Instant Meeting Web Moderator User Guide

Instant Meeting Web Moderator

This Web Moderator guide provides the conference leader with visibility into Instant Meeting audio conference features in order to control aspects of their Instant Meeting audio conference.

This user guide shows you how to manage the following tasks:

Web Moderator Features
- Contact List
- Customer Reference Codes
- Dial Leader
- Dial Participants
- Email Participant List
- End Conference/Exit Web Moderator
- Entry/Exit Mode
- Increase Conference Size
- Lock Conference
- Recording Conferences
- Roll Call
- Sub-Conferencing
- Talking Indicator
- Waiting Room

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Getting Started

- Dial into your Instant Meeting using your dial-in number and leader password.
- Go to http://e-meetings.verizonbusiness.com and log in.
- Under the IM subscription tab select ➋ to launch Instant Meeting Web Moderator.
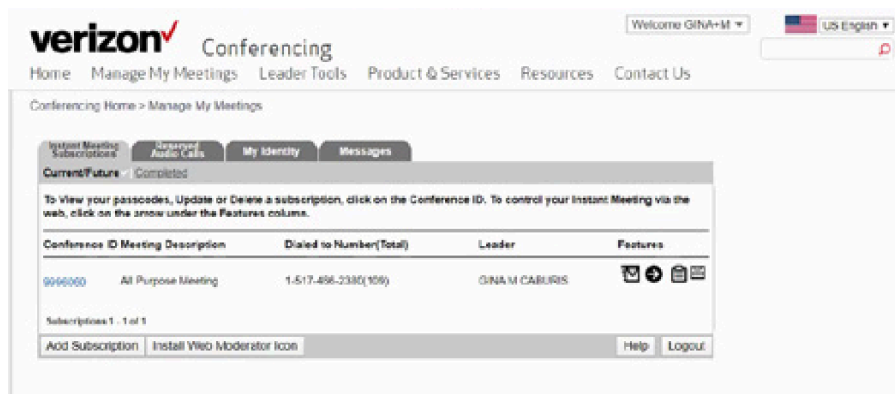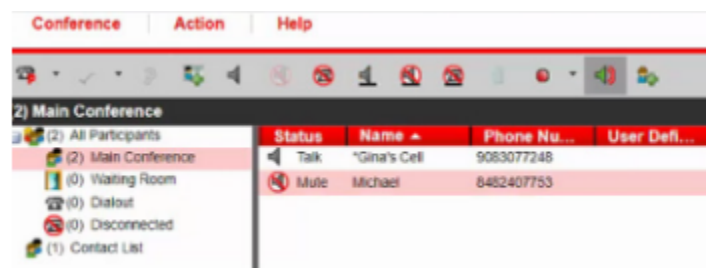

Quick Tips

1. Creating a shortcut on your desktop. Select 'Install Web Moderator icon' from the Instant Meeting Subscription page and follow the prompts.

