Unified Meeting®

User Guide

Unified Meeting lets you quickly and easily bring people together—from anywhere in the world—so they can see what you want to show them, hear what you have to say and interact in order to learn, collaborate and make decisions. You get audio, web and video conferencing in a single, proprietary system that integrates with everyday business tools, like calendaring systems and instant messaging clients, so starting and joining meetings is done just with a click of the mouse. The best part is that all of this comes as a service that is managed for you.

Reliable and secure, Unified Meetings allows you to present PowerPoint® slides, share applications, quiz and survey participants and show web sites—all with the same impact and results as in-person meetings. So you meet more productively and more often without the time and expense of travel.

Use Unified Meeting for:
+ Sales presentations
+ Training and e-learning programs
+ Marketing seminars
+ Product launches
+ Departmental meetings
+ Company announcements
+ Collaboration and project management

Tips for a Successful Conference

Below are some helpful hints for conducting an efficient and productive Unified Meeting.

+ Prepare in advance. To avoid meeting delays, take time before the conference to create and upload any resources you'll need for your meeting, such as presentations, surveys or quizzes.
+ Enter the meeting early to ensure participants can access your meeting at the scheduled start time. Give yourself a few minutes to open the meeting room and make sure all necessary system components are loaded.
+ When speaking, talk directly into either a headset or telephone receiver for optimal clarity.
+ Mute all participants in non-collaborative meetings to minimize background noise.
+ Be conscious of participant connection speeds, as they may vary. Allow time for transition between slides.
+ For optimal application sharing performance, keep the number of open windows to a minimum.
+ Use annotation tools and include polling and quizzes to promote interactivity.
+ To help participants better understand and recall content, limit presentation materials to six or seven lines per slide. Use larger-sized fonts for legibility.
+ Be sure participants download the Unified Meeting application prior to your meeting if they wish to use certain features such as presenter capabilities, desktop video and desktop VoIP.

Note: Your participants are not required to download the application to join your meeting.

Set Up

Start a meeting using your Outlook® or Lotus Notes Calendar or the Unified Meeting desktop icon. It's never been easier! Just follow the simple instructions below and you are on the way to your first unified meeting experience.

Note: Before proceeding with the following steps, please ensure that you have administrator rights to perform the download and installation.

DOWNLOAD AND INSTALLATION

1. Download Unified Meeting by going to www.meetingconnect.net/umgo.
2. Click **Download**.
3. Once the download prompt appears, click **Run**, then click **Next** on the subsequent screen prompts.
4. Select **I accept the terms in the license agreement** and click **Next**.
5. Enter your user login and password in the fields shown. Check the box if you want to use the Outlook Calendar tool and click **Next**.
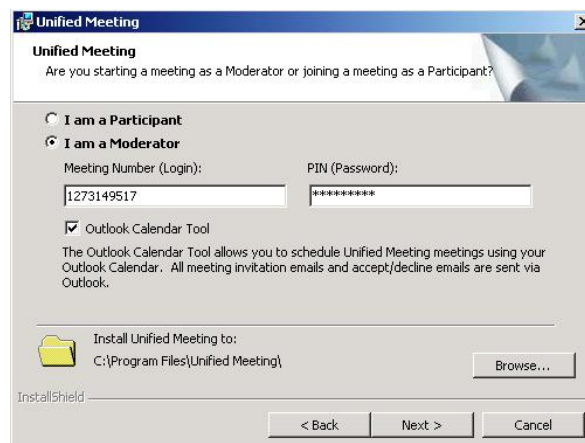
6. Upon completing of download, check **Sign in to Unified Meeting** and click **Finish**.

7. Soon, you will see a Unified Meeting desktop icon 🌐 in your system tray. You have successfully installed Unified Meeting!

BROWSER MODERATOR

If you do not install the meeting application, you can launch browser-only meetings to manage your audio participants online.

You can utilize features such as mute, dial me, chat and open/close meeting room door. You can also show PowerPoint presentations to your audience. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. *(Upload requires Internet Explorer IE 6.0+).*

Supported browsers and operating systems for Browser Moderator include: IE 6.0+ (Windows), Firefox 2.0+ (Windows/Mac/Linux), Safari 2.0+ (Mac).

