# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>2</td>
</tr>
<tr>
<td>Why, when, and what</td>
<td>3</td>
</tr>
<tr>
<td>Scheduling and inviting</td>
<td>3</td>
</tr>
<tr>
<td>Scheduling a conference with Outlook</td>
<td></td>
</tr>
<tr>
<td>Joining</td>
<td>4</td>
</tr>
<tr>
<td>Joining the conference</td>
<td></td>
</tr>
<tr>
<td>Joining with BT MeetMe</td>
<td>6</td>
</tr>
<tr>
<td>Dialling out to participants</td>
<td>7</td>
</tr>
<tr>
<td>Finding meeting entry info</td>
<td>7</td>
</tr>
<tr>
<td>Managing your conference</td>
<td>8</td>
</tr>
<tr>
<td>Managing individual participants</td>
<td>9</td>
</tr>
<tr>
<td>Managing all participants</td>
<td>11</td>
</tr>
<tr>
<td>Advanced features</td>
<td>11</td>
</tr>
<tr>
<td>Skype for Business Online Meeting Options</td>
<td>13</td>
</tr>
<tr>
<td>Touchtone commands</td>
<td></td>
</tr>
<tr>
<td>Additional information</td>
<td>14</td>
</tr>
<tr>
<td>Best practices</td>
<td></td>
</tr>
</tbody>
</table>
Why use BT MeetMe with Skype for Business Online?

Skype for Business Online gives you a powerful collaboration platform.

By scheduling Skype for Business Online meetings with your BT MeetMe details, you can hold a conference call with people who use Skype for Business Online as well as those who don’t.

You can use it to work with colleagues in other areas of your company, or people away from their computers. You can also use it to join meetings from a regular phone network or mobile phone.

BT MeetMe also provides:

- dial-in numbers for over 70 countries
- dial out to anywhere in the world
- live operator support.

When to use BT MeetMe?

It’s best to use BT MeetMe when you:

- need to conference with people who don’t have access to Skype for Business Online
- don’t know how your participants will join
- need to dial out to participants
- don’t have a good quality PC headset with microphone
- have an internet connection that’s unavailable, slow or unreliable
- are travelling or commuting
- need the best audio quality
- have participants joining from other countries whose internet or phone service may not be reliable, or provide good audio quality
- have a PC that’s not powerful enough to process voice.

NOTE: You can use your BT MeetMe account without Skype for Business Online.

What you need to use BT MeetMe with Skype for Business Online

- A BT MeetMe account set up by your company’s Skype for Business Online Administrator.
- Your BT MeetMe welcome email.
- Microsoft Outlook — to schedule Skype for Business Online conferences.

Why, when, and what

A BT MeetMe with Skype for Business Online welcome email

It contains important information about your BT Conferencing account

First name, save this email

New BT Conferencing account details for:

name@businessgroup.com

Thank you for opening an account with BT Conferencing. Your account will be active as soon as the toll number and the participant code appears in the Skype Meeting invitation footer.

Before your first conference...

Step 1: Copy your audio conferencing details below in a secure location.

Step 2: Read the instructions on setting up and using BT MeetMe with Skype for Business. Click here for the BT MeetMe with Skype for Business user guide.

Audio conferencing details: BT MeetMe with Skype for Business

Use this to hold audio conference calls with people from around the globe.

Name: Name of Person
Chairperson passcode: 12345678 then #
Participant passcode: 12345678 then #

Global Access Numbers:
Please contact help desk

Global Access Numbers allow you and your international participants to dial in to your BT MeetMe conference using toll free or local numbers. Please give these to participants who are outside your country, or use them yourself when travelling.

Important: Remember to keep your chairperson passcode secure and only share your participant code. For support during a call, press *0 on your phone and a conferencing coordinator will assist you.

BT MeetMe Desktop Controller

- Join faster and easier as chairperson from any telephone - without keying in your BT MeetMe dial-in numbers or passcodes
- Monitor who’s on your BT MeetMe call, or missing in real-time
- Dial out directly to missing participants
- Control background noise by putting individuals or all participants on mute
- Lock the conference to ensure security

Desktop Controller can use any flash-enabled web browser. Launch Desktop Controller here.

Please consider the environment — use conferencing to reduce your carbon footprint and travel expenses.

Note: You can use your BT MeetMe account without Skype for Business Online.

What you need to use BT MeetMe with Skype for Business Online

- A BT MeetMe account set up by your company’s Skype for Business Online Administrator.
- Your BT MeetMe welcome email.
- Microsoft Outlook — to schedule Skype for Business Online conferences.
Scheduling a conference with Outlook

You can schedule your conference through Outlook using BT MeetMe with Skype for Business Online.

1. Open your calendar in Outlook
2. Select ‘New Skype Meeting’
   This is located in the ribbon of your Outlook calendar.
3. Fill out your invitation
   Fill out the invitation as you normally would. You’ll see that your BT MeetMe audio details are automatically inserted into your calendar invite.
Joining Skype for Business Online offers the easiest way to start or join a conference. Both the chairperson and participants can use any of these methods to join.

