USA PHONE SYSTEM: CONFERENCE CALLING INSTRUCTIONS

IMPORTANT: Please do not put your phone on hold during a conference. Music-on-Hold will not be enjoyed by the rest of the group on the conference call. It is also a good idea to mute your phone if you will not be talking during the conference call. All of the ambient noise can add up to poor overall sound quality.

Using the MeetMe Conference System (Up to thirty people per conference):
Send an email to telecom@southalabama.edu requesting an Access Code for the MeetMe Conference System. This can be the same number as the main department phone number, conference room phone number or any number at least five digits long. You should include the Access Code you want to use in the email. The Access Code is not tied to any particular phone. You may use any phone you want to with any Access Code.

You will have all conference participants call one of the following numbers:
6-1789 for ALL USA system phones, regardless of who will be on the conference call. This includes all of the Hospitals.
(251) 461-1789 for all non-USA system phones.

Toll-Free access is not available by default. Contact Telecom if you need a toll-free conference. Currently there are no charges for this service but we reserve the right to start charging for costs incurred at a future date.

Callers will be prompted for the Access Code to the conference. After entering the Access Code, press the # key. The first caller to the conference will be on soft hold with a music background until the second caller comes online. The music will stop and a soft {beep} will be heard for each new party joining the conference.

Any phone can be used with your Access Code, on or off Campus. Additional members can join in and leave at any time. The conference call system is available all day every day. You do not need to schedule a time with Telecom. Just be sure everyone who is going to be involved in the call knows the telephone number they need to dial and the Access Code.

Adding a call to the conference:
(This is especially useful if you do not want to give out the Access Code to a person who needs to be on the call)

If the caller is already on your line or you have called the person, just by transfer the call to 6-1789, enter the Access Code and # and then hang up or release the call.

You can add a party that calls into a University phone by picking a held call and adding them to the conference. For example: A person is on hold on phone 6-9999 and wants to be added to the conference. At any USA phone press *3 69999 and conference them in by transferring the call to 6-1789, entering the Access Code then # and then hanging up or releasing the call.

If you have any questions call Louis Hinkle at 6-1911.
You may also use the USAHELP ticket system or email us at telecom@southalabama.edu.
USA PHONE SYSTEM: CONFERENCE CALLING INSTRUCTIONS

**IMPORTANT:** Please do not put your phone on hold during a conference. Music-on-Hold will not be enjoyed by the rest of the group on the conference call. It is also a good idea to mute your phone if you will not be talking during the conference call. All of the ambient noise can add up to poor overall sound quality.

**Using the New Main Campus Phone System (Up to eight people per conference):**

For all display phones: Dial the phone number of the first person. Scroll to Start Conference. Press the Check Mark Key. Dial the next party. Press the Check Mark Key. Repeat for any additional parties. **The initiating party can drop out after connecting all other parties.**

If you misdial a number press the connect button to return to the conference and then go back to the start conference option.

If a call goes to voicemail you can use the connect button to return to the conference.

For Phones without a display: During a call, press the transfer button. Dial the next party and when they answer press conference or transfer to join the conference call. Press the blinking connect button to rejoin the conference call without the last dialed party. Repeat for any additional parties. **The initiating party can drop out after connecting all other parties.**

**Using SIP (Network) Polycom Phones (Up to eight people per conference):**

The Conference Button on SIP Polycom will act as the flash button and the conference button. Just press the conference button to dial the next party and then press the conference button again to connect all of the parties together. **The initiating party cannot drop out after connecting all other parties. If the initiating party drops out all of the other parties will be disconnected.**

**Using Analog Phones or Analog Polycom Phones (Up to eight people per conference):**

We **HIGHLY RECOMMEND** using the Meet-Me Conference System if you are on an analog phone. We really do. Seriously...

For this document “flash” can mean the flash button, the conference button displaying three people or the hook switch.

You are considered the first party. Place a call to the second party. Press the flash button. Dial the third party. Press flash, wait for the beep and then dial tone and then press *43. This will connect all parties to the conference call.

To connect the fourth party press the flash button, dial the phone number. When they answer you will press flash, wait for the beep and dial tone and press *44. This will connect all parties to the conference call. This sequence can be repeated through the eighth party. *45 for the fifth party, *46 for the sixth party, *47 for the seventh party and *48 for the eighth party. Using this method you can remove people from the conference by dialing flash **4 and their conference position number. If you want to remove person six dial flash **46.

You can add a party that calls into a University phone by **picking a held call** and adding them to the conference. For example: A person is on hold on phone 6-9999 and wants to be added to the conference. At the conference phone press flash *3 69999 and conference them in by pressing flash*4x where x is the next party in line. **The initiating party can drop out after connecting all other parties.**

If you have any questions call Louis Hinkle at 6-1911.
You may also use the **USAHELP** ticket system or email us at telecom@southalabama.edu.