

# Frequently Asked Questions

## Instant Meeting

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### **Q1: Where do I find my Instant Meeting subscription details (dial-in numbers and passcodes)?**

A1: You will receive an email confirmation from [norepliesplease@mymeetings.com](mailto:norepliesplease@mymeetings.com) when an Instant Meeting subscription is established in your name. This email contains all the available global dial-in numbers, along with the Leader and Participant Passcodes to connect to your meetings; keep this email for future reference. If you are unable to locate your email confirmation, contact the Verizon Conferencing Center, provide your Name, Company Name, Employee Number, Email Address and Phone number and the reservationist will attempt to locate your subscription and resend the email confirmation.

### **Q2: Can I request a shorter Leader and/or Participant Passcode?**

A2: To ensure security, all Instant Meeting subscriptions must comply with the minimum passcode length policy of 10 digits (maximum of 12 digits).

### **Q3: When should I use my Instant Meeting subscription?**

A3: Your Instant Meeting subscription is a self-service audio conferencing bridge, available for use 24x7x365, without the need for an advance reservation. Instant Meeting offers static dial-in numbers with unique Leader and Participant passcodes assigned to each subscription.

### **Q4: How many people can join my Instant Meeting conferences?**

A4: By default, all Instant Meeting subscriptions have a set number of ports assigned as determined by your organization. For example, if your subscription is set at 50 ports; that means the conference host and up to 49 participants can attend the meeting at any one time.

**Q5: Can I increase the size of my Instant Meeting subscription (i.e., host a larger meeting)?**

A5: Yes, if your organization has enabled the ability to increase subscription sizes. Contact the Verizon Reservations Center, provide the Confirmation Number for your subscription (included in your Instant Meeting Subscription confirmation email), and request the capacity of your subscription be increased.

**Q6: Do I need a reservation for my Instant Meeting conferences?**

A6: No – your Instant Meeting subscription is a reservationless service, and is available for use 24x7. Simply send the dial-in numbers and participant passcode to your attendees, along with the date/time you would like them to connect, and you're all set.

**Q7: Can I record my Instant Meeting conferences?**

A7: Yes, if your organization has enabled the recording feature.

**Q8: Can I get a Participant List for my Instant Meeting conferences?**

A8: Yes, if your organization has enabled the Participant List feature. If enabled, after the last person disconnects from your Instant Meeting conference, the Conference Leader will receive an automated email within 24 hours, containing a summary of the call, including conference start times, duration for all attendees, the phone number (ANI) they connected from an access method. Participant Names will not be included.

**Q9: Why haven't I received my Participant List yet?**

A9: It may take up to 24 hours to receive your participant list. If it has been 24+ hours, ensure that all parties have disconnected from your conference. To do so, dial back into your conference, press \*0 and ask the Conference Coordinator to end the call.

**Q10: How do I start an Instant Meeting conference?**

A10: Dial the Toll or Toll Free number applicable, based on your location, when prompted, enter your Leader Passcode, followed by the pound or hash sign. The system will validate the passcode, and start the conference. Note: If any participants are waiting for you to begin the conference, you will be advised how many parties are in conference.

**Q11: Can participants join my Instant Meeting conference before I start the call?**

A11: Yes, if your organization has enabled the Quick Start feature. If your organization's Instant Meeting subscriptions are configured with the Quick Start feature disabled – this means that any attendees attempting to connect to the conference prior to the leader will be placed on music hold and not allowed to conference with others. When the leader dials-in and enters the Leader Passcode, the conference will begin and all attendees will be joined to the call.

**Q12: How does a participant join my Instant Meeting conferences?**

A12: The Conference Leader should distribute any/all applicable dial-in numbers, along with the Participant Passcode only to his/her desired attendees. At the time of the meeting, Participants will dial the Toll or Toll Free phone number of choice, and enter the Participant Passcode, followed by the pound or hash sign, when prompted. The system will validate the passcode and join the participant to a meeting in progress, or if the Leader has not yet started the meeting, the participant will be placed on a music hold until the conference leader connects to the call.

**Q13: What subscription settings are available on the Instant Meeting service?**

A13: The Instant Meeting service offers a variety of features that can be enabled/disabled, based on the Conference Leader preference. Below is a summary of the available features. If you wish to change any of the default feature settings below, contact the Verizon Conferencing Center. Please note, not all features may be able to be enabled based on your organization's preferences.

- **Quick Start:** Leader passcode must be entered in order for Participants to enter and begin conferencing.

