

Unified Meeting 5

User Guide for MAC

Unified Meeting® 5, a 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.

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

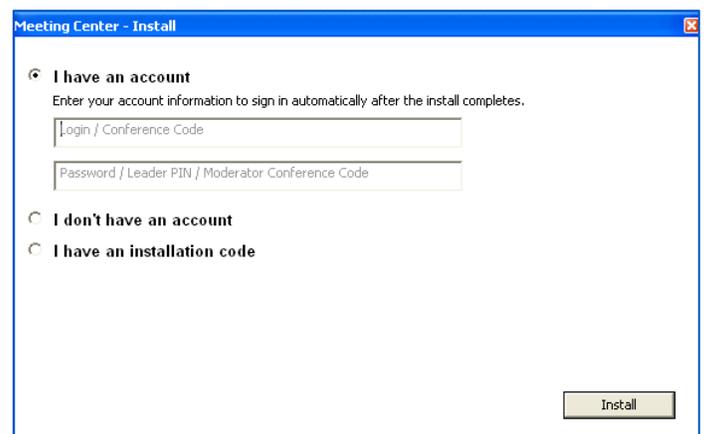


Download and Setup

During the install process, you will need to enter your login (conference code/leader conference code) and password (leader PIN/participant passcode) located in your welcome email. Be sure to have that information available or contact customer service to have it resent.

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

1. Go to www.meetingconnect.net/um5/ and follow the installation prompts for your Windows system.
2. Enter your Unified Meeting 5 login followed by your password. (Be sure to use your Unified Meeting login and password and not your Conference Code and Leader Pin as this will ensure the availability of all features.)
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 Menu bar 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 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

Supported operating systems and browsers for browser moderator include:

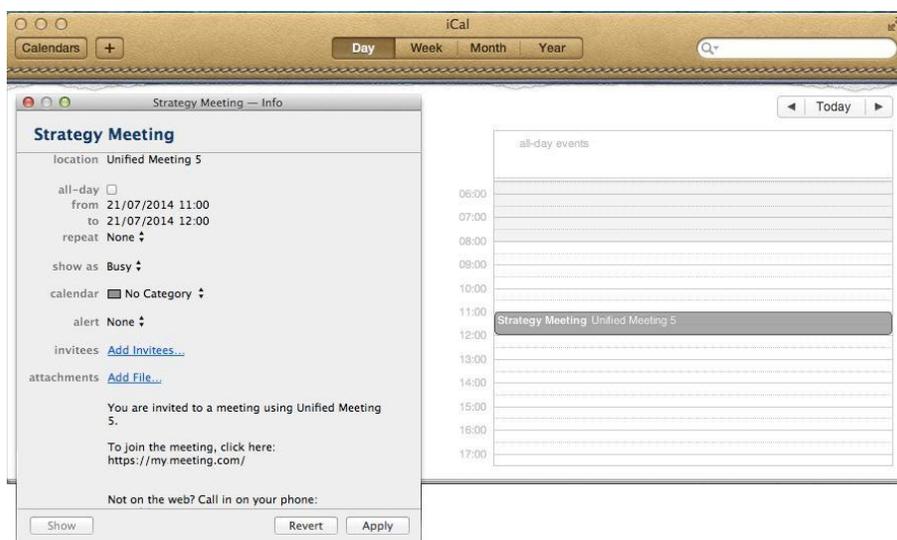
Operating system	<ul style="list-style-type: none"> • Windows XP SP3 / Vista / 7 • Mac OS X 10.6 (Snow Leopard) or higher • Android® Tablet (limited support) • iPad® (limited support)
Browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer 7 or higher • Google Chrome 11 or higher • Mozilla Firefox 10 or higher • Safari 5.1 or higher

Scheduling with iCal/Calendar for Mac

1. To schedule a meeting, click the Meeting Center menu bar icon  and select **Create Meeting Invitation**.

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.

2. This will launch your calendar and auto-populate your calendar event entry with all the details you and your participants will need to join your meeting. Additional content can be added to the body of the email to customize your message.

