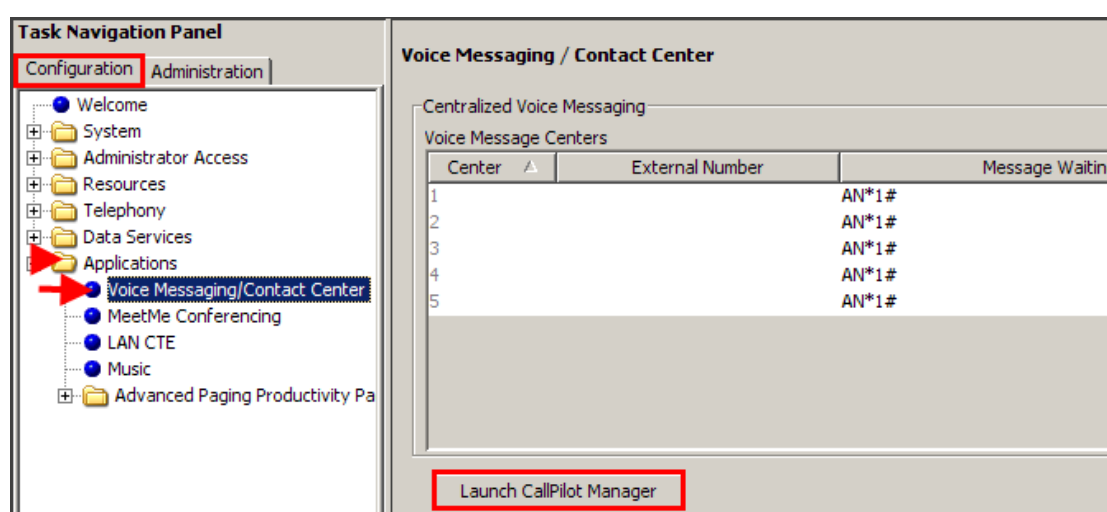
CallPilot Settings for External Participants

To give access directly to the MeetMe Conference for external callers, they will need to dial a DDI number which is assigned to a target line. This target line will need to be assigned under CallPilot Auto Attendant Lines Administration.

Assigning a Line to MeetMe Conferencing

The MeetMe Conferencing line is assigned in CallPilot Manager, which can be accessed through the Element Manager application.

1. Access **CallPilot Manager** by selecting **Applications > Voice Messaging/Contact/Centre > Launch CallPilot Manager**.



2. Access **Auto Attendant > Lines Administration**.

Main Logout Help

Mailbox Administration •

→ **Auto-Attendant** •

→ [General Properties](#) •

[Lines Administration](#) •

[Change Many Lines](#) •

[CLID Routing Table](#) •

[Greeting Tables](#) •

[Holidays](#) •

[Company Greetings](#) •

[Customized Digits](#) •

Lines Administration

Line	Answer Mode	Table/Skillset	Rings	Command
1	No	---	0	Change
2	No	---	0	Change
3	No	---	0	Change
4	No	---	0	Change
5	No	---	0	Change
6	No	---	0	Change
7	No	---	0	Change
8	No	---	0	Change
9	No	---	0	Change

3. Scroll down list to the required target line.

Main Logout Help

Lines Administration

Mailbox Administration •

Auto-Attendant •

General Properties •

Lines Administration •

Change Many Lines •

CLID Routing Table •

Greeting Tables •

Holidays •

Company Greetings •

Customized Digits •

Custom Call Routing •

Networking •

Contact Center •

Reports •

Configuration •

Operations •

Line	Answer Mode	Table/Skill		
1	No	---		
2	No	---		
3	No	---		
4	No	---		
5	No	---		
6	No	---		
7	No	---		
8	No	---		
136	No	---	0	Change
137	No	---	0	Change
138	No	---	0	Change
139	No	---	0	Change
140	MeetMe Conferencing	---	0	Change
141	No	---	0	Change
142	No	---	0	Change
143	No	---	0	Change
144	No	---	0	Change
145	No	---	0	Change
146	No	---	0	Change

Line Properties

Line Number: 140

Answer Mode: MeetMe Conferencing

Table/Skillset Number: None

Number of Rings: 0

Submit Cancel

4. Click on **change** and from the **Answer Mode** dropdown list and select **MeetMe Conferencing**, click **submit**.
5. Confirm all settings are correct by calling DDI and follow voice prompts to test the MeetMe Conference.

On completion of these actions then the DDI Number along with the time of the conference can then be given to all external callers along with the chairpersons DN.

Chairperson Conference Features

Chairperson Wait Menu

This procedure is only for chairpersons. Before you start this procedure, dial in to the conference service via F930:

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

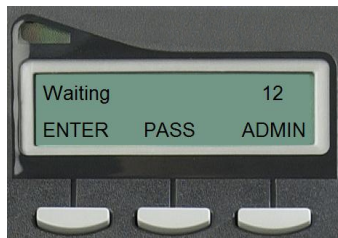
Note: If you call from your own extension (set up as a conference bridge), the system bypasses the next step (step 2) and prompts you directly for your PIN (step 3).

2. To verify you are the chairperson, press **STAR (*)**.
3. Enter your personal identification number (PIN) number and press **HASH (#)**. 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.
4. If PIN authorization fails because your password expired, the system prompts you to change it.
5. If PIN authorization succeeds, you enter the Chairperson Wait menu.

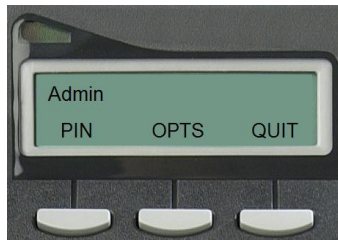
Note: To change your PIN, you must use an internal set. If you must change your PIN and you are calling from an external line, the system warns you and then disconnects your call.

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

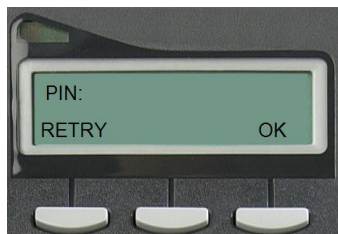
To Change the PIN Using Softkeys



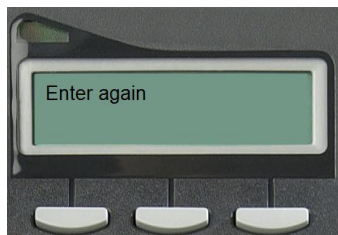
1. Press **ADMIN** from the Chairperson Wait Menu



2. Press **PIN**



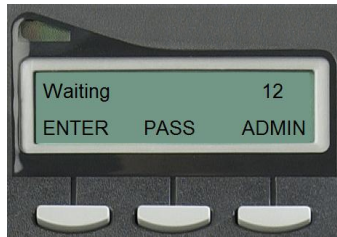
3. Enter the new **PIN** number and press OK



4. Re-enter **PIN** and press OK

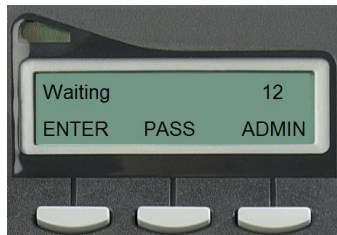


5. **PIN** is accepted

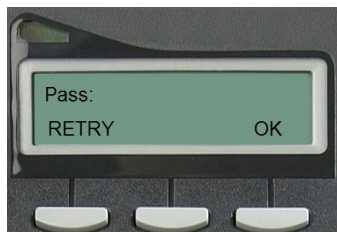


6. The Chairperson Wait menu appears

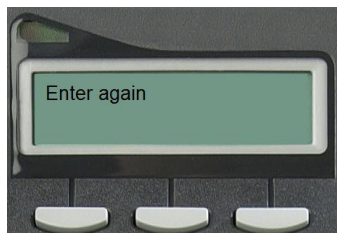
To Configure a Passcode Using Softkeys



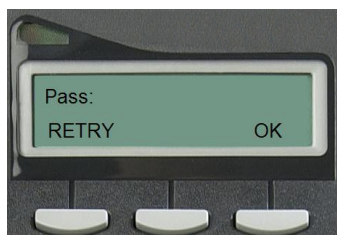
1. Press **PASS** from the Chairperson Wait menu.



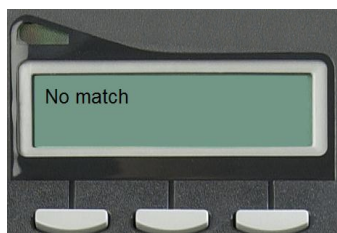
2. Enter the passcode, and press **OK**. Your passcode must be four to eight digits in length.



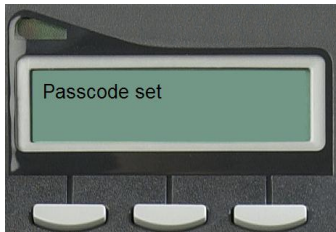
3. You are asked to enter the same passcode again for verification.



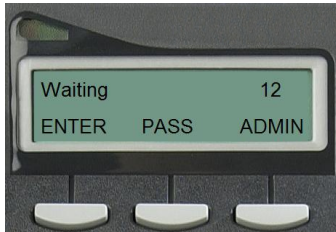
4. Enter the passcode again, and press **OK**.



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

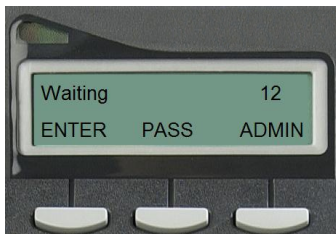


6. If your passcodes match, this display appears briefly to show you, your passcode is set.

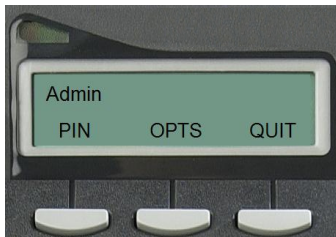


7. The Chairperson Wait menu appears.

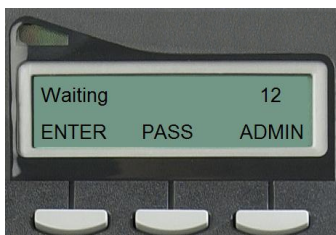
To Change Conference Options before Conference Using Softkeys



1. Press **ADMIN** from the first main menu.

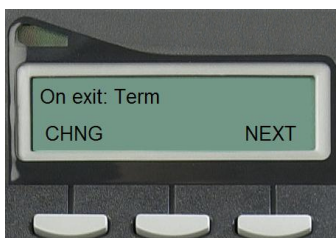


2. Press **OPTS**.



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.