APPLE IPHONE SUPPORT

Join and manage your audio meetings using your iPhone. Using the Safari browser only, you can easily manage audio participants while on the go. **No download or app store purchase required!**

You can utilize online audio management features such as dial me, dial out, mute/unmute, chat and open/close meeting room door. Moderators can also show PowerPoint presentations during a meeting on their iPhones. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. *(Upload requires Internet Explorer IE 6.0+).*

As a participant, you can view all shared content and attendee connections.

Just click **JOIN meeting** in your previously scheduled invite to start or join your meetings or login by clicking **Host** or **Join a Meeting** on www.meetingconnect.net/umgo.

APPLE IPAD SUPPORT

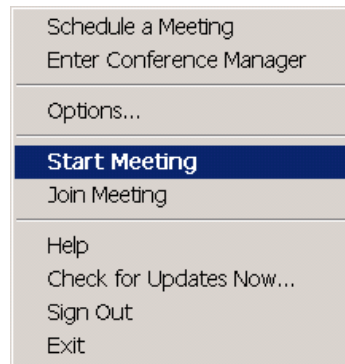Join and host meetings directly from your iPad! **No download or app store purchase required!**

Moderators can host a meeting and manage all participants online using the Safari browser only. Moderators can also show previously uploaded presentations when hosting a meeting on their iPads. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. *(Upload requires Internet Explorer IE 6.0+).*

As a participant, you can view all shared content and attendee connections.

Just click **JOIN meeting** in your previously scheduled invite to start or join your meetings or login by clicking **Host** or **Join a Meeting** on www.meetingconnect.net/umgo.
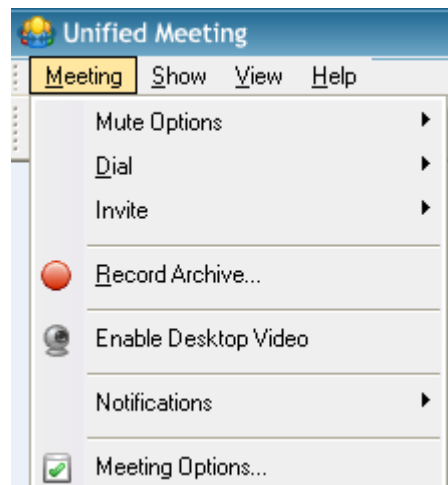
SET UP FOR INSTANT MESSENGER INTEGRATION

Quickly invite participants to your meeting using instant messenger. Unified Meeting is fully integrated with a variety of instant messaging programs.

1 Once you have installed Unified Meeting, click the desktop icon 🌐 in your taskbar and select **Start Meeting**.

```
Schedule a Meeting
Enter Conference Manager

Options...

Start Meeting
Join Meeting

Help
Check for Updates Now...
Sign Out
Exit
```

2 Click the Meeting drop-down menu and select **Meeting Options**.

```
Unified Meeting
Meeting  Show  View  Help

   Mute Options          ▶
   Dial                  ▶
   Invite                ▶

 ●  Record Archive...

 ◉  Enable Desktop Video

   Notifications         ▶

 ☑  Meeting Options...
```