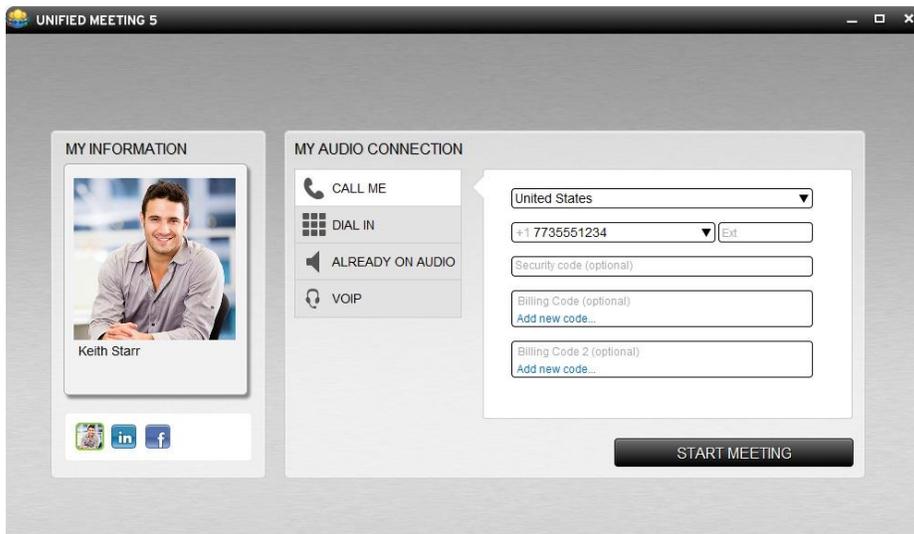


Start Your First Meeting

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 *

**Please note additional instructions / requirements for computer audio are on the next page.*



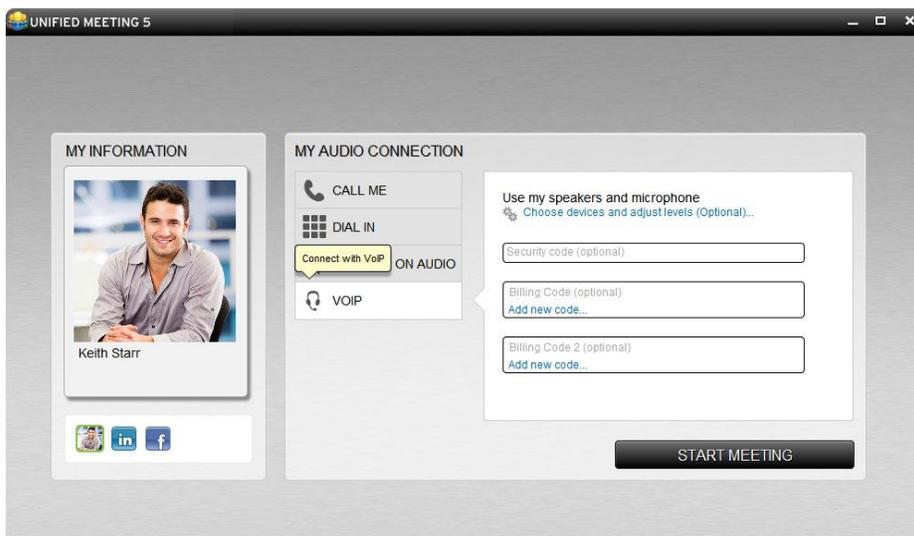
4. Click Start Meeting.

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.

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.

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 OK.
3. If needed, to calibrate your speakers and microphone, click Choose devices and adjust levels. Once completed, click OK.
4. You will hear a bridge prompt, but will not need to enter any conference code or digits as they system will connect your



directly.

5. During the meeting, you can choose to disconnect your Voice over IP connection and establish a phone connection by clicking the disconnect Voice over IP icon (headset with line) on your participant card.

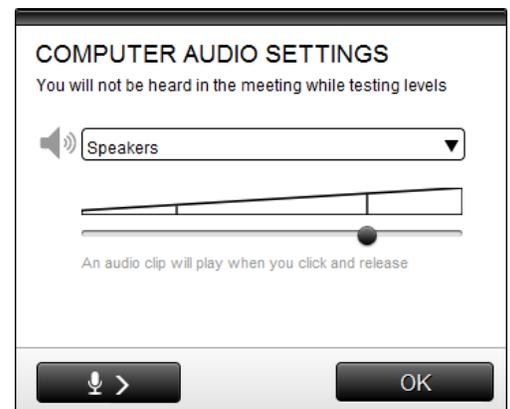
Please note: Voice over IP works with inbuilt microphones, however when joining from a public location it is recommended that HD headsets be used to avoid background noise.

