BlackBerry Mobile Conferencing
BlackBerry 6.0

User Guide

Version: 3.0

:::: BlackBerry®

Contents

Conference call basics

About BlackBerry Mobile Conferencing

You can use BlackBerry Mobile Conferencing to easily join and schedule conference calls on your BlackBerry smartphone. If a meeting invitation contains conference call information (such as a conference call bridge number and an access code), BlackBerry Mobile Conferencing recognizes the information. Before the start time of the call, a meeting reminder appears on your smartphone with a Join Now button that connects you to the conference call with one click. When you schedule a meeting using the Calendar application on your smartphone, you can easily add your conference information from a saved profile. BlackBerry Mobile Conferencing also displays the meeting subject as the caller ID on your smartphone screen during a conference call.

When you install BlackBerry Mobile Conferencing, it is integrated with the Calendar application on your smartphone. You can use this application from the Calendar application of your smartphone. BlackBerry Mobile Conferencing replaces the Calendar application's existing conferencing features.

To install BlackBerry Mobile Conferencing, your smartphone must be running BlackBerry Device Software 5.0 or later. For more information about updating your smartphone software, visit www.blackberry.com/update/.

Join a conference call

In addition to your calendar's reminder, a minute before your conference call is scheduled, you are prompted to join the call with the Join Now option. This Join Now reminder can't be configured. For more information about calendar reminders for your smartphone's Calendar application, see the Help for your smartphone.

If you join a conference call using the Join Now option, and you are unintentionally disconnected from the call I (for example, if you leave a wireless coverage area), BlackBerry Mobile Conferencing is designed to prompt you to reconnect to the conference call. Make sure that the conference call bridge number that you use to join the conference call is not an extension.

Do one of the following:
- In the meeting notification, click **Join Now**.
- On the Home screen, click the **Calendar** icon. Click a meeting. Click **Join Now**.
- If you are disconnected from a conference call, in the prompt that appears, click **Reconnect**.

Change the bridge number that you use to join conference calls

If a meeting invitation contains more than one conference call bridge number to dial into a conference call (for example, a toll free number and a local number), you can change which number your BlackBerry smartphone uses to join a conference call using the Join Now option.

1. On the Home screen, click the **Calendar** icon.

2. Click a meeting.
3. Click **Edit Conference Details**.
4. Highlight the conference call bridge number that you want to use to join the call.
5. Press the ⬛ key > **Use for Join Now**.
6. Press the ⬛ key > **Save.**
7. Press the ⬛ key > **Save.**

Schedule a conference call

To schedule a conference call, you must have conference call information such as a conference call bridge number and an access code from a conferencing system.

If you schedule a conference call on your BlackBerry smartphone that contains the moderator and participant access codes, the moderator access code is visible only to the meeting organizer.
1. In the Calendar application, press the ⬛ key > **New Appointment**.
2. Type the information for the meeting.
3. Click **Add Conference Details**.
   • To use an existing audio conference profile, click the audio conference profile.
   • To use a new audio conference profile, click **New Audio Conference Profile**. Enter the conference information. Press the ⬛ key > **Save**.
4. Press the ⬛ key > **Send**.

Related information
Add, change, or delete an audio conference profile, 6

Update information for a conference call

Conference calls that you schedule using your computer can be updated using your BlackBerry smartphone. Similarly, conference calls that you schedule using your smartphone can be updated using your computer.
1. On the Home screen, click the **Calendar** icon.
2. Click a meeting.
3. Click **Edit Conference Details**.
4. Update the conference call information.
5. Press the ⬛ key > **Save**.
6. Press the ⬛ key > **Send** > **Yes**.

If the meeting organizer updates conference call information, a notification is sent to the conference call participants.

Cancel a conference call

You can cancel a conference call the same way that you cancel other meetings using the Calendar application. After you cancel a conference call, a notification is sent to the participants and the conference meeting is removed from your calendar and the participants' calendars. Your conference call information might still be saved on the conferencing system that you are using.

1. On the Home screen, click the **Calendar** icon.
2. Click a meeting.
3. Press the ▦ key > **Delete**.

About scheduling a conference call from a computer

To schedule a conference call from a computer, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the Help for the email application on your computer.

You can use your computer's calendar application or a web-based calendar to schedule a conference call that you can access on your BlackBerry smartphone. When the conference call starts, the meeting organizer and participants who have BlackBerry Mobile Conferencing on their smartphones can join the conference call using the Join Now option.

If you schedule a conference call on the calendar application of a computer that includes the moderator and participant access codes, the moderator access code is visible to all participants of the conference call. To keep the moderator access code hidden from participants, delete it from the meeting invitation. If create an audio conference profile on your smartphone, conference calls that you schedule from your computer's calendar application or a web-based calendar use the moderator access code of that audio conference profile when you use the Join Now option. For conference calls to be discovered automatically, make sure that you enter the conference details in the top portion of the Notes section of the meeting invitation.

Example

If the conference call bridge number is a US toll-free number 1-800-555-5555, the participant access code is 55555, the moderator access code is 55551, type the following information in the body of the meeting invitation:

> US Toll Free: 1-800-555-5555
>
> Moderator Access Code: 55551
>
> Participant Access Code: 55555

Turn an email into a meeting invitation

You can change an existing email to create a meeting invitation for a conference call.

1. In the Messages application, highlight or open a message.
2. Press the ▦ key > **Schedule Conference**.

The contents of the message, including the sender and recipient email addresses, the email subject, and body are included in the meeting invitation.

3. Click **Add Conference Details** to add conference call information to the meeting invitation.
   - You can also add conference call information to the meeting invitation by selecting an audio conference profile.
   - For the conference call to be discovered automatically, make sure that you enter the conference details at the top of the Notes section of the meeting invitation.
4. To change the start and end time of the conference call, update the **Start** and **End** fields.

