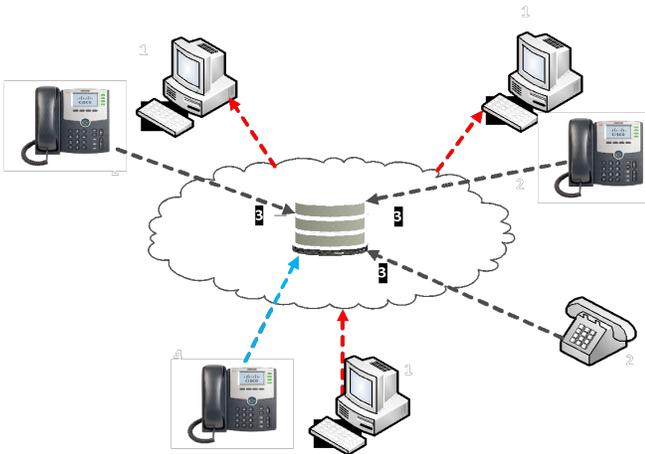


Feature Overview

Meet Me Conferencing is a BroadCloud integrated feature allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. This feature enhances productivity by providing a tool that facilitates communication among a group of people no matter where they are located. Once the feature is installed, it can be used at any time without the need for scheduling or reservation. This allows impromptu meetings which help businesses make decisions more quickly.

Meet Me Conferencing Calling Example



A conference moderator invites callers by communicating a conference bridge telephone number and a passcode.

At the specified time, the callers dial the conference bridge telephone number and are prompted to enter the bridge passcode. If the passcode is correct, the caller is placed into the conference bridge where they can communicate with others on the bridge. (If the passcode is wrong, they are prompted to enter the passcode)

The moderator joins the bridge with a different passcode which allows additional controls over the conference.

Callers can enter and leave the conference at any time.

The moderator can leave the conference and depending on the setup may allow the conference to continue or close the conference when departed.

Feature Details

- Customers may have multiple Meet-Me conference bridges per site.
- Multiple conference bridge owners (moderators) at the Site can be assigned to the same bridge.
- Each bridge supports up to 147 concurrent participants (ports), so customers will need to allocate their bridge owners based on an assumed level of oversubscription.
- Bridge ports are consumed on a first come-first served basis among all conference participants and moderator hosts.
- Each Moderator/Conference ID is allocated 20 bridge ports by default. The Site Administrator can change bridge port allocation on a per owner basis; the range is from 3 to 147 ports.
- A Conference ID and Moderator PIN will be system generated for each moderator user assigned to a bridge and emailed to them.
- On-demand conference recordings
 - Moderator controlled through DTMF “*” code
 - Can be up to 2 hours in length and saved in MP3 format
 - May be downloaded for archival purposes
 - Those older than 30 days will automatically be deleted from the system

Feature Prerequisites

Before the Meet Me Conferencing service can be used the following conditions must be met:

Meet Me Conferencing

- Meet Me Conferencing must be ordered and configured at the site level.
- A two-way number must be available and assigned to the Meet Me conference bridge.
- Moderator (user) phone number(s) must be assigned to the bridge.

Feature Setup

Prior to using the Meet Me Conferencing service, the Site administrator must set up the Meet Me Conference to activate the bridge. Once logged into to My Account, simply follow the steps detailed below.

