

Avaya Demystified
by Walt Medak

Q: One of my supervisors asked me about setting up a conference call. I am familiar with the standard conference ability the system has, but he wanted to know about having the users call in to the conference rather than him having to dial each of them. I read something about that, but I'm not sure how it works.

A: What your supervisor is describing is called Meet-Me Conferencing. Depending on your particular CM software version and the licensing on your system, you could have the basic Meet-Me Conferencing (G3V11 and higher) which allows up to 6 parties in a conference, or Expanded Meet-Me Conferencing (G3V13 and higher) which can allow up to 300 parties in a conference. Both of these function the same way. Essentially, you set up a VDN that will be used as the "call in number" for the conference. On the VDN form, you need to set the "*Meet-me Conference*" field to "y". It is also highly recommended that you enter a number in the "*Conference Access Code*" field, although you can leave it blank. You then build a Vector that routes the callers to the Meet-Me Conference. If you entered an access code in the VDN, you would prompt the caller to enter the code, and if it matches, you would route the caller to the conference.

The traditional method of conferencing, where the originator calls each participant and adds them to the call manually still works like it always has.

And as always, if you have any questions please call 800-452-6477, or visit us at www.medak.com.