This user guide contains the basics for starting and moderating a Live Meeting web conference. It is intended to ensure you have everything you need to conduct your first Live Meeting. If you need additional assistance getting started, or if you do not have an account, please contact ConferencePlus™ at 1 800 866 0888.

1. Accessing Your Host Account

• All new hosts also receive a Presenter Invitation by email which includes your ConferenceAnytime service information and instructions for starting your meetings. You will also receive an Audience Invitation that enables you to easily invite others to your ConferenceAnytime meetings.

• To access your ConferencePlus host account online and gain access to additional tools and features available with your ConferencePlus service, just click on the MyAccount Dashboard graphic included in your Presenter email. You will receive an email informing you how to activate your Dashboard login ID and password.
1. Accessing Your Host Account (cont.):

2. Setting up Conference Anytime Meetings:
   - All new hosts also receive a Presenter Invitation by email which includes your ConferenceAnytime service information and instructions for starting your meetings.
   - ConferenceAnytime® 24X7 audio and web conferencing is setup with your ConferencePlus host account and ready for immediate use. You will receive new host information that provides start-up instructions on accessing and using your new service in a Presenter Invitation email.
2. Setting up Conference Anytime Meetings (cont.):

- As a new host you also receive an Audience Invitation that enables you to easily invite others to your ConferenceAnytime meetings.

- After logging in to your Account Dashboard, you can setup additional ConferenceAnytime subscriptions, as well as schedule one-time Conference Passcode meetings or Web Conference Only meetings. Select the “Create” button and then select the type of service you wish (Anytime, Passcode, or Web Only) from the drop-down menu that is displayed.
3. Setting up new Conference Anytime subscriptions:

- Your ConferencePlus Host account includes a Conference Anytime subscription that is ready for use, however, you may find it desirable to setup additional Conference Anytime subscriptions using your Account Dashboard. For example, you may want to setup separate subscriptions and assign a title to that ConferenceAnytime service such as “Project Team Meetings”.

- To setup a new Conference Anytime subscription, select the “Create” button, then select “Anytime Subscription”.

  ![Create Anytime Subscription](image)

- On the “Create Anytime Subscription” page, enter a conference title for your meeting. This is an optional field, but is recommended to help in identifying your meetings. Required fields are indicated with an asterisk.

  ![Create Anytime Subscription form](image)
3. Setting up new Conference Anytime subscriptions (cont.):

- Select your preference for Domestic (US, CA & Puerto Rico) toll free, toll service, or “Both” for dial-in audio access. “Both” is recommended

- Select the maximum expected number of participants you expect to attend for any meeting. This setting can be changed at a later date, if needed.
3. Setting up new Conference Anytime subscriptions (cont.):

- Select “Live Meeting Standard” as your web service. This web service will be automatically integrated for launching, joining and billing purpose with your Conference Anytime audio service.

- Select the desired Conference Preferences settings, or leave the default settings. The default settings are recommended for all Conference Preferences. Select the Submit button to complete your Conference Anytime Subscription setup. Your new subscription will appear in the Dashboard is ready for immediate use.
4. Setting up Web Only Meetings

- To setup a web only conference, select “Web Only”, then fill in the required information. You have the option to enter a phone number and passcode you wish to be displayed on your web conference. Select the Submit button.

- After submitting your request to create a new web only meeting, you will receive an online confirmation and email invitations (Presenter and Audience) In addition, your Web Only meeting will be displayed in the Scheduled Conferences and the Quickview panels of the Dashboard.

- To launch your Web Only meeting, select the “Launch Web Conference” icon (🚀).
5. Inviting others to your meeting:

+ Option 1 – My Account Dashboard. If you have internet access to MyAccount Dashboard you can easily send email invitations to your Live Meeting conference call from your email client account, enabling access to your client email phonebook. Simply login to your MyAccount Dashboard at http://www.conferenceplus.com.

+ Option 1 - My Account Dashboard (cont.) After logging in to your MyAccount Dashboard, click on the “Invite Others” icon (✉️) associated with the desired conference.
5. Inviting others to your meeting (cont.)

**Option 1 - MyAccount Dashboard (cont.).** Your email client will be opened and populated with your ConferenceAnytime and Live Meeting participant information. Simply add email addresses from your email client phone book.

![Invitation email example](image)

- **Host:** HOST NAME
- **Call Title:** Project Team Meeting
- **Call Date:**
- **Call Time:**
- **Confirmation #:** 21810000
- **Primary Dial-In:** 800-555-0000
- **Passcode:** 506 0000#

To join the web conference: [http://web.meetme.net/](http://web.meetme.net/)
For a current list of alternate numbers: [http://web.meetme.net/](http://web.meetme.net/)
Learn more about ConferencePlus and our services: [http://www.conferenceplus.com](http://www.conferenceplus.com)
5. Inviting others to your meeting (cont.)

+ Option 2 – Audience Invitation. A link to your Live Meeting conference is included in your audience invitation email template. Select the email template from your email client and add meeting details to the body of the email.

- From your desktop email client, add any desired email addresses and send the email invitation.

![Audience Invitation Email Template](image-url)
5. Inviting others to your meeting (cont.)

+ Option 3 – Live Meeting Email Feature. You can easily send email invitations to your Live Meeting conference call from your Live Meeting web console. Simply login to your Live Meeting web console and click on the toolbar option called Attendees, then click Invite, By Email.
5. Inviting others to your meeting (cont.)