**NOTE:** The conference begins when the chairperson has joined.

### 1. Joining

You have four ways to join:

1. **Click ‘Join Online’ in the Outlook meeting reminder**
   - When your Outlook meeting reminder pops up, click ‘Join Online’.

2. **Click ‘Join Skype Meeting’ link in the invitation header**
   - Click ‘Join Skype Meeting’ in the ribbon.

3. **Click ‘Join Skype Meeting’ link in the invitation body**
   - Click ‘Join Skype Meeting’ link in the body of the invitation.

4. **Dial in using the BT MeetMe dial-in numbers**
   - Use the toll-free, toll and local dial-in numbers in the invitation.

**NOTE:** As the chairperson, when using a phone to join, you must use the chairperson passcode provided in your welcome email. The Outlook invitation only provides the participant passcode.
Joining the conference (cont’d)

2. Select options
Next, you need to select how to join the audio part of your conference. This screen will display for participants too.

Your options are:
1. **Use Skype for Business Online**
   (full audio and video experience)
   Select if you have a good quality PC headset with microphone.

2. **Call me at:**
   If you want the conference to call you on your regular or mobile phone, you can select an existing number for yourself or add a new one.

3. **Don’t join audio**
   Select if you only want to watch the web conference or online meeting, or if you’ve already dialled in manually.

3. Joined successfully
In the Skype for Business Online window, the conference can begin when the chairperson’s name shows under ‘Presenters’.

As participants join, they will show up under ‘Attendees’.

If a participant dials directly into the conference using one of the BT MeetMe dial-in numbers, that person’s phone number will display under ‘Attendees’.
It's best practice to include your BT MeetMe details in your invitation since you don't always know how participants will join.

Join the conference by phone with your BT MeetMe details when you:
- don't have a good quality PC headset with microphone
- have an internet connection that's unavailable, slow or unreliable
- are travelling or commuting
- have participants joining from other countries whose internet or phone service may not be reliable, or provide good audio quality
- have a PC that's not powerful enough to process voice.

This applies to both chairpersons and participants.

To join with BT MeetMe
1. Dial one of the numbers in the 'Join by Phone' section.
2. Use the toll-free or toll number if you're calling from the US or Canada.
3. Click ‘Find a local number’ to find a dial-in number for outside the US.
4. Enter the participant code followed by '#', and follow the prompts.

You can still join the web portion of the conference.
Joining during your conference, you can dial out to participants to make it easier for them to join.

From your Skype for Business Online conference window:

1. Click the ‘Invite More People’ button. You’ll see a new window titled ‘Invite by Name or Phone Number’.
2. Select the contact(s) you want to invite and click ‘OK’. If you don’t have complete information, you may have to enter their phone number — including the country code.
Joining

Finding meeting entry info

You can easily access the meeting dial-in numbers and participant passcode from the Skype for Business Online meeting window through the ‘More Options’ icon in the bottom right corner.

NOTE:
Participants who have joined through Skype for Business Online have the red 'in a meeting' status icon.

Dial-out participants have a phone icon.

Participants who have dialled in will also have a phone icon.

Participants who have joined online, but are not Skype for Business Online contacts, will have a person icon and ‘Guest’.

TIP: Click ‘Copy All Info’ if you need to invite someone through email or IM.
Managing your conference

Managing individual participants

1. **Remove individuals**
   You can eject someone from your conference by selecting that contact, right-clicking and choosing 'Remove' from the menu.

2. **Make a Presenter / Make an Attendee**
   You can change an individual's role by right-clicking on a participant, and selecting 'Make a Presenter' or 'Make an Attendee'.

   **NOTE:** You can only change roles for those who have joined through Skype for Business Online.

3. **Mute / unmute individuals**
   Anyone who dials in using a BT MeetMe number will automatically have their line open (unmute). They can change this to mute/unmute their own line by pressing *6.

   The chairperson/presenter can mute any person's line on Skype for Business Online and on MeetMe at any time.

   **NOTE:** Any participants on BT MeetMe muted by the chairperson/presenter through Skype for Business Online will need to unmute themselves by entering *6 on their telephone keypad.
Managing all participants
With these features, you can manage everyone in your conference with a few clicks.

1. Click on the people icon to access the panel
2. Then click on ‘ACTIONS’

Mute Audience
Use this feature when you need to present and mute all lines except your own. It’s a good way to improve sound quality and remove distracting background noise.

Everyone an Attendee
Use this feature if you need to take presenter rights away from everyone except yourself, the chairperson.

Invite by name or phone number...
You can find this feature by clicking ‘Invite More People’ button. See page 7, ‘Dialling out to participants’.

Invite by Email
You can email your meeting details to any missing participants.

