



Communications Excellence



# 2BUZZ<sup>®</sup>

BlackBerry<sup>®</sup> Edition User Manual v1.05

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THE DEFINITIVE WAY TO SET UP A TELECONFERENCE FROM YOUR BLACKBERRY.

## Introduction

The 2Buzz Application allows you to effortlessly book teleconference calls via a BlackBerry handset. This solution integrates with your 2Talk system to allow you to create instant teleconferences as well as set up teleconferences in advance, with details of the teleconference instantly being updated to 2Talk so that teleconference information is synchronised.

Within the 2Buzz solution is the option of automatic notification, which sends details of the teleconference to all teleconference participants. Notifications can be sent via email and/or SMS. Notifications are sent once the teleconference has been created and reminders are sent one hour before the teleconference is due to start and again one minute prior the start of the teleconference. The notifications contain all the information needed for the participant to enter the teleconference. This includes: teleconference telephone number, the time of the teleconference, date, and a short message from the teleconference administrator. If security settings have been assigned to the teleconference then these will also be detailed within the notification. E.g. if the teleconference requires participants to enter a PIN number.

2Buzz also has built in access to other 2Talk features via the BlackBerry browser.

These Include:

- Cancel conference
- Edit conference
- Recreate conference
- Dedicated conference number
- Recurring conferences

This User Guide gives you step-by-step instructions on how to set up a teleconference using the 2Buzz application, from your BlackBerry handset.

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### 5.0 NEW USER / CLEAR USER DETAILS / CLEAR USER DATA

The 2Buzz application works in conjunction with the 2Buzz website or 2Talk service. Registration is required with either service to create an account. If you do not already have an account, you can create one during the 2Buzz set up process.

## 1.1 SETTING UP 2BUZZ - WITHOUT A PRE EXISTING 2BUZZ OR 2TALK ACCOUNT



**STEP 1** - Select the 2Buzz icon from the BlackBerry applications list.

**STEP 2** - Select Create New Account from the options.

**STEP 3** - Enter a Username and Password you would like to use for your account, along with your name in the relevant field. The phone number and email fields will be automatically filled in with the details associated with your Blackberry device, however these can be edited if you require. The Connection Type should usually be left on the default setting 'BES'.

NOTE: The Username you supply is to identify your account and will not be displayed to anyone else. The name passed to other conference participants is that entered in the Name field.



**STEP 4** - If there is already a user registered with the Username or details you entered, your registration will return an error alert and you will be asked to alter the details and try again. Select Below, selecting 'OK' will return you to the previous screen to enter an alternative Username.

**STEP 5** - Once you have successfully registered an account, you will need to complete the User Settings (see section 2.0) then you will be ready to begin using the 2Buzz application. You can view and edit your account details by logging on with the Username and Password selected to [www.2buzz.co.uk](http://www.2buzz.co.uk), where you can also create conferences using the 2Talk system.



## 1.2 SETTING UP 2BUZZ - WITH A PRE EXISTING 2BUZZ OR 2TALK ACCOUNT



**STEP 1** - Select the 2Buzz icon from the BlackBerry applications list as shown above.

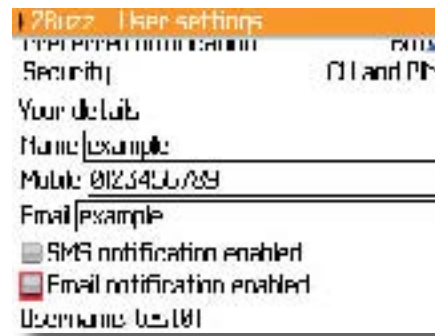
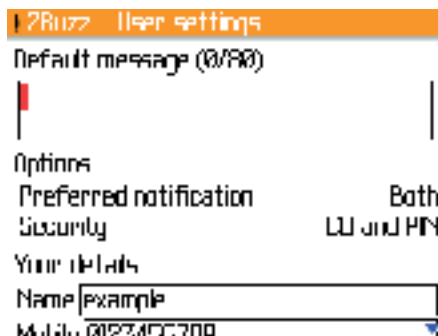
**STEP 2** - Select Enter Account Details from the resulting options.

**STEP 3** - Enter the Username and Password for the 2Talk account you wish to use. This will register your BlackBerry handset with the 2Talk system.

## 2.0 SETTING UP USER SETTINGS

Once you have registered your BlackBerry handset with a 2Buzz or 2Talk service you will need to set your User Settings before you can begin. These are the settings which relate to your own details and notification preferences for your teleconferences. Select User Settings from the main menu options (this can be accessed from any screen within the 2Buzz application) and can be amended at any time.

NOTE: Any changes made to your User Settings only effect teleconferences set up after the changes are made.