+ Option 3 – Live Meeting Email Feature (cont.), Your email client will be opened and populated with your ConferenceAnytime and Live Meeting participant information. Simply add email addresses from your email client phone book.
5. Inviting others to your meeting (cont.)

+ **Option 4 – Outlook Calendar Scheduling.** You can schedule a web conference by utilizing the ConferencePlus Plug-In tool. The plug-in will appear on your outlook toolbar as shown below.

- **Step 1:** Single-Click the selected day and time-slot for the meeting on the “Day” view of your Outlook Calendar.
- **Step 2:** Click the Conference button in the toolbar area of Outlook Calendar. This will open a meeting window with an additional tab marked Audio Conference.
- **Step 3:** Click the Audio Conference icon in the toolbar area of the Meeting window. Click the drop-down arrow from the Audio Conference section and select Live Meeting from the list.

- **Step 4:** Click the Appointment icon on the Meeting window toolbar.
- **Step 5:** Fill in the Subject, address the invitation, and click Send.
5. Inviting others to your meeting (cont.)

+ Option 4 – Outlook Calendar Scheduling (cont.). The Host receives a calendar meeting with phone number, passcode, moderator code and web link information already populated. The Participant receives a calendar invitation containing the phone number, passcode and web link information.
6. How participants join your meeting:

**Option 1 – Join using the “Meet-me” link.** Participants who receive your email invitation, either from the “Invite Others” email option from your Dashboard, or from the Audience Invitation email option, will be able to easily join your meeting by using the link that is included in the email template. This link directs your participants to join the web conference from the ConferencePlus “Meeting Center”, where the participant is prompted to enter only their name, email address and company name.

**Please note** - it is not necessary for your participants to remember or use a “Meeting ID” or “Meeting Key” to join your web conference! Using the ConferencePlus “Meet-me” link and Meeting Center automatically cares for routing your participants to the correct web conference.

**Option 2 – Join using the Meeting Center Participant link.** Your participant can also easily join your web conference without the Meeting Center link. Just direct them to go to the ConferencePlus website at [www.conferenceplus.com](http://www.conferenceplus.com) and select the “Participant” link in the upper right hand corner of the main page.
6. How participants join your meeting (cont.):

+ Option 2 (cont.) – Join using the Meeting Center Participant link. After selecting the “Participant” link, your participants are directed to a ConferencePlus Meeting Center page that allows them to join your web conference by entering their name, email address, company name, and the audio conference dial-in number and passcode.

This option for joining your web conference is particularly useful when you need to convene last-minute or “ad-hoc” meetings, or when you or your participants don’t have access to email. You can also combine the way your participants join your meeting using both options, as needed.

Please note - it is not necessary for your participants to remember or use additional “Meeting ID” or “Meeting Key” to join your web conference! Using the ConferencePlus Meeting Center automatically cares for routing your participants to the correct web conference.

![Meeting Center Participant link](image-url)
7. **Launching Your Web Conference:**

+ **Option 1 - Presenter Invitation.** A link to your Live Meeting conference is included in the presenter invitation. Simply click on this link and it will open your browser and launch the ConferencePlus Meeting Center page. In the Meeting Center, just accept the terms and conditions and click on “Start”. Your Live Meeting will launch and you are ready to go!
7. Launching Your Web Conference (cont.):

+ Option 2 - MyAccount Dashboard. If you have access to MyAccount Dashboard from a desktop browser, you can launch your stand alone Live Meeting conferences, or those that are associated with a ConferenceAnytime™ subscription or a ConferencePasscode™ call. Simply log in to your MyAccount Dashboard at [http://www.conferenceplus.com](http://www.conferenceplus.com).

After logging in to your MyAccount Dashboard, click on the “Start Web” icon (⚡) associated with the desired conference and your Live Meeting conference will be launched.
7. Launching Your Web Conference (cont.):

+ **Option 3 - Meeting Center.** You may also launch your Live Meeting conference from the ConferencePlus Meeting Center. Go to [http://www.conferenceplus.com](http://www.conferenceplus.com)

  - In the **Meeting Center** box, click on Host/Moderator link. You will be taken to a Moderator Sign-In page.

  ![Meeting Center](image1)

  - Enter your Dial-In Number, Passcode and Moderator Code and click on the “Sign In” button. This will take you to the **Start a Conference** page.

  ![Start a Conference](image2)

  - In the **Start WebPlus** box, accept the terms and conditions and click on “Start”. Your Live Meeting conference will be launched.
8. Live Meeting Console Features

The Live Meeting console is made up of multiple components:

- Presentation area in the middle of the console.
- Control panels (panes) accessible on the top of the console.
- Annotation and slide controls located on the bottom of the console.

Content

The Content pane displays the list of resources (including documents, slides, and shared resources) currently available for the meeting. Use this pane to add, access or manage meeting content or handouts.

The following options are available in this pane:

- Share
- Thumbnails
- Lock
- Manage
- Content SlideShow

Attendees

The Attendees pane displays a list of all active participants and ways in which you can interact with each participant.
8. Live Meeting Console Features (cont.)

The following options are available in this pane:

+ Invite
+ View
+ Find
+ Voice
+ Permissions
+ Rooms – Allows the Presenter to create Breakout rooms.*

Breakout rooms allow the presenter to separate the meeting participants into groups and place each group in their own virtual room.

Voice & Video

Use this pane to view or manage meeting voice and video.

