Unified Meeting 5
Frequently Asked Questions

Unified Meeting® 5 is a meeting and collaboration application that puts you in control of all aspects of your meeting including scheduling, participant management and security.

Whether you are collaborating online or simply using audio to meet, Unified Meeting 5 improves your meeting experience with intuitive and powerful productivity enhancements that are available to you with a click of your mouse.

Available for Apple ⊞ Windows

Below you will find frequently asked questions and answers about Unified Meeting 5.

General

Q: What is Unified Meeting 5?

A: Unified Meeting 5 is a meeting and collaboration application that puts you in control of all aspects of your meeting including scheduling, participant management and security. You have access to a simple, browser-only version, which gives you call management and security features, or an installed desktop version which gives you access to scheduling, Voice over IP, application sharing, recordings and active directory integration. Whether you are collaborating online or simply using audio to meet, Unified Meeting 5 improves your meeting experience with intuitive and powerful productivity enhancements that are available to you with a click of your mouse.

Q: Which operating systems can you use with Unified Meeting 5?

A: Microsoft® Windows XP SP3 / Vista / 7 / 8 and Mac OS X 10.6 (Leopard) or higher

Q: How many people can join Unified Meeting 5?

A: Unified Meeting 5 supports meetings with up to 150 connections including moderator, presenters and participants. Please contact your sales representative if more participants are required for your meeting.

Q: Where can I download Unified Meeting 5?

A: Unified Meeting 5 is available from www.meetingconnect.net/um5/. Additionally, when starting or joining a call in your browser, the option will appear to download Unified Meeting 5 to your computer. This enables you to start, join and schedule meetings directly from the program on your desktop.

Q: Do I need an account to download and use Unified Meeting 5?

A: No. You do not need an account to download and join meetings using Unified Meeting 5. However, to schedule, start and host meetings through Unified Meeting 5, an account is required.

Q: What should I do if I don't have a Unified Meeting 5 account?

A: If you do not have a Unified Meeting 5 account, you can still download and use the program to join meetings. For more information about obtaining a free trial or to sign-up for a Unified Meeting 5 account, please visit www.meetingconnect.net/um5/.

Q: What languages does Unified Meeting 5 support?

A: Unified Meeting 5 is currently available in English, Simplified Chinese, Traditional Chinese, Dutch, French, Italian, Japanese, Korean, Portuguese, Russian, Spanish, and Swedish. Support for additional languages will be available in future releases.

Q: Which audio accounts does Unified Meeting 5 support?

A: Unified Meeting 5 supports Reservationless-Plus® accounts with a conference code and leader PIN or Reservationless-Plus accounts with dual passcodes (leader conference code and participant conference code). Unified Meeting 5 does not support Reservationless-Express and Reservationless-Pro accounts.

Q: Where do I find my Unified Meeting 5 login and password?

A: Your Unified Meeting 5 login and password can be found in the welcome email you received when you signed up for an account.

Q: How do I request my welcome email?

A: To request your welcome email, you can select to have it resent during installation.

You can also resend your welcome email via TCC Online at www.tcconline.com. Once you are logged in, select **Resend Welcome Email** within the Quick Links section.

Lastly, you can contact customer service. Regional support numbers can be found at www.tcconline.com.

Q: Which smartphones does Unified Meeting 5 support?

A: Non-desktop meetings scheduled with Unified Meeting 5 are supported by your mobile browser or SmartMeet, our state of the art mobile application that enables you to access and manage meetings from your iPhone or Android smartphone. Please visit http://www.meetingconnect.net/smartmeet/ for more information.

Q: Which tablets does Unified Meeting 5 support?

A: The version of Unified Meeting 5 you download to your computer is not currently supported for iPads and Android tablets. This support will be available in a future release. However, you can use the browser version of Unified Meeting 5 on your tablet.

Q: Does Unified Meeting 5 support BlackBerry devices?

A: No. Unified Meeting 5 does not currently support BlackBerry devices. However, you may still download Mobile Assistant, a program for BlackBerry to join the audio portion of Unified Meeting 5.

Q: Which browsers are supported by Unified Meeting 5?

A: Unified Meeting 5 is available for Microsoft Internet Explorer® 7 or higher, Google Chrome™ 11 or higher, Mozilla® Firefox® 10 or higher and Safari® 5.1 or higher.

Account Settings

Q: Why does Unified Meeting 5 require a display name?

A: The display name is required when a leader/moderator or participants joins a Unified Meeting 5 meeting. It identifies you within a meeting and can be changed before or during a meeting.

Q: What is Call Me?

