UNIFIED MEETING 5

WINDOWS USER GUIDE

Unified Meeting® 5, our meeting and collaboration application enhances the way you communicate by making meetings convenient and easy to manage.

It improves your meeting experience with intuitive and powerful productivity enhancements in a hosted service that is integrated with the tools you already use every day. The instructions in this user guide will help make meetings easier to manage, more effective and more productive.

GET STARTED

It's never been easier! Just follow the simple instructions below and you are on the way to your first visual audio experience.

DOWNLOAD AND SETUP

During the install process, you will need to enter your login and password located in your welcome email. Be sure to have that information available or contact customer service to have it resent.

Please note your participants are not required to download the application to join your meeting.

1. Click here and follow the installation prompts for your Windows system.
2. Enter your Unified Meeting 5 login followed by your password.
3. When you've been successfully signed in, the Meeting Center desktop icon and a pop-up will appear confirming you are signed in.

MEETING CENTER DESKTOP ICON

Once installation is complete, you will see the Meeting Center icon in the System Tray in the bottom right corner of your desktop. From here, you can:

- Schedule meetings
- Start and join meetings
- Change your settings
- Check for application updates

BROWSER APPLICATION

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 view/share webcam video, mute, dial me, chat and open/close meeting room door.

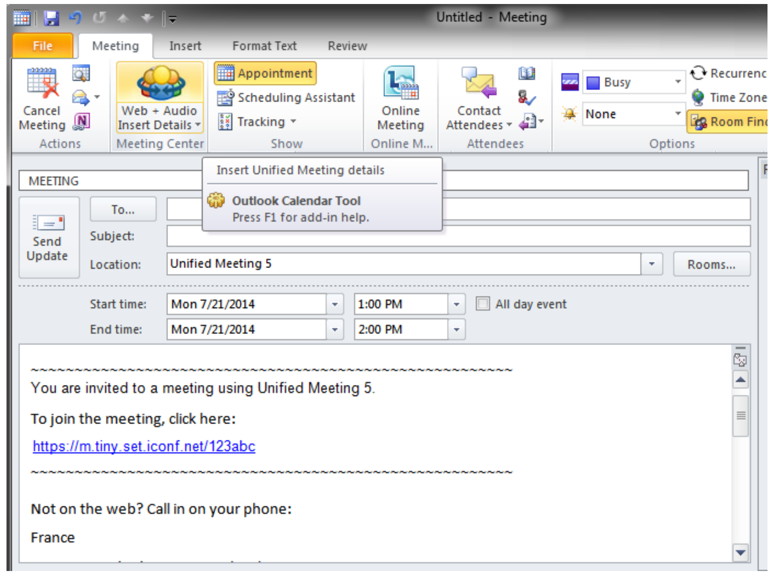
Please note that the following features are not available in browser-only: Voice over IP, document sharing, integration with instant messenger, scheduling, calendars, contacts and audio contact look-up.

Click here for a complete list of supported operating systems and browsers for browser moderator.

Features and Functionality Table of Contents

Now that you have successfully downloaded Unified Meeting 5, please use the following instructions to help you get started with Unified Meeting 5's features and functionality.

Schedule Meetings with Microsoft Outlook



1. Open an appointment time in your Outlook calendar and then click the Meeting Center  icon.

2. To customize the language of your meeting invitation, click the down arrow below the Unified Meeting 5 icon and make your selection. The meeting information will populate in this language.

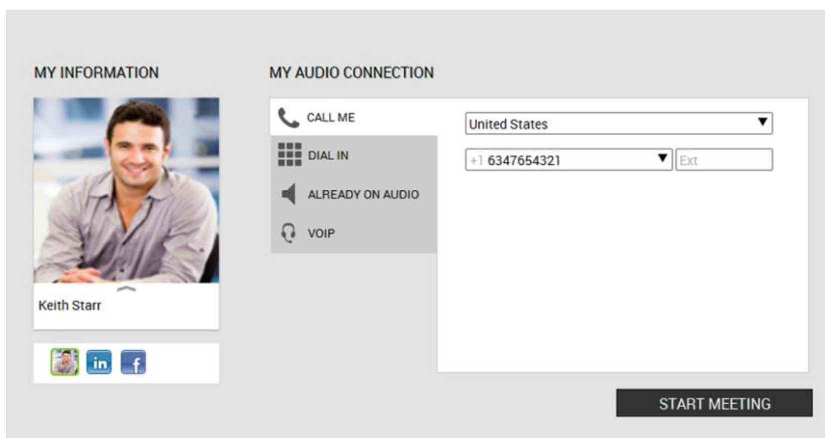
3. Your calendar meeting invite will be automatically populated with meeting access links for you and your participants. Additional content can be added to the body of the email to customize your message.

