



# BT MeetMe User guide

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## Overview



BT MeetMe is an instant audio conferencing service that only requires access from a fixed or mobile phone to enable virtual meetings with up to 40 participants. No prior booking is required and conferences can be established in the time participants take to call in. The service is easy to use, and it's available at any time, every day of the year, whenever you need to schedule a meeting.

BT MeetMe enables you to speak to colleagues, customers and suppliers in your own personal meeting room, wherever they may be. It doesn't replace all traditional face-to-face meetings but complements them by bringing participants together without anyone having to leave their office. So whatever your role, less time is spent travelling, enabling faster and more responsive decision-making.

Simply pick up the phone, dial the access number, enter your personal chairperson pin number and you'll soon be sharing your thoughts and ideas with colleagues wherever they are located. What's more, with a few simple clicks, you can control, record or customise your meeting - all via the internet.

This guide provides an overview of the service and a practical introduction to help you make your first call.

If you have any problems, there is always a co-ordinator to talk to or visit our web site for on-line help:  
[www.conferencing.bt.com](http://www.conferencing.bt.com)

If you would like to find out more about how you can take your conference call online download the [BT MeetMe Online Tools User Guide](#) - which has all the details you need.

If you have customers or colleagues abroad, you can contact us to sign up for [BT MeetMe Global Access](#) service. This enables participants from the UK and over 55 other countries to join a conference call with a local dial-in number, saving them the cost of an international call.



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# How to conduct a BT MeetMe Call

There's no need for special equipment or the need to book in advance. Simply follow the instructions below to start using BT MeetMe today.

### Step 1:

Invite the people you wish to meet with and share with them the following information:

- Date and time of the meeting
- Dial-in phone number
- Participant Passcode  
( followed by the # sign )

Please advise your participants if they enter the meeting before you, they will be placed on hold in the conference listening to music until you join. If you or your participants are travelling, remind them to print out the dial-in details to take with them.

### Step 2:

At the start of your meeting, dial your BT MeetMe dial-in number and follow the prompts.

- Enter your Chairperson's Passcode, followed by #.
- Participants follow the same instructions and enter their Passcode, followed by #.

To prevent fraudulent use please do not share your Chairperson's Passcode.

### Step 3:

That's it! You will be joined together with your participants on the call and your meeting can begin.



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## Chairperson / Participant Controls



### Conference call controls

Once your meeting is underway, you can use your telephone keypad to control the meeting. Everyone has basic control over their own line while you, as the chairperson, have an extended set of features which includes locking the call for security and checking who has dialled into the call. You can even dial out and invite other people to join your conference call.

### Chairperson & Participants touchtone commands

**\* then 0**

#### Operator assistance

Signals the co-ordinator for assistance – they're available for help and advice.

**\* then 4**

#### Volume equaliser

Equalises your volume automatically – adjusts the volume of your line.

**\* then 6**

#### Participant mute on/off

Mutes/un-mute your phone line, – useful for noisy connections e.g. mobiles.

### Chairperson touchtone commands

**# then 0**

#### Conference help menu

Listen to the list of available touch-tone conference controls to help you during your conference call.

**# then 1**

#### Participant roll call

You can play back name recordings to see who's dialled in.

**# then 2**

#### Participant count

Tells you the number of attendees who are on your call.

**\* then 5**

#### Mute participants lines

You can mute/unmute all participants lines on your conference call, participants will be placed on 'listen only' mode, enabling you to control background noise levels during your call. A great feature for when you need to present to an audience.

**\* then 2**

#### Stop audio message

Stops any audio messages being played into the conference, including the entry message – ideal if people are joining at different times. For example, it won't play the names of the participants when they join.

**\* then 7**

#### Conference lock/unlock

To stop anyone, including the co-ordinator, gaining access to the meeting.

**# then 9**

#### Enable/disable chairperson hang-up

Allows participants to continue after the chairperson has left.

**# then #**

#### End conference

Disconnects all participants at the end of your call. This ensures that your conference ends when you hang up.

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# Chairperson Controls



### Chairperson dial-out

As a chairperson you have the option to call additional participants and ask them to join the meeting. You can call, speak in private and return to the meeting with or without the additional participant.

#### Step 1:

# then 3

#### Initiates chairperson dial out

As the chairperson, you can call additional participants and ask them to join your call.