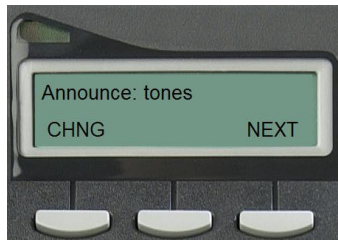
NOTE: The system does not offer this option if your administrator did not assign this privilege to you. Without Quickstart, conferences start when you enter the conference.



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.

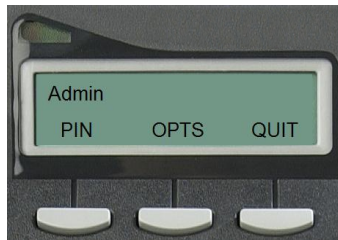
NOTE: The system does not offer the Conference Continuation option if your administrator did not assign this privilege to you. Conferences end when you exit

the conference.



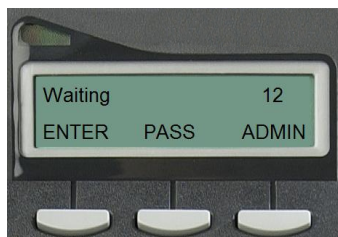
5. The Announcements option appears showing the current setting. Press **CHNG** to change this setting. Each time you press **CHNG**, the setting changes to one of 'tones', 'names', and 'off'. Press **OK** to keep the current setting and exit.

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

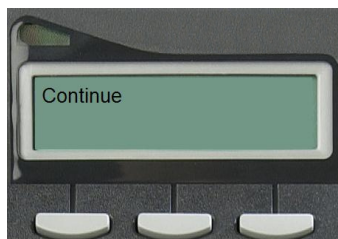


6. When you press **OK**, the Admin menu appears.

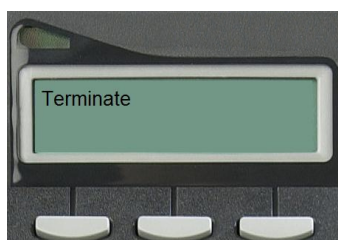
To Enter the Conference Using Softkeys



1. Press **ENTER** from the Chairperson Wait menu.



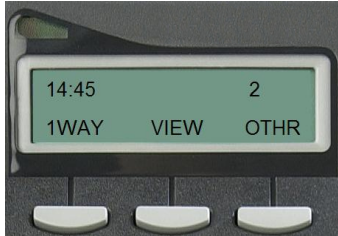
2. One of the two displays appears briefly to remind you about your Conference Continuation setting.



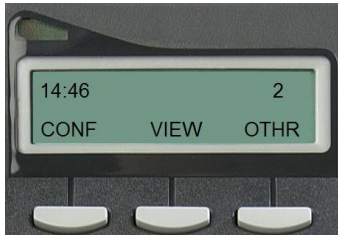
3. You enter the conference.

Chairperson Activities during the Conference (via a two line display phone)

To Mute Conference using softkeys

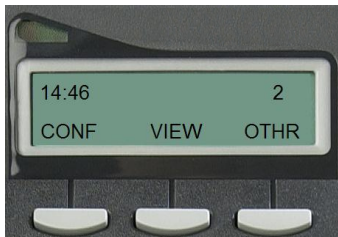


1. Press **1WAY** from the first main menu. All conference participants are muted.

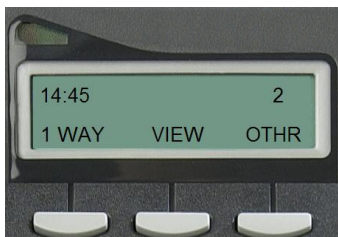


2. **1WAY** changes to **CONF**.

To Unmute the Conference Using Softkeys

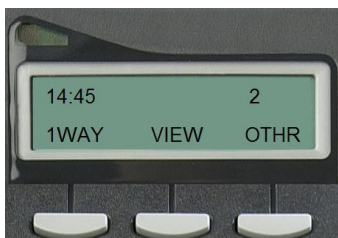


1. Press **CONF** from the first main menu. All conference participants are un-muted.

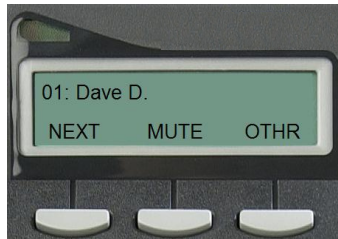


2. **CONF** changes to **1WAY**.

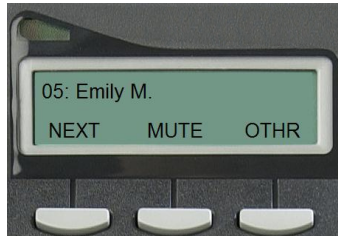
To View Conference Participants Using Softkeys



1. Press **VIEW** from the first main menu.

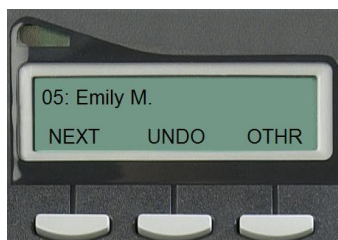


-
2. The first participant appears. To mute a participant, press **NEXT** until you view the participant you want to mute.

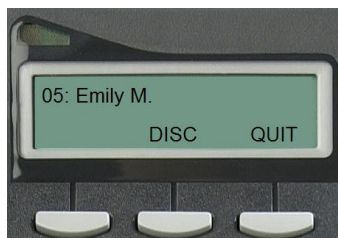


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3. Press **MUTE**. **MUTE** changes to **UNDO**.

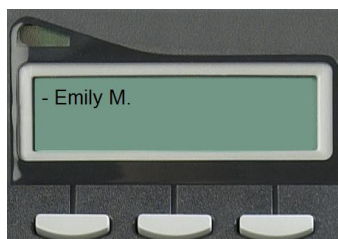
NOTE: The system does not offer the **MUTE** softkey if the participant is already muted.



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4. To disconnect a participant, press **NEXT** until you view the participant you want to disconnect.
5. Press **OTHR**.

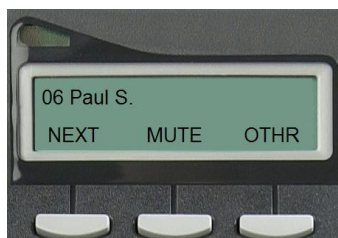


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6. Press **DISC**.

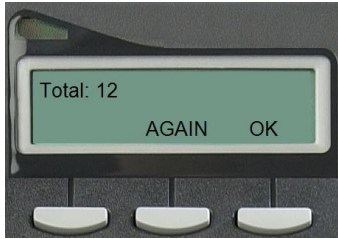


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7. This display appears briefly to indicate that the participant is disconnected.

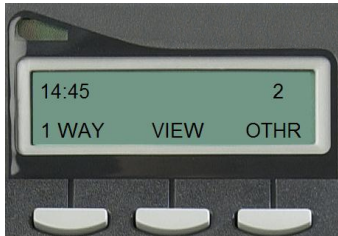
NOTE: Press **QUIT** on this menu at any time to exit the View command.



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

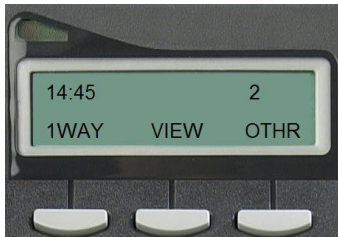


9. This display appears after you press **NEXT** on the last participant. The display shows the total number of participants. To view the list of participants again, press **AGAIN**. To exit, press **OK**.

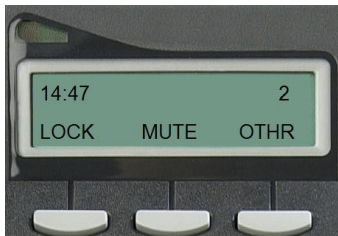


10. The first main menu appears.

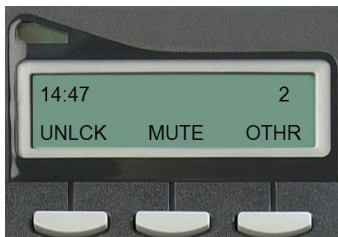
To Lock a Conference Using Softkeys



1. Press **OTHR** from the first main menu.

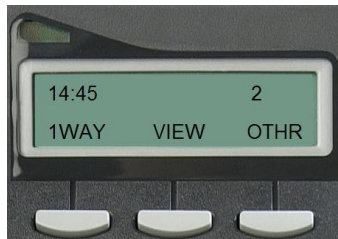


2. Press **LOCK** from the next main menu. The system locks the conference. Future attempts to enter this conference are blocked.