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:

- Clicking **Choose devices and adjust levels (Optional)**... located under VoIP on the Quick Start page.
- Selecting **Choose devices and adjust levels** from the Audio dropdown in the toolbar menu.
- Choosing the Gears icon from the fly out menu on your business card



Changing Your Output Device

1. In the VoIP Settings menu, select the output device from the dropdown.
2. Click **OK**.

Changing Your Input Device

1. In the VoIP Settings menu, click 
2. Select the input device from the dropdown menu.
3. Click **OK**.

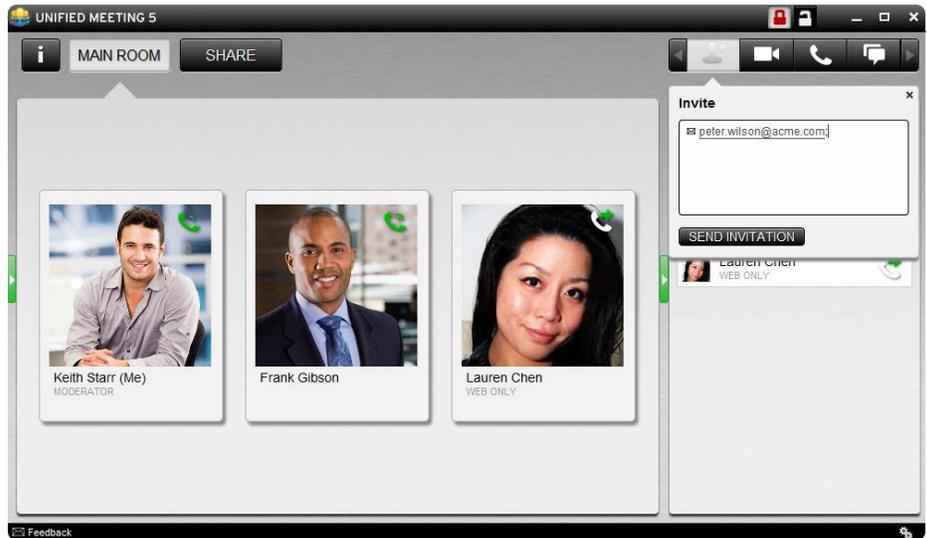


Quick Invite Tool

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 drop down 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.

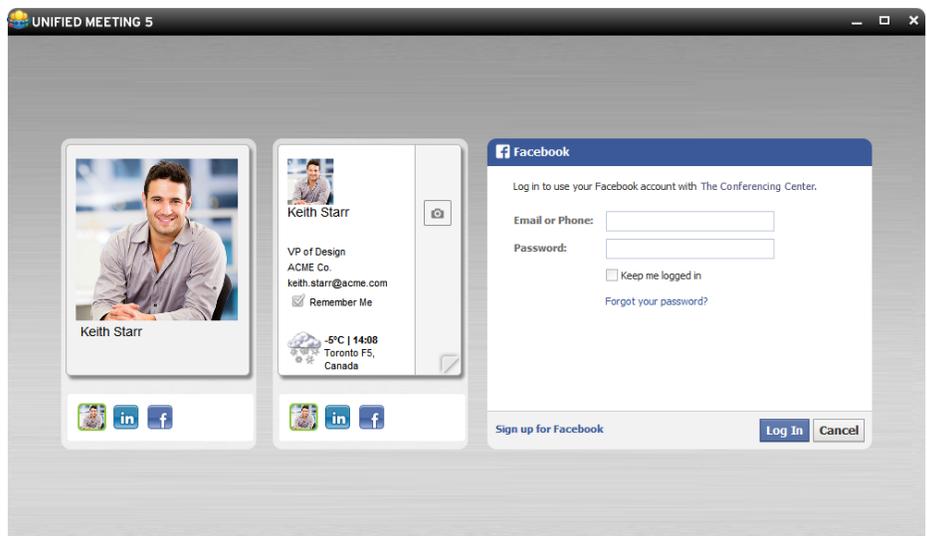
Note: Your instant messenger program must be running while performing the instructions above and to send invites to your Unified Meeting 5 participants.

