# Avaya IPO Office Preferred Edition and Up
# How to Create a Conference Bridge
# Telquest Tech Support

**This information came from the Internet. Some areas have been re-written and graphics added.**

These are instructions for creating a conference bridge with a PIN code that the customer can set and change from the phone.

In order to accomplish this you will need to:
1.) Create an Incoming Call Route
2.) Create 2 short codes
3.) Create 2 Modules in Voice Mail Pro
4.) Create a User Variable in Voice Mail Pro

Although technically you can use almost any numbering scheme you want, you should keep it simple and consistent so that it is easy for you, the customer and other technicians to follow. Using the incoming DID number as the Short Code and the Conference Meet Me ID is a good convention unless the customer specifically requests otherwise.

For this example we'll use 5367 as the incoming DID. Just change 5367 to whatever you are using.

Create an Incoming Call Route for the DID you are assigning for the conference bridge and point it to the destination VM:Conf5650

In Manager create a Short Code pointing to the ConferenceMeetMe function. Since the incoming DID pointing to the conference bridge is going to be 5367, make the Short Code, and the ConfMeetMe ID 5367 too.

Short Code: 5367
Feature: Conference Meet Me
Telephone Number: 5367
Line Group: 0

| Short Code | |
|---|---|
| Code | 5367 |
| Feature | Conference Meet Me |
| Telephone Number | 5367 |
| Line Group Id | 0 |
| Locale | |

This Short Code allows anyone to dial 5367 like an extension number and <u>be connected</u> to the conference bridge. You can also transfer <u>calls</u> to 5367 to add them to the conference.

Next:

Create a short code pointing to a Voice Mail Pro Module that will allow the customer to set a PIN code for the Conference Bridge. It can be anything but it should be simple enough for the customer to remember. Adding a "*" in front of the ConfMeetMe Short Code (5367) is a good convention. So in this case *5367 could work. For one conference bridge this may not seem important, but if you have to set up 10 or 20 for the same customer it helps.
In this example, we'll use *5367

Short Code: *5367
Feature: VoiceMail Collect
Telephone Number: "SetPIN5367"
Line Group: 0
The Telephone Number field has to match the name of the module you create in Voice Mail Pro.

| Short Code | |
|---|---|
| Code | *5367 |
| Feature | Voicemail Collect |
| Telephone Number | "SetPIN5367" |
| Line Group Id | 0 |
| Locale | |

***Just make sure the Short Code does not conflict with your dialing plan. If you used 3699 as the DID for the conference bridge and the Short Code for ConfMeetMe and then tried to use *3699 as the Short Code to set the PIN bad things would happen. As soon as the customer dials *36 it will match the default Short Code for Extn Logout and they will be looking at "NoUser" on their <u>phone</u>.
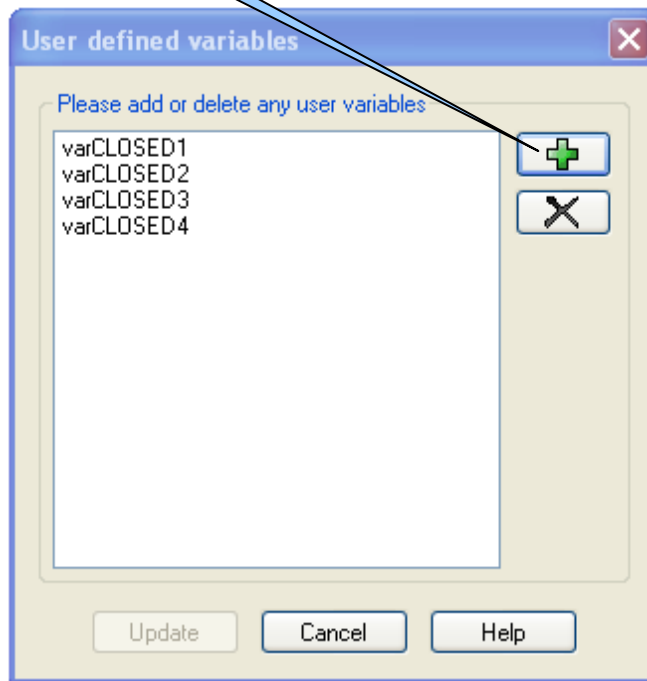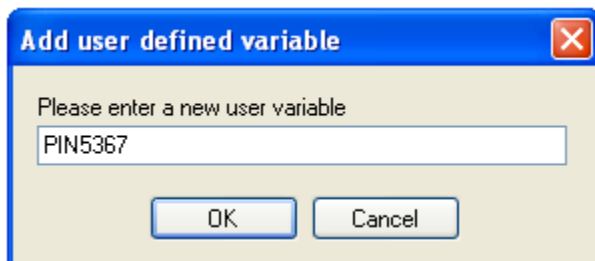 Just be aware of your dial plan.***