Start Your First Meeting

1. From the desktop menu, select **Start Meeting**.

2. Enter your details on the left under My Information.

3. Select how you wish to join the audio portion of the meeting from these four options:



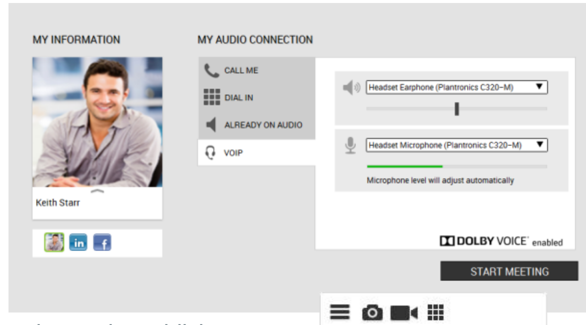
   - **Call Me:** Choose your country and enter a phone number for the system to dial out to you.
   - **Dial In:** View dial-in access numbers and conference code which you can dial from any touch tone device.
   - **I'm Already On:** You are already connected to the audio or wish to have a web only meeting.
   - **VoIP:** Join audio using Voice over IP softphone.

4. Click **Start Meeting**.

Alternatively, you can also click the link to join the meeting from your own email calendar invite. If you are accessing the meeting from a device on which the meeting application is not installed, simply go to the URL listed in your welcome email and log into your account with your login and password.

Start or Join a Meeting with Voice over IP (VoIP)

Available to both moderators and participants, Voice over IP provides the option of using a Voice over IP softphone instead of a traditional phone audio connection. If you have upgraded Reservationless-Plus® with Dolby Voice® you will see the Dolby icon in the top right corner of your avatar. To learn more or enable Dolby Voice, please contact your sales representative.



1. When starting or joining a meeting, select **VoIP** and a check will automatically connect the appropriate speaker.

2. You will be able to select from different audio sources and adjust your volume. When volume is set to an acceptable level, click **Start Meeting**.

3. You will hear a prompt, but will not need to enter a conference code and/or leader PIN as the system will connect you directly.

4. During your meeting, you can choose to disconnect your Voice over IP connection and establish a phone connection by right-clicking your avatar and then selecting **Disconnect Audio**.

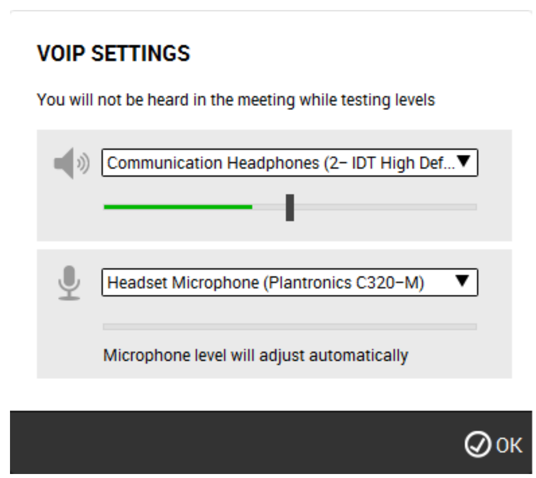
Please note Voice over IP works with inbuilt microphones, however when joining from a public location it is recommended that HD headsets be used to avoid background noise.

VOICE OVER IP SETTINGS

The Voice over IP settings menu allows you to select your audio input and output devices, in addition to allowing you to adjust your volume level.

The settings menu can be accessed from three areas:

- Selecting **VoIP as an audio connection** on the Quick Start page.
- Right-clicking your avatar, then selecting **Manage VoIP**.
- Choosing the **Gears** icon on the lower right of the screen, then clicking **VoIP Settings**.



CHANGING YOUR OUTPUT AND INPUT DEVICE

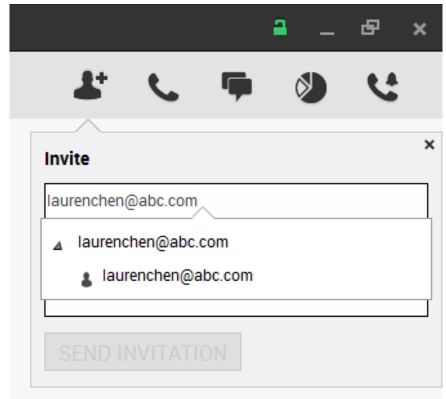
1. In the VoIP Settings menu, select the dropdown menu for speaker or output device. Adjust the volume to your preference.