- **Name Record:** After entering a valid passcode, Participants are asked to record their name prior to entering into the conference. The Conference Leader can then utilize the Roll Call Feature (\*XX) to hear the recorded names played publicly or privately in the meeting.
- **Entry/Exit Method:** Upon a user joining a conference, an ascending tone will be played for all parties, acknowledging someone new has arrived; upon leaving a conference, a descending tone will be played for all parties. Additional Entry/Exit methods available are Announce Name (when Name Record feature is enabled, plays the recorded name of the participant in the conference as they join) or Silent Entry (no audible notification received as attendees join/disconnect from the conference).
- **Auto-Continuation:** Allows the conference to continue after the Conference Leader disconnects from the call. When this feature is disabled, if the Conference Leader disconnects from the meeting, either purposefully or inadvertently, all parties will be disconnected.
- **Participant List:** Following the conclusion of an Instant Meeting conference, the Conference Leader will receive an automated email from norepliesplease@mymeetings.com, containing a summary of their conference, including start and end times, and connections details for each participant (number joined from, access method, total duration).

**Q14: Are there any touch-tone commands available to help manage my Instant Meeting conferences?**

A14: Yes, Instant Meeting offers many touch-tone (DTMF) commands available to help you manage your meetings from your phone:

| Command | Feature                   | Description                                                                                                                                                                                                      | Leader | Participant |
|---------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|
| *0      | Operator Assistance       | Real-time support for technical issues                                                                                                                                                                           | X      | X           |
| *1      | Pre-recorded Help Menu    | Pre-recorded message played privately, describing touch tone commands                                                                                                                                            | X      | X           |
| *2      | Roll Call (In Conference) | All participants will hear announcement of the names of everyone on the call*<br>*Requires Name Record feature to be enabled                                                                                     | X      |             |
| #2      | Sub-conferencing          | Activate the sub-conferencing feature                                                                                                                                                                            | X      |             |
| *3      | Roll Call (Private)       | Personal playback of participants on the call*<br>*Requires Name Record feature to be enabled                                                                                                                    | X      | X           |
| *4      | Conference Mute/Unmute    | Mute all participant lines (leader line remains open)                                                                                                                                                            | X      |             |
| *5      | Conference Continuation   | Leader may specify whether or not the active conference will continue after they disconnect*<br>*Only available if Auto-continuation feature is enabled on the subscription – view/modify settings in MMM portal | X      |             |
| *6      | Self Mute/Unmute          | Mute your own line                                                                                                                                                                                               | X      | X           |
| *7      | Conference Lock/Unlock    | Prevent additional attendees from joining                                                                                                                                                                        | X      |             |
| *9      | Entry/Exit Announcements  | Set participant entry and exit to tone, recorded name or silent                                                                                                                                                  | X      |             |

**Q15: How do I report an issue with my Instant Meeting service?**

A15: Verizon offers live, real-time Conference Coordinator support for any issues experienced during an Instant Meeting conference – press \*0 to signal a Conference Coordinator. The Conference Coordinator will pull the line of the attendee that signaled for support out of the conference and attempt to triage/resolve the issue. If the Conference Coordinator is unable to resolve the issue, they will gather the necessary details and open a technical ticket for investigation. If you are unable to utilize the \*0 option, or the issue is not an in-meeting issue (ex: passcode not working, dead air, fast busy, etc...), you can report the issue via phone or email to Verizon Conferencing Center. Please be sure to report any and all issues as soon as possible after they are experienced, and within 48 hours. Please be prepared to provide the Confirmation Number and/or Leader or Participant Passcode of your subscription, phone number the

affected user(s) dialed to and from to join the meeting, approximate date, time and time zone the issue occurred, along with a detailed description.

**Q16: Can I have more than one Instant Meeting subscription?**

A16: Yes, you can have multiple Instant Meeting subscriptions associated with your leader profile – a use case for this might be hosting back-to-back meetings with different groups, and wanting separate passcodes for each one to eliminate overlap in meeting attendees. To request an additional subscription, contact the Verizon Conferencing Center.

**Q17: Will my Instant Meeting subscription ever expire or become deactivated?**

A17: Instant Meeting subscriptions will be purged for non-usage after 12 months. To prevent your subscription from expiring, host at least one meeting (2 or more parties, connected for 2+ minutes) at least once every twelve months. If your subscription is in jeopardy of expiring, you will receive an advance email notification from Verizon to alert you.

**Q18: I don't have a Verizon Conferencing Account; how do I get one?**

A18: If you do not yet have any Conferencing services with Verizon, please work with your organization to obtain an account.

**Q19: Are there any additional resources available for the Instant Meeting service?**

A19: Yes! If you have additional questions about your subscription or the Instant Meeting service in general, contact the Verizon Conferencing Center – they will be happy to assist you.

**Contact Us**

Please contact Verizon at one of the numbers below or email us for further assistance.

- Email: [customerrelations2@mymeetings.com](mailto:customerrelations2@mymeetings.com)
- United States: 800-475-5000 or 415-228-5025
- Australia: 1800-505-020
- Hong Kong: 852-2802-5100
- Europe, Middle East & Africa: 44-20-7950-9950
- Singapore: 65-6883-9144