

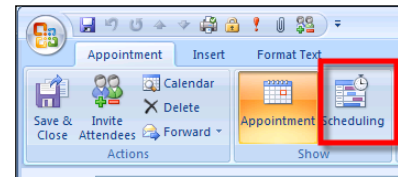
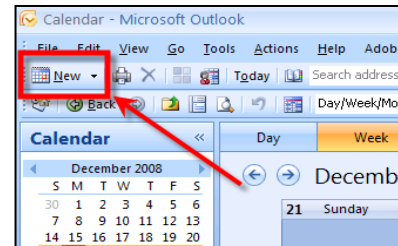


Resource Reservations in Outlook Calendar & Conference Call Guidelines

To reserve a conference room or conference phone number

To watch a narrated video of this process, visit: www.comnet.edu/academics/iitt/so_training.asp

1. Navigate to your own Outlook Calendar and create a new appointment by clicking the **New** button. (Alternately, you can follow these instructions on the calendar of someone who has given you Delegate access to their calendar.)
 - a. Be sure to enter a Subject and specify the correct date and time since you are reserving resources only for a specified period.
 - b. Be sure to enter YOUR OWN NAME in parentheses at the end of the subject field (e.g. "Hiring Committee meeting (John Doe)")
2. Click on the **Scheduling** button.
3. At the bottom left of the Appointment window, you'll see the **Add Others** button.



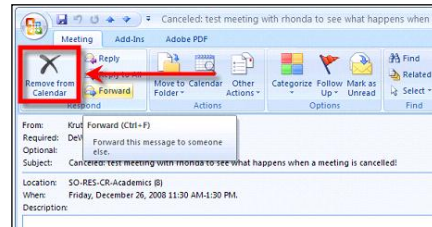
Click that, then click **Add from Address Book**.

- a. To invite people: Click into the **Search** field and search for the people you wish to invite to your meeting. NOTE: *You can skip this step if you only wish to reserve resources such as rooms or conference phone lines.*
 - i. To add people to the **Required** field, click on their name and then click the **Required** button.
 - ii. To make them an "optional" attendee, click on their name and then click on the **Optional** button.
- b. To reserve System Office Resources:
 - i. Find the resource that you would like to add by clicking into the **Search** field and type "so-res". (All resources begin with SO-RES; example *SO-RES-CR-263* is conference room 263 and *SO-RES-CP-7770* is conference call line 7770.)
 - ii. Click on the first resource you wish to reserve from those listed, and then click the **Resources** button—the room or phone line you selected will appear below in the "Resources" field. (**Be sure to click the Resources button—don't double-click the resource, or click the "Required" button!**)
 - iii. To check the availability of MORE THAN ONE resource all at the same time, simply hold down the **Ctrl** key on your keyboard and then click on each of resources you want to view, then click the **Resources** button. The availability of each of the resources you selected will display. A purple bar for a particular time period denotes that the given resource is "busy" for that time.

- iv. Once you have determined which room (and/or phone line) you want to reserve for your meeting, be sure to *remove the resources you do not need* (if you were viewing more than one at a time) by clicking on each one in turn and pressing the **Backspace** key.
- c. Click the **OK** button to save your invitees and reserve your resources.
- d. You can click the **Send** button from this window, or--if you want to be sure that everything has been set up correctly--you can click the **Appointment** button. From this window, you can see that the “**To**” field and the “**Location**” field includes the resources you’ve selected. Click the **Send** button, which will to invite attendees and reserve the resources on the related Resource calendar(s).
- e. You will receive a confirmation message. Click **OK**. The meeting will now appear on your Outlook calendar.

To *cancel* a conference room or conference phone number

1. Navigate to the scheduled meeting in your Outlook Calendar and open it.
2. Click the **Cancel Meeting** button in the upper left corner of the window.
3. Be SURE to click the **Send Cancellation** button. This will do the following:
 - a. Automatically remove the meeting from the calendar of the person who initiated the meeting (yours, or the calendar of your supervisor, if you are creating the meeting on their calendar as their delegate).
 - b. Send a meeting cancellation update message to any individuals who were invited to the meeting. When they open that message, they can select **Remove from Calendar** (see screenshot below) to take the meeting off their calendar. If they do NOT select this option, the meeting stays on their calendar but with a “canceled” notation preceding the meeting title.
 - c. Release any resources (conference rooms, phone lines) that had been scheduled for the meeting, so others may reserve them.
 - d. Update the calendar of any reserved resources. These will still show the meeting, but with a “canceled” notice preceding the meeting title.

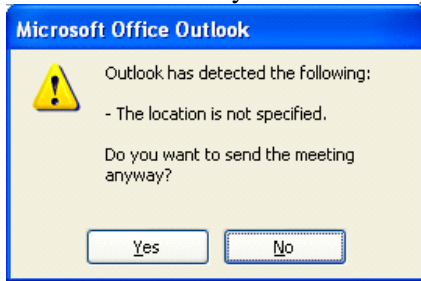


Calendaring Best Practices

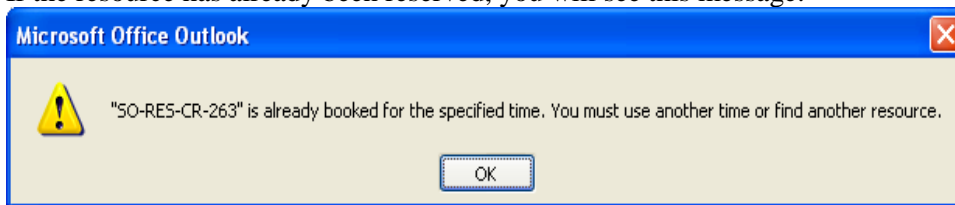
- ✓ If you have a conference room or conference area in your department, be sure to try to book or utilize that space *first*.
- ✓ If you cancel a meeting, *be sure to delete it from your calendar and send out the deletion*. This will remove the meeting from attendees’ calendars, and any reserved resources will become available for someone else to reserve (it will show as cancelled on the resource’s calendar and will allow others to reserve it).
- ✓ The SO Administrative and Executive Assistants will have override permissions on the calendars, but should *always* contact the meeting organizer before making any changes to their resource reservation.
- ✓ As always, the Administrative Support staff is available to assist with reserving resources.

