

## Auto Conference

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SA-Announce Auto Conference is a new feature that leverages the CUCM Meet Me conference to automatically create and join predefined users to a conference. The initiator simply calls the Auto Conference group number to begin the Auto Conference. Auto Conference then creates a Meet-Me conference and joins predefined users (at internal or external numbers) by calling those users and waiting for confirmation. An escalation number can be configured so IP Phone participants can escalate the conference by pressing a soft-key (adding a supervisor or head of security etc). It is also possible to add any user to the ongoing conference from any IP Phone listener (up to the maximum of 15 total conference participants).

Auto Conference features include:

- Automatically activate an SA-Announce emergency alert group or schedule when the Auto Conference is activated.
- Send emails to unique addresses for activation, escalation, participation and error events.
- IP Phone participants can initiate events using the soft-keys on their phone (default soft key names are given):
  - Escalate: Add a super user to the conference. Auto conference automatically escalates if no participants join the conference.
  - Add User: Add a user to the conference.
  - Call 911: Call 911 to notify them of the event.
  - Notify: Activate an SA-Announce emergency alert group or schedule (generally to signify the end of the event to non conference participants).

Auto Conference has some advanced requirements that must be met in order for the group to function correctly:

1. Auto Conference requires external phone dialers to facilitate the dialing of destinations to join to the conference, it is recommended that you create at least as many dialers as destinations of the largest Auto Conference group. Auto conference can join a maximum of 13 destinations to a meet me conference (not including the caller and the possible escalated party).
2. The Auto Conference dialers must be in an appropriate Media Resource Group List. This parameter is not currently exposed on the Settings>>External Phone Setup page so after adding dialers using this page you must manually edit them on CUCM to have an appropriate Media Resource Group List.
3. The Auto Conference dialers are all members of a single "dialer pool" so all dialers must have the same settings (other than line number). Due to this the dialer settings must allow the dialer to call any of the internal or external numbers you plan to program Auto Conference to dial as well as the Meet-Me numbers. While this may not be an issue for most users, those with advanced dial plans may need to make dial plan adjustments in order to accommodate Auto Conference at multiple sites.
4. The Auto Conference Meet-Me number must be manually created on CUCM at Call Routing>Meet-Me Number/Pattern. Each Auto Conference group must have its own unique and reserved Meet-Me number (IE do not manually activate the Meet-Me numbers you set aside for auto conference).
5. The Auto Conference group phone must be in a CSS that can reach the Meet-Me number and busy transfer number for the group. When adding a new Auto Conference group type SA-Announce will check the MeetMe and Busy Transfer numbers against the selected CSS to make sure a route is present. If you have recently added the MeetMe or Busy Transfer DN's you will likely need to Refresh Data in SA-Announce at Services>Broadcast Services: Service.

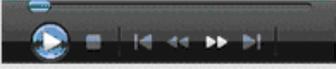
**Auto Conference Settings Descriptions (Groups>>Create / Edit Groups: General ):** These settings are only shown when an Auto Conference group type is selected. Refer to the [Notification Group Setup](#) section of the manual for details on basic group setup, like the number you will use to activate the auto conference. Those basic items are not discussed here.

- **Title:** Enter the title that should appear on the screen pops for this group.
- **MeetMe Number:** Enter the reserved Meet-Me conference number to be used for this auto conference group.
- **Busy Xfer:** If the Meet Me is busy when the group is called, transfer the caller to the given number. Tip: use the Meet-Me number to join the caller to the auto conference (which is presumably in use).
- **Escalation Number:** An escalation soft-key is provided on IP Phone members of the conference, pressing the soft-key will join the user at the given number to the auto conference.
- **Soft Key Label:** The label to be used for the escalate soft key (Default: Escalate).
- **Activation Group:** Emergency Alert group or Schedule to activate when this group is called/activated.
- **Soft Key Group:** Emergency Alert group or schedule to activate when the IP Phone user presses the Notify soft-key (IE a group to alert when the event ends).

- **Soft Key Label:** The label to be used for the Soft Key Group soft key (Default: Notify).
- **Confirmation Sound:** The sound file to play to the users being joined to the conference, users must press the "one" DTMF key once they answer or they will not be joined to the conference. The default file "AutoConfConfirm.wav" informs those being called that they need to press 1 to enter the auto conference. If you customize the file used here you should certainly ask the users to press 1 at minimum.

[Auto Conference Groups General tab Settings]

Auto Conference Settings			
MeetMe Number:	2999	Title:	Auto-Conference
Escalation Number:	2826	Busy Xfer:	2999
Activation Group:	<None>	Soft Key Label:	Escalate
Soft Key Group:	5003 Emergency Alert	Soft Key Label:	Notify
Confirmation Sound:	AutoConfConfirm.wav		



[Auto Conference IP Phone Screen Pop]



#### Email Options (Groups>>Create / Edit Groups: Email):

\*\*\*See the email tab on the groups page for the Auto Conference Email setup. The group Email Address (Activation) works the same as other group types, if populated email will be sent when the group is activated. When an Auto Conference group type is selected additional fields are displayed on this tab. Those fields are:

- **Participation Email Address:** Email the participation results (who joined the conference).
- **Escalation Email Address:** Email when the group is escalated using the escalate soft-key.
- **Error Email Address:** Email when errors occur in group processing.

\*\*\*For information on the activation email settings see the [Email](#) section of the manual.

Auto Conference Email Settings	
Participation Email Address:	econway@syn-apps.com
Escalation Email Address:	econway@syn-apps.com
Error Email Address:	econway@syn-apps.com

#### Adding End-Points to the group (Groups>>Create / Edit Groups: IP Phones / External Phones):

Add end-points to the Auto Conference using the "IP Phones" and "External Phones" tabs. Both phone types will be dialed by number but only IP Phones will receive screen pops. Note that when you add an IP Phone device to the Auto Conference group (IP Phones tab), that device may contain multiple lines; Auto Conference will dial the primary line (line-1).