The following options are available in this pane:

+ Phone
  + Mute / Unmute Speaker – Includes Speaker Volume*
  + Mute / Unmute Microphone – Includes Microphone Level*
+ Show / Hide Video from web cam
+ Options
  • Connect Telephone and Computer Audio*
  • Audio/Video Tuning Wizard
  • View Dial-In Details
  + View Current Speaker

Q&A (Questions and Answers)

The Q&A pane displays questions asked by meeting participants, so that presenters can respond. Use this pane to ask, answer or manage questions and raised hands.

The following tabs are available in this pane:

+ Q&A
  + Manage

Meeting

Displays console branding and meeting information. Use this pane to display detailed information about the current meeting.

The following options are available in this pane:

+ Invite
8. Live Meeting Console Features (cont.)

• By e-mail
• Lobby
• Lock
• Exit
• Exit and End Meeting

Recording

Use this pane to create and manage recordings for the current event.

The following options are available in this pane:

• To My Computer*
• To Server

Undocking and Moving Panes

Each participant can show or hide each pane in his or her console. As a pane is selected a list of menu options is available. The pane can be detached from the top bar, and display as a separate window or be docked into the meeting console. Each pane that is displayed and docked will shrink the content of the presentation to be displayed.

As the organizer of a meeting, you can control which console panes are available to participants. You can control these settings in two ways:

• In advance of the meeting, in the Additional Features section of your Meeting Options window or Meet Now options, configure the panes to be made available to participants.

• During the meeting, in the Attendee Permissions window, configure the panes to be made available to participants.

The following steps can be used to manipulate the panes. You follow these steps with the activity below.

To dock a pane:

• Select the pane to open from the panes or command bar.
• Select the pane option to view.
• Position the cursor over the top of the pane, until the move cursor displays, and the message Drag to make this panel float message appears.
• Left click, and drag the pane to the desired location. As you drag the pane around the console, different areas will be highlight to display a location the pane can be docked.

To minimize a pane once it is docked, click the Minimize button on the pane’s title bar. You can redisplay the pane at its full size by clicking the button a second time.

To close a pane, click the Close button on the pane’s title bar. You can redisplay the pane by opening the pane from the pane menu.
8. Live Meeting Console Features (cont.)

To Move a Docked pane:

- Left click the title bar of the pane.
- Move to the desired location.
- If the pane is closed while the pane is not docked, the next time the pane is opened, it will be opened docked to the command bar.

In addition to managing panes, you and other participants can by changing the console to Full Screen mode.

Share content

There are multiple methods of sharing. You can share information any of the following ways:

- Add File to Meeting
  Add a specific file to the meeting to be viewed or edited

- Share an Open Program
  Display a specific application currently open on the desktop.

- Share the Desktop
  Display the entire desktop, and all applications.

Upload file to Meeting

Upload File (View Only) will upload a file, located on the presenter’s computer, to the meeting. To upload a file, perform following tasks.

- Click Content to display the Content pane

  ![Content Pane]

- Click Share and select Add File to Meeting, and click Upload File (View Only).
8. Live Meeting Console Features (cont.)

View
Select this option to display a copy of the file. Other participants will be unable to edit this file.

Choosing this selection simply uploads the file from the presenters’ computer to the Live Meeting servers. The file will then be displayed on all the meeting participants’ computers.

Edit
Select this option display an editable copy of the file. All participants will be able to edit this file.

This selection opens the chosen file in its designated program to be displayed to all attendees.

- In the Choose a document to share window, select a document and click Open.
- In the Import to Live Meeting window, click Continue. Windows will display the progress of content being uploaded.

After the content has been uploaded to the server, click the document in the Content panel.

Share a Program

Share a Program will display an application that is currently installed on the presenter’s computer. The following steps can be used to Share the application.

- On the Content pane, click Share.
- Select Share a Program, and then click the program to be shared. Live Meeting enters Sharing mode (in your console only), and the program and its content will be visible to all participants.
- In the Sharing Command bar, click the blue arrow to end sharing and return to meeting console.
8. Live Meeting Console Features (cont.)

Share the Desktop

Sharing the desktop is a method, for sharing all programs currently open on the presenter’s desktop. Any content that is viewable on the presenter’s computer will be viewable by all participants in the meeting.

To share the desktop, perform the following tasks:

- On the Content pane, click Share.
- Select Share the Desktop, and click one of the following options:

**All**

Select this option to share all activity on your computer

**Selected Area**

Select this option to share a portion of your desktop within a Sharing frame. Then, move and resize the Sharing frame to the area to be shared

In the Sharing Command bar, click the blue arrow to End sharing and return to meeting console.

Live Meeting enters Sharing mode (in your console only), and the desktop is visible to all participants.

*To share control of your computer with another presenter (*Only Available in Live Meeting Professional):

- In the Sharing controls, click the Give Control button.
- In the Give Control dialog box, click the name of attendee to whom you want to give control, and then click OK.
8. Live Meeting Console Features (cont.)

The controlling participant can now use the selected items on your computer. For example, if you give control of Microsoft Word, all participants see the controller's use of the Word document you are sharing.

To end application sharing control:

+ On the Sharing controls, click the Take Control button.

Other Meeting Content

Collaborative slides are Live Meeting slides that help you collaborate with other attendee's. Unlike PowerPoint presentations, collaborative slides do not need to be imported or created in advance. You can insert collaborative slides spontaneously during a meeting, to help capture a certain idea or brainstorm with other attendees.

The following five collaborative pages are available:

+ Whiteboard page - A Whiteboard page is a blank image page upon which you can draw, add text and stamps, and highlight information, by using the Annotation tools. For example, if you want to quickly create a flow chart to illustrate a point, insert a White Board and then use the Annotation tools to draw squares, lines, and so on.

