

# Frequently Asked Questions

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## General FAQs

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### When do I use J&J Conferencing?

BT Managed Event Calls / Webex Premium Conferencing can be used for connecting with customers/partners who will only use Webex for critical meetings. For these or BT MeetMe audio calls, you will need a J&J Conferencing account.

### How are BT Audio services charged?

BT MeetMe / Audio Conferencing Only are billed centrally to J&J. However, if you schedule BT Managed Event Calls /Webex Premium Conferencing Services, you will need to create a separate account associated with your J&J Corporate card as those charges are billed from BT to the account holder. Please follow the instructions on the [www.jjconferencing.com](http://www.jjconferencing.com) home page.

### What is the cost of the Service?

BT Managed Event Calls / Webex Premium Conferencing Services range based on the number of attendees and the services used. This can range between \$100 for a standard meeting for 20 attendees with limited add-ons to \$50,000+ for a large event with several thousand attendees and additional add on services. To determine the expected costs of this service please use the [price estimator](#).

### Can I change my BT MeetMe Chairperson and Participant passcodes?

Yes, Chairperson and Participant passcodes can be changed however, please note that for security purposes they are auto-generated by BT and cannot be chosen by the owner of the account.

### Can I choose a “vanity” Chairperson or Participant passcode?

No, although Passcodes can be changed, please note that for security purposes they are auto-generated by BT and cannot be “vanity” or specified by the account owner.

# BT MeetMe audio conferencing

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## **What information should I give to someone invited to my conference?**

Create and send the MeetMe meeting invite to your participants; the invite will contain what time the meeting will start, the dial-in telephone number and the participant passcode.

## **What do I need to join a meeting?**

All you need is a touch-tone phone, the dial-in number and passcode.

## **What if I need help during the conference?**

Press \* 0 to reach a conference coordinator.

## **How do I alter the announcement on the BT MeetMe audio conferencing service when someone joins a call?**

BT MeetMe audio conferencing chairperson settings can be changed online or via the Help desk. Options for both entry and exit of participants include: no announcement, a tone, a generic announcement “**Someone has joined the call**”, or a personal announcement that gives the participant's name.

## **What is a BT MeetMe audio conferencing dial-in number?**

A BT MeetMe audio conferencing dial-in number allows participants to dial into conference calls using a local, Toll Free or International dial-in number. Local numbers are easier to dial and more cost-effective than using international numbers; especially when dialing from a J&J office.

## **Where can I find a list of BT MeetMe audio conferencing dial-in numbers?**

To view your complete list of Global Access Numbers, visit the [Find Your Global Access Numbers](#) page on our website.

## **In which countries is BT MeetMe audio conferencing available?**

BT MeetMe audio conferencing is available from over 55 countries. To view your complete list of Global Access Numbers, visit the [Find Your Global Access Numbers](#) on our website.

## **How do I improve the sound quality of my call?**

\*6 Mute on/off - If you are in a noisy environment or on a mobile phone, you can mute your own line. Participants can mute their own line when not speaking. This will reduce background noise levels in the conference call.

\*4 Volume equalizer - Adjusts and equalizes the volume of all lines on your call Try not to use a speaker phone. If unavoidable, use the mute function stated above when not speaking and relocate any projectors from the microphones.

\*0 Operator assistance - Use this function if you still find you have sound problems and a Conference Coordinator will help you to resolve any audio problems.

### **What is a local toll-free number?**

A local toll-free phone number is a toll-free number participants' can use to dial-in.

### **What is an international dial-in number?**

An international dial-in number allows participants from over 55 countries to join the call with a local dial-in number, saving them the cost of an international call.

### **What is BT MeetMe audio conferencing Recording?**

BT MeetMe audio conferencing Recording allows you to instantly record your BT MeetMe audio conferencing calls by pressing \* 8 on your telephone keypad.

Once the call is completed the chairperson can download the recording from [www.jjconferencing.com](http://www.jjconferencing.com) - click on **Go To My Meeting Manager > My Meetings > My BT MeetMe Recordings** for archiving or to share the recording for future use.

### **Can I record my BT MeetMe audio conferencing conference calls?**

Yes - now, it's easier than ever for a Chairperson to record BT MeetMe audio conferencing audio conferences. Just press \* 8 and your recording will begin, press \* 8 again if you wish to stop the recording. When your meeting ends, the chairperson receives an email notifying them of the recording's location. *Please adhere to company specific policy on recording and protecting unencrypted J&J data and information.*

### **How can I access the BT MeetMe audio conferencing recording after my conference call?**

When your meeting ends, the chairperson will receive an email with a web link to a website where you will be able to retrieve your recording. Click on the web link, enter your chairperson and participant passcodes as well as a verification code for security purposes to access your conference recording. You have the option to archive or share the recording by saving the recording directly onto your computer, posting it on a website or forwarding it on to your contacts via an email

Or once the call is completed the chairperson can download the recording to their PC from [www.jjconferencing.com](http://www.jjconferencing.com) - click on **Go To My Meeting Manager > My Meetings > My BT MeetMe Recordings**.