   By default, start and end time of the conference call is set to the nearest 15 minute increment past the current time.
5. Press the key > **Send**.

The conference call is scheduled in your Calendar application with you as the meeting organizer, and the recipients are sent an invitation to the conference call.

Audio conference profiles

About audio conference profiles

Audio conference profiles allow you to save your conference call information, such as a conference call bridge number, moderator access code, or participant access code. When you create a meeting invitation for a conference call, you can add an audio conference profile so that when you join a conference call, the information in the audio conference profile is used to join the call instead of you dialing the conference information.

You can save up to ten different audio conference profiles to your BlackBerry smartphone. If you make changes to an audio conference profile in a meeting invitation, the changes are saved only in that meeting invitation and not in the audio conference profile. If you change an audio conference profile on your smartphone, you must re-add that profile to any existing meetings where the profile is used. Otherwise, the meetings will use the old audio conference profile information to join conference calls.

Add, change, or delete an audio conference profile

Conference call bridge numbers must be in a standard format to be supported on your BlackBerry smartphone. The supported formats are the North American Numbering Plan and the National Telephone Numbering Plan for United Kingdom. For more information about the North American Numbering Plan, visit www.nanpa.com/. For more information on the National Telephone Numbering Plan for United Kingdom, visit www.ofcom.org.uk.
Note: BlackBerry Mobile Conferencing can't connect to a conference call if the conference call bridge number is an extension.
1. On the home screen, click the **Calendar** icon.
2. Press the ⌗ key > **Conference Profiles**.
   - To add an audio conference profile, click **New Audio Conference Profile**. Type the audio conference profile information. Press the ⌗ key > **Save**.
   - To change an audio conference profile, highlight an audio conference profile. Press the ⌗ key > **Edit**. Change the audio conference profile information. Press the ⌗ key > **Save**.
   - To delete an audio conference profile, highlight an audio conference profile. Press the ⌗ key > **Delete** > **Delete**.

Add a special character, a pause, or a wait to an audio conference profile

If your conferencing system requires you to enter special characters, such as a number sign (#) or an asterisk (*), you can add that information to an audio conference profile. You can also add a pause or a wait to separate additional numbers (for example, an extension or a PIN) from a primary number (for example, a conference call bridge number or access code). If you add a wait or a pause, your BlackBerry smartphone pauses before automatically dialing the additional numbers.

For more information on the additional dialing requirements, such as adding a PIN, see the Help for your conferencing system.

1. In an audio conference profile, in the **Moderator Access Code** field or **Participant Access Code** field, type the required information, such as the access code and PIN.
    - To add a special character, type the character.
    - To add a pause, type a comma (,).
    - To add a wait, type an exclamation point (!).
2. Press the ▦ key > **Save**.

Set how long your smartphone waits before dialing an extension

1. From the Home screen, press the ⌣ key.
2. Press the ▦ key > **Options** > **Smart Dialing**.
3. In the **Wait For** field, set how long your BlackBerry smartphone waits before dialing an extension.
4. Press the ▦ key > **Save**.

How to: BlackBerry Mobile Conferencing

Send feedback for BlackBerry Mobile Conferencing

1. On the home screen or in a folder, click the BlackBerry Mobile Conferencing icon.
2. Click **Provide feedback**.
3. Type your feedback.
4. Press the ▦ key > **Send**.

Share BlackBerry Mobile Conferencing by using other applications

You can share BlackBerry Mobile Conferencing by using applications such as Facebook, Twitter, BlackBerry Messenger, the Messages application, or the Text Messages application on your BlackBerry smartphone. For example, if you share BlackBerry Mobile Conferencing by using the Messages application, an email is sent that contains a link to BlackBerry App World where recipients can download BlackBerry Mobile Conferencing.

1. On the home screen or in a folder, click the BlackBerry Mobile Conferencing icon.
2. Click the application icon that you want to use to share information about BlackBerry Mobile Conferencing.

Troubleshooting: BlackBerry Mobile Conferencing

I can't join a conference call

Try one of the following actions:

- If you are the conference call organizer, verify that the conference call information in the meeting invitation is correct. If you are not the organizer, try contacting the organizer.
- If you are trying to join the conference call using the meeting reminder, try instead to join the call using the Calendar application. Open the meeting invitation and click **Join Now**.
- If the Join Now option doesn't appear, join the conference call manually using the conference details in the Notes section.
- If the moderator access code or participant access code contains a pause (,), try increasing the amount of time that your BlackBerry smartphone pauses before dialing an extension.

Related information
Set how long your smartphone waits before dialing an extension, 7

I join as a participant when I am the conference call moderator

Open the meeting invitation, click **Edit Conference Details**, and verify that the Moderator Access Code field isn't empty. If the Moderator Access Code field is empty, try one of the following:
- Add the moderator access code to the audio conference profile.
- Add another audio conference profile to the meeting invitation that contains the same conference information and a moderator access code.

The moderator access code is incorrect in the meeting invitation

If you create an audio conference profile using your BlackBerry smartphone and you don't add a moderator access code, your smartphone uses the participant access code to join conference calls with the Join Now option. If you create an audio conference profile using your computer's calendar application or a web-based calendar and you don't add a moderator access code, your smartphone joins conference calls using the moderator access code from an existing audio conference profile that has a matching participant code and at least one matching conference call bridge number. If there is no existing audio conference profile with a matching participant code and at least one matching conference call bridge number, the participant access code is used instead of a moderator access code.

To change the moderator access code, open the meeting invitation. Click **Edit Conference Details** and update the moderator access code.

Related information

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