USER GUIDE

Conferencing

*verizon*business

Instant Meeting Web Moderator User Guide

Overview

Instant Meeting Web Moderator is an online conference management tool that offers conference leaders visibility into their Instant Meeting audio conferences and provides control over various aspects of their Instant Meeting audio conference.

System Requirements

Web Moderator uses Google Web Toolkit (GWT). HTML Web Moderator supports all browsers that are supported by GWT. GWT supports the following browsers:

- Microsoft® Internet Explorer® 6, 7
- Mozilla Firefox 1.0, 1.5, 2.0
- Apple Safari 2.0, 3.0
- Opera 9.0

Accessing Web Moderator

Leaders can access Instant Meeting Web Moderator through the leader tools menu bar.

1. Go to http://e-meetings.verizonbusiness.com
2. Under **Leader Tools**, select **IM Web Moderator**
3. You will be taken to the Manage My Meetings login page; enter your login name and password.
4. You will then be taken to the Instant Meeting tab.
5. For each Instant Meeting subscription you have, there are a set of icons to the right. Clicking on the ➡ icon for your preferred conference will launch the Web Moderator.

Creating a shortcut on your desktop

By creating a desktop icon for Web Moderator, you can more easily launch this tool without the need to follow the procedure outlined above.

1. From the e-Meetings Leader Tools menu, select **Web Moderator**.
2. On the Instant Meeting Subscriptions tab of Manage My Meetings, you will see a link below your subscription information that says **Install the Web Moderator icon on your desktop**.
3. Click on this link.
4. Click **Run** on the File Download pop-up window.
5. Click **Run** on the Security Warning pop-up window.
6. Select the language in which the installation instructions should display from the installer language dialog box. The language options available are **English**, **French**, **German**, and **Japanese**.
7. Click **OK** to initiate the setup and display the installation folder selection screen.
8. Optionally change the Destination Folder and click the **Install** button.
9. The icon is downloaded and installed and the status will show as completed once it is finished.

Web Moderator sections

The graphic below indicates the various sections of the Web Moderator tool. Please use this as a reference for the following Web Moderator features information.
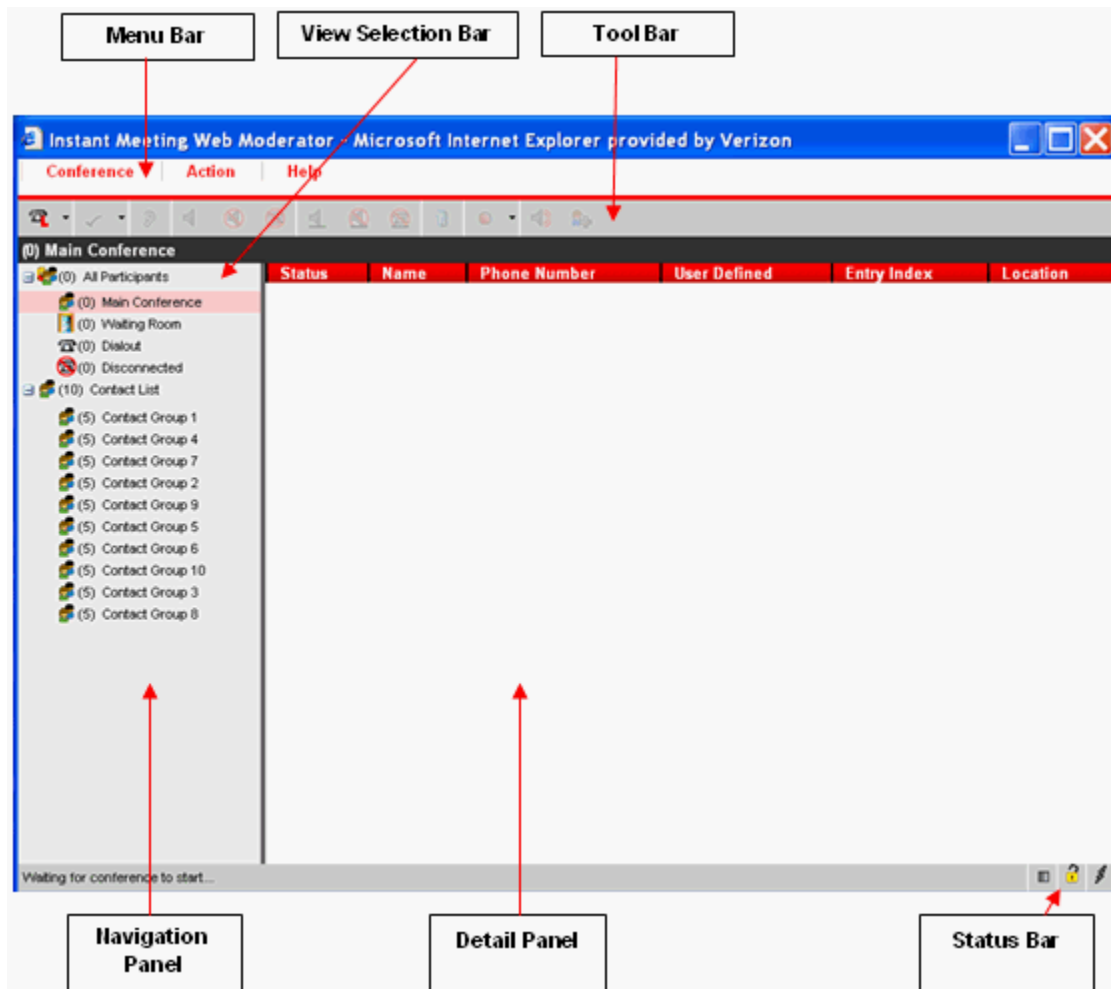
Web Moderator Features