**STEP 1 - Default message.** This field allows you to set a default message for your teleconferences. The teleconference message is included in all teleconference notifications. It is still fully adaptable for each teleconference, this simply provides a default. If left blank, a message will have to be added for each teleconference created.

**STEP 2 - Preferred Notification.** This field is not exclusive to the type of notifications you can or will receive, it is simply a preference. The system will send notifications as per the preferred notification settings, if this is not possible 2Buzz will automatically select the next best choice. For example if you select SMS notification in this field and your mobile is unreachable, email notifications will be sent, provided email notifications are enabled, as detailed in STEP 5.

**STEP 3 - Security.** This option allows you to set a default security option for all teleconferences set up using the 2Buzz application. This can however be changed for each individual teleconference during the creation process. The following security options are available:

1. OPEN – Means there is no security. Anybody can call the allocated number and join the teleconference.
2. CLI – you must provide a number for each participant in order to set up a Caller ID only call. Callers will then only be allowed to join the teleconference if they call from the authorised number.  
PIN only – The caller must enter the PIN number provided when prompted, otherwise they will not be able to gain access to the teleconference.
3. CLI and PIN – If you provide a phone number for a participant and they call in from this number they will not be required to enter a PIN number. If they call from a different number or no number is provided a PIN will be required to join the teleconference. The number of callers will also be restricted to the number specified on a first come basis. This is generally the most popular choice.

**STEP 4 - Your details.** Details should automatically appear here from your account details. If not, or if you wish to change these details, they can be entered manually. The email address and phone number relate to those to be used for notifications, and the name entered here will be the name used by 2Buzz to identify you to others as the creator/chair of the teleconference in notification messages, and therefore should be the same as that in the Name field of your account details.

**STEP 5 - Notifications enabled.** If you ever wish to receive notifications via SMS or Email, it must be enabled in these fields first. Which notification type is used for any particular teleconference will depend on the default settings and those selected during creation. However, if it is not enabled in your user settings, no notifications will be sent. These options can, as with all others, be amended at any stage by returning to the settings via the User Settings option on any 2Buzz internal menu.

### 3.0 SETTING UP A TELECONFERENCE USING 2BUZZ

Once you have set all your User Settings, you are ready to begin creating teleconferences. This can be done in 2 ways:

1. Creating a group manually (with manual entries, existing contacts, or both)
2. Creating a teleconference from an email

#### 3.1 CREATING A GROUP

Groups have to be created within 2Buzz for teleconferences to be set up (with the exception of creation from an email). These groups cannot have duplicated members, but the same contacts can be added to multiple groups. Groups can be re-used or edited at any time, however, any editing of the groups membership or details will only be applied to future teleconferences. Teleconferences already set-up for that group will not be updated to reflect any changes made.

**NOTE:** It is not necessary to add your own details to the group. By setting up the teleconference, 2Buzz will automatically add your own details to the teleconference. Select Add New Group from the group screen menu.

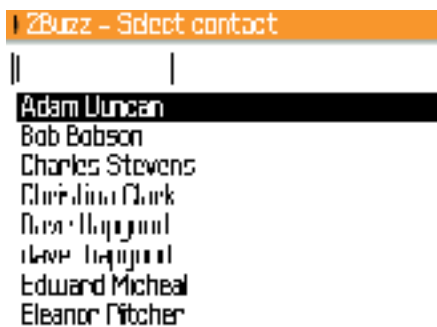
The members added to this group will provide the participants of your teleconference, and also their notification settings. Members can be added in 2 ways:

1. Using a participant from your BlackBerry Contacts List
2. Using a participant not in your BlackBerry Contacts List



#### 3.2 LOOKUP CONTACT

To add a participant from your BlackBerry Contacts List select the Lookup Contact option from the menu.



Select the contact you wish to add to the group and select OK from the resulting menu. This participant is now added to the group, however, each participant should be configured for use. Once a contact has been configured for a group, these settings will be saved with the contact information and so be transferred for every instance of the contact being used by 2Buzz.

**NOTE:** If this is the first instance of a contact being used see section 3.5 on configuring contacts.

### 3.3 CREATING A CONTACT

To add a participant not on your contact list, select Create Contact from the menu.



Enter the required details of First Name, Last Name, Phone Number and Email Address. Only the name fields are mandatory, however, either a phone number or email address must be entered for notification purposes. If neither are entered, the teleconference set up will fail.

NOTE: Entering a Phone Number/Email Address automatically enables SMS/Email notifications for this participant as default, to change notification settings - See section 3.5 on configuring contacts

NOTE: Contacts created in 2BUZZ will also be added as contacts to your BlackBerry Address Book.

### 3.4 NAMING A GROUP

Every group, once set up, is saved until manually deleted. These groups can be reused at any time, and should be individually named for identification. This name will not be communicated to anyone else, it is simply to identify between the groups saved on your BlackBerry.