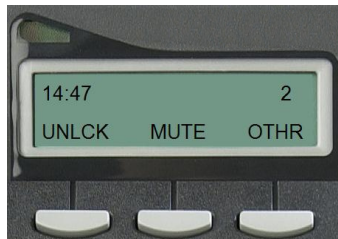


3. The **LOCK** button changes to **UNLCK**

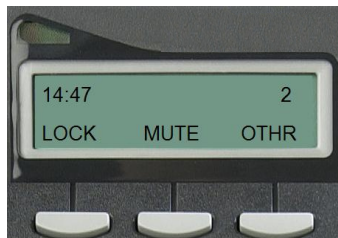
To Unlock a Conference Using Softkeys



1. Press **OTHR** from the first main menu.

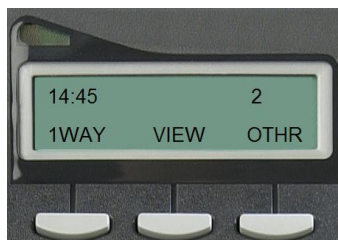


2. Press **UNLCK** from the next main menu. The system unlocks the conference.

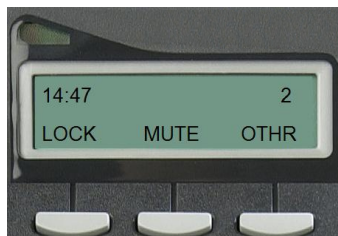


3. The **UNLCK** button changes to **LOCK**.

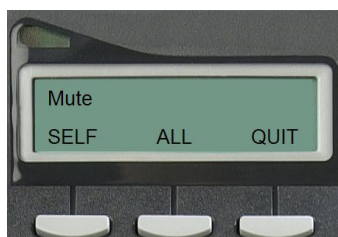
To Mute yourself (Chairperson) Using Softkeys



1. Press **OTHR** from the first main menu.



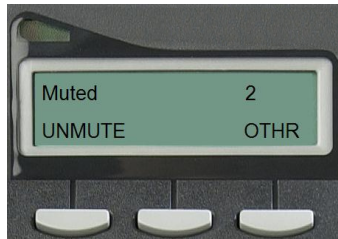
2. Press **MUTE** from the next main menu. The Mute submenu appears.



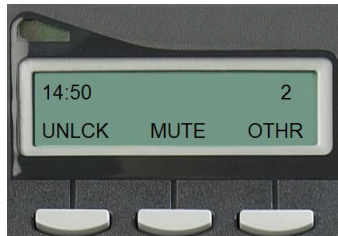
3. Press **SELF**. You are muted.

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

The following main menu appears to show your status.

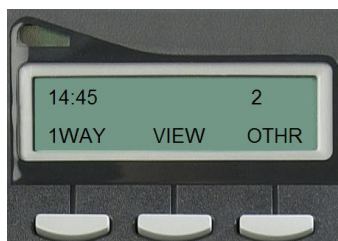


4. Press **OTHR** to view the first main menu.

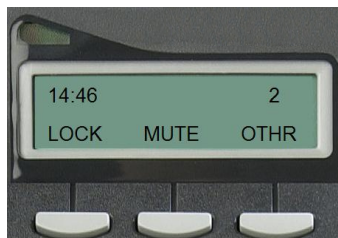


5. The first main menu appears.

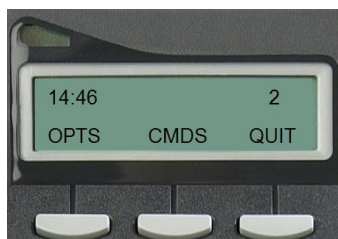
To Unmute yourself (Chairperson) Using Softkeys



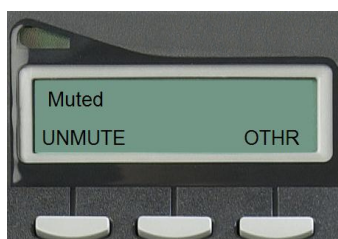
1. Press **OTHR** from the first main menu.



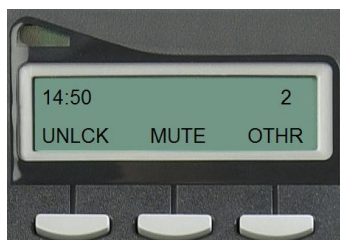
2. Press **OTHR** from the next main menu.



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

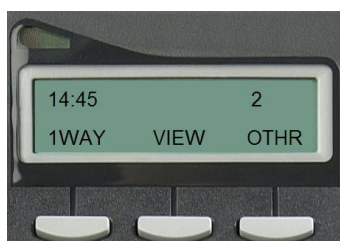


4. Press **UNMUTE**. You are unmuted.

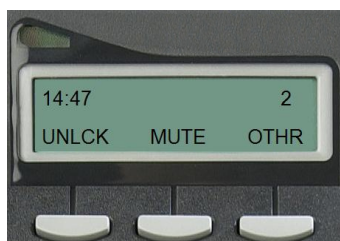


5. The first main menu appears. The system provides the **SELF** button on the Mute submenu

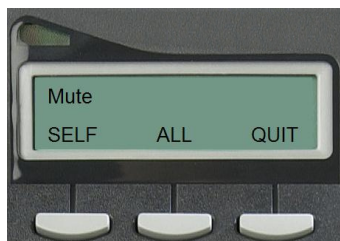
To Mute all Participants Using Softkeys



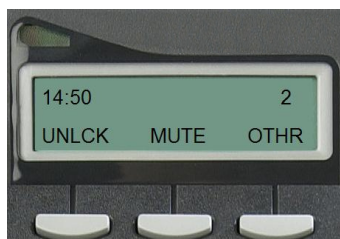
1. Press **OTHR** from the first main menu.



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

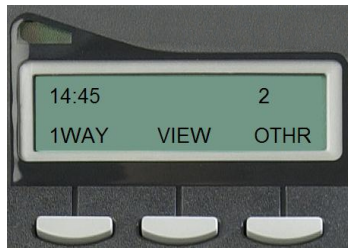


3. Press **ALL**. All participants are muted. Participants can unmute themselves.

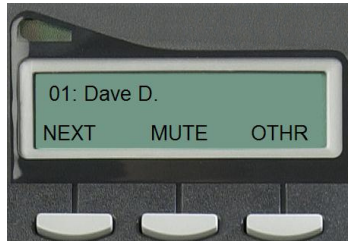


4. The first main menu appears.

To Mute a Single Conference Participant Using Softkeys

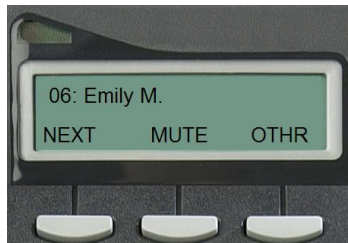


1. Press **VIEW** from the first main menu.



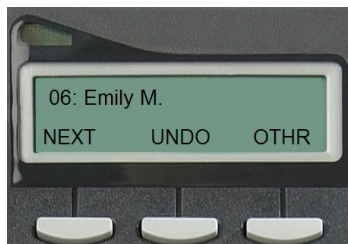
2. The first participant appears. To mute a participant, press **NEXT** until you view the participant you want to mute.

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

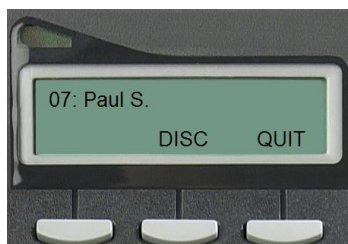


3. Press **MUTE** to mute the participant. **MUTE** changes to **UNDO**.

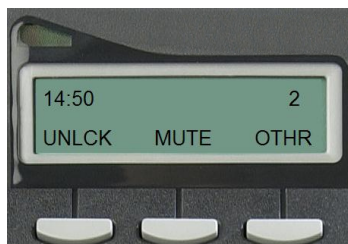
NOTE: **UNDO** is available for 15 seconds after pressing **MUTE**. After 15 seconds, the softkey is blank and the participant must unmute their line.



4. Press **OTHR**.

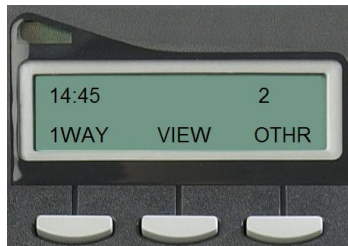


5. Press **QUIT**.

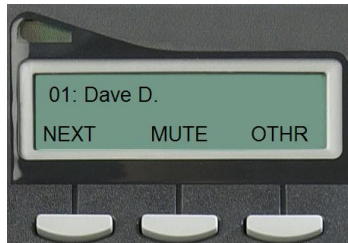


6. The first main menu appears.

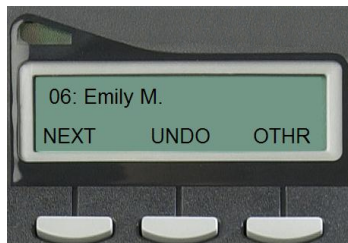
To Unmute a Single Conference Participant Using Softkeys



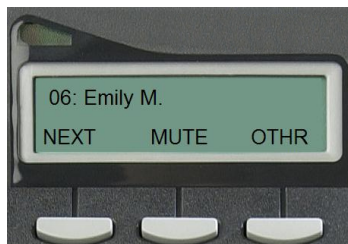
1. Press **VIEW** from the first main menu.



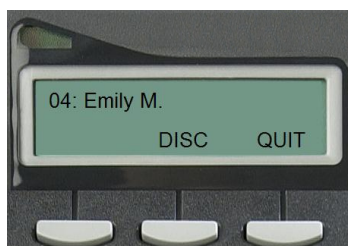
2. The first participant appears. To mute a participant, press **NEXT** until you view the participant you want to mute.



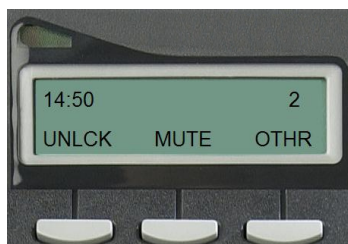
3. Press **UNDO** to unmute the participant. **UNDO** changes to **MUTE**.



4. Press **OTHR**.

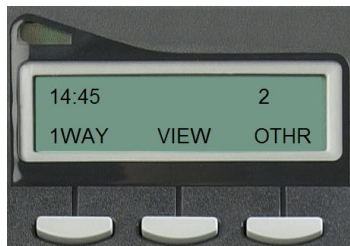


5. Press **QUIT**.

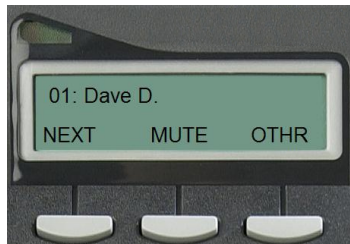


6. The first main menu appears.

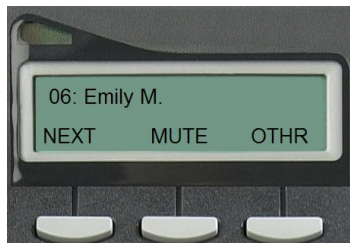
To Disconnect a Single Conference Participant Using Softkeys



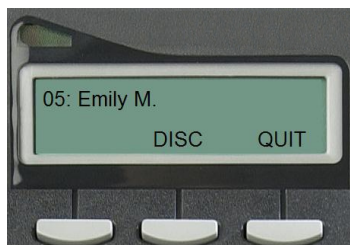
1. Press **VIEW** from the first main menu.



