What is a Bridge Line Conference Call?

A bridge line call is for more than three callers who want to conference together by telephone to conduct a meeting. Participants (callers) dial individually into the conference bridge line (913)945-9000 and when prompted by the auto attendant enter the passcode assigned to them for entry into their conference call. The auto attendant will also notify you (with a beep tone) when callers enter & leave the call. Once the call is complete everyone hangs up and that ends the call.

The Avaya conference lines are available to everyone at no cost, however, the caller pays for their own long distance or cell phone charges on the phone line they are making the call from.

Scheduling a Bridge Line Conference Call Using the On-Line Scheduler

After entering the site at: http://www.kumc.edu/information-resources/bridge-conference-calls.html, click on the link ‘online Bridge Conference Call Scheduling System’ and login to the Bridge Scheduler with your network Userid and Password.

The calendar defaults open to ‘Day’ view. You can schedule in the other views but it’s harder to do so. These instructions will only show ‘Day' view scheduling.
Instructions for Bridge Line Scheduling

To schedule an appointment, right click in the peach/yellowish colored area\(^2\) of the day/time that you want to schedule your bridge line conference call. If there is an appointment(s) scheduled during the time you want, you can still schedule an appointment by clicking in the peach/yellowish background on either side of the already scheduled appointments (see picture below).\(^2\) You’ll know you’ve clicked correctly when the area surrounding the other scheduled appointments turns blue\(^3\).

If you right click in gray area in the time column, it won’t always pull up the correct time for your appointment, but you can manually change the time in the scheduler window when it pops up; just be careful to always check your scheduled day/time to make sure it’s what you want!

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\(^2\)See pictures below for visual instructions.

\(^3\)This function is designed to help you find open timeslots for your appointments.
Instructions for Bridge Line Scheduling

Once you right click on the light yellow area of the calendar (that turned blue), an option window will pop up. Choose the amount of time you’d like your call to be (30 min, 60 min, 90 min, etc...), then right click again and choose “new appointment” at the top of the list. A bridge call box will pop up (see picture below).

In the ‘Bridge Call’ Box Enter:
1) ‘Description’ (dept name and name of meeting)
2) ‘# of Callers’ (remember if three people are calling from one speaker phone in an office or conference room, that counts as 1 caller, not three.)
3) Verify ‘start time’ and ‘end time’ and if not correct, change day/time(s) manually.
4) Click, ‘OK’.

All Appointments must be in half hour increments and begin on the hour or half hour
Instructions for Bridge Line Scheduling

If you are scheduling an appointment and you go over the maximum callers or lines available at any given time, a message will pop up in the background (it’s a very pale pop-up box and message) that says ‘no lines available at that time.’ If this happens you’ll have to cancel out and try scheduling during a different time.

If you hover your cursor over the appointment you just scheduled, a window will pop up with the details of your meeting. Please review them carefully to make sure they are correct.

Important: If you need to “Edit” the number of callers or the time, it’s best to delete the appointment and reschedule it altogether because either way, it WILL assign a new line number upon editing. This is because the calendar sees your current line as already taken. Please do not bother editing to change your “Description,” as doing so WILL assign a new line number.
Instructions for Bridge Line Scheduling

Important Information:

- There are a maximum of 90 callers and/or 9 bridge lines available at any one time. If you schedule over the maximum, you will get a pop-up message (in the background) saying that you can't schedule during that time. You’ll have to try another time or lower the amount of callers.

- It is recommended that you request an Intercall card from Ann Doss at 8-7178 for backup purposes. You can then use the Intercall conference number instead of a Bridge Line if there are no lines or calls available during the time you need. Intercall cards do not cost any money up front, but there is a small charge when they are used. The nice thing about Intercalls is that they can be recorded and they are more secure when personal or patient information is being discussed. You really should use an Intercall rather than the Bridge Call if patient information is being discussed.

- If you hover your cursor over a scheduled appointment, a message box will pop up with the details of the scheduled meeting including the phone number and pin number that should be used for that particular appointment.

- If you need to “Edit” the number of callers or the time, it’s best to delete the appointment and reschedule it altogether because either way, it WILL assign a new line number upon editing. This is because the calendar sees your current line as already taken. Please do not bother editing to change your “Description,” as doing so WILL assign a new line number.

- Please do not schedule appointment for more than 6 months out or schedule a lot of recurring appointments unnecessarily as we have limited lines available. If you schedule a line, and you discover you do not need it, please delete the appointment as soon as you realize it so that someone else is able to utilize that time if needed.

- If a person is dialing into the bridge line from on-campus, they will dial 5-9000 and the seven-digit pin number assigned. If a person is dialing in from off-campus, they will need to use 913-945-9000 then the seven-digit pin number assigned.

- If any problems or questions about scheduling call Ann Doss at 588-7178, Michelle Holman at 588-5074 or Erin Manuel at 588-7372.