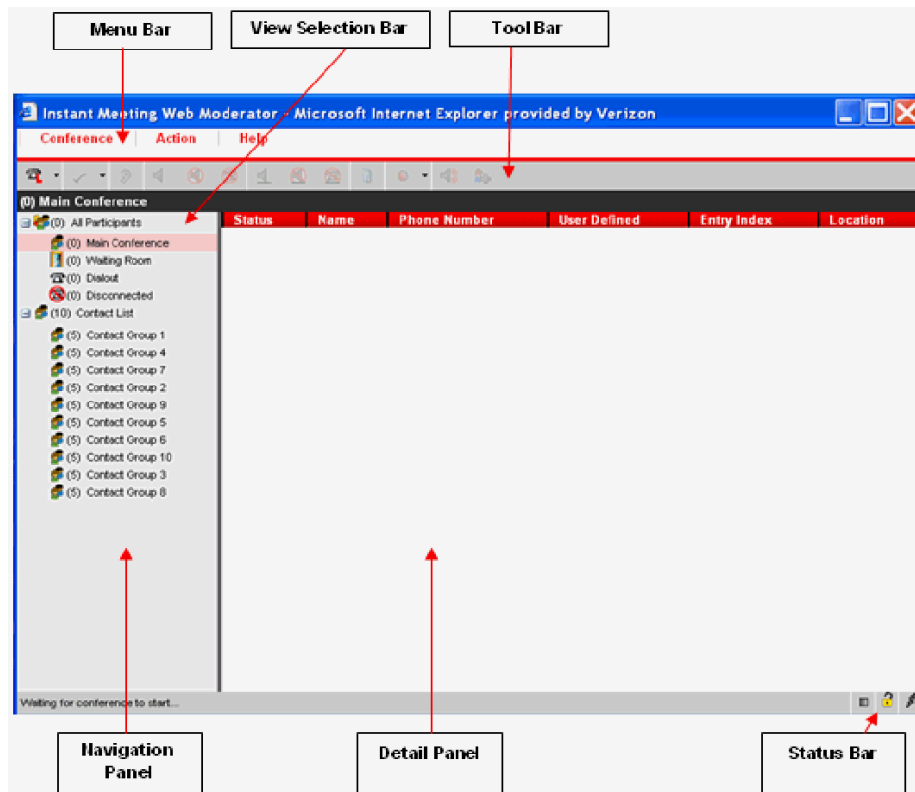2. Mute on/off/all by selecting Action menu
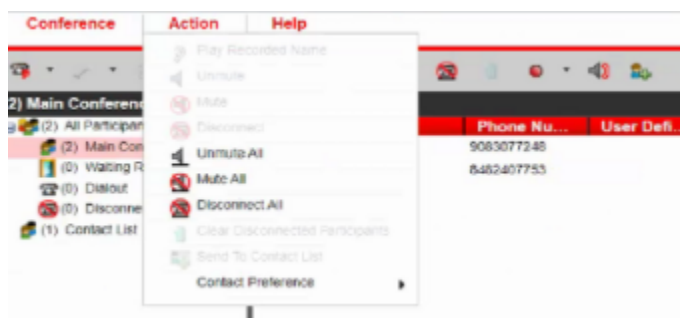
3. Mute lines introducing background noise. Click on the participant's name and select mute from the toolbar

3. Start conference recording by clicking Record icon ⦿. Note: Extra fees may apply.
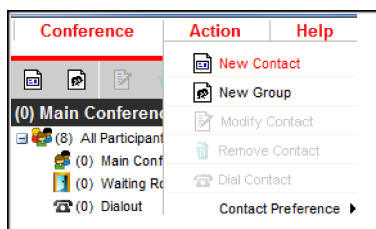
Web Moderator Features

Contact List

You may add, modify, delete, and dial contacts using the Web Moderator. To make changes to your contact list, select the Contact List option in the Navigation Panel.
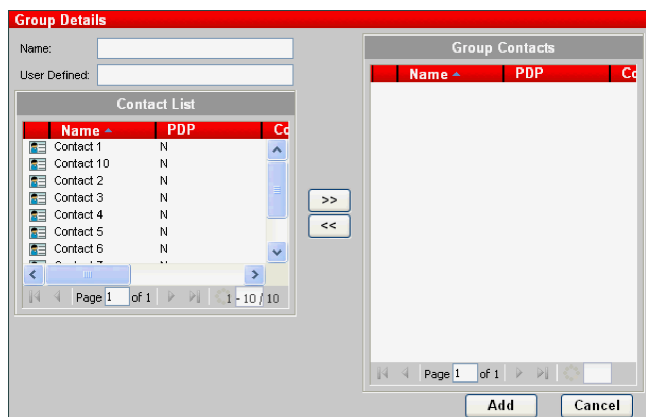
To add a new contact, choose New Contact from the Action menu. Complete the dialog box, and then click Add.

To add a new contact group, choose New Group from the Action menu. Select the contacts that you want to be included in the group, then click Add.
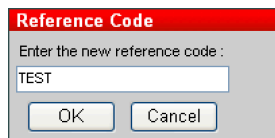

When the contact list is highlighted in the Navigation Panel, your contacts will be listed in the Detail Panel where you can change or add contacts and groups. If you choose to delete a contact or group, you will receive a dialog box confirming your wish to delete.
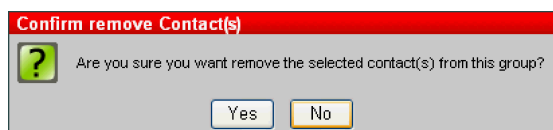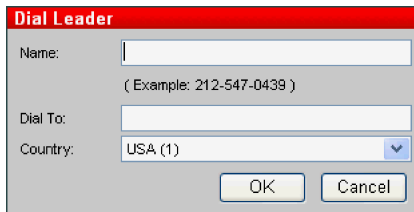

Customer Reference Codes

Add a reference code for each audio conference call by clicking on Conference and selecting Reference Code. The reference code dialog box will appear. You can enter a maximum of 25 characters for the reference code.