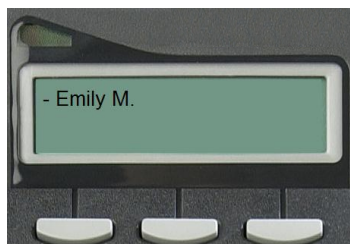
2. The first participant appears. To disconnect a participant, press **NEXT** until you view the participant you want to disconnect.



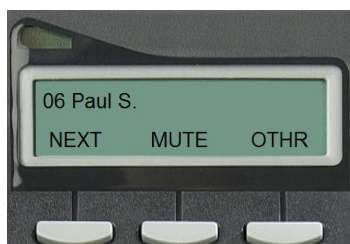
3. Press **OTHR**.



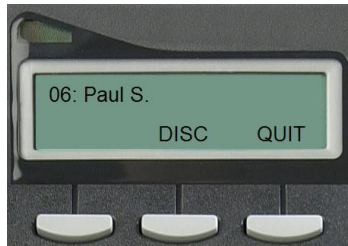
4. Press **DISC**.



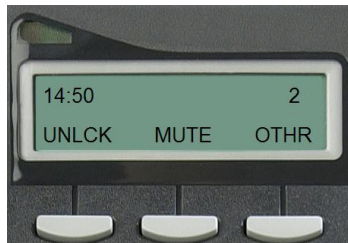
5. This display appears briefly to indicate that the participant is disconnected.



6. The next participant appears. To exit View, press **OTHR**.

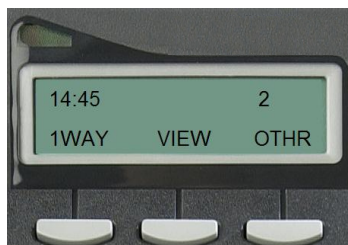


7. Press **QUIT**.

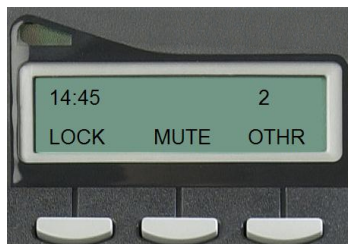


8. The first main menu appears.

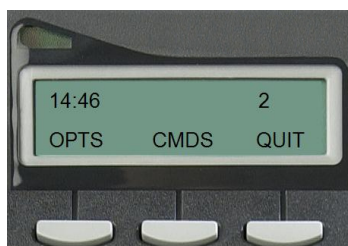
To View or Change Conference Options Using Soft Keys



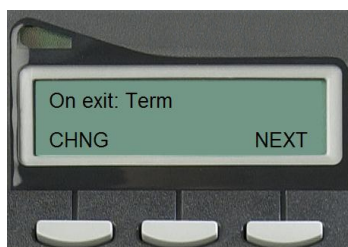
1. Press **OTHR** from the first main menu.



2. Press **OTHR** from the next main menu

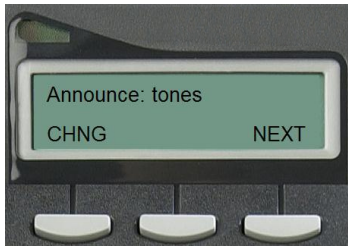


3. Press **OPTS** from the next main menu.



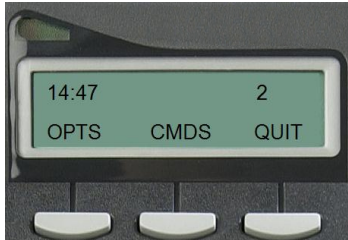
4. The Conference Continuation option appears showing the current setting. Press **CHNG** to change this setting. This option switches between 'Term' and 'Cont'. Press **NEXT** to keep the current setting and go to the next option.

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.



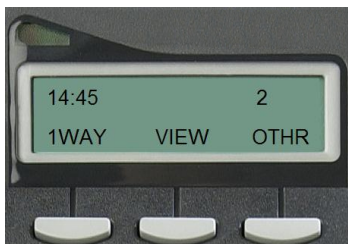
5. The Announcements option appears showing the current setting. Press **CHNG** to change this setting. Each time you press **CHNG**, the setting changes to one of 'tones', 'names', and 'off'. Press **OK** to keep the current setting and exit.

NOTE: The system does not offer the 'off' setting if your administrator did not assign this privilege to you. If you press **OK**, the Options menu appears.

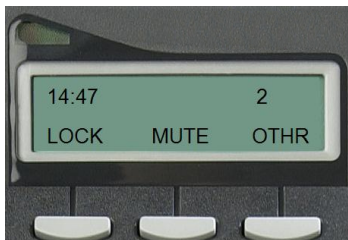


6. If you press **OK**, the Options menu appears.

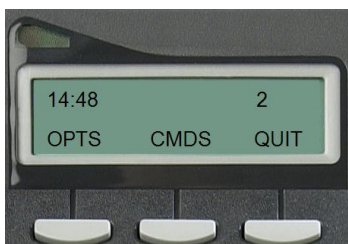
To View or Change the Conference Continuation Setting Using Softkeys



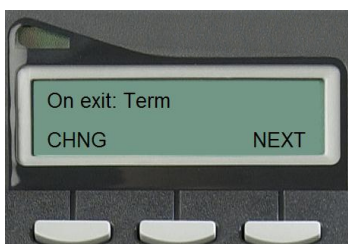
1. Press **OTHR** from the first main menu.



2. Press **OTHR** from the next main menu.

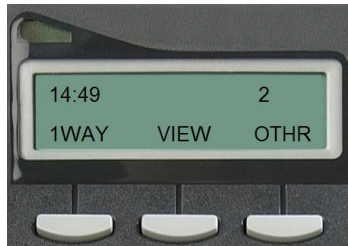


3. Press **OPTS** from the next main menu.



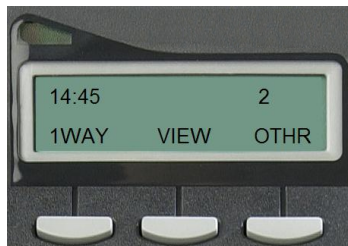
4. The Conference Continuation option appears showing the current setting. Press **CHNG** to change this setting. This option switches between 'Term' and 'Cont'. Press ***** to keep the current setting and exit.

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.

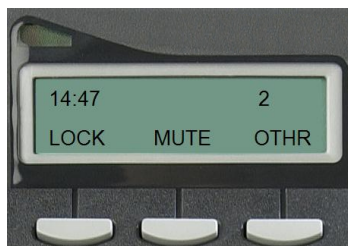


5. If you press * (Star), the first main menu appears.

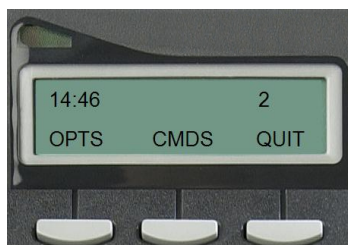
To View or Change an Announcement Setting Using Softkeys



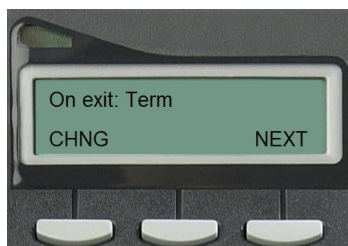
1. Press **OTHR** from the first main menu.



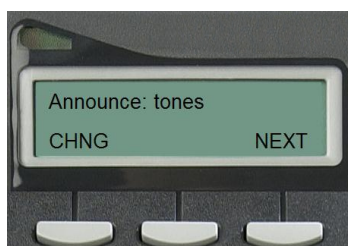
2. Press **OTHR** from the next main menu.



3. Press **OPTS** from the next main menu.

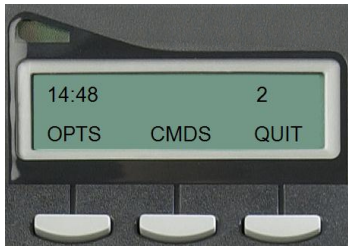


4. Press **NEXT** to go to the Announcement option.



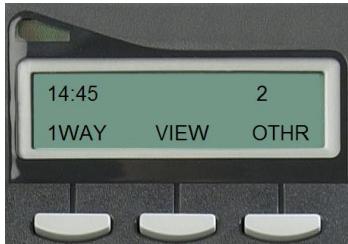
5. The Announcements option appears showing the current setting. Press **CHNG** to change this setting. Each time you press **CHNG**, the setting changes to one of 'tones', 'names', and 'off'. Press **OK** to keep the current setting and exit.

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

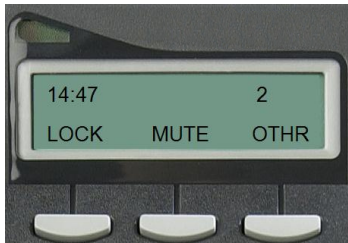


6. If you press **OK**, the Options menu appears.

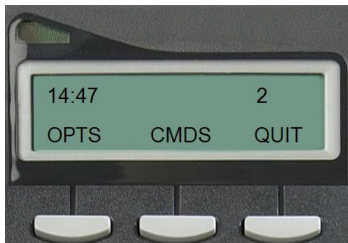
To Hear a List of Available Commands Using Softkeys



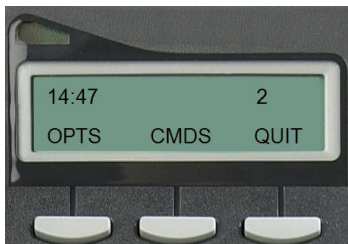
1. Press **OTHR** from the first main menu.