**Page 3**

In Voice Mail Pro:

From the menu bar at the top click "Administration" and then "User Defined Variables."
A box should appear.

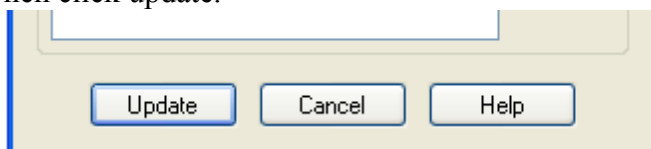Click the Red or Green plus sign icon on the right to add a new variable.



Name it PIN5367.



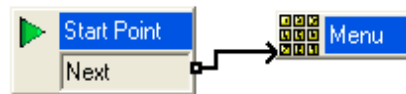Click the OK button

Then click update.

**Page 4**

Also in the VM Pro:

Create a new module called SetPIN5367 (note this matches the Short Code Created earlier)

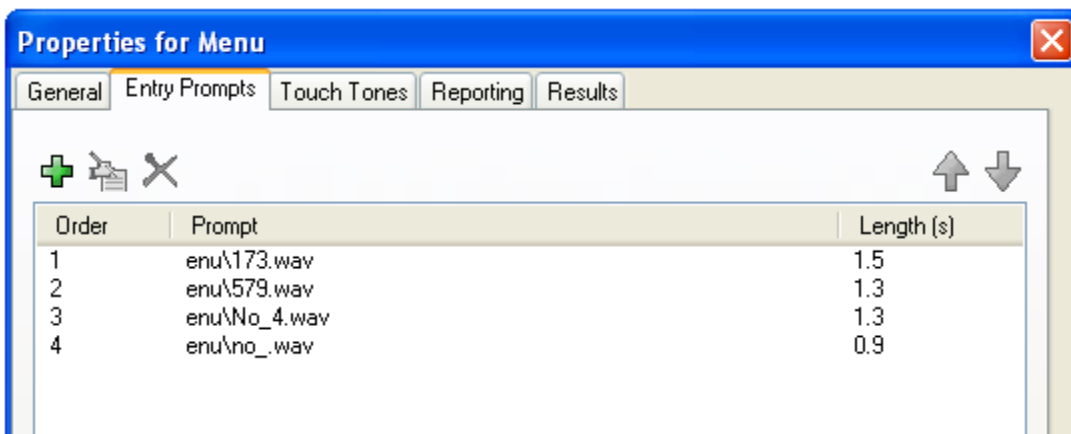Connect the Start Point to a Menu Action

**Modules > SetPIN5367**

Next:

Click on the Green Plus Symbol.

Then click on Entry Prompts and add the following wav files:
enu\173.wav
enu\579.wav
enu\No_4.wav
enu\no_.wav

Note: When you type in the name, do not add .wav at the end.
Example: Just type in like this   enu\173     the .wav extension will be added automatically.

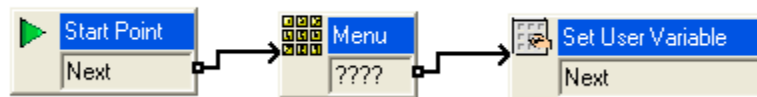| Order | Prompt | Length (s) |
|---|---|---|
| 1 | enu\173.wav | 1.5 |
| 2 | enu\579.wav | 1.3 |
| 3 | enu\No_4.wav | 1.3 |
| 4 | enu\no_.wav | 0.9 |

This series of wav files will play::
"Please enter new password" "Password must be" "4" "Number"
(enu\No_5.wav will play 5, enu\No_6.wav will play 6, etc)