+ Polling page - Use polling pages to find out attendees' reactions and opinions during a presentation. Polling pages are a great way to solicit feedback from attendees by allowing them to select from several responses to a question. You can create Polling pages ahead of time or insert them on-the-fly during your presentation.

+ Text page - A Text page is a blank editable page upon which you can type. For example, if you want to type new information that is available to the audience to copy and paste, such as an action items list, you can create a Text page. When you create and work with a Text page, you can right click on the screen or use keyboard commands to copy, paste, cut, and delete text.

+ Web page - A Web page lets you display a Web page to the attendees and provides each attendee with an independent connection to that URL, allowing them to navigate the site freely. Web pages are ideal for allowing attendees to complete a survey or form during your meeting.

+ Screen snapshot - A Screen snapshot shows a captured screen shot from your computer, such as a captured spreadsheet or graphic. After you create a Snapshot, you can use the Annotation tools to add annotations to it.

Typically, you will add collaborative slides as new resources. However, you may choose to insert a collaborative slide into an existing resource—for example, as a new slide in a PowerPoint presentation resource that you previously imported.

To add a collaborative slide as a new resource, follow the appropriate instructions below.
8. Live Meeting Console Features (cont.)

Create a Whiteboard

The Whiteboard Page supports rich text format and the ability to change font face, font size and font color.

- Click Content.
- Click Share.
- Click Whiteboard Page.
- When the Whiteboard opens, click the drawing and text tools at the bottom of the window to create content.

Create a Poll

- Click Content.
- Click Share.
- Click Poll Page.
- In the Create Poll dialog box, type a question, and then type labels for each choice.
- Click OK.

Create a text page

- Click Content.
- Click Share.
- Click Text Page.
- When the Text Page opens, begin typing on the screen.

Share a Web page

- Click Content.
- Click Share.
- Click Web Page.
- In the New Web Page dialog box, type the URL you want attendees to visit.
- Click Verify Web Page. The Web Page Check dialog box appears.
- If the Web page displays correctly, click Create Web Page.

Share a snapshot of a portion of your screen

- Click Content.
- Click Share.
- Click Screen Snapshot.
- Position the frame over the area of your screen you want to share, and click the camera icon.
8. Live Meeting Console Features (cont.)

To Insert a collaborative Slide into an Uploaded Slide Deck

- Click Content.
- Click the slide deck that you want to add a slide or page to.
- Click Thumbnails.
- In the Thumbnails pane, right-click the thumbnail directly above the point where you want to insert the slide, click Insert New Page.
- Select the type of slide you want to add (Whiteboard, Web Page, Text Page, Poll, or Screen Snapshot.)

The slide is added below the insertion point you specified in the existing slide deck.

Drag and Drop Upload

- Open a folder on your desktop that contains the file that you want to upload.
- Drag the file to the taskbar button for Live Meeting.
- After Live Meeting becomes the active application drop the file on either the Content pane or the Presentation area. The file will begin to upload automatically.
8. Live Meeting Console Features (cont.)

Display Content

Once resources are added to Live Meeting, they appear in the Content pane of the console, where you can reorder or rename them as needed. If a resource contains multiple parts (for example, a PowerPoint file made up of several slides), each part is displayed in a secondary panel, called the Thumbnails pane, when you click the resource in the console.

The following steps are used to display content that has been imported.

- In the console, click Content.
- In the Content pane, click the content to be displayed.

Display Multimedia Content

- In the console, Click Content.
- In the Content pane, click the multimedia content to be displayed.
- When the content is loaded in the console, the playback buttons will be available.
- Click the play button to start the multimedia content.

Manage Multimedia Content

After the multimedia content has loaded on the attendee’s local system, they will be able to control playback on their own system using the controls located at the bottom of the console.

The Presenter has the ability to lock and control playback of the content, by clicking lock.

Lock the Content

The current presentation can be locked, so only the selected presenter is able to manage the current presentation. This prevents other presenters from accidentally taking control of the meeting.

Perform the following steps, to lock the content to a specific presenter:

- On the Content pane, click Lock.
- Select the presenter to manage the presentation.
8. Live Meeting Console Features (cont.)

Rotate Slides

The presenter has the option to have the slides rotate automatically using a set timing between slides.

To setup rotating slides:

- Select the content to be displayed.
- On the Content pane, click >> and select Content Slideshow.
- In the Content Slideshow window, select the seconds between page changes, and click Start.

The pages will now display for the set per number of seconds, and then automatically display the next slide.

To stop the rotating slides:

- On the Content pane, click Content Slideshow.
- In the Content Slideshow window, click Stop.

Annotate Slides

The key to a successful presentation is making it easy for attendees to follow along. Using annotations is an effective way to guide attendees through a presentation, emphasize or illustrate key ideas during the event. With the annotation tools in Live Meeting, you can add text, draw lines and shapes, and add stamps to any imported resource, or to any Whiteboard or Snapshot slides. You can also highlight areas of importance by using the pointer or highlighter tools. After adding annotations, you can move them, copy and paste them, delete them, or clear all annotations at once. You can also use the Edit menu commands to copy, paste and delete annotations.

Note: Using the Clear Annotations on the Annotations toolbar, you can only clear annotations on one slide or page at a time. To clear all annotations for the resource with one click, you can use the Manage Meeting Resources window.

+ Annotation Tools are located at the bottom of the console in the Context Bar.
8. Live Meeting Console Features (cont.)

Annotate Slides (cont.)