To name a group, select the group from the groups list and select edit group from the menu. Once you are looking at the list of group members, select rename group from the menu. Enter the name you would like to give this group and click Ok.



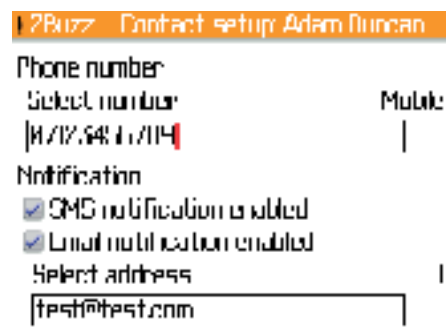
### 3.5 CONFIGURING CONTACTS

Contacts should be configured before being used for the first time in a teleconference, as this sets the notification methods used for each participant. However, a default configuration will be set by 2BUZZ allowing use without configuration. These settings will apply to all instances of this participant being required in a teleconference you set up using 2BUZZ, but can be altered at any time.

NOTE: Any changes made to a participants configuration settings only effect teleconferences set up after the changes are made.

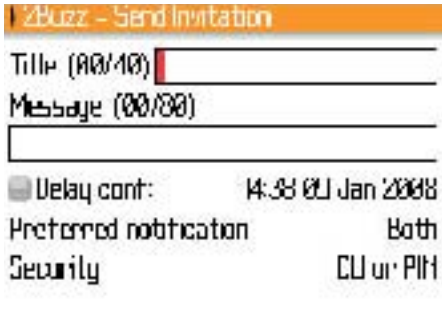
If a phone number or email address is known for the contact, this method of notification will be enabled as default. Enabling a notification method does not automatically mean notifications will be sent via this method, as each teleconference can be setup to notify by SMS, Email or Both. However, if a teleconference is set up to notify via SMS and a participant does not have SMS notifications enabled, the teleconference set up will fail.

NOTE: For teleconferences using CLI security settings, the phone number configured here must be that used for calling in to the teleconference.



### 3.6 CREATING A TELECONFERENCE FROM A GROUP

Once you have a group set up, with all the intended participants and their notification settings, select Send Invitation from the menu. This option is found on both the groups list menu and the group members list menu.



**STEP 1 - Title.** The teleconference title is mainly used to identify the teleconference within your Conference History (See section 4.3) and will not be communicated to other teleconference participants. It is restricted to 40 characters.

**STEP 2 - Message.** The message entered here will be seen by all participants as part of the teleconference notifications. It is restricted to 80 characters.

**STEP 3 - Teleconference time and date fields.** This field will default to the settings for an immediate teleconference. By selecting the Delay Teleconference option, the time and date of the teleconference can be set manually.

**STEP 4 - Preferred Notification.** This option sets the preferred notification type for the teleconference. This is, however, only a preference. 2Buzz will, if the preferred notification type is not possible, attempt to notify participants via other methods. It is recommended that this be set to both, thus increasing the likelihood of all participants being successfully notified of the teleconference details. Notification types will, of course, only be sent if the participant has the facility enabled to allow. I.e. SMS will only be attempted if a mobile number is listed and SMS notifications are enabled.

**STEP 5 - Security.** This option sets the security option for this individual teleconference. It will automatically be set to the default setting you selected when setting up your User Settings (See section 2.0), however, it can be changed at this stage for any teleconference.

The following security options are available:

1. OPEN – Means there is no security. Anybody can call the allocated number and join the teleconference.
2. CLI – you must provide a number for each participant in order to set up a Caller ID only call. Callers will then only be allowed to join the teleconference if they call from the authorised number.  
PIN only – The caller must enter the PIN number provided when prompted otherwise they will not be able to gain access to the teleconference.
3. CLI and PIN – If you provide a phone number for a participant and they call in from this number they will not be required to enter a PIN number. If they call from a different number or no number is provided a PIN will be required to join the teleconference. The number of callers will also be restricted to the number specified on a first come basis. This is generally the most popular choice.

NOTE: If CLI security is selected, all participants must have a phone number configured in their contact details.

### 3.7 CREATING A TELECONFERENCE FROM AN EMAIL

To set up a teleconference using the recipients list of an email, open the email and select 2Buzz from the menu.

This will temporarily create a group whose membership is taken from the email recipients list (including the sender of the email), however, the group can be saved for later use if required by selecting Save Group from the menu.

Once 2Buzz has created the group, select Send Invitation from the menu, and follow the 5 steps above for creating a teleconference from a group (Section 3.6).

NOTE: Contacts in an email group cannot be configured to receive SMS notifications.



## 4.0 WEB FUNCTIONS

Selecting Access Web Functions from the main menu in 2Buzz (found in the groups list) allows you to use your BlackBerry to connect to the 2Talk system directly, and therefore offers more advanced benefits, such as cancelling and editing teleconferences, recreating old teleconferences, changing your account password and requesting specific teleconference phone numbers.



