Welcome to
Instant Meeting Service

Welcome to your Instant Meeting Service. You now have your very own private virtual meeting place! Instant Meeting Service is convenient and easy to use, offering 24x7x365 availability (with no need for an advance reservation), security through separate leader and participant passcodes and up to 100 lines per subscription.*

As an Instant Meeting Service subscriber, you are assigned a set of dial-in numbers and passcodes. When hosting a meeting, simply distribute your number and participant passcode to the attendees and inform them of the date and time of the meeting. (Do not share your leader passcode; it is for your use only.)

To set up an Instant Meeting Service subscription today, go to www.e-meetings.verizonbusiness.com and choose "Create Instant Meeting." You must first obtain a conferencing login name and passcode at the "Manage My Meetings" section of the website.

Instant Meeting Service Touchtone Features

*0 **Operator Assistance.** Leaders or participants can press *0 to contact an operator if they are experiencing technical difficulties during a conference.

*1 **Help Menu.** A pre-recorded message is played privately, listing the touchtone features available to the leader or participant.

*2 **Roll Call (in-conference).** The leader may initiate the announcement of the names of all individuals who have joined the conference. All participants will hear the playback.

#2 **Sub-conferencing.** The leader may activate sub-conferencing, allowing participants to confer in mini-conferences within the original conference.

*3 **Private Roll Call.** The leader or participant may initiate the announcement of the names of all individuals who have joined the conference. The playback will be heard only by the leader or participant who has pressed *3.

*4 **Mute All.** The leader may mute/unmute the conference participants en masse. The leader line always remains unmuted.

*5 **Conference Continuation.** The leader may specify whether or not the active conference will continue once they hang up. The default setting is for the call to continue once the leader disconnects. To ensure the call ends when you leave, press *5 to activate this feature, then hang up.

*6 **Self Mute/Unmute.** The leader and/or participants may mute/unmute their own line.

*7 **Lock/Unlock.** The leader may "lock" the conference to prevent any additional participants from joining.

*8 **Dial Out.** The leader may dial out to individual participants within North America (U.S. leaders only).

*9 **Guest entry.** The leader can specify how the entry and exit of participants are announced into the active conference: tone, recorded name, or silent. The default setting is "tone."

Instant Meeting Web Moderator

With our Instant Meeting Web Moderator tool, you can control your Instant Meeting via the Internet. All you need is a browser and an Internet connection; no plug-ins are required. This online tool provides you with the same touchtone command features, plus the ability to view, manage, and dial out to your participants online, adding an additional level of security to your conference.

To access the web tool:
1. Using your PC and web browser, access www.e-meetings.verizonbusiness.com.
2. Under Leader Tools, select **IM Web Moderator.**
3. Select your country in the **Country** box.
4. Enter your Instant Meeting Service access telephone number in the local dialing format; omit the leading zero.
5. Enter the subscription leader passcode.
6. Click **Login.**

Web Moderator Features

The Web Moderator has a menu bar, toolbar, and a view selection bar that allows conference leaders to perform the functions available to them. There is a status bar at the bottom of the Web Moderator that indicates whether or not the conference is locked or connected.

Participant Details

You can add a name and other comments to a phone line by simply clicking in the appropriate field under **Name** or **User Defined** and entering the necessary information. You will be prompted to accept the changes depending on how you set your preferences.
1. Click on the line to be named from the list.
2. The details for the selected line are displayed.
3. Enter the name to be associated to the line in the **Name** field.
4. If the **Recorded Name** feature is turned on, **Play Name** may be clicked and the name associated to the line will be played privately for the leader.
5. If necessary, the phone number may be added or revised after the call. The Web Moderator may remain open for Contact List updating.
6. Any additional comments/notes about the participants may be entered in the **User Defined** field. Using this field is beneficial if you plan to store more than one phone number for a participant.
7. The updated information will be displayed on the participant's line.