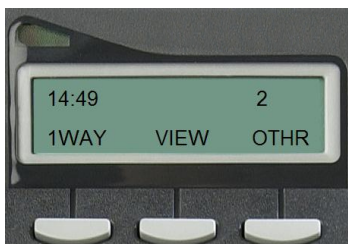
2. Press **OTHR** from the next main menu.



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.



4. Press **QUIT**.



5. The first main menu appears.

Chairperson Keypad Navigation of the Conference

For a nominated Chairperson who doesn't have a 2 line display phone the following actions should be carried out:

To Change the PIN Using the 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 **HASH (#)**.
4. Enter the new PIN value again to verify it, and press **HASH (#)**.
5. 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. Press **one (1)**.
3. Enter the passcode, and press **HASH (#)**. Your passcode must be four to eight digits in length.
4. Enter the passcode again to be verified, and press **HASH (#)**.

5. 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 **HASH (#)**.

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

If you press HASH (#), 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 **HASH (#)**.

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

If you press HASH (#), 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 **HASH (#)** or press **one (1)** to hear the next setting.
6. To accept the Names announcement, press **HASH (#)** or press **one (1)** to hear the next setting.

7. To accept the No Announcement setting, press **HASH (#)** 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)**.

2. You enter the conference.

Chairperson keypad Navigation during the Conference

The following table shows you how to navigate a conference using your keypad.

Commands	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 Conference Features

Accessing a Conference as a Participant

External Participant Access

This procedure is only for participants and not chairpersons. Before you start this procedure, dial in to the MeetMe conference direct dial number given by the Conference organiser/chairperson. This will be the line assigned in AA line Admin.

1. Once connected, listen for the Audio prompts. When requested Enter the access code and press **HASH (#)**.

Note: The access code is usually the chairperson's extension.
--

2. To verify that you are not the chairperson, press **HASH (#)** or stay on the line.
3. Say your name when requested.

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

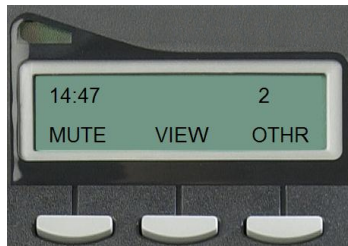
Transfer of a Participant in to a Conference

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

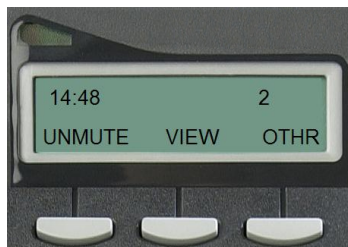
1. Use **F930** or call transfer to transfer the caller to the conferencing service. Followed by the MeetMe Conference ID.
2. If you are the chairperson of this conference, press **HASH (#)**; otherwise, enter the conference access code and press **HASH (#)**.
3. The held caller is entered in to the conference.

Participant Activities (Using a two line display phone)

To mute or unmute yourself (participant) using softkeys

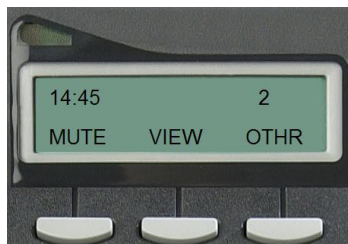


1. Press **MUTE** from the first main menu. You are muted. **MUTE** changes to **UNMUTE**.

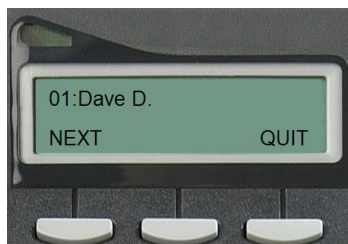


2. Press **UNMUTE** from the main menu. You are unmuted. **UNMUTE** changes to **MUTE**.

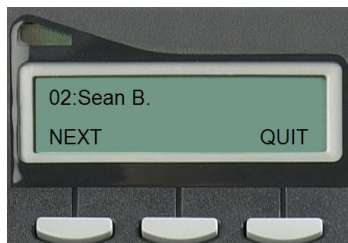
To View a List of Participants Using Softkeys



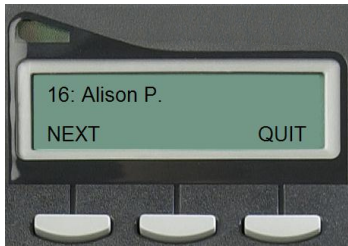
1. Press **VIEW** from the first main menu.



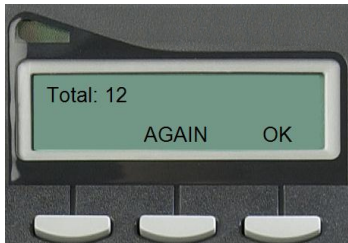
2. The first participant appears. Press **NEXT** to go to the next participant. Press **QUIT** while viewing any participant to exit the View command.



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

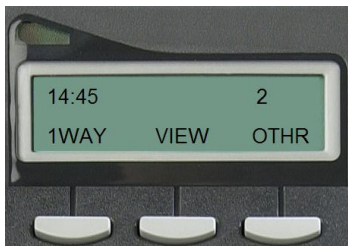


4. Press **NEXT** on the last participant.

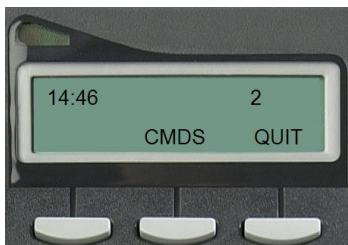


5. Press **AGAIN** to view the list again. Press **OK** to exit the View command.

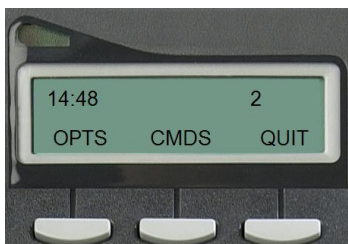
To Hear a List of Available Commands Using Softkeys



1. Press **OTHR** from the first main menu.



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.



3. Press **QUIT** returns you to the first main menu.

Participant keypad Navigation During the Conference

Participants can perform the following procedures:

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

BCM MeetMe Conference Web Portal

The Avaya BCM MeetMe Conference Web Portal is a Chairperson and Participant Web GUI. The MeetMe Conference Web Portal displays a real-time current participant list for a current MeetMe Conference, the Conference History, and Legend of MeetMe Conference commands that are available for use by the conference chairperson via their handset.

The Conference Web Portal can also be used to initialize or change the conference password.

When presented with the Web Portal Chairpersons and Participants log in using the same credentials as they use when logging in to a MeetMe Conference via the phone.

The MeetMe Conference Portal is viewed as a Secure Web page there is no requirement to install any software, external users can have access to this GUI as long as they have remote access to the same network the BCM resides on.

- https://<BCM_IP_or_NAME>/meetme

English

AVAYA BCM MeetMe Conference Portal

MeetMe Conference 420 Chairperson

Change PIN Logout

2 Active Participant(s)

	Name	Telephone Number	Entry Time
	L91	01244670211	14:33:49
	420	420	14:34:48

Conference History

	14:34:48	420 - 420 joined the conference
	14:33:49	L91 - 01244670211 joined the conference
	14:33:49	Conference Started

Telephone Commands

# #	Mute Conference
9 9	Unmute Conference
* 4	Lock Conference
* 5	Unlock Conference
* 6	Mute Yourself
* 7	Unmute Yourself
8 8	Mute All Participants
* 8	Change Conference Continuation Option
* 9	Change Announcement Option
* #	Hear a count of Participants
* *	Hear a list of Commands

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Pre-requisites

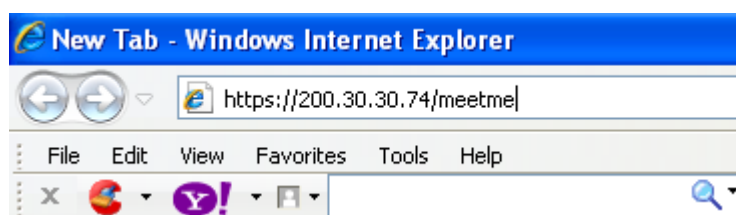
- Users require Internet browser-capable devices with access to the BCM.
- The Web Portal is compatible with the following internet browsers:
 - Internet Explorer
 - Mozilla Firefox
 - Safari
 - Opera
 - Netscape
 - Google Chrome
- User will require Javascript to be enabled.
- Enable cookies to provide users with the ability to save conference and language settings.

Logging onto the Avaya BCM MeetMe Conference Portal

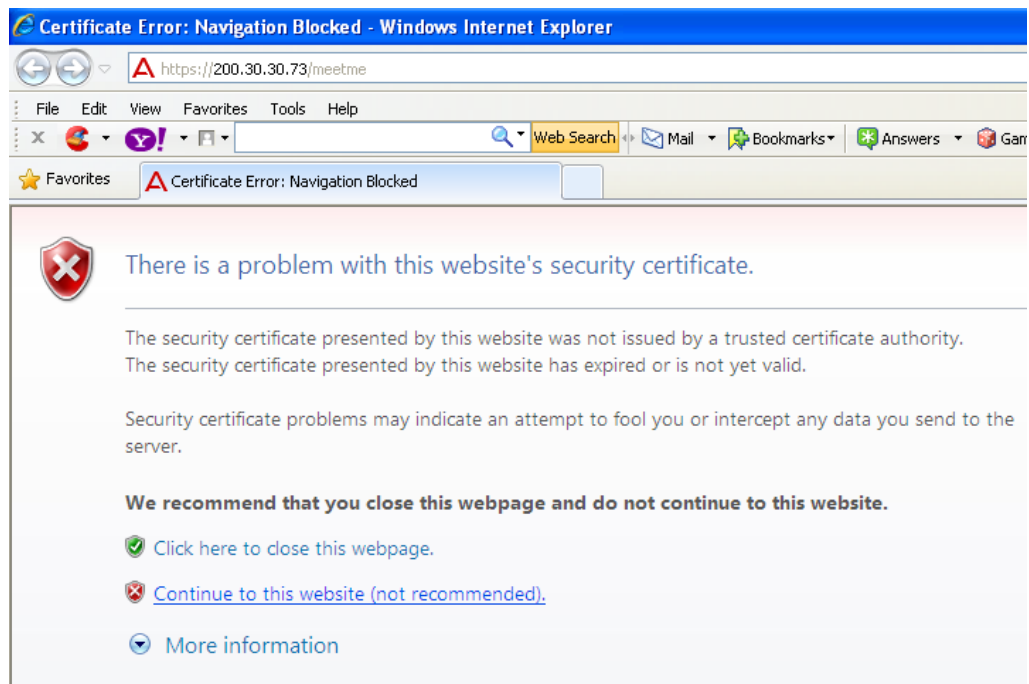
Note: If at any point after logging onto a conference you receive an error message, log out of the conference and then log back in.