The following lists the annotation tools and describes how to use each tool:

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Annotation</td>
<td>Use the Select Annotations tool to select an annotation that you added. To move an annotation, delete it, or use it with Edit commands such as Copy, you must first select the annotation by using this tool.</td>
</tr>
<tr>
<td>Pointer</td>
<td>Use the Pointer tool to point to information on the slide, similar to how a laser pointer works.</td>
</tr>
<tr>
<td>Draw Text</td>
<td>Use the Draw Text tool to add notes or a comment to a slide.</td>
</tr>
<tr>
<td>Draw Freehand</td>
<td>Use the Draw Freehand tool to draw lines, arrows, and shapes.</td>
</tr>
<tr>
<td>Color Picker</td>
<td>Pick the color of the text or lines to draw.</td>
</tr>
<tr>
<td>Highlighter</td>
<td>Use the Highlighter tool to highlight an area, similar to how you would use a yellow marker to underline a passage in text.</td>
</tr>
<tr>
<td>Check Stamp</td>
<td>Use the Stamp tool to add an arrow, check mark, or X to the slide.</td>
</tr>
<tr>
<td>Clear Annotations</td>
<td>Use the Clear Annotations tool to remove all annotations from a slide.</td>
</tr>
</tbody>
</table>

To allow the attendees to use annotations during a meeting, follow these steps.

- Click Attendees in the command menu.
- In the Attendees pane, click Permissions.
- Select Annotate current content in the Attendee Permissions window to grant an attendee the permission to use annotations.
- Click Close to close the window.
8. Live Meeting Console Features (cont.)

Full Screen

The content in the presentation can be set to full screen to maximize the viewing area.

Click full screen icon in the Command Bar, which is located on the lower right-hand side of the console.

![Full Screen Icon](image)

Review Content

Content can be reviewed by other presenters without the possibility of them taking control of the meeting.

Click the Review Content, in the Command bar.

![Review Content Icon](image)

Handouts

The key to a successful presentation is making it easy for attendees to follow along. Using handouts is an effective method to allow attendees to receive additional content that can be referenced after the event. Handouts are available to all attendees.

Note: The Download only or Upload and Download permission must be configured in the Attendee Permission section for Handouts to be available to attendees.

![Handouts Interface](image)
8. Live Meeting Console Features (cont.)

UPLOAD HANDOUTS:

- On the Command Bar in the upper right of the console, click Handouts.
- Click Upload in the Handouts pane.
- Use the Open window to select a file, click Open to upload the file.

Note: The site administrator can prohibit certain file types from being uploaded as handouts. You will be notified if you do not have permission to upload the file.

- The file upload process will finish and the file will be available in the Handouts window.
- Close the Handouts window.

Download Handouts

- On the Command Bar in the upper right of the console, click Handouts.
- Select the file to download in the Handouts window, and click Download.
- In the Browse For Folder window, select a destination to save the file, and click OK.
- The file is downloaded to the destination.
- Close the Handouts window.

Delete Handouts

- On the Command Bar in the upper right of the console, click Handouts.
- Select the file to delete in the Handouts window, and click Delete.
- Click Yes to Confirm Deletion.
- Close the Handouts window.

Invite Attendee

Attendees can be invited to a Live Meeting or the conference call from the Live Meeting console using the following panes:

+ Attendees
+ Meeting

If the presenter sends an invitation to the Live Meeting, the presenters e-mail client is used. If the presenter would like to have someone join the conference call, the conference call must be started first.
8. Live Meeting Console Features (cont.)

Invite Attendee to the Live Meeting

Attendees can be invited to the current Live Meeting from the Attendee or Meeting pane.

In order to request attendees join the current Live Meeting using the Attendee or Meeting pane in the console, the following steps must be performed:

- Click Attendees or Meeting from the Command bar.
- In the Attendees or Meeting pane, click Invite By E-mail.
- A meeting invite e-mail will be opened using the presenters e-mail client, with join information for the current meeting.
- Add the attendees e-mail address to the To field, and click Send.
- When the users receive the e-mail, they will be able to click a Join Meeting link to join the meeting.

View Attendee

Presenters may need to sort Attendees displayed in the Attendees pane, or locate a specific participant during an event. Attendees can be arranged using the following options:

- **Audio**: Sort Attendees by current audio status.
- **Name**: Sort Attendees alphabetically by name. Names can be sorted using the following options.
  - A on Top
  - Z on Top
- **Feedback**: Sort the Attendees by mood.
- **Role**: Sort the Attendees their role in the meeting.

Attendees can be viewed using the following formats:

- **List**: Attendees are listed and arranged per the arranged by options above.
- **Seating Chart**: Seating chart option displays users based on their mood, in a seating chart format. The Arrange by option is not available displaying users in this format.
- **Role**: Sort the Attendees their role in the meeting.
8. Live Meeting Console Features (cont.)

Sort Attendees

To sort attendees:

- Click Attendees from the Command bar.
- In the Attendees pane, click View.
- In the View menu, select Arrange by, and then click the desired view.

Attendees will now be displayed using the selected view.

Find Attendee

If the Attendee list is long, it might become difficult to locate a specific meeting participant. The participant can be located using Find in the Attendee Pane.

To find a specific attendee:

- Click Attendees from the Command bar.
- In the Attendees pane, click Find
- Type the name of the Attendee to locate.

As more letters are typed the Attendees displayed will narrow until only the specific match is displayed.

Live Meeting with Integrated Audio Conferencing*

Integrated audio conferencing includes the “Call Connect” feature which enables the display of all audio participants in the Live Meeting console when used with your Conference Anytime service.