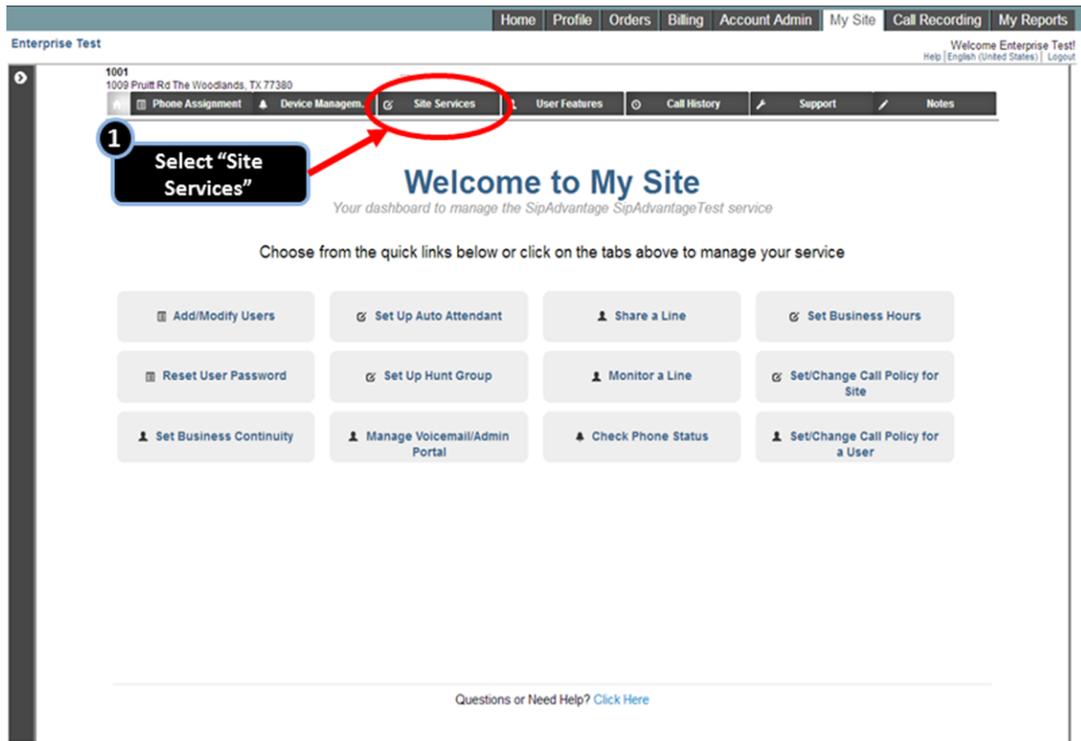
Step 1. Go to My Site



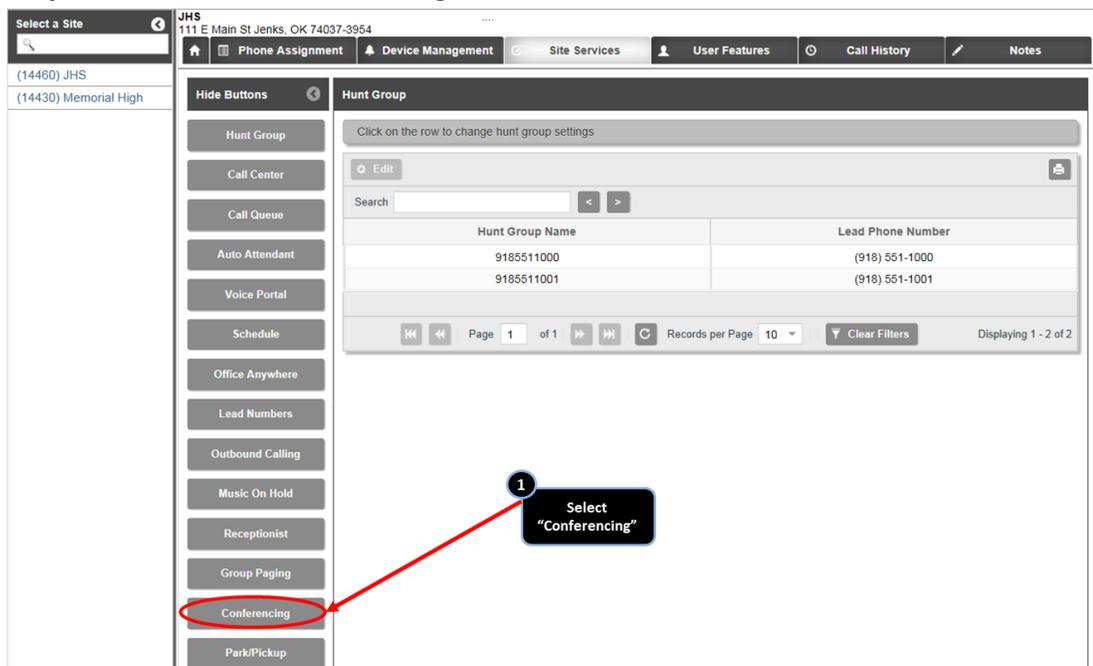
Step 2. Select the appropriate Site to configure



Step 3. Go to Site Services



Step 4. Select the Conferencing tab



Step 5. Select the Conference Bridge to Configure and hit Edit

The screenshot shows a table titled "Conferencing" with the following data:

Bridge Name	Lead Phone Number	Extension	Active
9184989001	9184989001		✓

Annotations for Step 5:

- 1: Select a user to configure or edit (points to the "Lead Phone Number" column).
- 2: Hit "Edit" (points to the "Edit" button).