3 Click **Instant Messenger**, then the corresponding check boxes to integrate with
   Windows Live Messenger and/or Microsoft® Office Communicator.
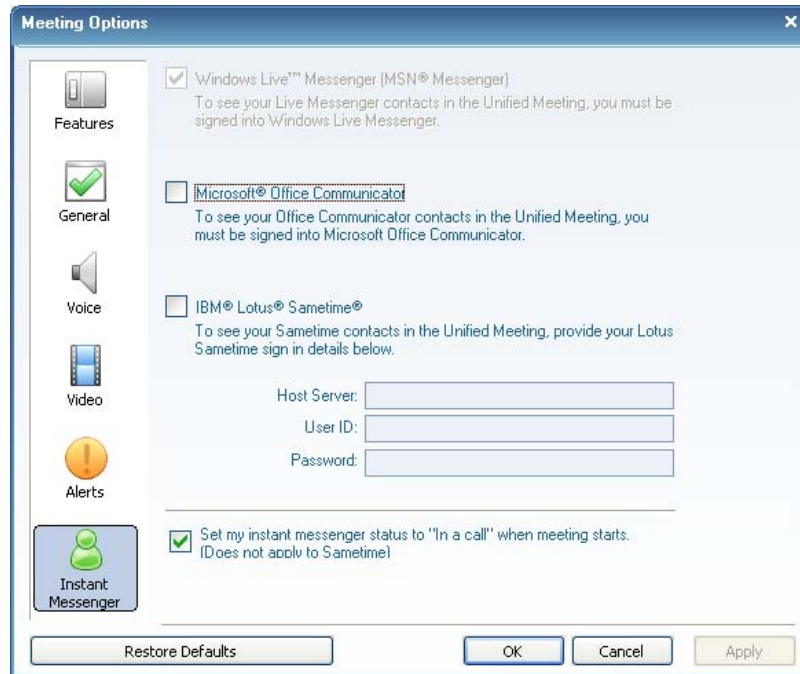
4   To integrate with Lotus Sametime, check the corresponding box and enter your host name, communication port, user ID and password. Click **OK** to save the setting.
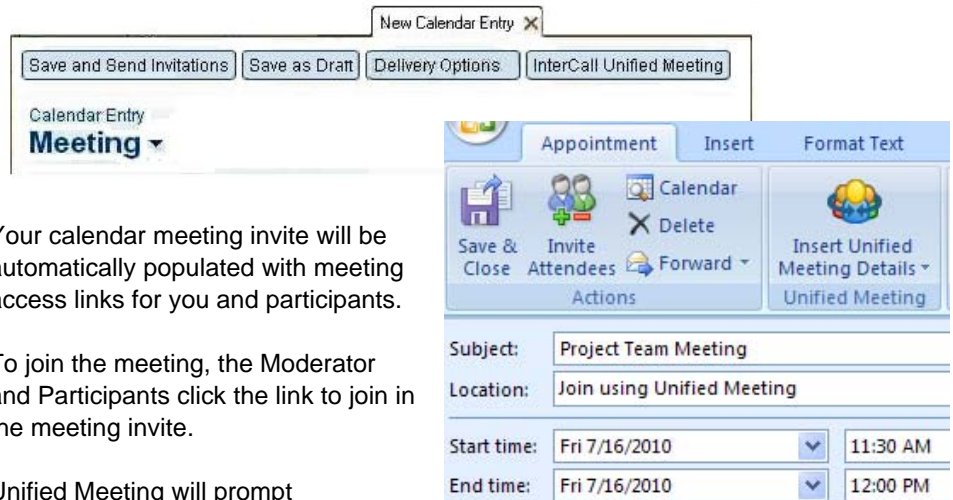
Note: Your instant messenger program must be running while performing the instructions above and to send invites to your Unified Meeting participants.

Schedule and Start Meetings

WITH MICROSOFT OUTLOOK OR IBM LOUTS NOTES

1 Open an appointment time in your Outlook or Lotus Notes Calendar, then click **Unified Meeting**. The meeting access information will appear in the body of the appointment.

2 Your calendar meeting invite will be automatically populated with meeting access links for you and participants.

3 To join the meeting, the Moderator and Participants click the link to join in the meeting invite.

4 Unified Meeting will prompt Moderators and Participants to enter their telephone numbers to be automatically dialed or choose to dial into the meeting.

5 Unified Meeting then dials out to both moderators and participants to begin the meeting if the Dial Me Now option is selected.

Note: If you do not install the Outlook or Lotus Notes Calendar tools, click the Unified Meeting icon in your taskbar and select Schedule a Meeting. Follow the steps through the scheduling wizard.

Unified Meeting Icon

The Unified Meeting desktop icon 🌸 is automatically populated in your taskbar when you install the Unified Meeting application.
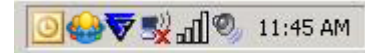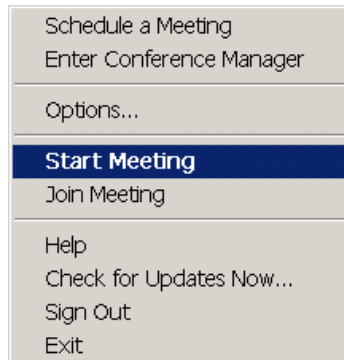
This user friendly tool can be used for:
1   Accessing scheduled or instant meetings with one-click.
2   Scheduling meetings.
3   Joining meetings.
4   Accessing Conference Manager.