2. Click the dropdown menu for your input device to choose your preferred microphone.

3. Click **OK**.

Quick Invite Tool

The Quick Invite tool allows moderators to invite participants to join the meeting via email or instant message once the meeting has started.



Please note the first time you use this you may be asked to enter your network credentials, according to your network security settings.

The Quick Invite tool can be accessed from the dropdown menu on the main tool bar. Once you start typing a name, the system searches for matches in the Active Directory and any installed instant message clients. Select the correct contact and method of invitation: email or chat and click **Send Invitation**.

- If you selected email, the system will automatically send the contact an invitation email containing a link for your participant to use. This is sent via your default email system.
- If you selected instant message, the system will send a live chat message containing a link for your participant to use. This is sent via your default instant messenger system.

Please note your instant messenger program must be running while performing the instructions above and to send invites to your Unified Meeting 5 participants.

Customize Your Business Card

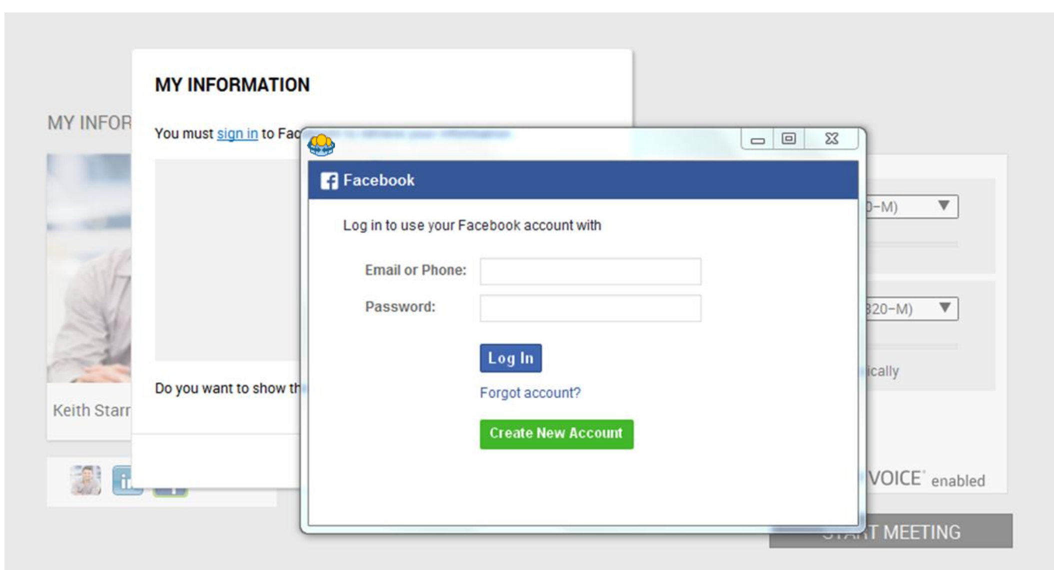
ADD YOUR INFORMATION

- Name
- Title
- Email
- City*
- Integrate with your LinkedIn or Facebook account
- Create a custom profile

Please note city is automatically detected through your IP address and lists the current weather. You can change your city location, but the weather capture will not automatically update.

CUSTOMIZE YOUR PHOTO

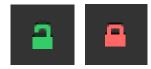
- Select an avatar
- Upload image / photo
- Take instant photo