A: If enabled, Call Me will dial the number you have selected so you can join your audio meeting conveniently, without having to enter conference codes and PINs. You and your participants just need to answer the phone when it rings.

Q: Are there additional charges associated with Call Me?

A: Depending on your conference account contract, there may be additional charges.

Q: How do I change my Unified Meeting 5 login and password?

A: To change your Unified Meeting 5 login and password, please contact customer service or go to TCC Online at www.tcconline.com.

Q: Can I add multiple accounts to Unified Meeting 5?

A: No. Support for multiple accounts is coming in a future release.

Q: Does Unified Meeting 5 support the use of Project Accounting Codes (PAC) for billing?

A: Yes. Unified Meeting 5 allows you to enter a numeric client number or cost center when starting your Reservationless-Plus meetings with the Call Me feature and Voice over Internet Protocol (VoIP). Additional PAC support is coming soon.

Q: What are the default dial-in numbers?

A: The default dial-in numbers are the numbers displayed and provided to meeting participants to dial in order to connect to an audio meeting.

Q: If a primary dial-in number is updated or changed, will the new dial-in number information on my account and future invites be automatically updated or changed?

A: Yes. Unified Meeting 5 will update dial-in information based on what is currently associated with your account. If this information gets updated, Unified Meeting 5 will change the displayed number in your interface and the dial-in number to be added to your future meeting invites will change as long as they are sent after your software is updated.

Q: Are desktop notifications available for Unified Meeting 5?

A: No. This feature will be available in future releases. In the meantime, smartphone users can also download our SmartMeet app. When utilizing SmartMeet you will receive notifications on your iOS or Android phone. Please visit www.meetingconnect.net/smartmeet/ for more information.

Q: Can I mute myself without having my meeting experience interrupted with messages around the mute feature?

A: Yes. Unified Meeting 5 supports Silent Mute, allowing you to mute any pre-recorded bridge messages (i.e., the meeting hasn't started; your line has been muted or unmuted, etc.). For an extended list of prompts or to request this feature, please contact your sales representative or customer service.

Voice over Internet Protocol (VoIP)

Q: What is Voice over Internet Protocol (VoIP)?

A: Voice over Internet Protocol (VoIP) is the voice tool used to transport communication via an IP network rather than through a traditional cellular signal or PSTN network.

Q: How can I use Voice over Internet Protocol (VoIP) with Unified Meeting 5?

A: To use VoIP with Unified Meeting 5, it must be enabled within your account and Unified Meeting 5 installed on your desktop. To request this feature, please contact customer service. Regional support numbers can be found at www.tcconline.com. To download Unified Meeting 5, please visit www.meetingconnect.net/um5/.

Q: Is Voice over Internet Protocol (VoIP) supported in my country?

A: Due to regulatory requirements, VoIP is currently unavailable in the following countries: Algeria, Armenia, Azerbaijan, Bahrain, Belarus, China, Egypt, Estonia, Georgia, India, Iran, Iraq, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Latvia, Lebanon, Lithuania, Moldova, North Korea, Oman, Qatar, Saudi Arabia , Syria, Tajikistan, Turkey, Turkmenistan, UAE, Ukraine, Uzbekistan and Yemen.

Q: Due to security concerns, my company uses a firewall that does not allow traffic through certain ports. Will I still be able to use VoIP?

A: To meet these different infrastructure requirements, the VoIP client includes a component for tunneling. This will allow the VoIP client to try different connection methods and choose the best one for each call. It will utilize known ports that should be open in every company's infrastructure for Internet traffic.

Q: What happens if my VoIP connection fails?

A: If VoIP disconnects, you will have the option to connect to your meeting using Call Me, Dial-In or Voice over IP.

Scheduling and Invites

Q: How do I send a meeting invitation?

A: **For Windows users:** From the Unified Meeting 5 desktop icon toolbar, select Schedule Meeting. The Unified Meeting 5 scheduling plug-in will open in your Outlook Calendar. Select the meeting icon and your meeting information will be automatically added to the body of your calendar invite.

For Mac users: Click **Create Meeting Invitation** from the application in the Menu bar. Unified Meeting 5 scheduling will open iCal and you will be able to create a new event with the Unified Meeting 5 information automatically added to the event.

To schedule with Google Calendar and IBM Notes please contact your sales representative.

Q: Can I choose the language for my meeting invitation?

A: Yes. Below the meeting icon, select the arrow and a list of languages will appear. Select the language you would like for your invitation and select the meeting icon. Your meeting information will be automatically added to your meeting invite in the language selected.

Q: Who can I invite to my meeting from Unified Meeting 5?