*features are only available if the participant enters the Live Meeting first and has the Live Meeting console dial out to them to join the audio portion of the meeting.

- As the host and participant you will automatically get a pop-up box that will prompt you to have the console dial out to you. If you do not get that box you can simply go to the Voice and Video drop down menu and click join audio.
- In order to enable or disable the “Call Connect” feature the web participants can go to the Voice and Video drop down menu.

To connect to the audio portion when using Telephone Conferencing

- Once you have logged into your meeting, the Join Conference Call dialog box should appear. If not, select Voice and Video from the top menu.
- Select your County/Region from the drop down menu then enter the area code and phone number at which you wish to be called in the Call me at fields.
8. Live Meeting Console Features (cont.)

- Click Join Conference Call.
- Select the Leader radio button then enter your ConferenceAnytime Leader PIN.
- Click Join

To confirm the connection, make sure that a telephone icon appears next to your name in the Attendees tab in Live Meeting.

As a presenter you can control the audio of the attendees*. The following actions can be performed on attendees:

*features are only available if the participant enters the Live Meeting first and has the Live Meeting console dial out to them to join the audio portion of the meeting.
8. Live Meeting Console Features (cont.)

**Mute All Except Me**
All audio will be muted except for the presenter who clicked this option.

**Unmute All**
All attendees will be able to speak during the presentation.

**Lock Mute Attendees**
All attendees are muted for the duration of the event, and cannot be unmuted.

**Request all Identify Phones**
Request that attendees who dialed into the conference (did not have the service dial them) add phone dial in information to allow the console to identify which phones are associated to which attendees.

**Identifying Unnamed Callers in the Meeting**

- On the Attendees list, hover over the unidentified attendee’s row. A window containing the unidentified attendee’s phone number will appear.

- Right click on the caller’s row.
- If you do not recognize the phone number associated with the caller, you may remove them from the meeting.
8. Live Meeting Console Features (cont.)

Dialing Out to Participants

- On the Attendees panel, click Invite and then select Call Someone. The Call someone on the phone dialog box appears.

- Enter the name of the person you would like to call, select the Country/Region in which he or she is located from the drop down menu then enter the area code and phone number.
- Click Call Now.
8. Live Meeting Console Features (cont.)

Muting Individual Participant’s Lines

- On the Attendees tab, right click the attendee’s row that you wish to mute.
- To mute the attendee’s line, select Mute.

Note: You will not be able to unmute a participant’s line once it is muted. You should instruct attendees to right click their own names to unmute the lines.

Muting the Group

- On the Attendees panel, click Voice.
- To mute the entire group, select Mute All Except Me.
8. Live Meeting Console Features (cont.)

Note: You will not be able to unmute the group once the lines are muted. You should instruct attendees to right click their own names to unmute the lines.

**Breakout Rooms***

Breakout rooms allow the presenter to create workgroups that can be used during the event. They can then be brought back to the main room to discuss the topics from the Breakout rooms.

*In order to participate via audio in your breakout rooms, you need to schedule an attended call.*

Note: Once the Breakout rooms are started, every participant will be promoted to presenter status in all Breakout rooms and the main room. The will return to Attendee status when Breakout rooms have been stopped.

To access the Breakout Room controls:

- Click Attendee on the Command menu and then click Rooms in the Attendee panel.
- In the Breakout Room Setup window, select the desired options, and then click OK.

Note: The setup breakout rooms dialog only appears when no breakout room configuration exists. To restart the dialog box, use the Delete all Breakout rooms under the Options menu.

![Breakout Room Setup dialog](image)

- **Specify the number of rooms**
  - Allows the presenter to specify the number of Breakout rooms available.

- **Specify the number of people in each room**
  - Allows the presenter to specify the maximum number of people allowed in a Breakout room.
- **Automatically assign participants**
  - Automatically assigns participants to the Breakout rooms.
  - Note: The presenter may change the Breakout room for the participant before starting Breakout rooms.

- **Manually assign participants**
  - Allows the presenter to direct each attendee to a specific Breakout room.

- After the Breakout rooms have been started, the presenter will receive the following menu items in the Attendee panel:
  - **Start/Stop**
    - This toggle button allows the presenter to start and stop all Breakout rooms.
  - **Go to**
    - Allows the presenter to go to all the breakout room available and return to the main meeting room.
    - Note: Go to will become available once the Breakout rooms have been started.
  - **Options**
    - Add Breakout room
    - Delete contents of all Breakout rooms.
      - Note: This can only be done after the breakout rooms have been stopped
    - Delete all Breakout rooms.
      - Note: This can only be done after the breakout rooms have been stopped.
8. Live Meeting Console Features (cont.)

- Depending on your selections in step 2, verify the attendees are listed in the correct Breakout room.
- Click Start to start the Breakout rooms. Each attendee will be directed to their specified room.
- As a presenter, you may jump from room to room by clicking Go to and selecting the desired room.
- Click Stop to stop the Breakout rooms and direct all participants back to the main meeting room.

Manage Attendee Permissions

During a scheduled meeting, attendees’ access to meeting functions can be controlled by adjusting their permissions. Presenters manage attendee permissions by using the Attendee Permissions window.

To display this window, perform the following:

- Click on Attendees from the Command bar.
- In the Attendees pane, click Permissions.
- Select the appropriate permissions in the Attendee Permissions window to grant an attendee the permission.
- Click Close to close the window.
8. Live Meeting Console Features (cont.)