### **How can I record my BT MeetMe audio conferencing conference calls?**

Press \* 8 on your telephone keypad to start/stop recording a BT MeetMe audio conferencing

## How do I schedule a BT MeetMe Audio Conference from Outlook?

Go into your Outlook calendar and open a new meeting. Fill in the subject and Location- Audio Conference and then click on the icon in the toolbar "Add Personal Conference Meeting". This will add your Audio details into your calendar invite.

***Please note that BT MeetMe audio services must be used according to all J&J applicable IAPP - AU-6 (Telecommunication and Electronic Meeting Acceptable Use Policy)***

# BT Event Call audio conferencing

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## What is BT Event Call audio conferencing?

BT Event Call audio conferencing is a booked audio conferencing service, designed specifically for larger conferences from 40 to over 2500 participants.

## What are the common uses of BT Event Call audio conferencing?

BT Event Call audio conferencing is ideal for formal meetings and mass communications to large audiences:

- Multinational conferences
- Company announcements
- Training courses
- Global financial reviews
- Seminars and lectures

## What do I need to be able to schedule a BT Event Call?

You will need a separate BT Event Call account and a Corporate Credit card associated to that account. Event Calls are billed to the Event Call scheduler/host.

To create an account for BT Event Calls, please follow the directions on [www.jjconferencing.com](http://www.jjconferencing.com). You will:

- Request an account
- Receive an email asking you to add your credit card details
- Enter the credit card details. You will now be able to book an Event Call
- Receive an email saying your account has been created. This may take up to 24 hours

### **What do I need to use BT Event Call audio conferencing?**

To use BT Event Call audio conferencing all you need is a landline or mobile phone, with touch tone-dialing capability for each participant.

### **What is BT Event Call audio conferencing Global Access?**

BT Event Call audio conferencing Global Access enables people from over 55 countries to join a booked conference by using a local dial-in number.

### **What support does BT Event Call audio conferencing offer to ensure my conference call is run successfully?**

With BT Event Call audio conferencing, you benefit from the services of an expert Event Management team to help you before, during and after the conference, which gives you the reassurance that will help ensure your conference runs smoothly.

### **Which features can I have on a BT Event Call audio conferencing conference?**

- Event management at no extra cost to help you plan and manage your conference
- Pre-registration to allow organizers to track conference registration and attendance
- Security ensured by a unique passcode for each conference
- Pre-booking to guarantee number of lines
- Automated dial-in for fast access
- Coordinator assistance, as required

### **My scheduled BT Event Call or Operator Assisted Webex Call is going to have less attendees. What do I need to do?**

It is a good practice to validate required features and adjust the number of ports you need based on your accepted attendees. Making those adjustments with the helpdesk will save you no-show and oversubscription charges.

### **What do I need to do to cancel my BT Event Call or Operator Assisted Webex Call?**

To avoid cancellation or no-show fees, you must cancel your Event or Operator-Assisted call with the BT helpdesk **24 hours prior to the call's scheduled start time**. If you cancel the call with the helpdesk:

- 24 hours before the scheduled start time, there is no cancellation charge
- Between 1 and 24 hours of the scheduled start time, you will incur a charge of
- 50% of the value of the booked call
- Less than 1 hour before the scheduled start time, you will incur a charge of the full booked value of the call

### **How can I estimate the cost of an Event Call?**

There is an Event Call Pricing Estimator available on the J&J Conferencing Site ([www.jjconferencing.com](http://www.jjconferencing.com)). It compares all 3 Event Call types and allows you to estimate charges based on call type, duration, number of participants and required features. It also explains under/over booking fees and cancellation fees.

## **BT MeetMe Conferencing**

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### **Applications on Mobile Devices**

#### **What mobile devices will be supported using BT Meet Me mobile applications?**

iOS devices enrolled in AirWatch/MDM running 4.0 or higher are supported for use with BT MeetMe.

Android users running OS 4.4 or higher and enrolled in AirWatch/MDM are also supported for use with BT MeetMe.

#### **How much does it cost to download the application?**

The BT MeetMe application is a free download.

#### **How do I download the BT MeetMe mobile application?**

Please see How to configure BT MeetMe user guide specific for your device by clicking on one of the following links: [BT Meet Me for Android](#) or [BT MeetMe for iOS](#)

## **Billing**

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### **How can I see my invoices?**

Starting with April 2018 usage, standard BT MeetMe audio billing is now centralized within J&J. Going forward, the only bill you will receive is if you have a separate account to set-up Event Calls as these are billed directly to the Host/Scheduler.