A: When scheduling a meeting, you can add invitees from your active directory or manually by typing their email address. When logged into Unified Meeting 5, leaders can invite additional participant by clicking [icon] in the toolbar.

Q: Which email address are invitations sent from?

A: Email invitations will be sent from your email address.

Q: Will my invited participants need to use Unified Meeting 5 to join my meetings?

A: No. Participants can have an audio only or an audio and web connection. Participants have the option to join via audio only by dialing in from a landline or cellular telephone. Smartphone users can also download our SmartMeet app. Please visit www.meetingconnect.net/smartmeet/ for more information. Participants wanting to join via the Unified Meeting 5 web interface can also do so by clicking on the invitation link or going to www.tcconline.com and entering your meeting number.

Q: What is the join or invite URL?

A: The join/invite URL is the web link that connects you to a meeting and is sent in a meeting invitation email. It can also be seen in the Unified Meeting 5 user interface by clicking the Info tab.

Q: Can a leader/moderator invite additional participants during a meeting?

A: Yes. To invite additional participants to a meeting, select [icon] from the toolbar on the meeting screen.

Q: Can I dial out to a participant during a meeting?

A: Yes. To dial out to a participant click [icon] in the toolbar and select **Dial Participant(s)**. Please note the participant will hear a recorded message inviting them to join the call. Be sure to advise your participants to listen to the prompts to join your call.

Q: Can a participant invite additional participants into a meeting?

A: No. This feature is only available for moderators and co-moderators.

Q: Why can't I see the Dial Participant(s) Now button in Unified Meeting 5?

A: In order to add participants to an ongoing meeting by calling them directly, your account must be enabled with dial-out. Please contact your sales representative or customer service to enable this feature.

Starting and Joining a Meeting

Q: Why do I see Join Meeting as the only option within my Unified Meeting 5 toolbar menu?

A: Join Meeting is the only option if you do not have an account or haven't added an account to Unified Meeting 5. To add an account, from the toolbar menu, click **Sign In** and enter your conference code/leader conference code and password.

Q: How do I join a meeting as a participant?

A: After clicking the invite URL sent in your email invitation, you will be automatically connected to the specified meeting. If using **Join Meeting** from the toolbar, enter the conference code of the meeting you would like to join and select **Join as a Participant**. Select the right arrow and you'll be connected to your meeting.

Q: How do I start a meeting as a leader/moderator?

A: To start a meeting, select **Start Meeting** from the Meeting Center toolbar icon or in your Conference Manager, confirm your Call Me number, dial-in number or if enabled, Voice over IP and select **Start Meeting**. You can also start your meeting by clicking the join URL in your meeting invite. If you are using the browser version, you can start a meeting from TCC Online at www.tcconline.com.

Q: How do I start an instant meeting?

A: To start your meeting, right click the Meeting Center toolbar icon and select **Start Meeting**. Choose **Call Me**, **Dial-In** or if enabled, **Voice over IP** and select **Start Meeting**. Alternatively, within Conference Manager, from the welcome screen, select **Start Meeting**. Choose **Call Me, Dial-In** or if enabled, **Voice over IP** and select **Start Meeting**. If you are using the browser version, you can start a meeting from www.meetingconnect.net/um5/ or from TCC Online at www.tcconline.com.

Meeting Management

Q: How do I identify if participants are connected to my meeting?

A: Individual meeting participants are identified by an avatar on the Unified Meeting 5 main screen. They can be joined via audio only, web only or both.

Q: Can I change the avatar image for myself or other participants?

A: You can change your own avatar by uploading a file, taking a photo, using an existing image or uploading your Facebook or LinkedIn profile picture and basic information. If the Unified Meeting 5 application was downloaded onto your computer, your avatar will be saved for future use. You cannot change other participants' avatars, but they can change their own if connected to the Unified Meeting 5 via the web interface.

Q: How can I change the display name in Unified Meeting 5?

A: To change your own display name, scroll over your avatar, select **More** and choose **Rename Participant** in the pop-up screen. When complete, click anywhere outside of the name area and the new name will display.

Q: Can anyone rename a participant?

A: Only the moderator or co-moderator can rename participants. The participant can only rename themselves. Changes made to participants' names are reflected in reporting available (i.e., Post-Conference Emails).

Q: Can a participant rename themselves after a moderator has changed their name?

A: Yes. Multiple renames are possible during an ongoing meeting.

Q: Does an in-meeting rename remain across all future meetings?

A: The rename of a participant is only for the ongoing meeting. The rename of a moderator will be saved for future use.

