

Wave MeetMe Conferencing Guide

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What's new in this version

This is the initial version of the Wave MeetMe Conferencing Guide, introduced in Wave 4.0.

For details on everything that's new in Wave 4.0, see the Wave 4.0 Release Notes.

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Introducing Wave MeetMe Conferencing

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Overview

Wave MeetMe conferencing makes it easy for internal and external callers to join a conference. Since a MeetMe conference room is simply an extension in your dial plan, all Wave call routing features (auto attendants, DID, Call Classifier, and so forth) work with conference rooms.

Note: The new MeetMe conference feature expands Wave's existing conferencing capabilities, but does not replace the current ad-hoc conferencing capability. (Ad-hoc conferencing allows a user to call multiple parties and conference them together via Viewpoint or ViewPoint Mobile, or via the Conference / * Code feature on phones.)

MeetMe conferencing features

MeetMe conferencing includes the following features:

- Included with Wave—no additional cost or licensing requirements, no installation steps.
- Support for up to 18 conference rooms, with up to 24 attendees per conference. The
 total number of simultaneous users in conference rooms is equal to the number of
 Conference Resources configured via Resource Management in the Global Administrator
 Management Console. Make sure to allocate enough conference resources to meet your
 needs.
- Uses existing conference resources.

- Fully integrated with ViewPoint and ViewPoint Mobile. ViewPoint users can:
 - View the conference rooms in the ViewPoint Extension pane. Users can easily see
 if a conference room is in use by viewing the hook status icon for the conference
 room's extension—a conference room will be off-hook if at least one person is
 present.
 - Call into a conference room using any method currently supported in ViewPoint for calling an extension.
 - **Transfer a call to a conference room** using any method currently supported in ViewPoint or on the phone.
 - **View the attendee list** in the Calls pane > Parties tab.
 - Mute or unmute any attendee in a conference. The Calls pane > Parties tab shows
 whether an attendee is muted or unmuted. A user can unmute him or herself at any
 time.
 - **Disconnect any attendee**. Only a moderator can disconnect another moderator.
 - Record the conference.
 - Add conference room extensions to the Favorites tab so they are easily accessible.
- **Set up a conference lobby**—You can create an auto attendant to handle calls to MeetMe conference rooms, and then provide the conference room extension to attendees so that they can join a specific conference.
- Direct-dial conference rooms are easy—You can assign a DID number to each MeetMe
 conference room so that external callers are connected directly to the associated
 conference room.
- **Moderator code**—You can optionally define a moderator access code for each conference room. If you define a moderator code for a conference room, callers are automatically joined into the conference room if the moderator has already logged in, or are held in a lobby (with music on hold playing) until a moderator arrives. A conference room can have one or more moderators—all attendees are conferenced together when *any one* of the moderators logs in; the conference ends and all attendees are disconnected when *all* of the moderators leave.

- Access code—You can optionally define an access code for each conference room that authorizes a caller to join the conference. If you define an access code, an attendee cannot join the conference until he or she enters the code correctly.
- You control the maximum conference length by setting an implicit timeout The default is 180 minutes.
- You can add a conference room to the system call recording exclusion list, so that calls involving the conference room are not included in system call recording. Excluding a conference room from system call recording does not prevent any *user* from recording the conference.

Managing MeetMe Conference Rooms

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Allocating system resources for MeetMe conferencing

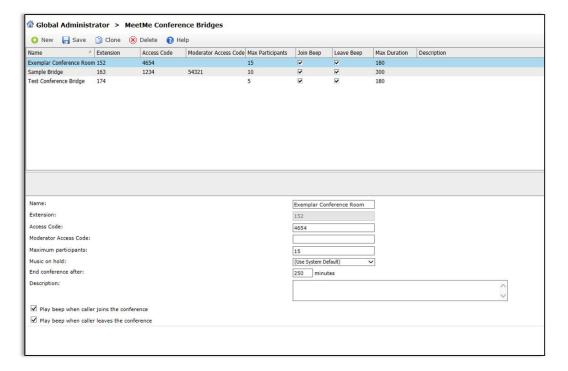
MeetMe conferencing uses the existing Wave Ad-Hoc Conference resources. Conference resources will be made available for MeetMe and ad-hoc conference requests on a first-come, first-served basis—all conferences are treated equally when requesting available conference resources, so be sure to allocate enough conference resources for your specific needs.

For more about allocating resources, see "Managing Wave system resources" in Chapter 23 in the *Wave Global Administrator Guide*.

