DIGITAL MEDIA SERVICES
Teleconference Call Procedure

You will need to ensure that you have the appropriate telephone access authority on your Flinders University extension to make the required calls (i.e. Mobile, National, and/or International).

There can be up to 8 people connected (including the conference leader) to a teleconference call on the University’s PABX system. This can be the conference leader (chair person) plus 7 external parties or 7 internal parties or any mix of internal/external. Only the conference leader can admit participants. If a party exits the conference, or if the conference leader admits a party, a tone burst is heard by members of the conference. During the conference a background burst of tone is heard every 15 seconds.

All call charges go to the conference leader’s phone. The call is charged at the regular call rate as if the conference leader is making an individual phone call to each person. If the conference includes internal and external parties, please dial the internal parties first. This ensures external parties (mainly STD or IDD) are not kept “on hold” too long resulting in extra call charges.

You will need to know if you have an IP, Digital or Analogue telephone. If unsure, please contact the Telephone Helpdesk on 08 8201 2345 (option 3) to determine the phone type.

Please note that conferences made from the Flinders University PABX system can not be recorded. If this is required, the conference will need to be placed through our external provider (EC Teleconferencing).

Set up a teleconference call from:

A. Digital Phone (Ericsson, Aastra):

1. The client wishing to create a teleconference call contacts the first party (either internally or externally) as per a normal phone call.
2. Press Inquiry or Access 2 and then dial the second party.
3. Wait for an answer and explain to the second party that they will be in a conference. 
   NOTE: If the party does not wish to become a conference member, or the member does not answer, the conference leader must press “2” to go back to the conference.
4. Press 3 to establish a teleconference call.
5. Repeat steps 2 & 3 to add more conference members.
6. Conference members hang up their phone to leave the conference. If the conference leader hangs up their phone, the teleconference call is ended.

B. Analogue Phone (Gemini IQ333):

1. The client wishing to create a teleconference call contacts the first party (either internally or externally) as per a normal phone call.
2. Press R or Recall or PBX Recall or Earth Flash then dial the second party.
3. Wait for an answer and explain that the second party will be in a conference. 
   NOTE: If the party does not wish to become a conference member, or the member does not answer, the conference leader must press “2” to go back to the conference.
4. Press 3 to establish a teleconference call.
5. Repeat steps 2 & 3 to add more conference members.
6. Conference members hang up their phone to leave the conference. If the conference leader hangs up their phone, the teleconference call is ended.

C. Cisco IP Phone (7937/7941/7942/7961/7962G/7965G):

1. The client wishing to create a teleconference call contacts the first party (either internally or externally) as per a normal phone call.
2. Press the more soft key.
3. Press the Confrn soft key and dial the next conference member.
4. NOTE: If the party does not wish to become a conference member, they hang up. The conference leader will press Resume soft key to go back to the conference. If they do not answer, press End Call soft key then Resume.
5. When the member answers, press the Confrn soft key again to establish a teleconference call.
6. Repeat steps 2 to 4 to add more conference members.
7. Conference members hang up their phone to leave the conference. If the conference leader hangs up their phone, the teleconference call is ended.