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Dial Leader

You may dial out to yourself, the leader using the telephone icon on the Toolbar or clicking on Conference > Dialouts and choosing Dial Leader. A dialog box will appear that allows you to enter your name and a reference code (max 25 characters, alpha, numeric numbers or both). The phone number will automatically populate.
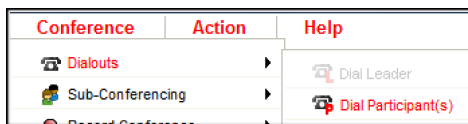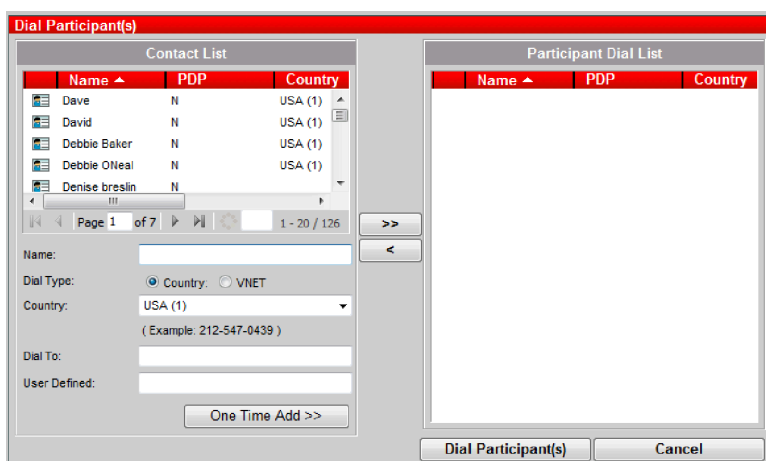

Dial Participants

You may dial out to one or more participants by clicking on Conference > Dialouts and choosing Dial Participant(s).

A dialog box will appear that allows you to select the participant(s) or groups from the contact list.
- Each participant can be highlighted and moved to the Participant Dial list by using the >> button on the screen.
- Several participants can be added to the Participant Dial list by holding the Ctrl key on your keyboard and selecting all desired participants.
- A one-time participant can be added to the Participant Dial list by entering the name and phone number and clicking on the One Time Add >> button.
- Once all participants are chosen click on the Dial Participant(s) button at the bottom of the screen. The total number of participants dialed cannot exceed the leader's subscription size.

Print Participant List

Web Moderator allows you, the leader, to print or save the participant list. This list contains the names and numbers of the participants who joined your call, as well as the order they joined.

End Conference/Exit Web Moderator

In Web Moderator, you have the option to 1) end the conference but not exit Web Moderator; 2) both exit Web Moderator and end the conference, or 3) exit Web Moderator but not end the conference. These options are available via the Menu Bar. Select Conference and all three options are listed at the bottom of the drop-down menu.

Entry/Exit Mode

This feature allows you to select how your participants will join and exit your conference. The options are: Play Recorded Name, Silent Entry, or Tone. Depending on the size or type of call you are hosting, one entry/exit mode may be more appropriate than the others.

Increase Conference Size

Under the Conference menu or by selecting the icon in the Toolbar, you can temporarily increase the size of your active conference by 20 lines. When you choose the Increase Conference Size the following dialog box will appear:

Lock Conference

Lock Conference provides additional security for your conference. It allows you to lock the conference to prevent additional participants from joining the call. Access Lock Conference by selecting Conference > Security > and select Lock. To unlock the conference, select Conference > Security > Unlock, or you can select *7 on your touch-tone phone.

Recording Conferences

You may record your conference using the Toolbar record icons (start, restart and stop) or by selecting Conference > Record Conference and choosing Start Recording. A dialog box will appear that allows you to enter a description of your recording. An additional dialog box will appear, displaying the phone numbers that parties can use to listen to the recorded conference. To stop the recording, choose Stop Recording from the Conference menu.