It is possible to log on to a Meet Me Conference from the Meet Me Conference Portal. Nevertheless a Chairperson would still require a physical phone to actually hold the conference from.

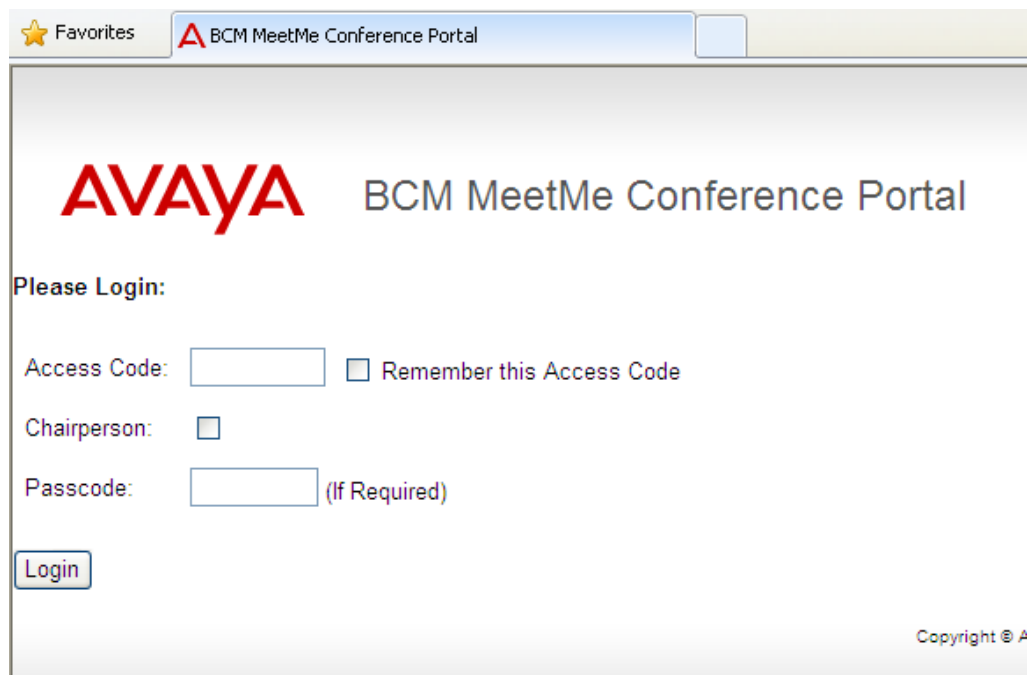
1. From your browser, browse to **https://<BCM IP address or name>/meetme**



2. Select **Continue to this website (not recommended)** to continue.



3. The conference portal login screen appears.



Chairperson Actions in the MeetMe Conference Web Portal

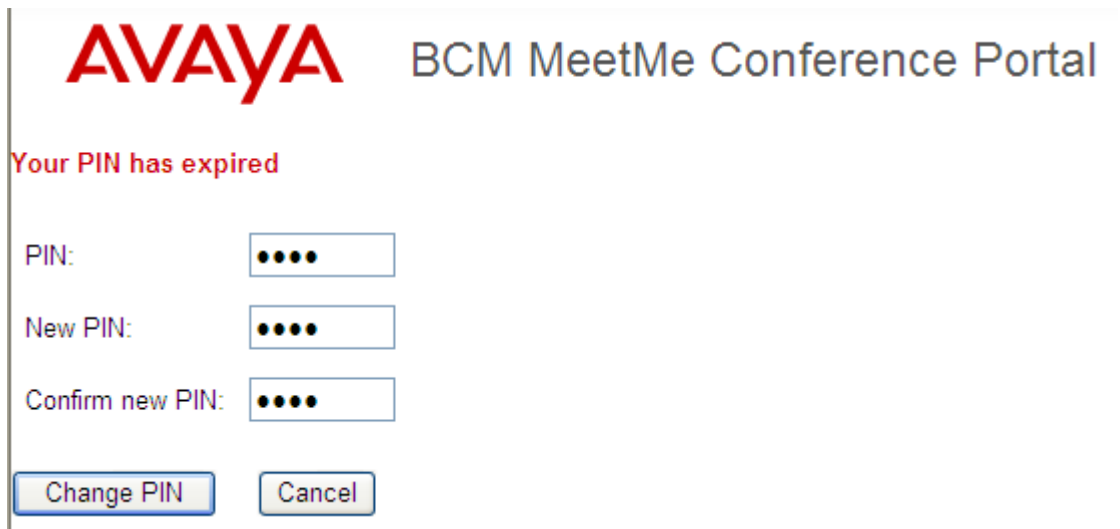
1. As the Chairperson, enter the access code for the conference bridge and tick the **Chairperson** checkbox, and enter the conference pin (passcode). If you enter an invalid access code, the message “Login failed; Please try again” appears.

Note: If a MeetMe Conference has not been initialised by the Chairperson via the phone when logging in for the first time the Pin is 0000 by default.

2. To prevent having to enter the conference details every time users access the GUI, select **Remember this Access Code**.

Note: In the browser cookies will need to be enabled to allow the system to prepopulate your access code. If the check box is empty, all access info is cleared.

3. If the MeetMe Conference Chairperson has not yet initialised the meeting by changing the pin from the default 0000, or it has expired then an error message appears prompting the Chairperson to change their PIN.



The screenshot displays the AVAYA BCM MeetMe Conference Portal interface. At the top, the AVAYA logo is in red, and the text "BCM MeetMe Conference Portal" is in blue. Below this, a red error message states "Your PIN has expired". Underneath the message, there are three input fields for PINs, each containing four black dots. The labels for these fields are "PIN:", "New PIN:", and "Confirm new PIN:". At the bottom of the form, there are two buttons: "Change PIN" and "Cancel".

AVAYA BCM MeetMe Conference Portal


Your PIN has expired

PIN:

New PIN:

Confirm new PIN:

4. Click **Change Pin**, and the MeetMe Conference Web Portal appears. However, without the Chairperson being logged in via the phone, only the conference controls are visible.

 BCM MeetMe Conference Portal

MeetMe Conference 420 Chairperson [Change PIN](#) [Logout](#)

Conference has not started

Telephone Commands	
# #	Mute Conference
9 9	Unmute Conference
* 4	Lock Conference
* 5	Unlock Conference
* 6	Mute Yourself
* 7	Unmute Yourself
8 8	Mute All Participants
* 8	Change Conference Continuation Option
* 9	Change Announcement Option
* #	Hear a count of Participants
* *	Hear a list of Commands

5. The Web Portal will populate with participant details when the Chairperson logs in to the MeetMe Conference.

The screenshot displays the AVAYA BCM MeetMe Conference Portal interface. At the top, the AVAYA logo is followed by "BCM MeetMe Conference Portal". Below this, it says "MeetMe Conference 420 Chairperson". There are buttons for "Change PIN" and "Logout". A language dropdown menu is set to "English".

The main section is titled "5 Active Participant(s)" and contains a table with the following data:

	Name	Telephone Number	Entry Time
420	420	17:13:48	Chairperson
L92	01244670211	17:16:42	Participants
L91	07723464885	17:15:55	
422	422	17:14:46	
235	235	17:14:34	

Below the participant table is the "Conference History" section, which lists the following events:

- 17:16:42 L92 - 01244670211 joined the conference
- 17:15:55 L91 - 07723464885 joined the conference
- 17:14:46 422 - 422 joined the conference
- 17:14:34 235 - 235 joined the conference
- 17:13:48 420 - 420 joined the conference
- 17:13:48 Conference Started

At the bottom is the "Telephone Commands" section, which lists the following commands:

- # # Mute Conference
- 9 9 Unmute Conference
- * 4 Lock Conference
- * 5 Unlock Conference
- * 6 Mute Yourself
- * 7 Unmute Yourself
- * 8 Mute All Participants

Annotations on the screenshot include:

- A blue arrow pointing to the "Chairperson" row in the participant table.
- A red arrow pointing to the "Participants" rows in the participant table.
- A purple arrow pointing to the "Conference History" section, with text: "Conference History, includes when Participants joined and what actions the chairperson has carried out e.g. Mute conference".
- A green arrow pointing to the "Telephone Commands" section, with text: "Conference Controls via the Chairpersons Handset".