By using the Attendee Permissions window, you can allow attendees to do the following:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print to PDF*</td>
<td>Attendees are able to print the currently listed presentation to a PDF file. (*Only Available in Live Meeting Professional)</td>
</tr>
<tr>
<td>Review current content</td>
<td>Enables the Review Content icon for Attendees. Attendees can privately scan all thumbnails in the currently presented resource, without affecting the presentation, by choosing Review Resource on the Tools menu of the console.</td>
</tr>
<tr>
<td>Ask Questions</td>
<td>Attendees can ask questions, raise hands and receive presenters’ responses by using the Q&amp;A pane.</td>
</tr>
<tr>
<td>Annotate current content</td>
<td>Attendees can add annotations, visible to all participants, to the currently displayed page or slide in the presentation area.</td>
</tr>
<tr>
<td>Create personal recording</td>
<td>Attendee can create a local record of the meeting, for personal use.</td>
</tr>
<tr>
<td>Interact</td>
<td>View Attendee list</td>
</tr>
<tr>
<td></td>
<td>Attendees can view information about other participants</td>
</tr>
<tr>
<td></td>
<td>View seating chart</td>
</tr>
<tr>
<td></td>
<td>Attendees can view the seating chart form the Attendee pane.</td>
</tr>
<tr>
<td></td>
<td>Note: Affects all participants.</td>
</tr>
<tr>
<td>Chat</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attendees can conduct one-on-one chats during a meeting.</td>
</tr>
<tr>
<td>Use Content Tools</td>
<td>View thumbnails and navigate current content.</td>
</tr>
<tr>
<td></td>
<td>Attendees can view the Thumbnails pane in their consoles,</td>
</tr>
<tr>
<td><strong>Handouts</strong></td>
<td><strong>Download only</strong></td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------</td>
</tr>
<tr>
<td></td>
<td><strong>Upload and download</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Not available</strong></td>
</tr>
<tr>
<td><strong>Shared Notes</strong></td>
<td><strong>View, save</strong></td>
</tr>
<tr>
<td></td>
<td><strong>View, save, edit</strong></td>
</tr>
</tbody>
</table>
Promote Attendee

Occasionally you might need to promote an attendee to presenter status during a Live Meeting session. Only presenters can promote attendees.

To promote an attendee, follow these steps:

- From the attendee panel, right-click the attendee and select Promote to Presenter.

The attendee will now have the permissions of a presenter.

Remove Attendee

Occasionally you might need to remove an attendee from a Live Meeting session if his or her attendance is inappropriate. Only presenters can remove attendees.

To remove an attendee, follow these steps:

- From the attendee panel, right-click the attendee and select Remove from Meeting.

Chat with Attendees

Chats are a useful way for presenters to communicate with attendees or presenters during a meeting.

In some circumstances, you might also want to allow attendees to open text chats with one another. Participants can then conduct brief, separate conversations away from the larger group. When chatting is enabled, each participant can have multiple one-on-one chat sessions open simultaneously. Any participant can block individual participants from chatting with them by right-clicking the name of the participant in the Attendees pane and then clicking Block Chat.

As a presenter, you can always chat with meeting participants. But you can control whether participants can chat among themselves. For more information, see Manage Attendee Permissions.

To chat with another attendee

- In the Attendees pane, right-click the name of the person with whom you want to chat.
- Click Chat.
- A Chat box appears on both your computer and the person’s computer with whom you select to chat. The person’s name appears in the title.
- Enter your comment or question in the box, and then click Send. The chat between you and the other attendee appears at the top of the box. Your chat is private and cannot be seen by other attendees.
- When you finish chatting, close Chat.
8. Live Meeting Console Features (cont.)

Monitor Attendee Feedback

Within the Attendee pane, each participant's row contains a colored rectangle, the color of which indicates the participant's current perception of the meeting. This perception is referred to as the participant's mood.

If you wish to view the participants in a seating chart rather than a list form, click View from the Attendees panel, and select Seating Chart. The Seating Chart provides a view of the number of attendees and their ongoing feedback.
8. Live Meeting Console Features (cont.)

A large meeting is represented by a row of presenters and many rows of attendees. A smaller meeting is represented by a round table surrounded by several participants surrounding it.

Seating charts can help you gather rapid feedback from your audience as participants change their chart colors to indicate their responses throughout the meeting.

One use of the Seating Chart is to allow participants to respond to information you request during your presentation. For example, you might start your meeting by having everyone change their seat color to “Yellow” if they can hear your voice and are ready to begin. This gives you a visual representation that your audience can hear you and is paying attention. It also gets them using the Live Meeting user interface, which keeps them engaged.

You can use the colors of the attendee icons to:

+ Check on the pace of your presentation
+ Get a quick "snapshot" of your audience
+ Let attendees tell you they have a question or concern
+ Indicate when an attendee temporarily steps away from the meeting

By default, the colors in the seating chart include the following descriptions:

- Red: Slow down
- Blue: Speed up
- Yellow: Need help
- Green: Proceed (this color is shown by default for all attendees)
- Purple: Question

To give or restrict access for attendees to view the Seating Chart

- In the Attendees menu, click More (>>) and select Permissions.
- In the Attendee Permissions dialog box, click the View seating chart option.
8. Live Meeting Console Features (cont.)

Shared Notes

Using shared notes is an effective way to allow notes to be created during the event that are available for all attendees to download. Basic formatting is available in the Shared Notes pane and the notes can be saved locally by each participant of the meeting.