Start a Meeting - Moderators

1   To start an instant meeting, click the Unified Meeting desktop icon 🌸 located in your taskbar and select **Start Meeting**.

2   Select how you would like to join the voice portion of your meeting in the first Quick Start menu and click **Next**.

3   Select what you would like to do first when your meeting starts (i.e., Show Presentation, Share Application, etc.) in the second Quick Start menu and click **Finish**.

Join a Meeting - Participants

1   To join a meeting, simply click the link in your email or IM invite:

2   Enter your display name, select how you would like to join the voice portion of the meeting in the Quick Start menu and click **Join Meeting**.

Note: Participants with the application installed can also join a meeting via the Unified Meeting desktop icon located in the taskbar. Select Join Meeting, enter the moderator's user login and click Join Meeting as Participant.

Conference Security

Add further security to your meeting by closing the meeting room door.

Once the meeting room door is closed, the moderator can screen participants in the waiting room, and then provide them access to the meeting one at a time.

You will be notified of an incoming participant by the desktop icon prompt.
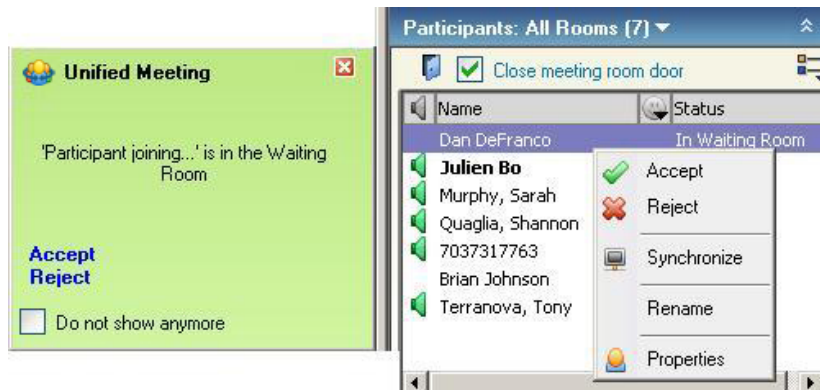
You can accept or reject an incoming participant by either:
+ Clicking the corresponding link in the desktop icon prompt.
+ Right-clicking the incoming participant's number/name.

Note: By default the door to the meeting is closed if only the web portion of the meeting is launched.

Voice Management

VOICE STATUS ICONS

The moderator can always see the voice status of the participants in the Participant panel.

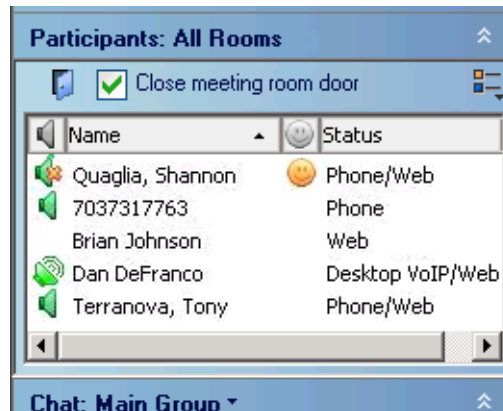|	Standard voice icon
	The participant (or moderator) is currently in the main voice meeting room.
	Active speaker icon
	The participant (or moderator) is currently speaking, or it may indicate background noise coming from this line.
	Muted line icon
	Participants cannot be heard when their lines are muted. In Group Mute mode, participants have the ability to unmute themselves.
	Lecture Mute icon
	Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves

MUTE/UNMUTE PARTICIPANTS

Click the voice icon next to the participant's name to mute or unmute that participant. To mute/unmute all participants at once, click **Mute Options/Unmute All**.

GROUP MUTE ALL & LECTURE MUTE ALL

Enable Group Mute All or Lecture Mute All by clicking **Mute Options** at the top of the meeting interface.

Group Mute All: All participants are muted and have the ability to unmute themselves by pressing #6 on their telephone keypad.

Lecture Mute All: All participants are muted and cannot unmute themselves.

Q&A Mute All: All participants are muted and cannot unmute themselves. Participants can "raise their hand" by pressing **#66** on their telephone keypad to indicate they would like to speak.