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
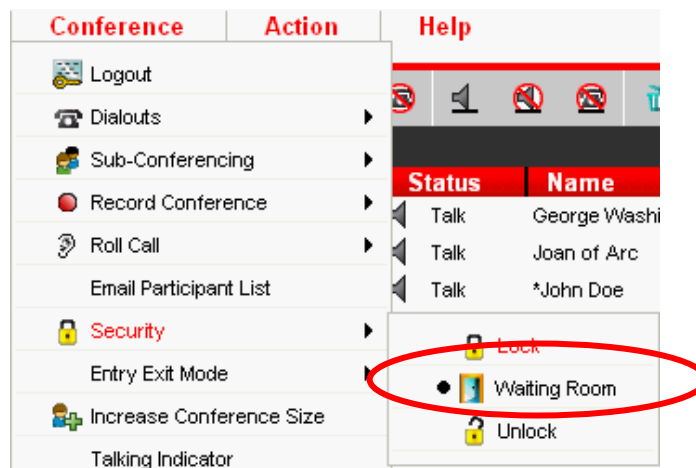
When waiting room is selected, the following options will also be available from the Action Menu:

- 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)
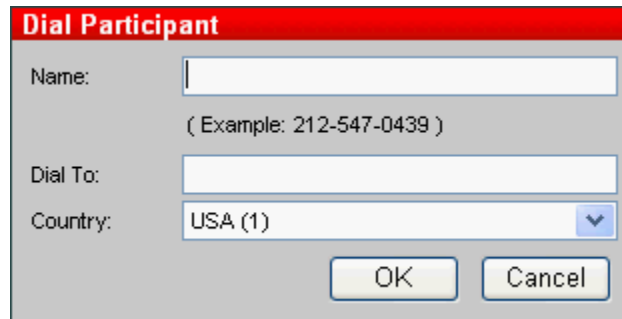- Disconnect All Parties

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.
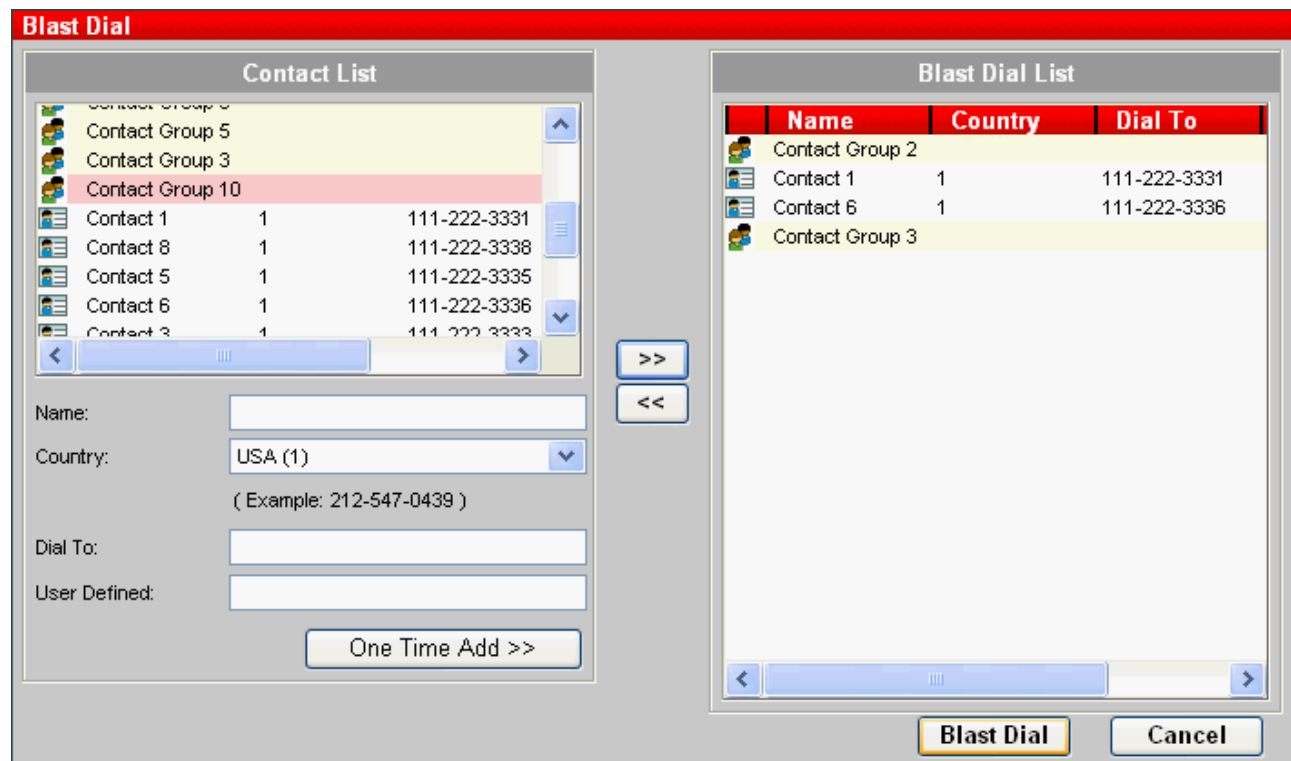
Dial Participants