View My Bill Online (VMBOL) enables you to view monthly conference call invoices via the Internet. These bills are paid centrally.

Your account(s) will display a list of invoices, which you can view by clicking on the invoice number. Each invoice will then be broken down in three levels.

The Sales Invoice level, which is a summary of the services being charged for, the Call Analysis level which breaks down each service into the number of calls and lists them by reference and finally the Participant and Charge Detail level which lists the participants/details of each call.

All end user account registrations must take place via the My Meeting Manager (MYMM) online portal: [www.jjconferencing.com/mymeetingmanager/](http://www.jjconferencing.com/mymeetingmanager/)

The user will access the My Meeting Manager (MyMM) portal via SSO (Single sign on). The user will require the appropriate credit card information to be used to open an account for BT Event Calls only.

There are also options to print, search for a call reference and to print a remittance slip at any point in an invoice.

You can navigate through the application by clicking the hyperlinks on the top of each page, or alternatively click on the tabs.

#### **How do I access this billing portal “VMBOL”?**

- Visit [www.jjconferencing.com](http://www.jjconferencing.com)
- Click on Go to My Meeting Manager.
- Enter your Internal Single Sign On Login Information (WWID).
- Click on My Accounts, then click View My Bill Online (VMBOL).
- From here one can view/print one’s invoices as well as update credit card information and/or add others to credit card on file.

## **How do I access another user's invoice through VMBOL?**

While you cannot directly access another user's invoice through VMBOL, an account holder can set up for others to receive monthly copies via email. This is done through VMBOL, under the Invoices section, Manage Email Invoice link.

Other Users (such as contractors and/or departmental staff) can have their usage invoices charged to their sponsor's credit card account. This enables all invoicing for your Event Calls, if you schedule them, to be paid by your credit card.

\*Suggestion: when one of your staff sets up their User account and is assigned their User Name & Password - it is at that point in time that they should enable you to receive monthly copies via email.

## **How do I cancel/ terminate an account and request the last invoice?**

These requests can be sent to the Billing help desk: [billing@btci.com](mailto:billing@btci.com)

Once the account has been terminated as requested - you will receive a confirmation via email that the account has been closed per your request.

The last invoice for any open Event Call usage charges will not be invoiced until the last day of the month and will not be available until the fifth business/working day of the following month.

EXAMPLE: There is usage on your account; however, it will NOT be billed until after the last day of the month (February 28, 2018). The last invoice in this example would not be available for viewing/printing until March 7, 2018.

NOTE: BT Conferencing works with J&J to ensure these invoices get billed/charged/paid through J&J centrally

## **Are there any Useful/Helpful Reports available that provide details of my invoice?**

Useful reports that can clarify charges for each call such as date, duration, number of participants, features, etc. can be viewed / printed can also be run from VMBOL.

- Conference Analysis Report
- Conference Analysis Connections Report
- Features Report

## **How do I run a report?**

1. Access VMBOL click 'Reports' (on the top of the screen)
2. Choose your 'Billing Period' (from drop down menu)
3. Select 'Conference Analysis' or 'Conference Analysis Connection'
4. Click 'Generate Report' (at bottom of page)



### **Who do I contact with any questions and or billing questions?**

For questions regarding your account, your invoices, changes address, credit card charges\*, closing accounts, etc. – send inquiries to the Billing help desk: [billing@btci.com](mailto:billing@btci.com)

\*NOTE: For security reasons complete credit card information (all digits, name and expiration date) should not be sent through the Help Desk site.

### **Why are my billable minutes so high?**

We bill based on total minutes per person per call. The minutes on the invoice reflect the total billable minutes for all the people on the call, not the length of the call.

### **Do I need to cancel a scheduled Event Call conference if I change my mind?**

YES, you will incur fees if you do not cancel an Event or Operator Assisted conference call.

### **What if I miss a scheduled Event call? What happens?**

Phone conferences which are cancelled between 1 and 24 hours before the scheduled start time will incur a charge of 50% of the value the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant\* chargeable Feature Charges associated with the booking.

Phone conferences that are cancelled less than 1 hour before the scheduled start time will incur a charge of the full booked value of the Conference Charges (number of lines booked multiplied by the booked conference duration) plus relevant\* chargeable Feature Charges associated with the booking.

\* *excludes Replay, Transcription, Interpretation, Extra cd's and Playback.*

### **When will I receive my bill/invoice? Your Bill is Attached Email Alert\***

Event Call usage charges are ALWAYS billed on the last day of the month AND Email Alerts\* are sent on the 5<sup>th</sup> working – business day of the following month.

**Example: Billed February 28, 2018 and Sent March 7, 2018**