DIAL OUT TO PARTICIPANTS

Click **Dial Out** and the Dial Participant window will appear. Enter the name and telephone number of the participant to call and click **Dial**. (Be sure there are no spaces or invalid characters between the numbers).
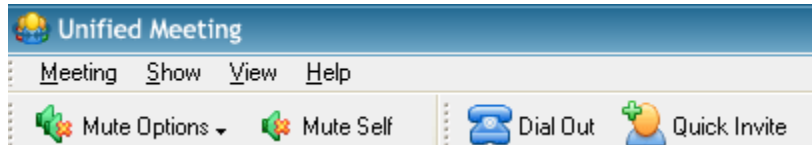
You can also choose from your Address Book Contacts by clicking **Address Book**.

CONTROL ENTRY & EXIT NOTIFICATIONS

Click **Notifications** at the top of the meeting interface to control participant entry and exit notifications for your current meeting. Choose from Tones, Names, Names and Tones or Nothing.
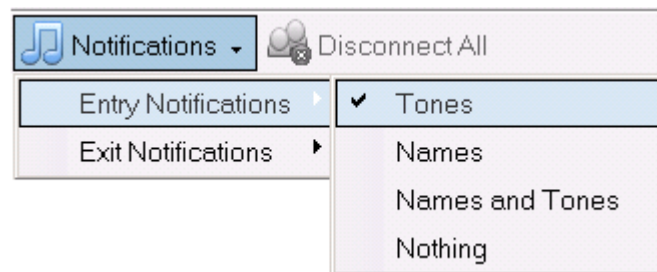
Note: To change notification settings for all meetings, click the Voice icon from the Meeting/Meeting Options menu.

Showing a PowerPoint Presentation

Moderators can easily show a PowerPoint presentation to participants using the web.

1 In the Show panel, select **Presentation.**
   Choose previously shared presentations
   from the drop-down menu. It will load
   automatically.
2 For new presentations, click **Browse**
   and double-click the presentation from
   your computer. No upload required!
3 Click the slide preview thumbnails or use
   the forward and back buttons to navigate
   through your presentation.
4 Click the slide being displayed to
   proceed to the next slide.
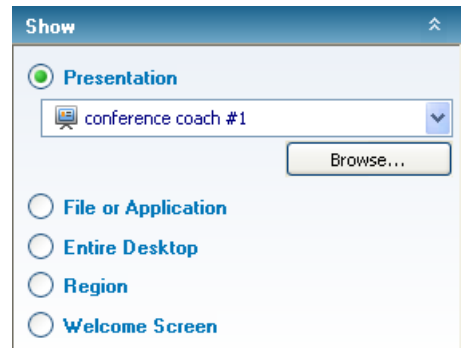
If using optional Presentation Upload mode, prior to the meeting:

1 Click your desktop icon 🌐 and select **Enter Conference Manager**.
2 At the Conference Manager page, click **Resources** and select **Presentations**.
3 At the Presentation Upload page, click **Upload Presentation**.
4 Browse and select the file you want to upload and enter the presentation name.
5 Check **Convert slides to images (no animations)** if you are using PowerPoint
   2007.

*Note: You can also upload a presentation during your meeting. Simply click **Browse** and select the file
you wish to upload.*

Share an Application or Entire Desktop

Share and collaborate on files and applications with your participants directly from your desktop.

1   In the Show panel, select **File or Application** and choose the application(s) you would like to show to participants.
2   All applications currently open will be listed. If the application you want to share is not listed, click **Browse** and select the file.
3   Check the application(s) to begin sharing.
4   Alternatively, click **Entire Desktop** to share all applications open on your computer. Everything on your screen will be visible to your participants.

Note: You can click the shared application to hide the control panel. Simply scroll over the Unified Meeting tab on the right-hand side of your screen for the control panel to reappear on top of the application.

REGION SHARING

Share a specific region of a file or application from your desktop.

1   In the Show panel, select **Region.** A small window will appear.
2   Scroll over the specific section of the file or application you would like to share to the audience.
3   Select **Start Sharing** from the drop down menu to begin sharing.
4   To exit Region Share, click the X on the top right corner of the window. The Welcome Screen will now be displayed.