The web functions of 2Talk provide the 5 options above i.e. Log Out, Create Conference, Conference History, Account Settings and My Numbers.

### 4.1 LOG OUT

This is primarily for those using the web functions without the 2Buzz application and can be ignored.

## 4.2 CREATE CONFERENCE

This allows teleconferences to be created without using the 2Buzz groups options, however, it is a manual process and so mainly used by those who do not have the 2Buzz application. It does have some additional functions which may be useful, such as setting teleconferences to recur on a weekly basis or retaining a teleconference call-in number (see below).

### 4.2.1 RECURRING CONFERENCES

At the bottom of the drop down menu for setting the start time of the teleconference is an option marked weekly. This will allow you to set a time and day for the teleconference to occur on a weekly basis, until cancelled. You can select more than one day for the particular time and the teleconference will recur at the selected time on the selected days.

### 4.2.2 KEEPING NUMBERS AND USING KEPT NUMBERS

Each teleconference is assigned a telephone number which participants must call in order to access the teleconference. This is randomly assigned when the teleconference is created. Once created, using either 2Buzz or directly with the 2Talk system, a number may be kept for future teleconferences. Once kept, as long as the number is not assigned to another pending or active teleconference, it may be selected when creating a teleconference from the web functions. To keep a teleconference telephone number, select the KEEP option in CONFERENCE HISTORY.

Kept numbers and their status may be viewed by selecting the MY NUMBERS menu option on the web functions, detailed below.

NOTE: The time, date and security fields will revert to their default settings.

## 4.3 CONFERENCE HISTORY

You can view the details of all pending, active and passed teleconferences associated with your account. You can also edit, cancel and recreate teleconferences.

### 4.3.1 EDITING A CONFERENCE

This option allows you to change the telephone number (providing you have used the kept numbers function), security settings, time, date, Participants, phone numbers. Select the relevant teleconference from the list and select Edit. Once you have made your changes, click submit. All participants will be re-notified of the new teleconference details.



If you invite a new participant, they will be brought into the notification process. If you remove a participant, you will be asked if you wish to notify the person of their removal via email, SMS or both, using the relevant tick boxes. Email addresses and phone numbers can be altered at this point; however, the default will reflect the notification method selected for the original teleconference. The notification will take the form of the standard message unless you edit it in the message box provided. You also have the option not to notify the participant(s) of their removal, by deselecting their details using the tick box.

#### 4.3.2 CANCELLING A CONFERENCE

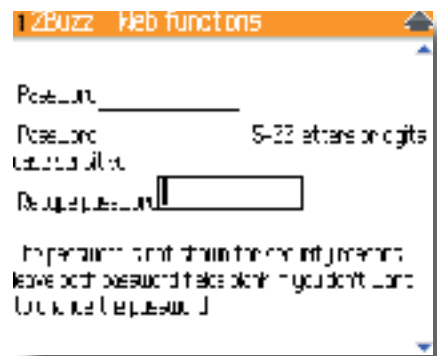
Teleconferences can only be cancelled before the start time, even if nobody has called in. Select the relevant teleconference from the list and select Cancel. A notification email/SMS will then be sent to inform the participants of the cancellation.

#### 4.3.3 RECREATING A CONFERENCE

To recreate an old teleconference, simply select the relevant teleconference from the list and click Recreate. This will take you to the Create Conference screen, which will contain the participant details, title, and message for the previous teleconference. From here you can set the start time, add or remove participants and change their notification details, before creating the teleconference.

#### 4.4 ACCOUNT SETTINGS

These options allow you to alter your account details and notification settings. Many options here duplicate your 2Buzz User Settings, however, there is an option to change your account password. The field appears blank for security reasons and should be left so unless a change is required. It is not advisable to alter the email address associated with the account unless strictly necessary. Any new email address will require verification. Until verified the original address remains the active, default address. It is possible to alter the email address used for notifications by 2Buzz without changing the main email address associated with the 2Talk account. However, the email address entered in the Web Functions account setting will be used for notifications of teleconferences set up using the Create Conference options within the Web Functions, such as those using kept numbers.



#### 4.5 MY NUMBERS

This option gives you a list of all your kept numbers and their status. Teleconference call-in (kept) numbers will only be released for use on new teleconferences 24 hours after the last teleconference they were used for has finished. Kept numbers must be released when no longer needed.

#### 5.0 NEW USER / CLEAR USER DETAILS / CLEAR USER DATA

If at any time it becomes necessary to delete the account and/or associated data from 2Buzz and the BlackBerry handset, this can be done by selecting Clear Account Settings and Clear All User Data respectively from the main 2Buzz menu.

NOTE: Such actions will trigger a prompt to ensure information is only deleted when intended.

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