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* International customers may subscribe up to 30 ports. Subscription must be used at least once in 180 days to remain active.

Managing Participants

You have the ability to mute/unmute and disconnect conference participants:

1. Click on the participant line in the detail panel and click the **Mute** or **Unmute** icon on the toolbar.
2. To mute or unmute all participants' lines, click the **Mute All** or **UnMute All** icon on the toolbar. The status of all conference participants will be updated to Talk or Mute. (**Note:** The conference leader's line is excluded from the **Mute All** function).
3. To disconnect a single participant, click on the participant's line in the detail panel and click the **Disconnect** icon on the toolbar.
4. To disconnect all participants with the exception of the conference leader, click the **Disconnect All** toolbar icon.

Dialing Out to Participants

The Web Moderator allows you to dial out to or blast dial participants and enter them into your Instant Meeting using the Dial Out option from the Conference menu, toolbar, or while viewing the Contact List.

1. Select **Dial Out** either from the toolbar or Conference menu.
2. Enter the participant's details, as appropriate, or click the **Lookup Contact** button.
3. Click **Dial** to initiate the call.
4. Once the line has been answered, click **Yes** to join the participant to the conference. Or, click **No** if you do not want to enter the line, for example if you reach voicemail.

Managing Contacts

The **Contact List** allows you to store participant information for individuals that frequently attend your Instant Meetings.

When a saved contact dials into your Instant Meeting from their stored number, their details will be displayed automatically. You can add contacts manually or automatically as they dial into your Instant Meeting. In addition, you can update, modify, or delete contacts as desired. The Contact List is a valuable tool for dial-out, as well.

Web Moderator Options

The **Conference Options** feature allows you to control the different features of a particular conference while not impacting the permanent settings of your Instant Meeting Service subscription. Depending on the selections for the subscription, some Conference Options may not be available to the leader on a per conference level.

1. **Conference Entry/Exit.** You can select an alternative conference entry option—tone, silence, or recorded name—for participants under the **Conference Menu/Options.**
2. **Conference Continuation.** The default setting is that the conference continues when the leader hangs up. If you select **Auto Continuation** for the subscription, you can change the settings using the Conference Menu/Options on a per conference level. (**Note:** If Auto Continuation has not been selected for the subscription, the Conference Continuation option will be disabled.)

3. **Conference Lock.** Lock and unlock the conference by choosing this option under the **Conference Menu/Options.**
4. **End Conference.** You can end the conference by choosing this option from the **Conference Menu.**
5. **Help.** Clicking Help from the menu bar will display the **Web Moderator Help** screen that explains all features of the Instant Meeting Web Moderator. You may also retrieve information about your Instant Meeting subscription under **About.**
6. **Waiting Room.** Conference leaders will have the ability to screen incoming participants that are in the waiting room prior to entry in to the main conference room.
7. **Conference Record/Replay.** Leaders can record their conference call and provide a replay option for participants unable to attend. Recording is available in cassette, CD, or downloadable file format.
8. **Participant List.** Under the Conference Menu options, the leader can receive a participant list via e-mail.
9. **Roll Call.** Play a roll call to all parties on the call or play a private roll call.
10. **Talking Indicator.** A visual indicator of who is talking in the conference.
11. **Increase Conference Size.** Conference leaders may temporarily increase an active or upcoming conference call by 20 lines.
12. **Sub-conferencing.** Initiate one or more sub-conferences during your conference call, allowing your attendees to confer in mini-conferences within the conference.

Web Moderator System Requirements

The following browsers support Web Moderator:

- Firefox 1.0, 1.5, 2.0
- Internet Explorer 6, 7
- Safari 2.0, 3.0
- Opera 9.0

Call Us Today!

For more information, please contact your Verizon Business account manager or call a conferencing specialist in:

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You can also visit us at http://e-meetings.verizonbusiness.com/global, where you'll find a host of meeting-related resources.

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