Meeting Security

CLOSING THE MEETING ROOM DOOR

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

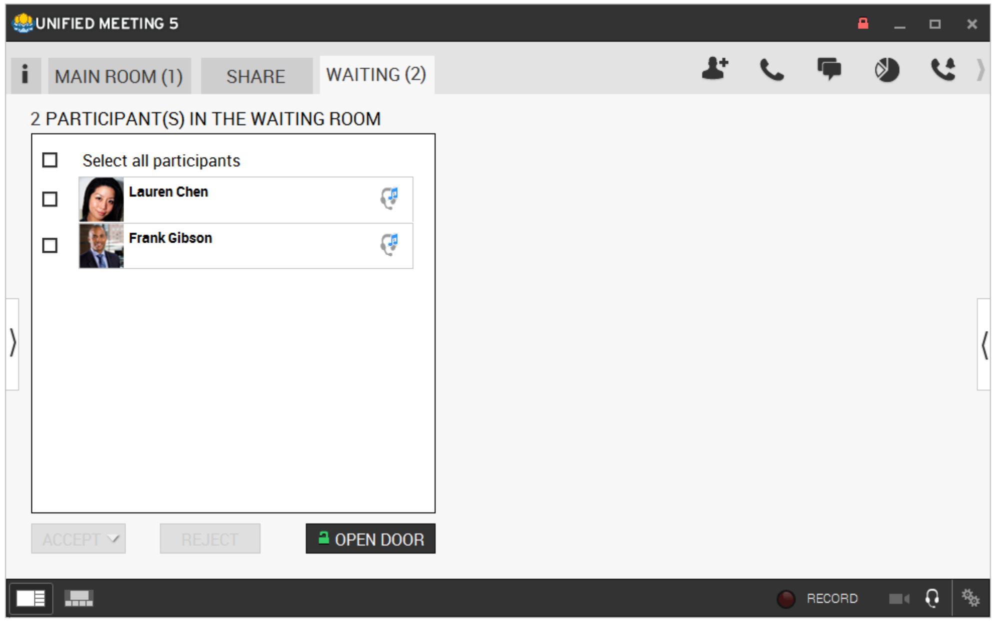


You can screen your participants in the waiting room and then provide them access to the meeting one at a time.

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.
- Selecting the incoming participant in the wait list from the top left of the interface.

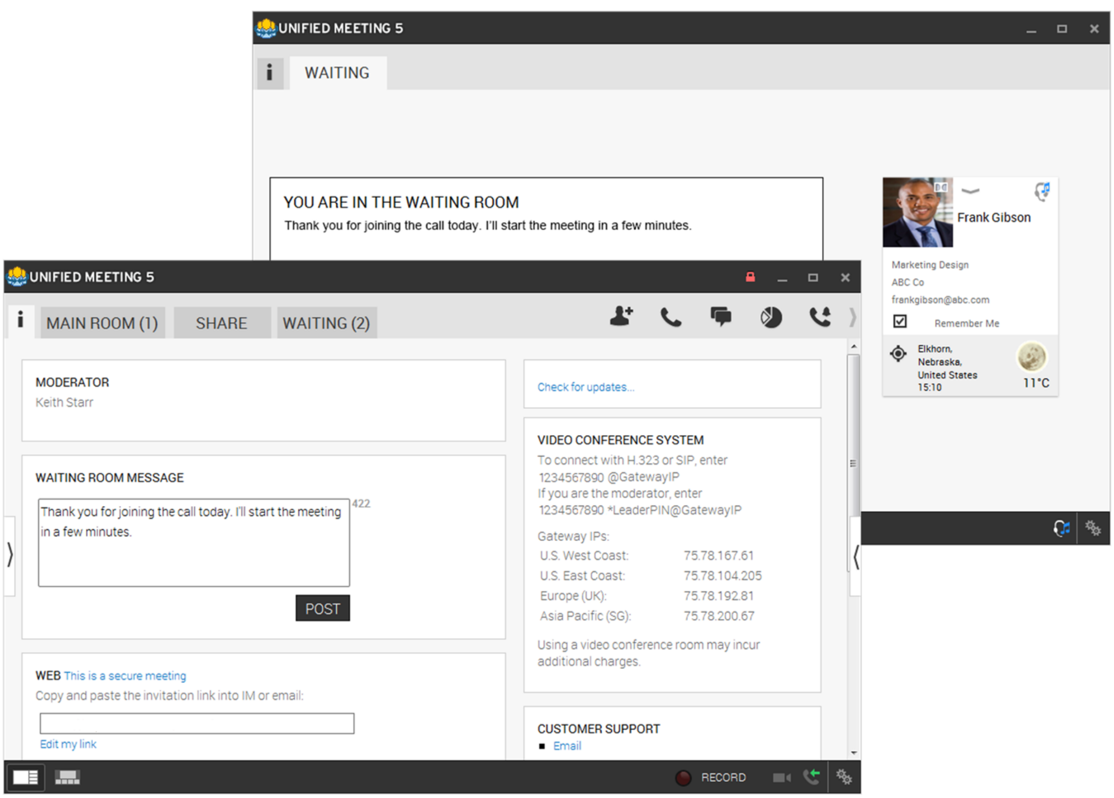
Please note by default the door to the meeting is closed if only the web portion of the meeting is launched.