PAUSE APPLICATION SHARING

Moderators and Presenters can pause an application from being shared to the audience. Once paused, anything the moderator/presenter does on his desktop will not be seen by participants until sharing is continued.

To pause a shared application:

1   Click **Pause** next to **Sharing** at the top right corner of the screen.
2   The icon will flash and **Sharing** will change to **Sharing – Paused**.
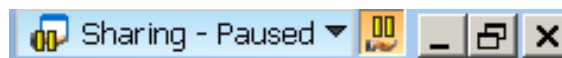
To continue sharing:

Click **Pause** again. **Sharing – Paused** will change back to **Sharing**, indicating that the application is no longer paused.

GRANTING CONTROL TO PARTICIPANTS

Participants can be granted control to manipulate an application the moderator is sharing from their computer. This does not promote them to a presenter role, but allows them to edit the moderator's shared application.

To grant control to a participant:

1   Right-click the name of the participant you wish to grant control.
2   Select **Grant Control of Desktop / Application**.
3   The participant will receive a notification to take control by clicking her mouse.

To revoke control from a participant at any time, simply click your mouse.

PROMOTING PARTICIPANTS TO PRESENTER

Participants can be promoted to a Presenter during a meeting so they can share content from their own computers and push slides in Presentation mode. *

To promote a participant to Presenter:

1   Right-click the name of the participant you wish to promote.
2   Select **Promote to Presenter**.
3   The participant will receive a notification that he has been promoted to the role of Presenter.

To revoke control and demote a Presenter to participant, simply right click the participant's name and select **Demote to Participant**. Participants can also right-click on their own name to demote themselves from Presenter back to participant.

Note: Participants must install the Unified Meeting application in order to be promoted to Presenter.

Enhanced Features

Utilize a variety of powerful features to make your meeting more interactive and enrich the experience.

SURVEYS/QUIZZES/POLLS

Gather feedback, test your participants' knowledge and get quick results with surveys/quizzes and polls.

1. Click the Meeting drop-down at the top of the meeting interface and select **Meeting Options**.
2. Check **Display Survey-Quiz-Poll** and click **OK**.
3. Select the survey, quiz or poll from the control panel and click **Send**.

You can also create a survey, quiz or poll on the fly by choosing **Create** in the drop down menu. Click **Refresh** before sending your survey.

AUDIO SUBCONFERENCE ROOMS

Move participants to separate audio break-out rooms.

1. Right-click the participant's name.
2. Select **Move To** and choose the specific **Break Out Room**.
3. To move the participant back to the main meeting room, right click on the participant's name, select **Move To** and choose **Main Room**.
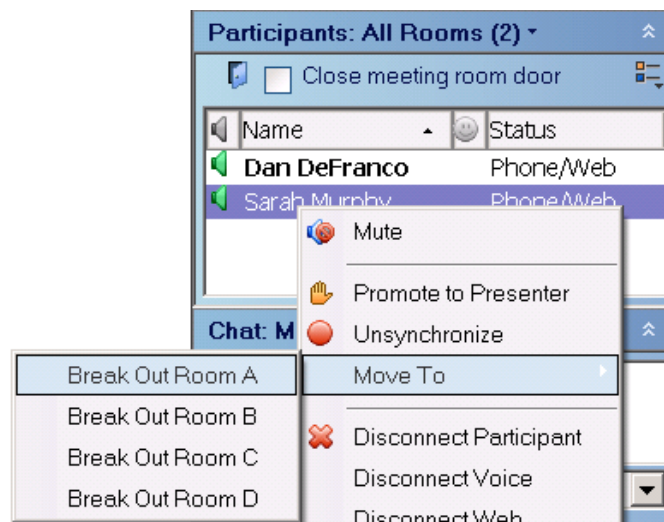
REPORTS

Unified Meeting stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names and survey or quiz results.

1. Click the **Reports** tab in the Conference Manager to access meeting reports.
2. Select **Web, Survey or Quiz Summary** to view report details.

DESKTOP VIDEO

Easily broadcast your webcam video from your desktop into your meeting.

1. Click the Meeting drop-down menu at the top of the meeting interface and select **Enable Desktop Video**.
2. Upon meeting start, click **Broadcast My Video**.
3. Select the video device in the drop-down menu and click **OK**.