Customize Your Business Card

Add Your Information

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

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

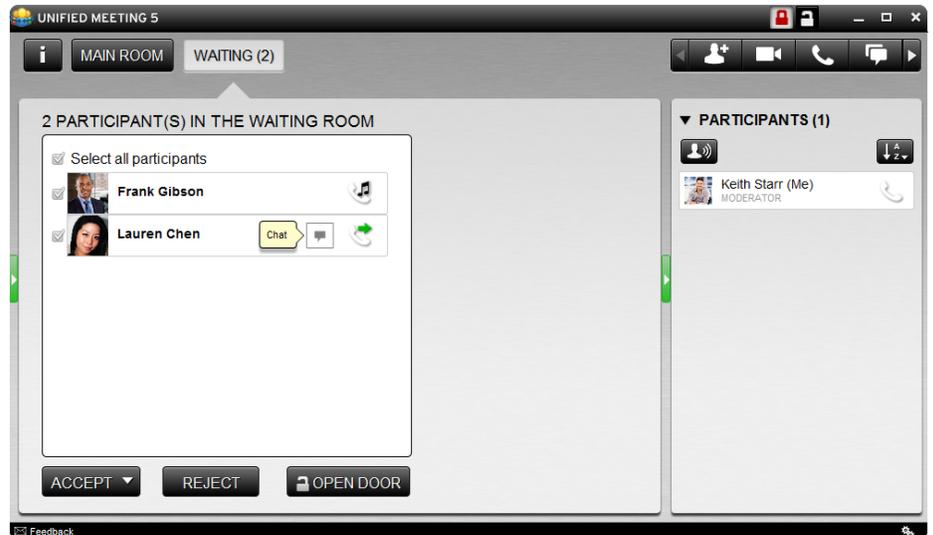
Add further security to your meeting by closing the meeting room door by clicking the lock icon.

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.

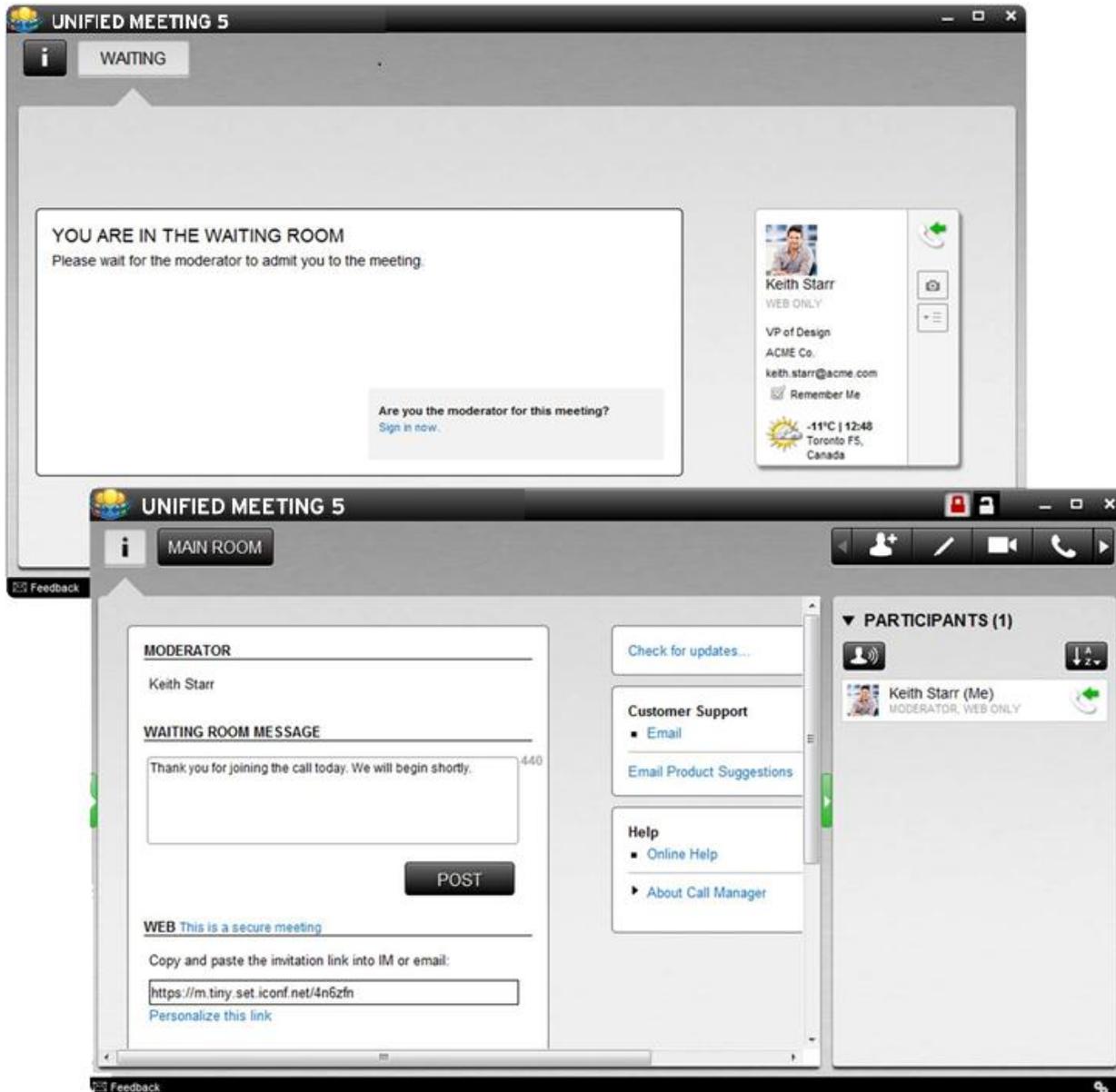
Note: By default the door to the meeting is closed if only the web portion of the meeting is launched.