Press # then 3 which will temporarily remove you from your conference call. You will be greeted by a Conferencing Co-ordinator and asked to provide the phone number(s) of the additional participant(s) that you wish to contact to join the call.

#### Step 2:

You will then be returned to your conference call and your new participant(s) will be joined to your conference if available.

#### Handy hint:

When you return to the audio conference with a participant, if the name recording function is set to on, there will be a small delay to them joining, as they are prompted to record their name.

### BT MeetMe Online Tool

With our simple to use web based tool, you can take your personal meeting room on-line to hold even more effective and interactive meetings.

The Online Tool allows you to share thoughts, brainstorm ideas and customise your meeting to suit the way you work. Conferences can be recorded via the web and then either replayed over the internet or downloaded.

Plus you have a full visual representation of your call – you can see your virtual meeting room, view icons of the people present and control the meeting via the web. It really is like being there.

To find out how you use BT MeetMe Online Tools download the user guide [here](#).

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## Hints & Tips



### Conference call etiquette

- You should treat a conference call like any other meeting
- Agree an agenda prior to or at the beginning of your call
- Specify the time zone in meeting invites to avoid meeting delays and confusion
- As the chairperson, agree who will host the call
- At the beginning of your call, conduct a roll call by pressing **#** then **1** to check who is on the call
- Ask the host to introduce meeting participants at the start of the call
- Introduce yourself when speaking and encourage participants to do the same
- Ask your participants to mute their line by pressing **\*** then **6** to cut out any background noise when this is present. They can then unmute their line by pressing **\*** then **6**
- Be sure to keep your mobile phone a few feet away from your telephone as it can create a 'hum' when active
- Take care not to rustle paper, type or make a noise that might disturb the call, unless your line is muted. Press **\*** then **6** to mute and then **\*** then **6** again to un-mute
- Press **\*** then **0** if you need help from a Conference Co-ordinator
- At the end of your call, summarise the key actions and agree the next meeting date and time.

### How to keep your audio conference secure

#### **\*** then **0** Co-ordinator Assistance

If there is a discrepancy between the number of lines in the conference and the roll call, use this function and ask for the Conference Co-ordinator to disconnect the line not responding.

#### **#** then **1** Participant Roll Call

At the beginning of each call, you can use this function to listen to the names of the participants who have joined. This way you are aware of who is on the call and you can determine if there are any unwanted

participants on the call or whether you need to wait for somebody to join before you start.

#### **#** then **2** Monitor the number of lines

Use this function to obtain the number of lines active in the conference. This is a quick way to establish how many participants are on the call without having to do a roll call.

#### **\*** then **7** Conference Lock & Unlock

Use this function to lock or unlock participants entering the call. This feature is useful when you do not want additional parties to join your call after it has begun. Participants attempting

to join a locked call will be directed to the Conference Co-ordinator.

#### **#** then **#** End the conference

Use this function to disconnect all participants at the end of your call. This ensures that your conference ends when you hang up.

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## Hints & Tips



### Key Functions to give you the most out of your audio conference call

\* then 4

#### Volume equaliser

Use this function to get the best possible sound on your conference call.

\* then 5

#### Mute participants lines

As a chairperson of the call you can mute all participant's lines on your conference call. Participants will be placed on 'listen only' mode, enabling you to control background noise levels during your call, a great feature for when you need to present to an audience.

Use \* then 5 to unmute your participants to allow everyone to contribute.

\* then 6

#### Participant mute On/Off

If you are in a noisy environment or on a mobile phone, all participants can mute their own line when not speaking. This will reduce background noise levels in the conference call.

\* then 0

#### Operator assistance

If you are experiencing any difficulties in your call, you can ask an operator to join your call. They will be able to troubleshoot for you there and then.

# then 1

#### Participant roll call

This function announces all the names of the participants in turn as they have joined the call.

# then 2

#### Participant count

This function will tell you the number of participants on the call.

# then 3

#### Initiates chairperson dial out

As a chairperson you will be able to request that the Conferencing Co-ordinator dials out to another participant to join your call.

# then 9

#### Enable/Disable chairperson hang-up

Usually your conference will end when the chairperson hangs up. If you would like your participants to continue without you, key # then 9.

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To join a BT MeetMe call online visit:  
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For more information contact the BT MeetMe Helpdesk **0800 0850 679**



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