Step 6. View/Configure the Conference Bridge Settings

The screenshot shows the "Edit Conferencing" form with the following fields and annotations:

- 1: This is the Lead number assigned to this conference bridge. It can be changed in the Lead Numbers tab. (points to Lead Phone Number: 8505559125)
- 2: Enter or edit the name for this Bridge. The Lead Number is the default. (points to Bridge Name: 8505559125)
- 3: This is the Caller ID number displayed if the moderator dials out to join participants. (points to Caller ID Number: 8505559125)
- 4: The Toll Free Number field is informational. The toll free number must be configured in the toll free number section. (points to Toll Free Number: .)
- 5: Enter or edit the extension number that can be used by internal callers to reach this conference bridge. (points to Extension:)
- 6: Select a time zone to be used when time stamping conferences and recordings. (points to Time Zone: America/Chicago)
- 7: Hit "Save" after entering/editing any field. (points to the Save button)

Additional form details:

- Total conference licenses: 5
- Number of available licenses: 3
- Moderator Selections: Utilization Report
- Choose the users to be assigned as Moderators

Assign Conference Bridge Moderators

Edit Conferencing

Conferencing settings for _____

Total and available licenses

Total conference licenses: 5

Number of available licenses: 3

1 View the Total Conference Licenses purchased and the number of available licenses that are not assigned to a user.

Moderator Selections **Utilization Report**

Choose the users to be assigned as Moderators

Available for assignment			Assigned to Conference Bridge		
Phone Number	First Name	Last Name	Phone Number	First Name	Last Name
8505559131	cbanner	8505559131	8505559147	.	8505559147
8505559138	BB	Bill	8505559142	Valerie	Bertanelli
8505559135	David	Lee			
8505559152	Sample	Moore			

2 To assign a conference moderator, click on an available user (hold down left mouse button), move to "Assigned" list, and drop (unclick button)

Drag & Drop numbers between the boxes

Cancel

Utilization Report tab

1 Hit the "Allocated" button to view the percentage allocation ports. This calculated by summing the total ports assigned to all users and dividing by 147 (total number of ports available on a conference bridge).

2 Reports can be run for all hours in a date range or specific hours in date range. If specific hours are selected enter the hour range. Then enter a start date and end date. Hit "Utilization report" below to run the report.

Step 6. View/Edit Conference Bridge User Level Details and Settings

Available for assignment			Assigned to Conference Bridge		
Phone Number	First Name	Last Name	Phone Number	First Name	Last Name
8505559131	cbanner	8505559131	8505559147		8505559147
8505559138	BB	Bill	8505559142	Valerie	Bertanelli
8505559135	David	Lee			
8505559152	Sample	User			

1 Select the user, then hit "Edit"

Edit Assigned Number

▲ Meet-Me Conferencing Information

Direct Dial Number:
8505559125

Toll Free Number:
.

Extension:
.

Time Zone:
America/Chicago

Conference ID:
838200

Moderator Pin:
580197

i
 Commands displays the DTMF controls the moderator has available during a

i
 Email info will send an email to user with the conference bridge phone numbers and passcodes

Moderator Commands

Email Info

Settings **Recordings**

▲ Conference Settings

Conference Title:
8505559147 1 Enter a name for the user's Conference Bridge

When attendees join/leave:
Play Tone 2 Select an action prompted by attendees joining or leaving the bridge: Play Tone, Play Recorded Name, or No Notification.

Ports:
17 3 Ports defines the maximum number of simultaneous attendees that can be on the bridge at the same time. The default is 20. Can be from 3 to 147.