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  on the participants list.

Online Web and Audio Synchronization

By dragging and dropping their name and phone connections together in the participant list, 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.

	<p>Standard Voice Icon The participant (or moderator) is currently in the main meeting room connected by phone.</p>
	<p>VoIP Voice Icon The participant (or moderator) is currently in the main meeting room connected by their computer.</p>
	<p>Active Speaker Icon The participant (or moderator) is currently speaking, or it may indicate background noise coming from this line.</p>
	<p>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.</p>
	<p>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.</p>
	<p>Lecture Mute Icon Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves.</p>
	<p>VoIP Lecture Mute Icon Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves.</p>

Mute/Unmute Participants

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

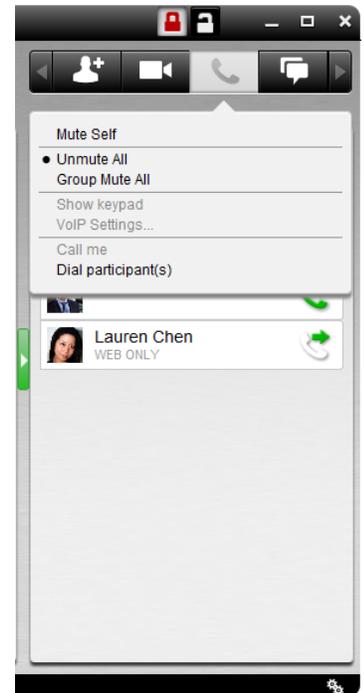
To mute/unmute all participants at once, click  at the top of the interface then select Mute/Unmute All.

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.

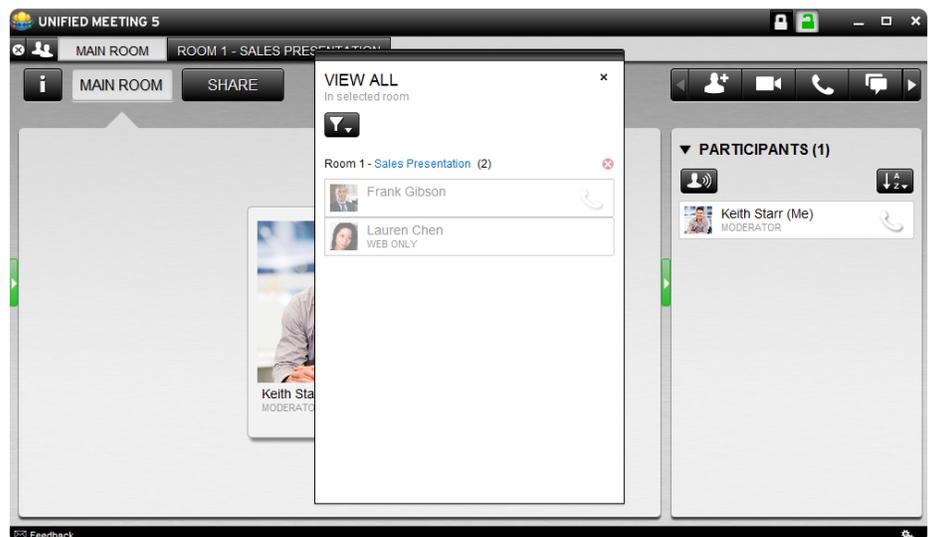


Break-Out Rooms/Sub-Conferencing

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

1. Click on any user card menu (in main room or participant panel).
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