UPLOAD A PICTURE OR IMAGE TO BROADCAST IN A MEETING

1. In the Conference Manager, go to Resources, then Images.
2. Click **Upload Image** and follow the upload wizard.

During the meeting, to display the image,

1. Click the Meeting drop-down menu on the top of the interface.
2. Select **Meeting Options**, check **Display Image**, select the image from the pull-down and click **OK**.

The image will be displayed in the top of the meeting interface.

ARCHIVING

Extend the reach of your meeting by archiving it for future playback.

1. Click the Meeting drop-down menu at the top of the meeting interface and select **Record Archive**.
2. Name the archive and select **Voice** and/or **Web**.
3. Click **Record**. The web recording will begin immediately. The audio recording session will begin after you hear the voice prompt, "This session will now be recorded," followed by a beep.
4. Click **Stop** to end the recording.
5. After the meeting, you can retrieve the archive in the Conference Manager, under Conferencing/Archives.

Note: Additional charges will apply.

DESKTOP VOIP

Connect to the audio portion of an online meeting via Voice over IP. All you need is an Internet connection and headset with microphone connected to your computer.

1   To connect via Desktop VoIP upon joining a meeting, simply click **Connect via Desktop VoIP** in the first Quick Start menu.
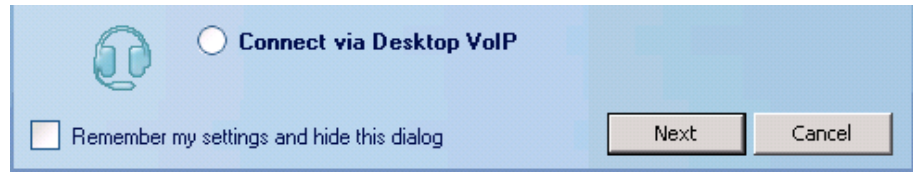
2   Easily toggle between telephone and Desktop VoIP connection during a meeting via the **Voice Connection** panel.

Additional instructions to enable Desktop VoIP

1   Click the desktop icon and **Enter Conference Manager**.
2   Select **Setup**; click **Preferences** and then **General** tab.
3   Check **Allow VoIP access to all meetings** and click **Save.**

Voice Conferencing

Unified Meeting integrates with Reservationless-Plus® to provide an on-demand audio conferencing solution that allows you to initiate a conference call 24/7 without the need to make a reservation or rely on an operator.

STARTING A RESERVATIONLESS-PLUS CONFERENCE CALL

1. Dial your Reservationless-Plus dial-in number.
2. When prompted, enter your conference code followed by **#**.
3. When prompted, press ***** to identify yourself as the leader, then enter your leader PIN followed by **#**.
4. Press **1** to begin your conference or press **2** to change your default conference options.
5. If the security pass code option is enabled you will be prompted to enter the pass code at this time.

JOINING A RESERVATIONLESS-PLUS CONFERENCE CALL

1. At the specified time, dial the Reservationless-Plus dial-in number provided by the moderator.
2. When prompted, enter the conference code followed by **#**.

AUDIO KEYPAD COMMANDS

Control your conference call with your telephone keypad.

*0	Operator assistance - conference
00	Operator assistance - individual
*1	Dial-out to a participant - moderator only
*2	Begin/end conference record - moderator only
*3	Change entry/exit method (recorded names, tones, silence) - moderator only
*4	Private roll call
*5 / #5	Mute/unmute all lines except leader's - moderator only
*6 / #6	Mute/unmute your own line
*7 / #7	Lock/unlock conference (including operator) - moderator only
*8	Allow/disallow conference continuation - moderator only
*9	Start/join sub-conferencing
11	Third-party conference start - bypass hold music to start call as moderator
*51 / #51	Lecture mode on/off - moderator only
#99	Disconnect all lines except leader's - moderator only
*#	Private participant count
**	List available keypad commands

Customer Service and Support

TECHNICAL SUPPORT AND ACCOUNT ASSISTANCE

Technical support	877.769.7229 or +1 303.804.1813
Technical support during conference	On your phone keypad: *0 (conference) or 00 (individual) On the web: Through the Unified Meeting interface: Help/Dial Customer Support

RESOURCES

Online resources and user guide:	www.meetingconnect.net/umhelp