Note: If shared notes are available for attendees to edit, all participants will be able to use the Share Notes pane simultaneously. For larger events this could get overwhelming and distract from the main presentation.

Taking Notes

To make it possible for attendees to use shared notes during a meeting, follow these steps.

- Click on Attendees from the Command menu.
- In the Attendees pane, click Permissions.
- Under Shared Notes, select “View, save” or “View, save, edit” in the Attendee Permissions window to grant an attendee the permission to use shared notes.
- Click Close to close the window.

Saving Notes

Before the event is over, each individual participant can save the content locally.

- In the Notes pane, click Save.
- In the Save As window, chose the location to save the meeting notes.
- Enter the file name you would like to save your notes as.
- Click Save.
8. Live Meeting Console Features (cont.)

Questions and Answers

Presenters are able to interact with the attendees by answering their questions during the event by using Questions and Answers panel.

Note: Each attendee is allowed to ask one question at a time. Once they submit a question, they can edit their question or wait for it to be answered before asking another question.

To make it possible for attendees to ask questions during a meeting, the presenter must enable the Question and Answer panel.

- Click on Attendees in the Command menu.
- In the Attendees pane, click Permissions.
- Select Ask questions (affects all participants) in the Attendee Permissions window to grant all attendees the permission to ask questions.
- Click Close to close the window.

Display Q&A Manager

In order to respond to questions submitted by the attendee, the presenter must open the question manager.

- Click Q&A.
- In the Questions and Answers pane, click Manage.
- The Question Manager appears, listing all questions received from participants.

To sort the list of questions, click the appropriate column heading in the Questions and Answers pane, such as:
- **Answered status**
  - Sorts by whether the question is marked for an action.

- **Selected status**
  - Sorts by whether the question is currently selected.

- **Who is currently answering**
  - Sorts by the person answering the question.

- **Question Type**
  - Sorts by whether the person asking the question is currently able to type messages that appear in all participants’ consoles.

- **Name**
  - Sorts alphabetically by the screen name of the person asking the question.

- **Question**
  - Sorts alphabetically by the text of the question.

- **Time Posted**
  - Sorts by the time the question was posted.

To switch between ascending and descending sort order, click the column heading again. The Questions and Answers pane appears in all participants’ consoles.

### Ask a question

- Click Q&A in the Command menu.
- Click the section in the Questions and Answers pane.
- Type the question, and click Ask.

The question will be displayed in the Question Manager.

### Respond to Questions

In order for a presenter to respond to a question from a participant, the presenter must be in the Question Manager tab and have access to the following:
8. Live Meeting Console Features (cont.)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>To chat one-on-one with the questioner, click Chat</td>
</tr>
<tr>
<td>Give the Floor</td>
<td>To allow the questioner to type messages that will appear in the Questions and Answers pane of all participants’ consoles, click Give the Floor</td>
</tr>
<tr>
<td>Dismiss this question (icon)</td>
<td>Delete the question from the Questions and Answers pane</td>
</tr>
<tr>
<td>View the QA Log</td>
<td>Views the Question Answer Log</td>
</tr>
<tr>
<td>Clear the QA Log</td>
<td>Clears all information listed in the Question and Answer log.</td>
</tr>
<tr>
<td>Reply to All</td>
<td>To publicly answer the question, in the Your Answer box, enter your response, and then click Reply to All.</td>
</tr>
<tr>
<td></td>
<td>Note: When you choose the Reply to All option, the question appears anonymously in the Questions And Answers pane to all participants</td>
</tr>
<tr>
<td>Reply Privately</td>
<td>To answer the question privately, in the Your Answer box, enter your response, and then click Reply Privately.</td>
</tr>
</tbody>
</table>

View and Save Question Log

- In the Question Manager, click the View the QA Log icon. All of the question and answer activity from your meeting is displayed in a separate browser window.
- To save the Question and Answer Log, use your browser to save the HTML page containing the log, or open a text editor, paste the contents of the log to a new file, and then save the file

Recording

Recording is available only on attended calls. Please call the Conference Center to setup a recorded web conference.

Once a meeting is finished, there are things you can do to help you stay organized and to get the most value from the meeting. Use the following checklist to make sure you have considered all of your post-meeting options.
8. Live Meeting Console Features (cont.)

Post-Meeting Checklist

+ Did the meeting include any resources that you want to save?

  If so, you may want to:
  Retain meeting content for a few extra days so participants can review it.
  Print the meeting content to a PDF file.
  For more information, see How To Import and Share Content and How To Set Meeting Options.

+ Did you generate a question log for the meeting?

  If so, you may want to:
  Reuse the meeting invitation and meeting ID so that all content is retained.
  Upload all content to your Meet Now session so that you can invite others whenever you want.
  Generate a question log.
  Print the question log.
  For more information, see How To Conduct a Meeting.

+ Do you need to schedule a follow-up meeting with the same attendees?

  If so, you may want to:
  Reuse the meeting invitation and meeting ID so that all content is retained.
  Upload all content to your Meet Now session so that you can invite others whenever you want.
  For more information, see How To Schedule a Live Meeting and How To Import and Share Content.

+ End a Meeting

  As an organizer, you can exit a meeting in one of two ways:
  Leave the meeting, but allow other participants to continue.
  Leave the meeting, and end the meeting for all participants. This option ensures that you will no longer be billed for any usage.

  To leave a meeting you have organized but allow others to continue

    + On the Meeting Pane, click More (>>).
    + Select Exit

  To leave a meeting and end the meeting for all participants

    + On the Meeting Pane, click More (>>).
    + Select Exit and End Session.