Creating a MeetMe conference room

To create a new MeetMe conference room

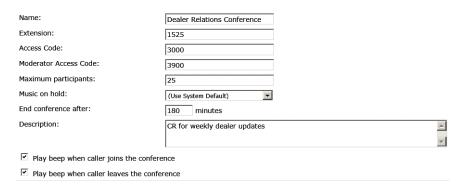
- In the Global Administrator Management Console, click MeetMe Conference, located in the General Administration section.
- 2. The MeetMe Conference Bridges view opens, showing any conference rooms that have been created so far. The details for the selected conference room are displayed at the bottom of the view.



- 3. Click **New** on the toolbar at the top of the view. Enter the following information:
 - Name. Each conference room name must be unique, and cannot be the same as any other entry that appears in the ViewPoint Extensions pane (user name, hunt group name, auto attendant name, or queue name).
 - **Extension.** Start typing a valid Wave extension, then select the extension from the list of matching extensions.
 - Access Code. Optionally, enter a 1-10 digit access code that attendees must supply to enter the conference room.
 - Moderator Access Code. Optionally, enter a 1-10 digit access code that moderators
 must supply to start and end a conference.
 - Maximum participants. Enter a value from 3 to 24.
 - Music on hold. Select the music-on-hold source to use from the drop-down list.
 Select Disabled if you do not want attendees to hear music on hold while they are waiting to enter the conference room, or while they are muted.
 - **End conference after.** Enter the maximum length of a conference in minutes. Three minutes before this time limit elapses, attendees will hear a prompt that the conference will be ending soon. The conference ends automatically when the time limit is elapses.

You can specify maximum conference length from 1 to 9999 minutes, with a default value of 180 minutes.

- **Description.** Enter a description of up to 250 characters.
- Beep settings. Optionally, select a check box to play a beep when a caller joins or leaves the conference.



Excluding a MeetMe conference room from system call recording

To exclude a MeetMe conference room from system call recording

- In the Global Administrator Management Console, click User/Group Management, located in the PBX Administration section.
- 2. Choose **Tools > System Settings**. The System Settings dialog opens.
- 3. Expand Recording / System Call Recording in the left pane.
- 4. In the right pane, click **Add**.
- 5. In the System Call Recording Exclusion dialog, select the conference room to exclude from the drop-down list, and then click **OK**.



6. Click **OK** to save your changes.

Using MeetMe Conferencing

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Viewpoint users and MeetMe conference rooms

A Wave ViewPoint or ViewPoint Mobile user can call into a conference room using any method currently supported for calling an extension.

ViewPoint users can:

• View the conference rooms in the ViewPoint Extension pane.

This icon	Indicates
	MeetMe conference room is available
	MeetMe conference room has at least one party in it

Also, the hook status icon for the conference room's extension will be off-hook if at least one person is present.

• Add conference room extensions to the Favorites tab so they are easily accessible.



Release 4.0

Joining a conference

When a Wave user or external caller dials the conference room extension or assigned DID:

- The caller is prompted to enter an access code or moderator access code, if required. If
 the access code is accepted, the caller is prompted to say his or her name. The caller is
 announced and enters the conference room.
- If a moderator access code is required:
 - If no moderator has joined yet, the caller remains in the conference lobby, listening to music on hold.

Note: Music on hold is played whenever there is only one attendee in a conference room.

- If a valid moderator access code has already been entered, the caller is announced and enters the conference room.
- If there are multiple moderators, all parties are conferenced in when any one of the moderator joins.
- If the conference room is subject to system call recording, recording will not begin until at least 2 attendees have joined.

Participating in a conference

Participants can communicate with other parties as soon as they are added to the conference. If a moderator access code is required, at least one moderator must join before the other participants can talk to each other.

For each local Wave user in a conference:

- The LCD on each Wave user's digital or SIP phone shows "Conference" and also indicates the number of participants.
- Wave users can record the call, either via ViewPoint or via the phone.
- Wave ViewPoint users can view all of the parties of the conference using the ViewPoint
 Parties Pane. Via the Parties pane, users can access basic call control features to manage
 the parties, for example put a party on hold, mute a party, disconnect a party, transfer a
 caller into a conference, and so forth.
- Wave users can also use the phone to access call control features.

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Ending a conference

The conference ends when the last party leaves.

If there is a moderator, the conference ends when the moderator leaves. If there are multiple moderators, the conference ends when *all* of the moderators have left the conference.

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