Share an Application or Entire Desktop

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

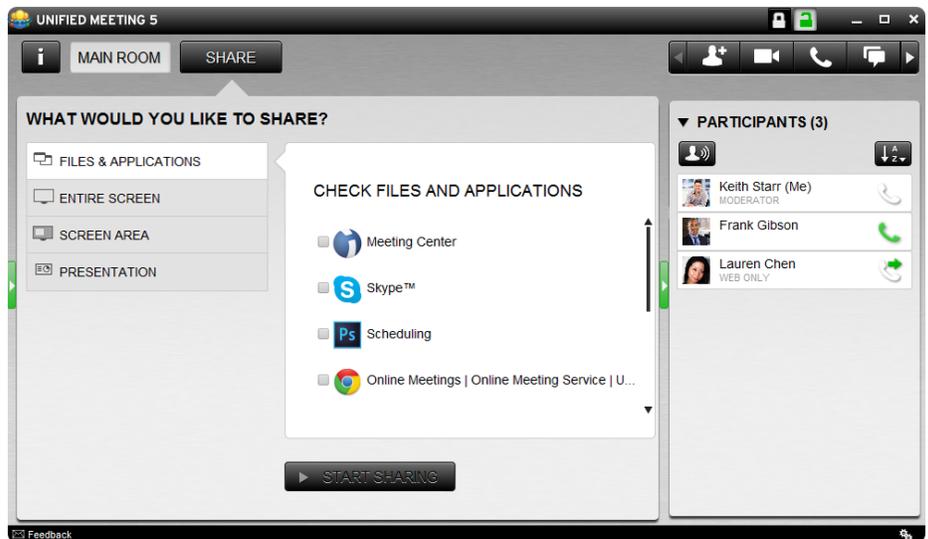
1. Click **Share** at the top left of the interface
2. Select what you would like to share from the left side menu.

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. Once you have selected the area click **Select Area**

Presentation: enables you to browse your files and share PowerPoint presentations. Once you have the selected the presentation click **Start Sharing**.



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.

Enhance Sharing

Annotations

Allows presenter to annotate while sharing any application or slideshow. Ability to annotate on all applications being shared.

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 name of the participant you wish to promote.
2. Select **Promote to Presenter**.
3. The participant will receive a notification that they have been promoted to the role of Presenter.

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

Note: Participants must install the Unified Meeting 5 application in order to be promoted to Presenter.

Pass Sharing Control

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

1. Click on the participant card
2. Select the menu
3. Click **Pass Sharing Control**.

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.

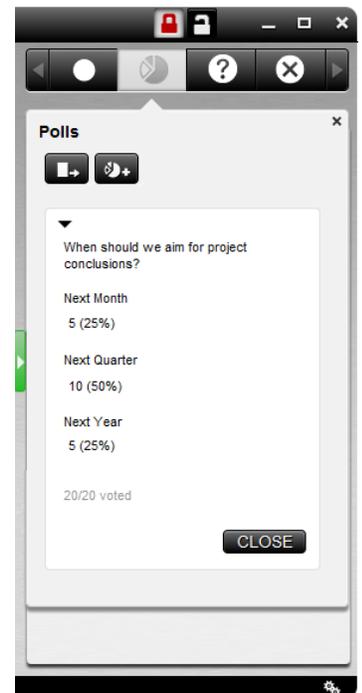
Name Replay

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

Note: The Name Record setting must be enabled prior to the meeting on the Reservationless-Plus® audio platform.

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.



