

## USA PHONE SYSTEM: USA CONFERENCE INSTRUCTIONS

**IMPORTANT:** Please do not put your phone on hold during a conference. Music-on-Hold will not be enjoyed by the rest of the group on the conference call. It is also a good idea to mute your phone if you will not be talking during the conference call. All of the ambient noise can add up to poor overall sound quality.

### Using the USA Conference System:

Send an email to [telecom@southalabama.edu](mailto:telecom@southalabama.edu) requesting a Conference ID for the USA Conference System. This can be the same number as the main department phone number, conference room phone number or any associated department phone number. You should include the Conference ID you want to use in the email. The Conference ID is not tied to any particular phone. You may use any phone you want to with any Conference ID.

**You will have all conference participants call one of the following numbers:**

6-1789 for **ALL USA system phones**, regardless of who will be on the conference call. *This includes all of the Hospitals.*

(251) 461-1789 for **all non-USA system phones**.

Toll-Free access is not available by default. Contact Telecom if you need a toll-free conference.

**Currently there are no charges for this service but we reserve the right to start charging for costs incurred at a future date.**

Callers will be prompted for the Conference ID. After entering the Conference ID, press the # key. The first caller to the conference will be on soft hold with a music background until the second caller comes online. The music will stop and a soft {beep} will be heard for each new party joining the conference. Callers will be asked for their name to announce to the conference participants. This feature can be disabled upon request.

*Any phone can be used with your Conference ID, on or off Campus.* Additional members can join in and leave at any time. The conference call system is available all day every day. **You do not need to schedule a time with Telecom.** Just be sure everyone who is going to be involved in the call knows the telephone number they need to dial and the Conference ID.

### Adding a call to the conference:

(This is especially useful if you do not want to give out the Conference ID to a person who needs to be on the call)

If the caller is already on your line or you have called the person, just by transfer the call to 6-1789, enter the Conference ID and # and then hang up.

You can add a party that calls into a University phone by *picking a held call* and adding them to the conference. For example: A person is on hold on phone 6-9999 and wants to be added to the conference. At any USA phone press \*3 69999 and conference them in by transferring the call to 6-1789, entering the Conference ID then # and then hanging up.

### Helpful hints:

Your Conference ID is how all callers join the correct conference.

Your Conference ID will remain in the system unless you request its deletion.

You do not need to schedule conference times through Telecom once you have a Conference ID.

You can dial in from any phone, anywhere anytime.

**If you have any questions call Louis Hinkle at 6-1911 or call Telecom at 6-3999.**

**You may also use the [USAHELP](http://usahelp.southalabama.edu) (usahelp.southalabama.edu) ticket system or email us at [telecom@southalabama.edu](mailto:telecom@southalabama.edu) .**