CUSTOMIZE THE WAITING ROOM

Edit your personal message at any time to keep waiting participants informed if your previous meeting runs over or you need to notify them before entry of any updates such as gathering specific information from their email files, etc.

To access this, click on the Information Tab (i) and type in a message. This will be updated in the waiting room in real time. The message can be updated as many times as needed.



Call Control

You can always see the voice status of your participants in the participant panel or business cards.

Know who is currently speaking or has recently spoken in the meeting by selecting the menu icon ≡ on the participants list, then selecting **Recent Speaker**.

ONLINE WEB AND AUDIO SYNCHRONIZATION

By dragging and dropping the avatars of their name and phone connections together, moderators and participants can synchronize their own audio and web connections via the web interface without touching a telephone keypad.

Moderators can also synchronize participants’ audio and web lines to easily identify who is speaking.

VOICE STATUS ICONS

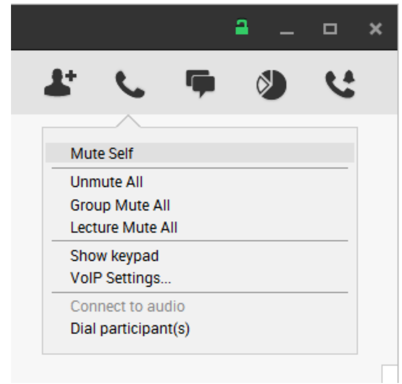
You can always see the voice status of your participants in the participant panel.

	**Standard Voice Icon** The participant (or moderator) is currently in the main meeting room connected by phone.
	**VoIP Voice Icon** The participant (or moderator) is currently in the main meeting room connected by their computer.
	**Active Speaker Icon** The participant (or moderator) is currently speaking, or it may indicate background noise coming from this line.
	**Active VoIP Voice 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 mute and group mute mode, participants have the ability to unmute themselves.
	**Muted VoIP Icon** Participants cannot be heard when their lines are muted. In mute and 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.
	**VoIP Lecture Mute Icon** Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves.
	**Dolby Voice Icon** If you have upgraded your Reservationless-Plus with Dolby Voice you will see the Dolby icon in the top right corner of your avatar. To learn more or enable Dolby Voice, please contact your sales representative.

MUTE/UNMUTE PARTICIPANTS

Click the voice icon next to the participant's name on their business card to mute or unmute that participant.

To mute/unmute all participants at once, click at the top of the interface then select **Mute/Unmute All**.



GROUP MUTE ALL AND LECTURE MUTE ALL

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

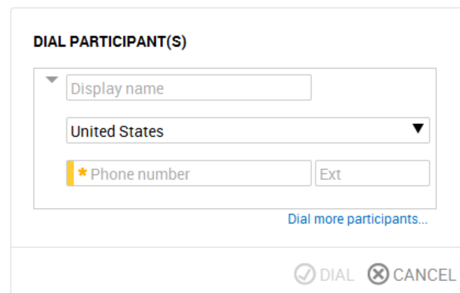
Group Mute All: All participants are muted and have the ability to unmute themselves by pressing **#6** on their telephone keypad.

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

DIAL-OUT TO PARTICIPANTS

From the toolbar menu, select and select **Dial participant(s)**. Enter the name and telephone number (no spaces or characters required) of the participant to call and click **Dial**.

To dial more participants simultaneously, click **Dial more participants**.