From this dialog box, you may send an email with the phone number details. You may also restart the recording, in the event that the recording is inadvertently stopped. Click on Conference and choose Restart Recording.

At any time, you may view the conference recording phone numbers by clicking on Conference and choosing View Conference Recording.
When you click Yes, the following dialog is displayed that allows you to email a message to participants with the phone number details to hear the replay.

Start Recording Conference
When you click Start Recording Conference, you are presented with the following dialog box:
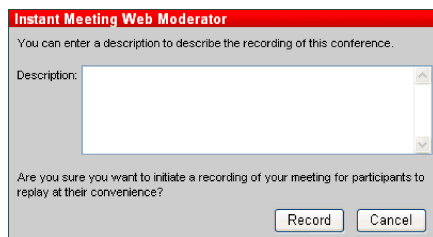
When you click Record, the following dialog is displayed to inform you that a recording line is being established.

Stop Recording Conference
When you click Stop Recording Conference, you are presented with the following dialog:

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View Recording Conference Details
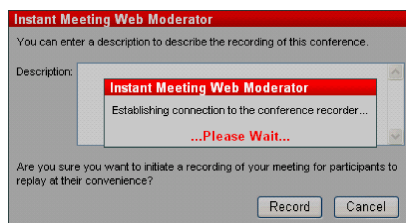When you click View Recording Conference, you are presented with the following dialog that allows you to email a message to participants with the phone number details to hear the replay:

Roll Call

The Roll Call option allows you to playback the participants who have recorded their names when entering the conference. The options for Roll Call are to either play privately, so only the leader will hear the names, or play publicly, so the entire conference can hear the list of participants.

Sub-Conferencing

Use the Sub-Conferencing feature to allow participants to breakout into smaller groups outside of the main conference.

Start sub-conferencing
To start sub-conferencing, choose: Conference > Sub-Conferencing > Start Sub-Conferencing

Create a sub-conference
Once sub-conferencing is activated, a sub-conference will need to be created before participants can be moved into a specific sub-conference.

Choose the Conference > Sub-Conferencing > Create Sub-Conference menu item:

Create a sub-conference from a telephone touch-tone command
A sub-conference will automatically be created once a participant uses the telephone touchtone command of 1##, 2##, etc., up to 9## to enter a sub-conference, if it has not already been created. If a participant enters a sub-conference via a telephone touchtone command that has not been created on the Web Moderator, a new sub-conference will be added to the Web Moderator screen.

Assigning sub-conference group names using the Web Moderator
When using the Web Moderator, you will have the ability to assign names to individual sub-conferences.

Choose Conference > Sub-Conferencing > Rename Sub-Conference to rename the currently selected sub-conference:
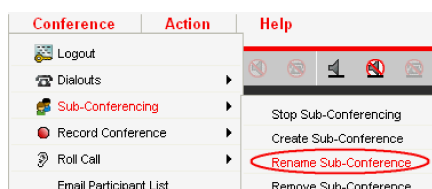

Once Rename Sub-Conference is selected, the following dialog box will appear which will allow you to enter a new name for the sub-conference:
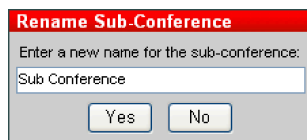
Moving parties into and out of a sub-conference
Once sub-conferencing is active, participants will be able to move between individual sub-conferences. You will also be able to move individual participants between sub-conferences from within Web Moderator.