Q: Does Unified Meeting 5 support sub-conferences/breakout rooms?

A: Yes. Unified Meeting 5 supports sub-conferences. To move yourself or a participant to a sub-conference, select **More** on the desired moderator/participant's business card and select **Move to** in the pop-up screen. After selecting a room, yourself or the participant will be moved.

Q: Does Unified Meeting 5 support a chat feature?

A: Yes. When enabled, chat is available between a moderator and all participants, a moderator and select participants and/or participants and their peers.

Q: Can the chat feature be disabled for my account?

A: Yes. The chat feature can be disabled. For an extended list of features or to request this feature be disabled, please contact your sales representative or customer service.

Q: What is application sharing?

A: You can present an application or web browser from your computer during a meeting. You can share a specific file or your entire desktop for other participants to view and annotate. If given permission, a participant can do the same. You can also select an annotation tool to draw on any application when application sharing.

Q: Can more than one person simultaneously share?

A: Yes. If given presenter rights by the moderator or co-moderator, more than one person can share applications and documents.

Q: What is the maximum size of a presentation that can be shared?

A: PowerPoint presentations can be up to 150MBs can be shared in Unified Meeting 5.

Q: Can you share video in Unified Meeting 5?

A: Yes. The Unified Meeting 5 video feature runs with a maximum two broadcasts. Each person is able to broadcast up to one stream and can only watch one stream at a time. The bandwidth is capped at 30 Kb/stream.

Q: Can you share multiple monitor screens if setup on your desktop?

A: Yes. If enabled, Unified Meeting 5 by default will share both of your monitors side by side.

Q: Does Unified Meeting support sharing on tablets and smartphones?

A: Moderators or participants who started and join meetings through a mobile browser can view shared content, but cannot share content from their devices. SmartMeet, the smartphone app for Unified Meeting 5, does not currently support content sharing or viewing.

Q: What does the Record button do?

A: Recording [●] is a feature available for leaders/moderators allowing you to capture a synchronized audio and web playback of your meeting. Regular recording charges will apply and the recording archives are accessible via TCC Online or Conference Manager.

Q: How do I make my recorded meeting available to others?

A: Requested recordings are typically available within two hours of the meeting.

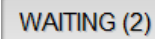There are two ways to make your recorded meeting available to others:

- Download as Zip File: You can download an archive if it is in Zip format or email it to your participants for them to download directly. Unified Meeting will make your zip file available for download for 15 days.

- Hosted URL link: Unified Meeting 5 will host your archive for 90 days. Additional charges apply after three months of hosting.

Q: How do I Lock and Unlock my meetings?

A: To Lock or Unlock a meeting, select 🔒🔓 in the top right of your Unified Meeting 5 application window. When a meeting is locked, no additional participants may automatically connect. This is helpful to ensure security of your meeting or to avoid overlapping. If you have the Waiting Room feature on your account, participants who dial in while a meeting is locked will be kept in the waiting room.

Q: Who can see who is in the Unified Meeting 5 waiting room?

A: Only the moderator and co-moderator(s) are able to see who is in the waiting room. WAITING (2)

Q: Is my meeting encrypted?

A: Yes. Unified Meeting 5 uses Secure Socket Layer (SSL). It will encrypt the information displayed in an online meeting. SSL offers
128-bit encryption, which is the highest level of encryption that is offered to the consumer in the market being the same level of security that banks and online shopping companies use.

Q: How do I control the quality of my call?

A: As a moderator or co-moderator, you may use the mute/unmute functionality in order to mute participants and minimize background noise during your meeting. Through the Active Talker feature, you can easily identify where unwanted noise is coming from. Please contact the operator by dialing *0 on your keypad if sound quality issues persist.

Q: What should I do if I am disconnected from a meeting?

A: If disconnected from a meeting, you will need to rejoin via Call Me, Dial-In or Voice over IP.

Q: Can I still get operator assistance on a meeting managed through Unified Meeting 5?

A: Unified Meeting 5 provides 24x7 customer support. Moderators can dial *0 to reach an operator during the meeting using their telephone keypad or the Unified Meeting 5 online interface. In addition, customer service can be contacted directly at any time by calling toll-free (877) 769-7229.

Q: How do I end my meeting?

A: To end a meeting, select ✖ in the upper right hand of the screen or in the toolbar.

You'll have the option to

- Disconnect All: Disconnect all meeting participants, including the moderator, from the meeting.
- Disconnect All Participants & Keep Me On: Disconnect all participants, but keep the moderator on.
- Or disconnect yourself or participants from the web or audio portions of your meeting.