Click on the Touch Tone tab, then the Green Plus Symbol and add ???? (this assumes a 4 digit PIN, make the number of "?" match the number of digits in the PIN and change the third wav file "enu\No_4.wav" to match this number)
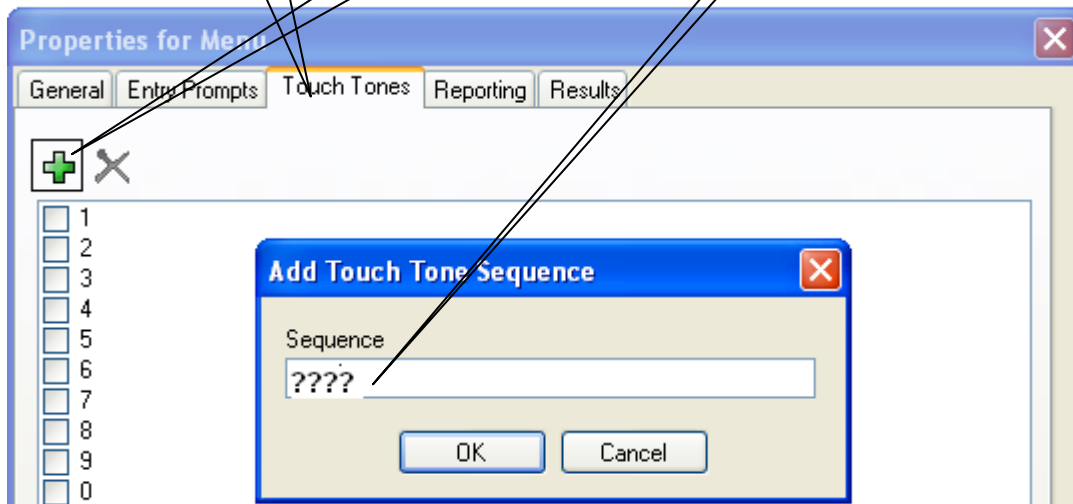


Connect the ???? of the Menu Action to a Set User Variable Action



On the properties of the Set User Variable Action set it to $Key

Connect the Next of the Set User Variable Action to a Disconnect Action

On the second tab of the properties of the Disconnect Action set it to play enu\pin_04.wav (this plays "Your access code has now been changed")

------------

Create a new module called Conf5650.

Connect the Start Point to a Menu Action

On the second tab of the properties of the Menu Action add the wav file enu\svm_06.wav (this plays "Please enter your access code")

On the third tab of the properties of the Menu Action add ???? (this assumes a 4 digit PIN, make the number of "?" match the number of digits in the PIN)

Connect the ???? of the Menu Action to a Test User Variable Action

On the properties of the Test User Variable Action set it to True if PIN5650 matches $Key

Connect the True of the Test User Variable Action to a Transfer Action

In the properties of the Transfer Action enter 5367 as the Extension

Connect the False of the Test User Variable Action to whatever you want to take place if the person dials the wrong PIN. (I usually connect it to another Test User Variable Action to give them a second chance and then connect the false of the second Test User Variable Action to a Transfer to the Receptionist.)

------------

Externally when some dials the Conference Bridge DID 321-555-5367 they will hear: "Please enter your access code." If they enter the proper access code they are connected to the conference. Internally, dialing 5367 will connect you directly to the conference.

Dialing *5367 will play "Please enter new password. Password must be 4 Number." ("Number" should be plural but this is the best you can do with the built in wav files. If it really matters or bothers a customer just do a custom recording. This is really just to avoid phone calls asking how long the PIN for the bridge is.) Whatever digits they enter will become the new PIN code for the bridge. After entering the new code they will hear "Your access code has now been changed."

------------

If a customer wants a PIN code for internal callers too change the ConferenceMeetMe Short Code

from:

Short Code: 5367
Feature: ConfMeetMe
Telephone Number: 5367
Line Group: 0

To:

Short Code: 5367
Feature: VoiceMailCollect
Telephone Number: "Conf5650"
Line Group: 0

You will need to create another ConferenceMeetMe Short Code and change the Transfer Destination to this new Short Code in the "Conf5650" Voice Mail Pro Module.