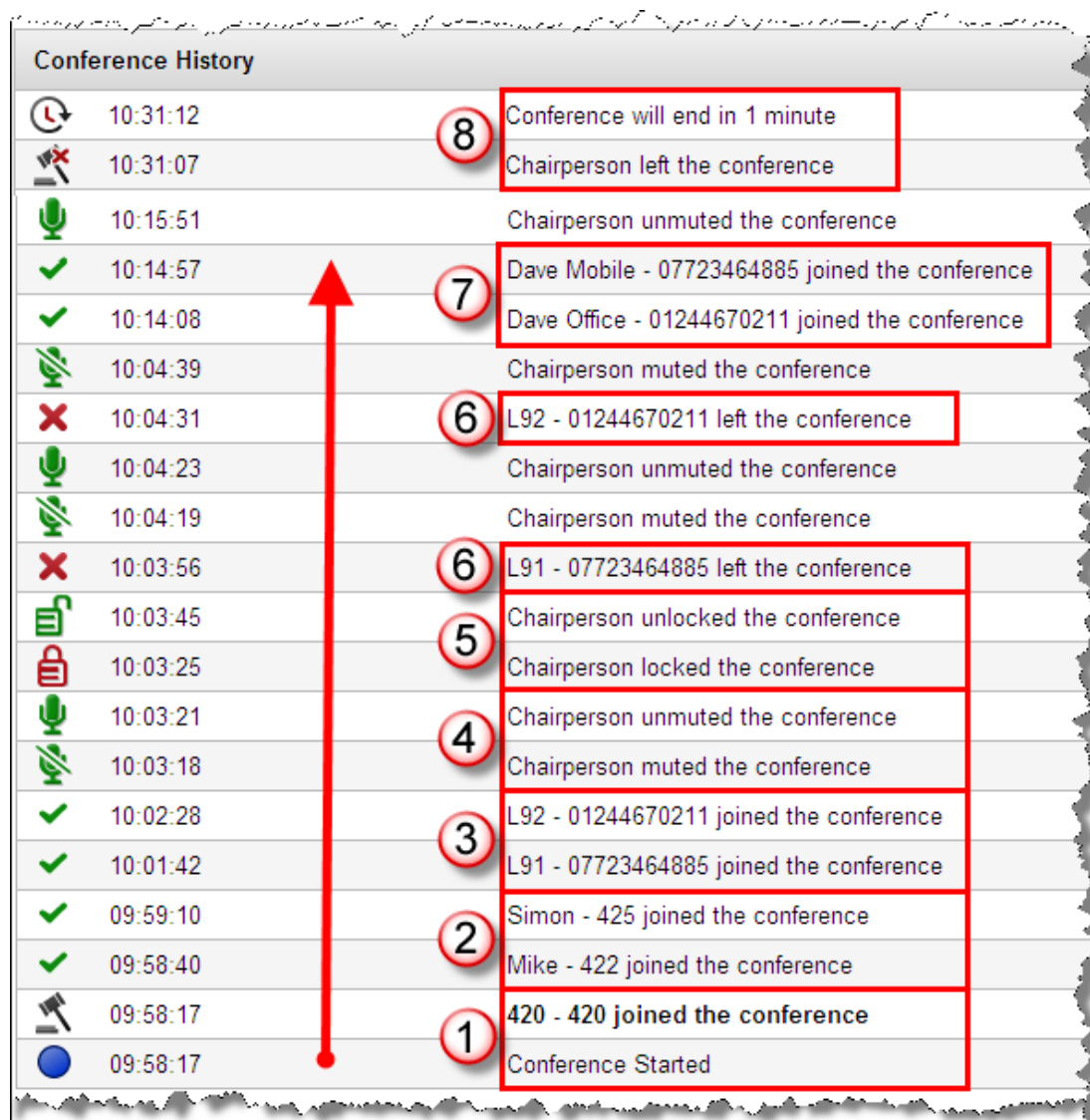
6. Both internal and external Active MeetMe Conference Participants are displayed.

The screenshot displays the AVAYA BCM MeetMe Conference Portal interface. At the top, the AVAYA logo is followed by "BCM MeetMe Conference". Below this, it says "MeetMe Conference 420 Chairperson". There are buttons for "Change PIN" and "Logout".

The main section is titled "5 Active Participant(s)" and contains a table with the following data:

Name	Telephone Number	Entry Time
420	420	09:58:17
L92	01244670211	10:02:28
L91	07723464885	10:01:42
425	425	09:59:10

7. The history of the conference is only available during the conference. Should a record need to be kept then a screen grab of the history will need to be taken, as once the screen is closed all details are lost.



Conference History		
🕒	10:31:12	8 Conference will end in 1 minute
🔇	10:31:07	Chairperson left the conference
🔊	10:15:51	Chairperson unmuted the conference
✅	10:14:57	7 Dave Mobile - 07723464885 joined the conference
✅	10:14:08	Dave Office - 01244670211 joined the conference
🔇	10:04:39	Chairperson muted the conference
❌	10:04:31	6 L92 - 01244670211 left the conference
🔊	10:04:23	Chairperson unmuted the conference
🔇	10:04:19	Chairperson muted the conference
❌	10:03:56	6 L91 - 07723464885 left the conference
🔓	10:03:45	5 Chairperson unlocked the conference
🔒	10:03:25	Chairperson locked the conference
🔊	10:03:21	4 Chairperson unmuted the conference
🔇	10:03:18	Chairperson muted the conference
✅	10:02:28	3 L92 - 01244670211 joined the conference
✅	10:01:42	L91 - 07723464885 joined the conference
✅	09:59:10	2 Simon - 425 joined the conference
✅	09:58:40	Mike - 422 joined the conference
🔇	09:58:17	1 420 - 420 joined the conference
👤	09:58:17	Conference Started

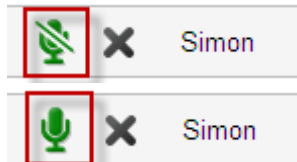
8. Details collected during a MeetMe Conference call via the Web Portal include the following:

Number	Description/Action
1	Conference Host/ Chairperson joins so the MeetMe Conference starts
2	Internal Participants Join the MeetMe Conference, if extensions are have names on the BCM then they will be displayed here
3	External Participants join the MeetMe Conference, with CLID the details of the Participant are displayed
4	Chairperson Uses the features ## and 99 to mute and unmute the conference

5	To prevent any other Participants joining the MeetMe Conference the Chairperson locks the conference using feature *4 and unlocks using *5
6	An external Participant exits the MeetMe Conference
7	Two more external parties join the MeetMe Conference, but as they are entries in the System Speed Dial List, instead of just their CLID being displayed their names are also displayed making identification of external parties easier
8	Details on when a Chairperson leaves a conference and for how long the conference will continue before all Participants are automatically logged. Unless under the MeetMe Conferencing options on the BCM. The Continue option has been selected and then the time under Maximum conference continuation time will apply but not display

9. Whilst logged into a MeetMe Conference Web Portal the Chairperson also has control via the interface of the conference and it's participants by clicking on the following icons, firstly to action the feature and then a second time to deactivate the feature.

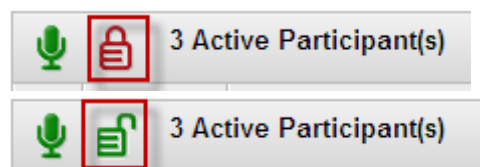
- a. Mute/Unmute Participant



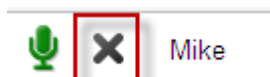
- b. Mute/Unmute all Participants



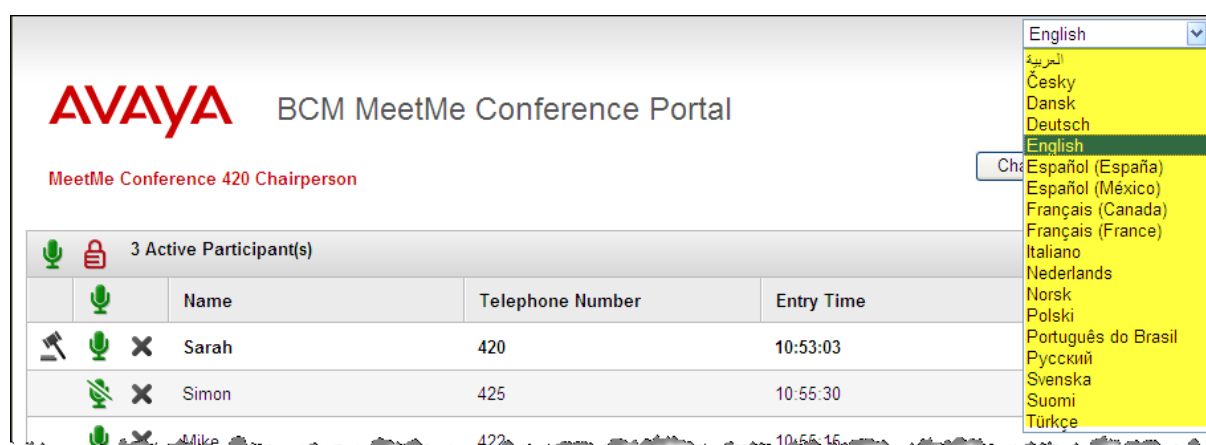
- c. Lock or Unlock the MeetMe Conference



- d. Disconnect a Participant



10. Changing the MeetMe Conference Web Portal Languages: if required the textual display of the Web Portal can be changed to any of the following:

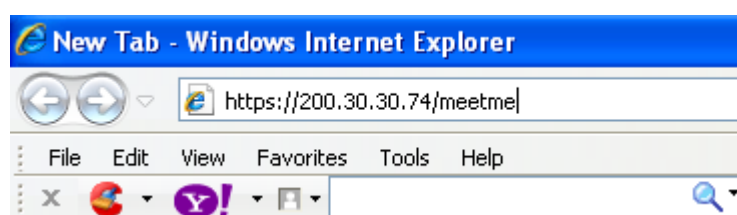


Participant Actions in the MeetMe Conference Web Portal

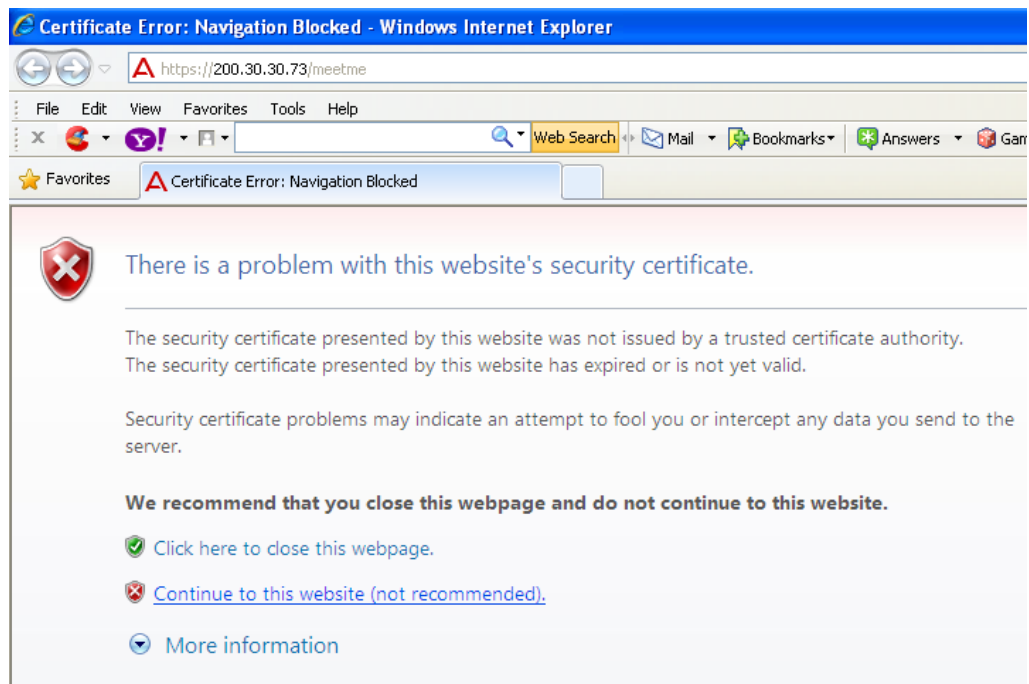
It is possible to log on to a MeetMe Conference from the MeetMe Conference Web Portal. Nevertheless Participants of a MeetMe Conference would still require a physical phone to take part in the actual conference.

There are no specific actions that can be carried out by a Participant via the Web Portal, apart from seeing whom is currently in the conference and an icon change when a Participant either Mutes or Un-Mutes themselves.

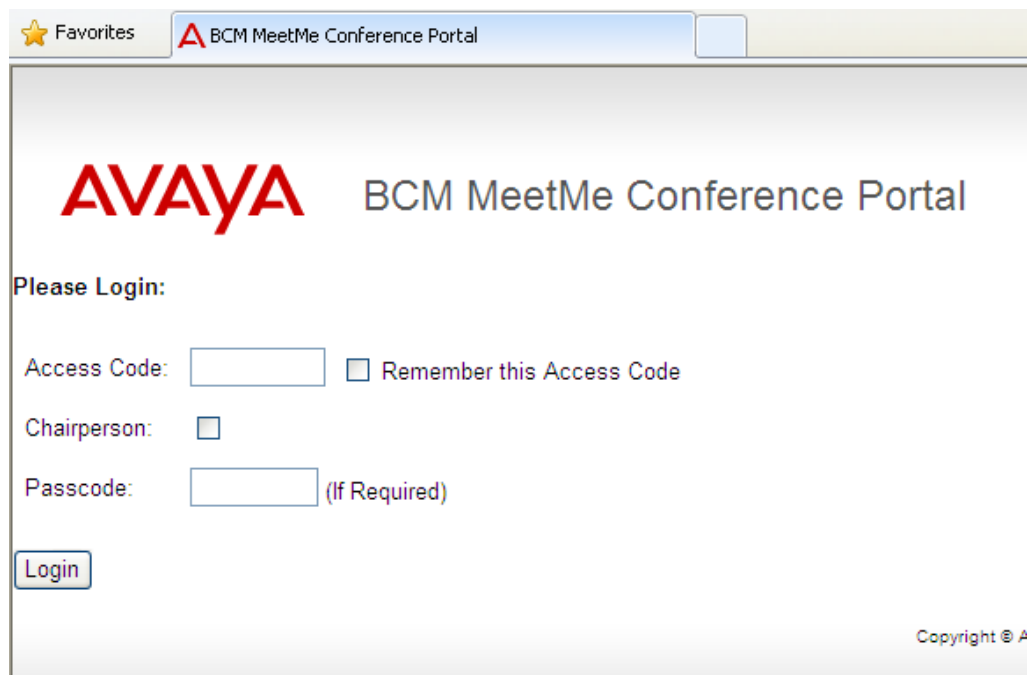
1. From your browser, browse to **<https://<BCM IP address or name>/meetme>**.



2. Select **Continue to this website (not recommended)** to continue.



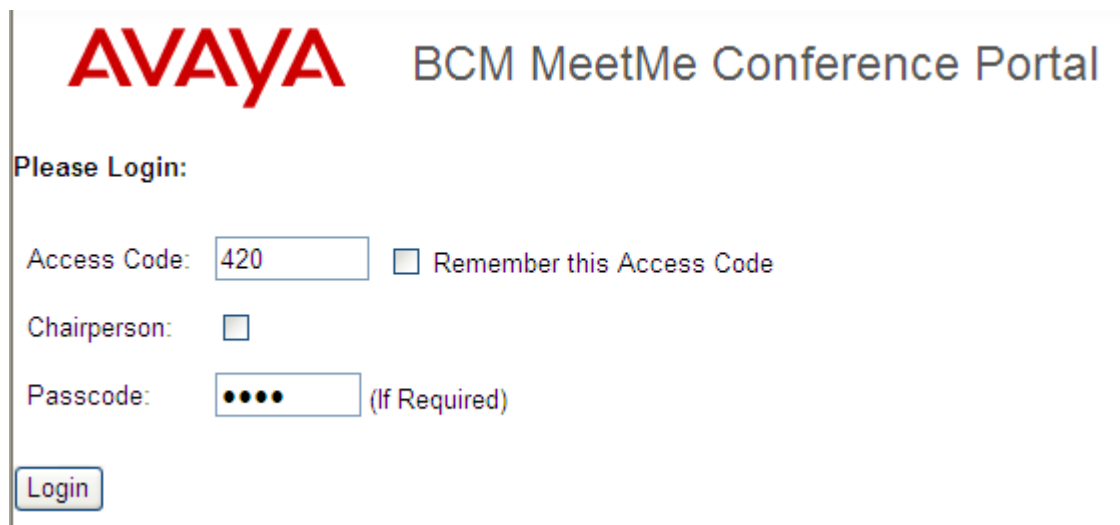
3. The conference portal login screen appears.



4. As the Participant enter the access code for the conference bridge, and click Login

Note: In some instances the Participant may need to enter a conference passcode if required. If they enter an invalid access code, then the message "Login failed; Please try again" appears.

- If you are a participant, enter your Passcode (if required).



AVAYA BCM MeetMe Conference Portal

Please Login:

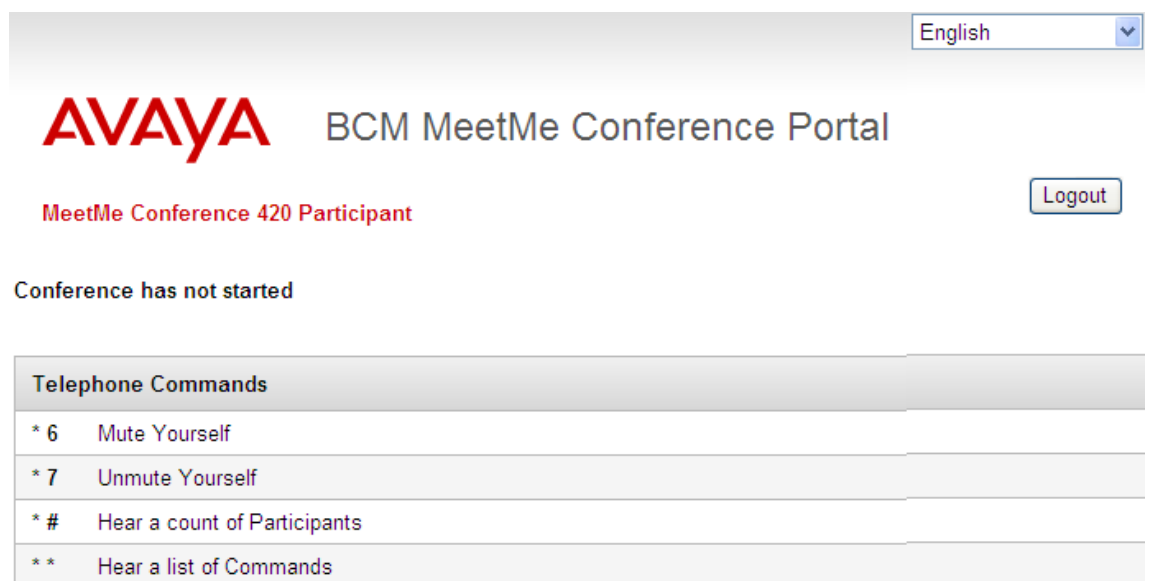
Access Code: ☐ Remember this Access Code

Chairperson:

Passcode: (If Required)

Login

- If the Chairperson hasn't already logged in via the phone, the following Participant screen would display



English

AVAYA BCM MeetMe Conference Portal

MeetMe Conference 420 Participant Logout

Conference has not started




Telephone Commands	
* 6	Mute Yourself
* 7	Unmute Yourself
* #	Hear a count of Participants
* *	Hear a list of Commands

7. Once the Chairperson and other Participants have logged in the following Participant screen would display




AVAYA BCM MeetMe Conference Portal

MeetMe Conference 420 Participant [Logout](#)

2 Active Participant(s)

	Name	Telephone Number	Entry Time
 	Sarah	420	12:45:57
	Mike	422	12:45:57

Conference History

	12:45:57	Sarah - 420 joined the conference
	12:45:57	Mike - 422 joined the conference
	12:45:57	Conference Started

Telephone Commands

- * 6 Mute Yourself
- * 7 Unmute Yourself
- * # Hear a count of Participants
- * * Hear a list of Commands

8. Whilst logged into a MeetMe Conference Web Portal the Participant can see who is in the MeetMe Conference, but they only have control via the phone of the ability to Mute or Unmute themselves. Within the Web Portal these icons will change state accordingly.

- a. Mute/Unmute as a Participant



Avaya Documentation Links

- [Meet Me Conferencing User Guide](#)
- [Meet Me Conferencing Quick Reference card](#)