Mute all attendees on entrance

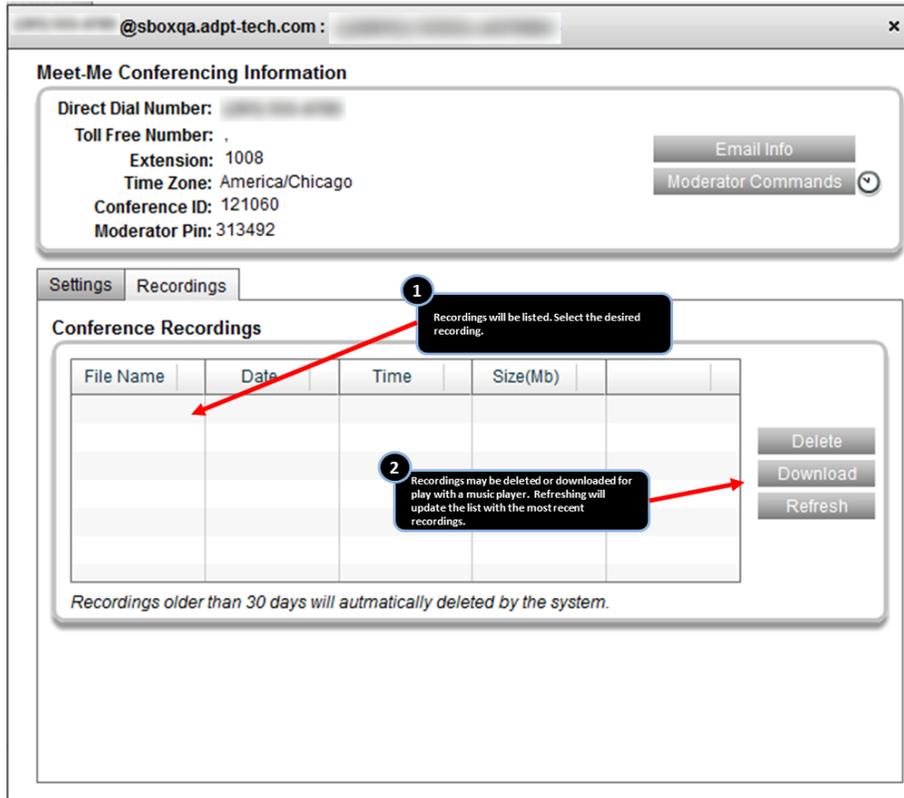
Require moderator to start conference

End conference when moderator departs

4 Check box for each setting to enable as desired
Save

Cancel

Step 7. View and Manage Recorded Calls



Meet-Me Conferencing Information

Direct Dial Number: [REDACTED]
 Toll Free Number: .
 Extension: 1008
 Time Zone: America/Chicago
 Conference ID: 121060
 Moderator Pin: 313492

Email Info
 Moderator Commands

Settings Recordings

Conference Recordings

File Name	Date	Time	Size(Mb)

Delete
 Download
 Refresh

Recordings older than 30 days will automatically deleted by the system.

Step 8. View Moderator Commands

Moderator Commands

Conference ID: [121060](#)
Bridge Number: [\[REDACTED\]](#)

To utilize these commands, you must dial into your conference and enter your Moderator Pin: [313492](#)

While on the Bridge, user the "*" key to access the Command Menu, then press:

- 1 - Mute or Unmute your line
- 2 - Retrieve a count of the participants in the conference.
If the play recorded name option is enabled, this will also play a list of the recorded names of the participants.
- 3 - Turn on/off Lecture Mode
Lecture Mode mutes all participates and restricts them from unmuting themselves. Only the moderator is allowewd to speak in Lecture Mode.
- 4 - Lock or Unlock the conference
Locking the conference prevents new users from joining the conference.
- 5 - Access the Recording Sub-Menu
 - 1 - Starts Recording
 - 2 - Pauses/Resumes recording
 - 3 - Stops recording.
- 6 - Outdial a new participate
Moderator is prompted to enter a phone number of the participate they want to invite to the conference.
 - When the called party answers, they will be directed to press 1 to join the conference.
 - If the called party answers but does not press the 1, the call is ended after 5 seconds.
 - If the invited participate does not answer, the call attempted is ended after 30 seconds.
- 8 - End the Conference

* - Return to the Conference
- Repeat the menu options

Step 9. View Bridge Allocation and Utilization Reports

Bridge Name: Lead Phone #:

Caller ID Number:

Toll Free Number:

Extension:

Time Zone:

Apply

Total Conference Licenses: 15 Number of available licenses: 14

Number Selection | Utilization Report

All hours in the date range
 Specific hours on the given date

Start Date:

End Date:

Utilization

Allocated ports on bridge: 147
% of ports allocated: 100

Allocated

Click the *Allocated* button to see number of ports allocated to (but not reserved for) Conference IDs on the bridge.

Bridge Name: Lead Phone #:

Caller ID Number:

Toll Free Number:

Extension:

Time Zone:

Apply

Total Conference Licenses: 15 Number of available licenses: 13

Number Selection | Utilization Report

All hours in the date range

Specific hours on the given date

Start Date:

End Date:

Utilization

Allocated ports on bridge: 294

% of ports allocated: 200

Allocated

Bridge Name: Lead Phone #:

Caller ID Number:

Toll Free Number:

Extension:

Time Zone:

Apply

Total Conference Licenses: 15 Number of available licenses: 13

Number Selection | Utilization Report

All hours in the date range

Specific hours on the given date

Start Date:

Select start time:

Select end time:

Utilization

Allocated ports on bridge: 294

% of ports allocated: 200

Allocated

Participant Codes

Active conference participants are able to use the “*” key to perform certain functions below:

Code	Function
*1	Mute / Unmute line
*2	Count of participants
*9	Log in as a Moderator
*	Repeat menu options
#	Return to the Conference