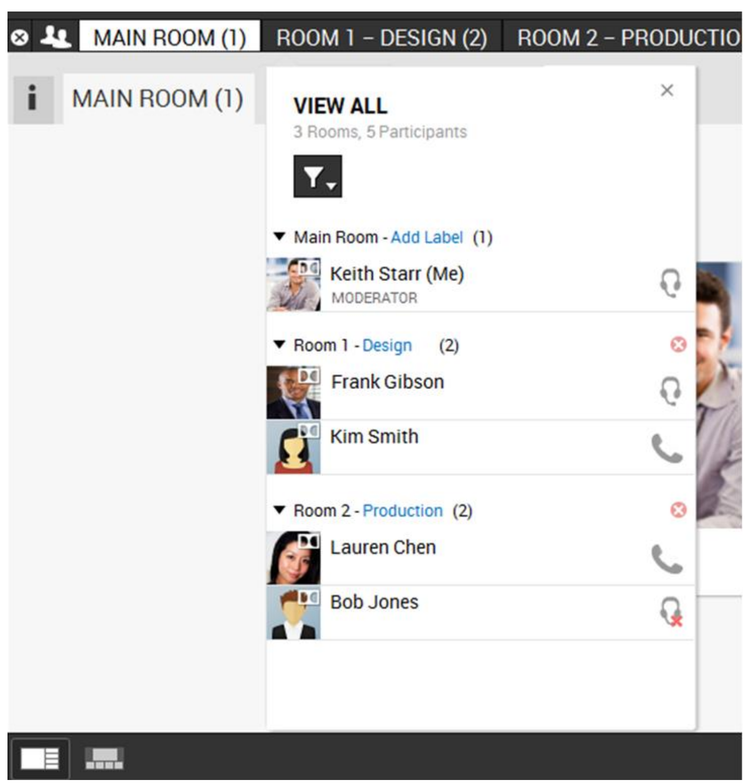


BREAKOUT ROOMS/SUB-CONFERENCING

Move your participants into breakout rooms where they can have a separate meeting experience. To create breakout rooms:

1. Right-click on the participant's avatar.
2. Select **Move to** and click on any room number to initiate the break-out room view.

Moderators have full control of all rooms (move participants between rooms, control audio, rename rooms, etc.).

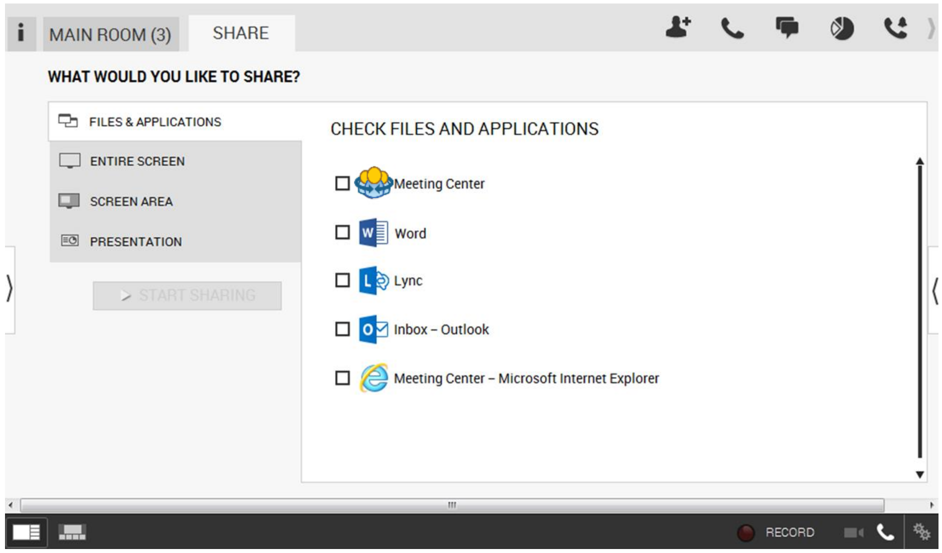


Share Visuals

APPLICATION AND DESKTOP SHARING

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

1. Click **Share** at the top left of the interface.



2. Select what you would like to share from the left side menu.

   Files & Applications: All applications currently open on your desktop and available for sharing will be listed. Select the file or application to share and click **Start Sharing** at the bottom of the interface.

   Entire Screen: Asks you to select a monitor, so that you can choose which monitor to share if you have more than one. Select the appropriate monitor and click **Start Sharing**.

   Screen Area: Enables you to select an area of the screen to be shared. Click **Select Area**, then click and drag the area you wish to share.

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 'Paused'.

To continue sharing:

Click **Pause** again and sharing will resume.

ENHANCED SHARING FEATURES

SCALING & RESIZING

Presenter and participants have the ability to collapse panels to increase the viewing area. Controls expand and collapse the left or right side of main meeting window.

ZOOM

Presenters and participants have the ability to zoom in on what is being shared. This coupled with the scaling and re-sizing tools works very well to ensure you do not miss any important information.

PROMOTING PARTICIPANTS TO PRESENTER

Participants can be promoted to a presenter during a meeting so they can share content from their own computers.

To promote a participant to presenter:

1. Right-click on the participant’s avatar you wish to promote.
2. Select **Grant Share Privileges**.
3. The participant will receive a notification that they have been granted sharing privileges.

To revoke sharing privileges, right-click on the participant’s avatar and select **Revoke Share Privileges**.

Participants can request sharing privileges by clicking the **Share** tab.

Please note participants must install the Unified Meeting 5 application in order to be promoted to presenter.