UNIFIED MEETING

WELCOME MEETINGS **REPORTS** Start Meeting Logout

Online Help: Web summary reports > Web Summary Reports

Web Summary Reports

Pick specific dates from: 2013/04/07 to: 2013/04/14 [Details...](#) Export summary as CSV file

Choose a time window: **LAST 7 DAYS** LAST 15 DAYS LAST MONTH LAST 3 MONTHS

MEETING NAME	HELD ON	DURATION	No. OF PARTICIPANTS	
No name	Apr 12, 2013 08:17:27 PM	00:08:00	1	Export as CSV file
No name	Apr 12, 2013 08:12:11 PM	00:02:52	1	Export as CSV file
No name	Apr 12, 2013 05:27:34 PM	00:33:27	3	Export as CSV file
No name	Apr 10, 2013 05:58:20 PM	01:02:38	7	Export as CSV file
No name	Apr 8, 2013 10:46:46 PM	00:20:05	2	Export as CSV file
No name	Apr 8, 2013 04:26:37 PM	00:22:48	6	Export as CSV file

Archiving

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

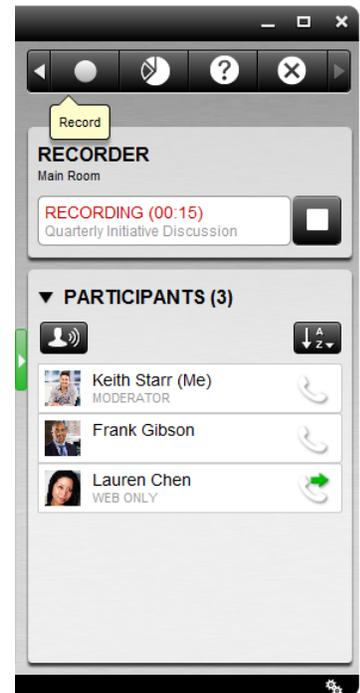
1. Click  in the toolbar menu.
2. Name the archive and select **Audio and/or Web**.
3. Click **Record**. The web recording will begin immediately.

The audio recording session will begin after you hear the voice prompt, “conference record has joined the conference” followed by a beep.

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.

4. Click **Stop** to end the recording. You will hear the message “conference record has left the conference” on the audio meeting.
5. Your archives will be available after the meeting ends. They can be accessed via the Conference Manager, under ‘Meetings.’

Note: Additional charges will apply.



Desktop Video

Moderators and meeting participants can broadcast video directly from their desktop web camera.

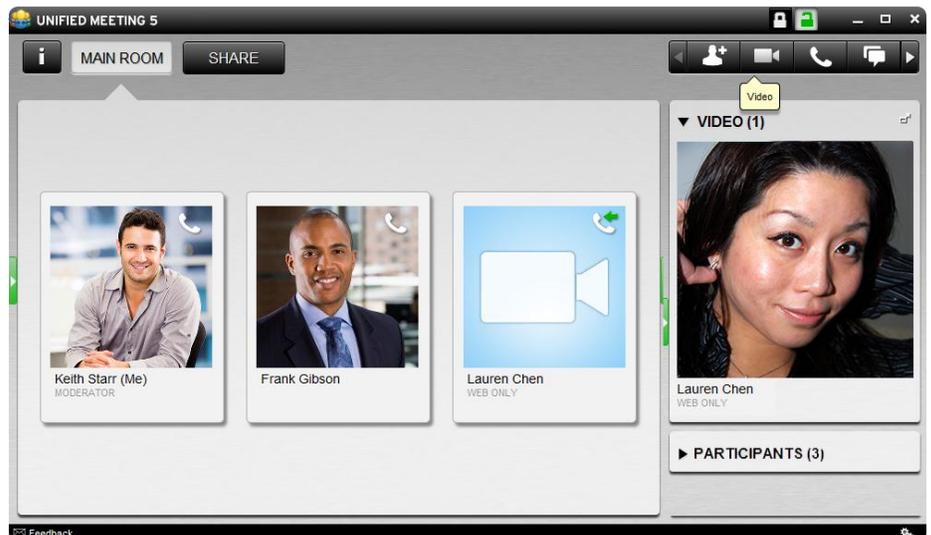
Desktop Video is accessible to both installed and browser participants

To initialize, click  in the toolbar menu.

Note: first time users may be required to install a Flash plug in.

Participants can choose which broadcaster to view or enable Voice Activation/Recent Speaker capture.

Video window can be expanded for a larger view by clicking on the pop out icon.



Customer Service and Support

Technical Support and Account Assistance

<p>Technical support</p>	<p>umsupport-us@meetingconnect.net</p>
<p>Technical support during meeting</p>	<p>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.</p>
<p>Billing and account inquires</p>	<p>(877) 769-7229</p>