8x8, Inc.

Using Your 8x8 Conference Bridge Administrator Guide

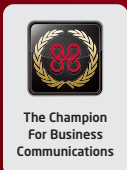**Version 1.2, October 2012**

**The Champion
For Business
Communications**

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Your Conference Bridge

Use the free 8x8 Conference Bridge to schedule conference calls for up to 15 participants

What's an Auto Attendant?

It's the virtual receptionist for your company that plays pre-recorded greetings to connect callers to the right resource quickly and efficiently.

Getting the Most Out of Your 8x8 Conference Bridge

Why waste money on outside conference call providers when you can hold your conference calls right from your 8x8 Virtual Office phone for free? Just use the 8x8 Conference Bridge for conference calls with up to 15 participants.

By taking advantage of the 8x8 conferencing services you already have, you can also avoid the call quality issues and added expense of using external conferencing services.

8x8 Conference Bridge Features

- Included free with your monthly service
- Up to 15 participants
- Conference calls are password protected with an access code
- Email is sent to the organizer confirming the conference bridge reservation
- Add and drop participants while the call is in session
- Internal participants dial **556** to join a conference
- External participants can join the call by:
  - Selecting an option on your Auto Attendant (requires setup)
  - Being called from the bridge by the call organizer (US participants only)
  - Calling an employee or receptionist who can transfer them to the conference bridge
  - Dialing in on a Virtual Number that you purchase for as little as $4.99/month

Setting up a Conference Call

- Dial **556** from your Virtual Office phone
- Select **Option 2** to create a conference
- Enter your extension number followed by **#**
- Enter your password (this is the same as your voicemail password) followed by **#**
- Select the type of conference you would like:
  - Expires in 2 weeks
  - Non-expiring
  - Custom expiration date
- A voice playback will advise you of the conference access code and expiration date (if applicable)
- An email confirmation is sent to the email address associated with your extension
- Edit this email to include date and time of the call, call details and dial-in instructions for external participants, if needed. Then send the email to your conference participants.

Tip:

You can set up your Auto Attendant with the Conference Bridge as a "silent option". Just configure one of your Auto Attendant choices to transfer callers to the Conference Bridge but don't mention it in the recorded greeting that all callers hear.

Joining a Conference Call

Internal Participants (Joining from your 8x8 phone)

To access the Conference Bridge from an 8x8 Virtual Office extension, dial **556**, or press the **More** softkey until **ConfBridge** appears.

- Select **Option 1** to enter the conference

- Enter the access code provided in the email confirmation, followed by **#**

- If the first and last names are not recorded in the system or the caller is external, the caller will be prompted to record a name that will be announced when they enter the conference

External Participants

There are four ways external participants can join your conference call:

1. **Dialing in via the Auto Attendant**—If your Auto Attendant is set up so that one of the greeting options points to the conference bridge, outside participants join by:

   a. Dialing your main number

   b. Selecting the menu option that corresponds to the Conference Bridge. For example "Press Option X to join the conference bridge"

   c. Entering their access code and recording their name for announcement

2. **Adding Participants by Dialing Out**—The call administrator has the option to add US participants to the conference by dialing out from the conference bridge. International dial-outs are not permitted. To dial out:

   - Press ***5** from within the conference to enter the administrator mode

   - Then press **2** to add a participant to the conference

   - The administrator will be prompted to enter the number of the participant they wish to add

3. **Transfers from Another Extension**—External participants can call one of your employees at an 8x8 extension and ask to be transferred to 556, the conference bridge.

4. **Using a Dial-in (Virtual) Number**—If you want a direct dial-in number for external conference participants, you can purchase a regular or toll-free number from 8x8. These "Virtual Numbers" cost as low as $4.99 per month. Once you have one of these numbers assigned to your conference bridge, you can use it as your regular conference bridge dial-in in number for outside callers.

Ordering a Virtual Number for Conference Calling

Many of our customers appreciate the convenience of having one dial-in number that their external participants can use to dial in to their conference calls. To order a Virtual Number or Toll-Free Virtual Number, call your 8x8 account representative or call 8x8 Sales at 1-866-879-8647. Your phone system administrator can also order it directly in the online 8x8 Account Manager by clicking **Sign In** at the top of www.8x8.com and selecting **Account Manager.** Once logged in, order a Virtual Number or Toll-Free number by selecting **Orders** from the top menu bar and following the order process from there.

Once your Virtual Number is purchased, the phone system administrator for your company can assign it to the conference bridge by following these instructions:

1. Login to the **Account Manager** with your admin login and password at www.8x8.com. Select **Phone System** from the top menu bar, then select **Virtual and Toll-Free Numbers** from the menu on the left. Click **Edit** next to the Virtual or Toll-Free Number you want to assign as your Conference Bridge number.

2. Next, use the dropdown menu to select and confirm **556-Conference Bridge** as the destination for this Virtual or Toll-Free number. Note that in most cases your Virtual or Toll-Free number was selected when you placed your order. If not, click on **Select Number** and follow the instructions from there to select your number.

Holding Simultaneous Conference Calls

Even though there is one conference bridge extension (556), you can hold several conference calls at the same time. For example, Joe schedules a conference call for 10 am while Mandy schedules a different 10 am conference call to discuss inventory; both conference calls will happen at 10 am. The calls are assigned different access codes and are kept completely separate. The same applies if you purchase a dial-in number for external participants. Your whole company can share that virtual number even if there are overlapping conference calls scheduled.

Note: If you have a large number of participants at the same location and start experiencing voice quality issues, you might be exceeding the bandwidth limits of the broadband connection at that location.

Conference Call Controls

Participant call controls

To access the participant options during the conference call please press *.

You will be muted and you'll hear the following options:

- To list the participants in the conference, press 1
- To return to the conference, press *
- To leave the conference, press 9
- To enter administrator mode (if applicable), press 5

Administrator call controls

To enter the administrator mode during a conference call, press * and wait for the recording to play. Then press 5 to enter the administrator mode.

You will be muted and you'll hear the following options:

- To list all participants in the conference, press 1
- To add a participant to the conference, press 2
  - Enter the number you wish to call, then press #, for an outside number, dial 9 prior to dialing the phone number
- To drop a participant from the conference, press 3
- To return to the conference, press *
- To leave the conference, press 9

Inviting Participants to Your Conference Call

As soon as you set up a conference call, you will receive a confirmation email. You will need to edit this email to include the date and time of your conference call, what the call is about, and dial-in instructions for external participants, if needed. Also remove the administrator instructions. Then send the email to your conference participants.

If you have purchased a Virtual Number to use as a direct dial-in number, it will automatically be included in the email. If you have not, the email will not include instructions for external callers. If external participants need to access your Auto Attendant to dial-in, add the appropriate instructions.

Example of the email you receive after you schedule a conference call

From: VirtualOfficeVoiceMails@8x8.com
Subject: Conference ID Registration

Dear Beth Carney,

You have reserved a telephone conference call.
The access code for this call is: 73062.
This conference will be valid until: 07 02 2010.
You are the administrator of this conference.
You may access administrator menu in the conference by pressing * key, and then press 5.
You may call into the conference by dialing: 556 from an internal extension.
You may also call into the conference by dialing: 14083294801 from an external phone.
Only included if you've purchased a Virtual Number for this purpose

Thank you for using the 8x8 Virtual Office Service.

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