There are two ways to move selected participants into available sub-conferences: 1) select the participant and drag and drop them into the assigned sub-conference or 2) select participant and go to Action > Move > Sub-Conference Name.
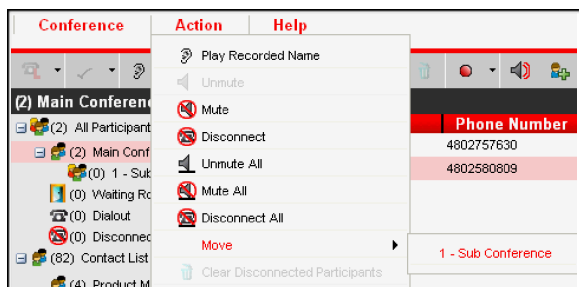
*Participants moving themselves between sub-conferences via touch-tone command*
A participant can move themselves between sub-conferences by using the 1##, 2##, etc, up to 9##. There are up to nine different sub-conferences which can be active for any conference. When a participant is in a sub-conference and they wish to return to the main conference, they can select 0## to return to the main conference.
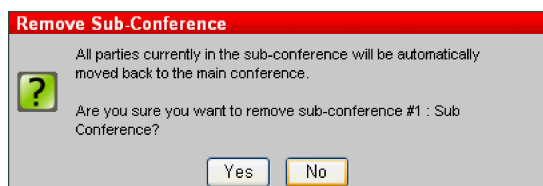
Removing a sub-conference
To remove/end a sub-conference from within Web Moderator, choose the Conference > Sub-Conferencing > Remove Sub-Conference menu item:
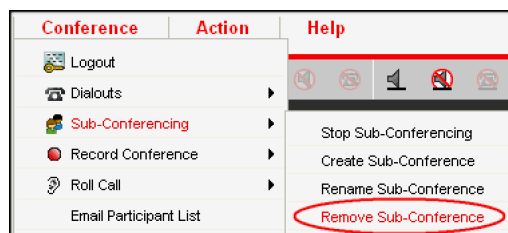
Once you select Remove Sub-Conference, the following dialog box will appear:

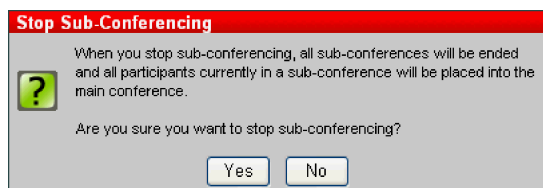*Remove/end a sub-conference via touch-tone command*
To remove/end a sub-conference via telephone touch-tone command, press #2. A sub-conference is automatically ended on the bridge once all parties have left the sub-conference.

Stop sub-conferencing
To stop sub-conferencing, choose: Conference > Sub-Conferencing > Stop Sub-Conferencing

When sub-conferencing is deactivated (stopped) from the Web Moderator, all participants who were previously in sub-conferences will be returned to the main conference. The following confirmation dialog box will appear upon selection of the Stop Sub-Conferencing menu item:

To start/stop a sub-conference from a telephone touchtone command, press #2. When sub-conferencing is deactivated via the #2 touchtone command, all participants who were previously in sub-conferences will be returned to the main conference.

Talking Indicator

By selecting the Talking Indicator, you can determine visually from which line sound is coming. This is helpful when there is background noise interfering with the conference. Once you identify which line is making the unwanted noise, you can mute that line only. Turn on the Talking Indicator through either the Toolbar icon or via the Menu Bar. In the Menu Bar, select Conference > Talking Indicator. The menu option will have a checkmark next to it. This feature toggles on and off, therefore to turn Talking Indicator off, click on the Toolbar icon again or reselect in the Menu Bar.

Waiting Room

The Waiting Room feature allows you to screen incoming participants before you enter them into the main conference. You can enable or disable this feature from the Conference > Security Menu. You will see and be notified by the Web Moderator that participant(s) are in the waiting room. You may:
- Join one/many/all parties into the main conference
- Disconnect one/many/all parties from the conference
- Play recorded name for a party in the waiting room (if Participant Name Record has been enabled) before you join them in the main conference

When waiting room is selected, the following options will also be available from the Action Menu:
- Play Recorded Name (One Party, only when Participant Name Record Enabled)
- Join Participant(s) (One/Many Selections)
- Join All Participants
- Speak in Private
- Disconnect (One/Many Selections)
- Disconnect All Parties
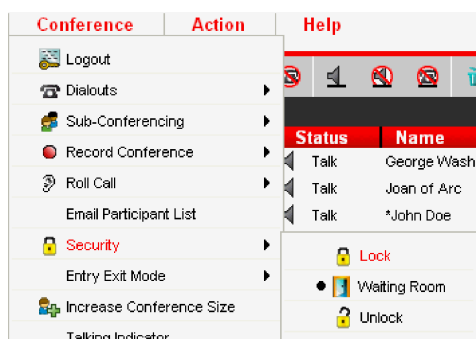
Contact Us

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- Email: conf@mymeetings.com
- United States: 800-475-5000 or 415-228-5025
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- Singapore: 65-6883-9144

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