PASS SHARING CONTROL

Presenters can pass sharing control to participants during application or desktop sharing to control or edit content being shared by the moderator.

1. Right-click the participant’s avatar you wish to pass sharing control.
2. Select **Pass Sharing Control**.

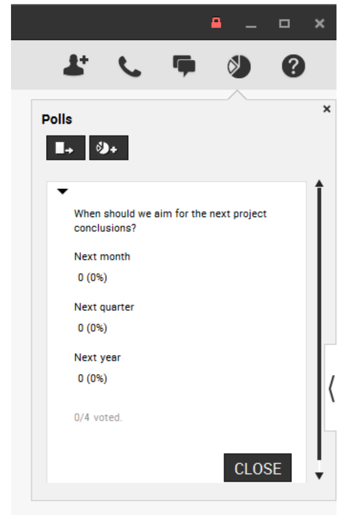
To revoke sharing control, left-click anywhere on the screen.

Enhanced Meeting Features

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

POLLS

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



NAME REPLAY

When a moderator right clicks on a participant's line in the Participant panel their recorded name will be replayed.

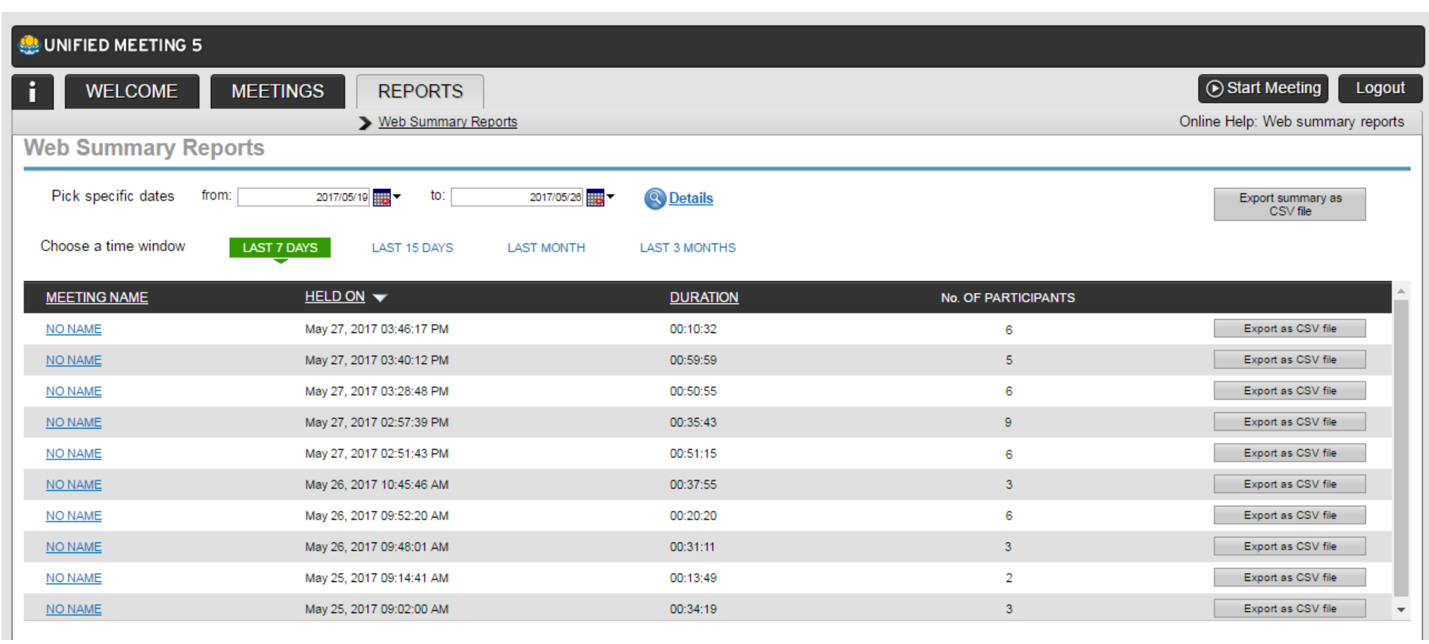
Please note the Name Record setting must be enabled prior to the meeting on the Reservationless-Plus® audio platform.

RAISE HAND

Participants with questions or comments can "raise hand" to notify the moderator and other meeting participants.