End Meeting
You have two ways to end your meeting:
1. Click the red phone icon in the centre of the bottom of the screen. This will disconnect your line from the conference.
OR
2. Click End Meeting from the ‘More Options’ menu.

This is the most secure way to end a conference. It will disconnect everyone from Skype for Business Online and the BT MeetMe conference.
Skype Meeting Options

You can change your security settings through the Skype Meeting Options panel by clicking on the ‘More Options’ icon in the bottom right corner.

**TIP:** To access this panel, you need to be in a Skype for Business Online meeting. It’s best to adjust these settings before participants join. We recommend joining your meeting early if you need to change these settings.

**These people don’t have to wait in the lobby**
Lobby is a virtual meeting room where participants can wait until the chairperson has started the conference.

The lobby puts callers on hold until the chairperson or organiser joins the audio conference. The organiser can join through BT MeetMe or Skype for Business Online.

**NOTE:** Do not select ‘The meeting organizer’. This will prevent anyone dialling in with BT MeetMe from joining your Skype for Business Online conference.

**Who’s a presenter?**
You can set who has permission to present on the screen share for this meeting. These are your options.

**NOTE:** If you are planning on having participants join via BT MeetMe then at least one person needs to connect to Skype for Business Online in a presenter role (using VoIP). This is necessary to initiate the link between the Skype and MeetMe conference.
Who can annotate PowerPoint presentations?
You can set who can annotate the PowerPoint presentation while meeting. These are your options.

Who can look at content on their own?
You can set who can browse your presentation without affecting what everyone else is seeing. These are your options.
You can use your BT MeetMe account without Skype for Business Online. When on your phone, use these commands on your telephone keypad to control your BT MeetMe conference.

### Chairperson & participant

- **Operator assistance:** connects you with an operator who will be able to troubleshoot for you there and then.
- **Conference help menu:** lists all of the touchtone commands available to you.
- **Balance volume of all lines:** adjusts the volume on your audio call.
- **Mute / unmute own line:** allows you to mute your own line, reducing background noise levels in the call.

### Chairperson only

- **Participant roll call:** plays back the names of your participants.
- **Participant count:** counts the number of participants in your conference.
- **Stop audio playback:** interrupts any audio prompt or recorded announcement.
- **Initiate dial-out facility**: allows the chairperson to dial out to a new participant.
- **Mute / unmute participant lines:** allows you to mute the lines of all your participants. Press *5 to unmute all lines.
- **Lock/unlock conference:** prevents anyone from entering the call, including an operator.
- **Conference continuation:** allows participants to remain in a conference once the chairperson hangs up.
- **End conference:** The most secure way to end a conference.

*This feature is only available if you have it enabled on your account — additional charges are subject to your terms and conditions.*
Additional information

**Best practices**

Learn the habits and methods of effective conference leaders for the most successful conference calls.

1. **Don’t share your chairperson passcode.** This can lead to fraudulent use.

2. **Schedule your conference in advance.** Last minute calls mean poor participation from your audience.

3. **Prepare an agenda.**

4. **Send your agenda out in advance.** Make sure your participants have all the meeting materials they need before they join the conference.

5. **Kick-off your meeting the right way.** Introduce yourself, outline the agenda and provide the ground rules for your conference i.e. “This call will be interactive, please ask questions at any time,” or “A question and answer session will follow immediately after the presentation”.

6. **Mute your line to reduce background noise.** If using Skype for Business Online, click on the phone icon next to your name to mute/unmute yourself. If your phone does not have a mute button, press *6 to mute your line and *6 again to unmute. If you join a conference call from a mobile phone, please mute your phone to eliminate distracting noise and static. Press *6 to mute your mobile phone and *6 again to unmute your phone.

7. **Try to avoid using speakerphone.** However, if necessary, be sure to use the mute button when not speaking. Sometimes using a speakerphone can diminish the sound quality of your conference call.

8. **Give participants better audio.** While on a BT MeetMe call as a chairperson, get better sound quality by muting your participants’ lines. In Skype for Business Online, click Mute Audience. If you’re on your phone, press *5. This feature activates ‘presentation mode’. Press *5 again to deactivate ‘presentation mode’.

9. **Avoid connecting two conference calls together.** This creates a condition called ‘cross-talk’ that degrades the quality of all connected conference calls.

10. **Speak clearly and pause frequently.** This is particularly important when delivering complicated material.

11. **Address technical difficulties straight away.** Anyone experiencing technical difficulties or sound quality issues should press *0 for assistance and a conferencing coordinator will address their issues without interrupting your call.

12. **Share a website, application, or your desktop.** This is more interactive than using screenshots in your presentation, and you can turn over control of the application to other participants. It allows you to demonstrate dynamic content and breaks up the monotony of viewing static slides.

13. **Share your files.** Transfer files, documents, or the presentation to your participants immediately. Stay at the front of your participants’ minds by leaving them with something concrete.