



TELEPHONE SYSTEM PROCEDURES

ESTABLISHING A MEETME CONFERENCE CALL

Using the following procedures, you can set up a “MeetMe” conference call hosted by the Department of Insurance telephone system that allows up to 16 (internal and external) callers to participate on a conference call. *Note: Call quality may decrease (become choppy) as the number of participants increase (especially above 8 callers).*

Setting Up the Call

1. Press the **more** softkey.
2. Press the **MeetMe** softkey.
3. Dial a ten-digit MeetMe extension, as follows:

| DIVISION | MeetMe Ext. |
|--|------------------------------|
| Director's Office | 602-177-7900 |
| Administrative Services; Business Office Tax Unit | 602-177-7901 |
| Consumer Affairs Division | 602-177-7902 602-177-7903 |
| Financial Affairs Division | 602-177-7904 602-177-7905 |
| Information Services Division | 602-177-7906 |
| Investigations Division | 602-177-7907 |
| Licensing Division | 602-177-7908 |
| Rate and Form Division | 602-177-7909 |

The display on your phone will say “To Conference (602177....).” This means that your phone is set up as a host of the conference call and is ready to receive calls.

Providing Instructions to Callers

To join an established MeetMe call, participants will need to

- dial into **602-364-3969** to reach the Arizona Department of Insurance Conference Center and, when prompted,
- enter the *last four digits* of the MeetMe call to be transferred into the call.

SAMPLE INSTRUCTIONS: To join the call, first dial **(602) 364-3969** to reach the Department of Insurance Conference Center. When the system asks for the four-digit conference number, enter **7906**. The system will transfer you into the call.

Tips About Hosting MeetMe Conference Calls

Once a MeetMe call is established, you must not place the phone hosting the call on hold. This could prevent everyone from hearing anything. Instead, if you are using the speakerphone on your telephone, you can press the **MUTE** button when you are not speaking.

Consider providing the following housekeeping instructions at the beginning of your call to make the call more successful:

1. When you are not speaking, please place your phone on MUTE so that we can minimize background noise on the call.
2. Please do not place your phone on hold because doing so will cause everyone to hear the hold music on your telephone system and will prevent participants from hearing each other on the call. Instead, use your phone's MUTE function.