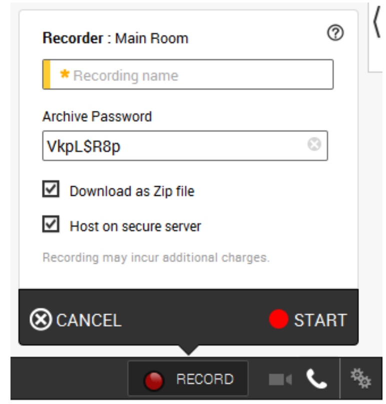
REPORTS

Unified Meeting 5 stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names, etc. Click **Reports** in the Conference Manager to access meeting reports.



RECORDING/ARCHIVING

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

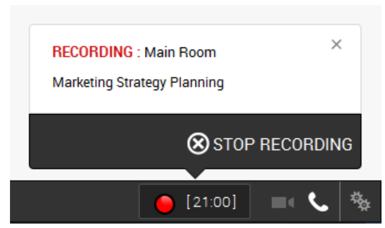


1. Click **Record** located at the bottom right corner of your screen.
2. Name the recording and select **Start**.
3. A system generated password will be automatically provided. You may change or remove the password, though we highly recommend to have your recordings password protected.

   By default, both archive retrieving options (i.e., download as a Zip file and host on a secure server) will be checked. You may update based on your preference.
4. The web recording will begin immediately.

   The audio recording session will begin after you hear the voice prompt, “Your conference is being recorded.”

   Participants will also see a pop-up message on their web interface advising them that the session is being recorded. They will be given an option to continue or leave the meeting.



5. To end your recording, click the recording timer, followed by **Stop Recording**.

   You will hear the message “Your conference is no longer being recorded.”
6. Your archives will be available after the meeting ends. They can be accessed via the Conference Manager, under Meetings.

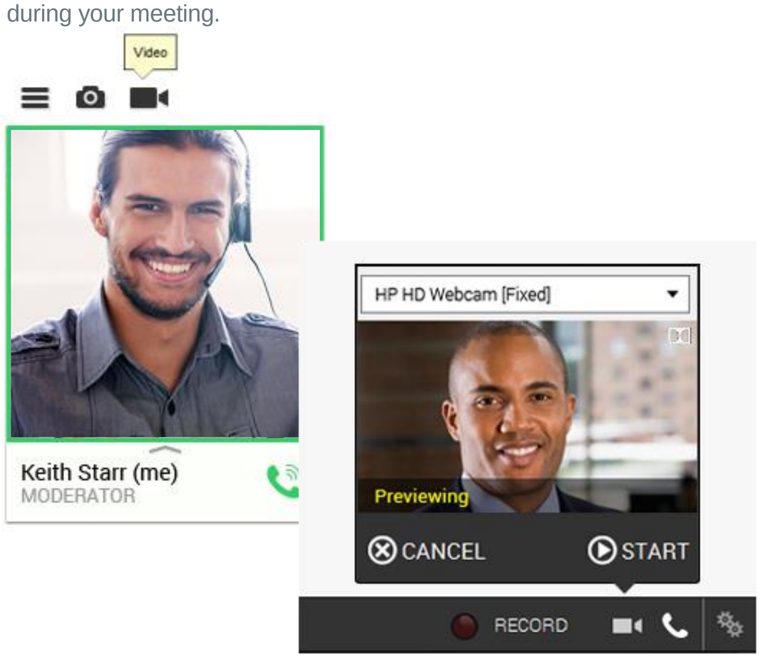
Please note additional charges will apply.

MULTIPOINT VIDEO

Moderators and meeting participants can broadcast video directly from their desktop web camera for even more effective online collaboration with multipoint video. Optimize your meetings with optional live video interaction with up to eight simultaneous video feeds.

Simultaneous video feeds can be configured up to 16. Please contact your sales representative for more information. Once provisioned, you and your participants may enable the video feed during your meeting.

ENABLING FROM YOUR AVATAR



1. Within the meeting, hover over your avatar until the available options are displayed.
2. Click the video icon to access the video feature. A preview window will start on your screen.
3. If you have multiple webcams connected to your computer, select the webcam to use from the dropdown list.
4. Select **Start** to stream your video to your meeting participants.
5. Hover over the same video icon to end your video streaming.

Customer Service and Support

TECHNICAL SUPPORT AND ACCOUNT ASSISTANCE

Technical support	umsupport-us@meetingconnect.net
Technical support during meeting	On your phone keypad: *0 (meeting) or 00 (individual) On the web: Click  in the Unified Meeting 5 interface and select the appropriate contact: Customer Support or Product Suggestions.
Billing and account inquires	877.769.7229