Mitel VoIP Meet-Me Conference Call
Standard Operating Procedures

Operation:

The conference call initiator sends the required information consisting of what is needed to dial to access the conference call:

1. Call 850-306-2101 or x 2101 (for internal county VoIP callers), and wait for dial tone.
2. The 4 digit extension of the Mitel phone to be used in the conference call, followed by the # key.
3. An optional 4 digit numeric PIN, followed by a required # key.
4. Simply dial the numbers above at the designated time to initiate the conference call.

The actual phone at the extension used above is not required for the conference call, it is only imperative that everyone dials the same provided sequence of numbers to ensure a secure conference call.

Examples:

With PIN:
You want a conference call using phone extension 5555 and use a pin of 1234, send the callers the following information:

- Call 850-306-2101 or x2101 (for internal county VoIP callers) upon dial tone enter 5555# and then enter 1234#

Without PIN:
You want a conference call using phone extension 5555 with no PIN, send the callers the following information:

- Call 850-306-2101 or x2101 (for internal county VoIP callers) upon dial tone enter 5555##

(# = Pound key, Number key or Hashtag)

Please call Bob Card (689-5046) or Randy Sims (689-5914) from IT with any questions.

NOTE: Up to 8 total phones may be used with this method.

Mitel VoIP Meet-Me Conference Call
Standard Operating Procedures

Description

Meet-Me Conference (MCC) is an alternative to the standard conference call whereby users must first call another party to add (or "pull") them into the conference. With MMC, users can dial in to join the conference on their own accord.

Besides how the conference is formed, MMC behaves much like a standard conference, with similar conditions and feature interactions.

A noteworthy distinction between the two types of conferences is the number of parties it takes to create them: a standard conference requires at least three parties. An MMC is created once the first party joins. Similarly, a MMC is not terminated until the last member leaves. A standard conference ends when there are fewer than three parties remaining.

Creating or joining a MMC requires credentials consisting of up to three pieces of information: a Meet-Me Conference Access Number, a Bridge Number, and a PIN. MMC is not considered an impromptu (or unplanned) conferencing facility. It is expected that the organizer of the conference will provide conference participants with the MMC credentials prior to the conference, either by e-mail or some other means.

MMC Access Number - For internal users, this is like dialing a feature access code to activate a particular feature. For external users, the access number can be mapped to a DID number to provide easy access to the conference. Which is (850) 306-2101 for external callers, 2101 for employees calling from a Mitel phone.

MMC Bridge Number - Bridge numbers are NOT configured on the system. They are usually the conference organizer's own Directory number (DN) but any number can be used if it resolves to a dial able DN within the network. (The individual that is setting up the conference, 4 digit extension number)

MMC PIN - The PIN is optional. You can use it to add an extra level of security and differentiation from other Meet-Me Conferences. PINs are NOT configured on the system nor validated. They can be 4 digits in length.