Conference Bridge Information

We are pleased to offer you an account on the Avaya Conference Bridge System. You can host up to 20 participants on a conference call, this including the Moderator.

You have been assigned a Moderator Security Code and a Participant Security Code.

The Participant Security Code is the code that is given to the participants either via email or Outlook Calendar before the conference call takes place. This is a permanent code and should be kept in a safe place.

The Moderator Security Code is the lead persons’ log on access number to the conference bridge and should always be used. By logging in with this security code the individual will have control of the call and the features available. Please refer to the Moderator User Guide for a complete listing of these options. The Moderator Features may be used anytime during a conference bridge call.

We recommend that you use this bridge with a Polycom Speaker Phone when one is available. A Polycom contains a full duplex speaker phone which allows calls to be clear and free of interference. If a regular desk phone is used, a hand set should be accompanied to assure other members of the call are not disconnected.

To access the system:

1. In order to access the conference bridge system, Moderators and Participants have two options:
   a. Dial 6-8222 from an internal line on the UMass Medical School System or
   b. Dial (508) 856-8222 from an external line outside the UMass Medical School System.

2. At the voice prompt; Enter your Moderator or Participant Security Code and Press the # key
3. You will hear a beep and are now connected to the call.

The system will send a tone as participants join the conference call. The Moderator should take a roll call prior to starting the call. The Moderator can also “secure” the call. Please refer to the Moderator Instructions.

The following recommendations by Communication Technologies will ensure your Conference Call is successful.

- Do not place your phone on hold. Music on hold will play to everyone until the line is picked up.
- Use the “Mute” Button on your phone, if you need to step away.
- Participants using their regular office phone should use a headset or the handset, not the speaker phone. An office phone may cause the call to cut in and out if speaker is on.
- It is recommended to use a Polycom Speaker phone when available to avoid interference. Be sure to press the “on/off” button when the call is completed. If you do not do this, the code and phone will not be disconnected from the system and will cause static and echoing.

The Moderator should Terminate the Conference and disconnect all parties on the Conference by Pressing ##

If the security codes are lost or forgotten or additional accounts are needed on the system, please contact the UMW Help Desk at 6-8643 to open a ticket and a staff member will contact you with the information.