Error Messages

If you accidentally add a Resource to the **Required** or **Optional** field, instead of in the **Resources** field in your Calendar appointment, you will see this error message:



If the resource has already been reserved, you will see this message:



Current Sharable System Office Resources

SO Conference Rooms

Please note that only certain rooms have Audio/Visual (AV) capabilities. Please be sure to book one of these rooms if your meeting will require AV. If none of these rooms are available, you should attempt to switch rooms with someone else that does not require AV.

- ✓ **SO-RES-CR-230A** – 8 person capacity (small conference room in IT)
- ✓ **SO-RES-CR-234A** – 18 person capacity
- ✓ **SO-RES-CR-235A** – 18 person capacity
- ✓ **SO-RES-CR-238** – 20 person capacity, has AV
- ✓ **SO-RES-CR-263** – 18 person capacity, has AV
- ✓ **SO-RES-CR-323** -- 16 person capacity (Boardroom: contact Maureen, Denisa or Pam)
- ✓ **SO-RES-CR-324** – 12 person capacity (Bidstrup), has AV
- ✓ **SO-RES-CR-Academics** – 8 person capacity (small conference room in Academics)
- ✓ **SO-RES-CR-B13** – 14 person capacity (Training Room)
- ✓ **SO-RES-CR-Degnan Hall** – 120 person capacity
- ✓ **SO-RES-CR-Human Resources** – 6 person capacity (small conference room in HR)
- ✓ **SO-RES-CR-Legal** – 6 person capacity (small conference room in Legal)

SO Conference Phone Lines

- ✓ **SO-RES-CP-7770**
- ✓ **SO-RES-CP-7772**
- ✓ **SO-RES-CP-7774**

See the following pages for more specific instructions on how and when to use the shared conference point lines.

**Conference Calls with Yourself and THREE OR LESS Participants:
Use Your Office Phone**

The Cisco IP Phone 7940/7960 allows up to three parties in a conference call in addition to the call originator (you). Please do NOT reserve one of the Conference Point lines for discussions that can be handled using your regular office phone’s conferencing features.

1. During a call, press the **More** soft key and then the **Confrn** soft key. This opens a new line and places the other party to whom you were speaking on hold.
2. Place a call to another number by using the dial pad to enter the digits of the other party to include on the conference call.
3. When the call connects, press **Confrn** again to add the other party to the conference call.

Repeat the first three steps to add up to 3 callers.

Office Phone Conference Call Tips

- ✓ When the conference call initiator disconnects, the conference call is terminated.
- ✓ To place a conference call on hold, press the **Hold** soft key. The other parties cannot talk among themselves. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **MUTE** button.
- ✓ To place a conference call on speakerphone, press the **SPEAKER** button. Press the **MUTE** button to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- ✓ Call waiting calls cannot be conferenced in.
- ✓ To abandon the addition of a conferee, press the **Line** button.

**Conference Calls with Yourself Plus MORE THAN THREE Participants:
Use the Conference Point Lines**

From a regular office phone:

1. Get a dial tone by lifting the handset.
2. Press the **MORE** softkey.
3. Press the **MEET ME** softkey, and dial the “originator” number for the phone conference line that you have reserved. See the table below for the call originator number for each conference line:

If the SO Conference line you have reserved is...	The call <i>originator</i> dials the following to set up the conference point...	Tell call participants to dial the following to join your meeting...
SO-RES-CP-7770	7771	860-244-7770 if outside SO, or extension 7770 if they’re inside SO
SO-RES-CP-7772	7773	860-244-7772 if outside SO, or extension 7772 if they’re inside SO
SO-RES-CP-7774	7775	860-244-7774 if outside SO, or extension 7774 if they’re inside SO

4. Instruct call participants to your to dial the “participant” number that is associated with the line you reserved, as shown in the table above.
5. Participants will be asked to state their name which will be announced to the conference participants.
6. To accept the caller into the conference, someone in the conference needs to press 1.

From Conference Hub phone in conference rooms:

1. Press the **PHONE** button to go off-hook and get a dial tone.
2. Press the **MENU** button.
3. Select **CALL FUNCTIONS** and press the **SELECT** button.
4. Select **MEET ME** and press the **SELECT** button.
5. Dial the “originator” number for the phone conference line that you have reserved.
See the table below for the call originator number for each conference line:

If the SO Conference line you have reserved is...	The call <i>originator</i> dials the following to set up the conference point...	Tell call participants to dial the following to join your meeting...
SO-RES-CP-7770	7771	860-244-7770 if outside SO, or extension 7770 if they’re inside SO
SO-RES-CP-7772	7773	860-244-7772 if outside SO, or extension 7772 if they’re inside SO
SO-RES-CP-7774	7775	860-244-7774 if outside SO, or extension 7774 if they’re inside SO

6. Instruct call participants to your to dial the “participant” number that is associated with the line you reserved, as shown in the table above.
7. Participants will be asked to state their name which will be announced to the conference participants.
8. To accept the caller into the conference, someone in the conference needs to press 1.