You may dial out to participants using the Toobar telephone icon or by clicking on **Conference** > **Dialouts** and choosing **Dial Participants**. A dialog box will appear that allows you to enter a participant name and phone number to dial, or select the contact list icon to look up a contact in your list. Both Direct Dial and Private Dial Plan numbers are supported.

Blast Dial Participants

You may blast dial to multiple participants simultaneously by clicking on **Conference** > **Dialouts** and choosing **Blast Dial**. A dialog box will appear that allows you to select participants, or groups, from the contact list. Each participant can be highlighted and moved to the Blast Dial List by using the **>>** button on the screen. Several participants can be added to the Blast Dial list by holding the **Ctl** key on your keyboard and selecting all desired participants. A one-time participant can be added to the Blast 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 **Blast** Dial button at the bottom of the screen. Both Direct Dial and Private Dial Plan numbers are supported. The total number of blast dial participants cannot exceed the leader's subscription size.

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.

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 touchtone phone.

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.

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.

Sub-Conferencing

Use the Sub-Conferencing feature to allow participants to breakout into smaller groups outside of the main conference.
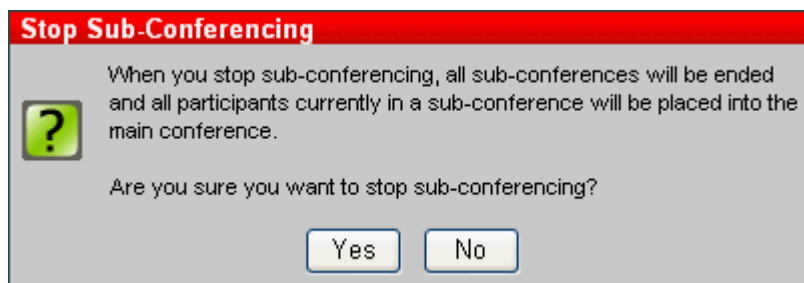
To start sub-conferencing, choose: Conference > Sub-Conferencing > Start Sub-Conferencing

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.

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:
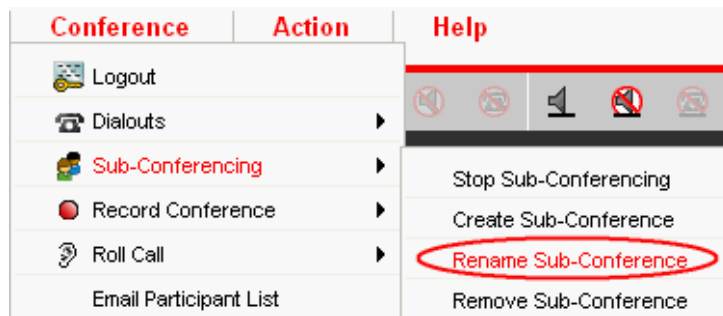

Once **Rename Sub-Conference** is selected, the following dialog box will appear which will allow you to enter a new name for the sub-conference:
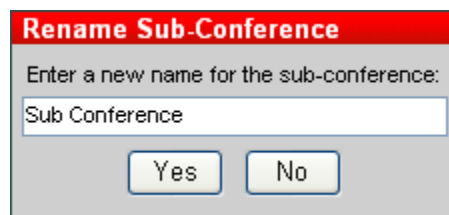
Moving parties into and out of a sub-conference

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 **Actio**n > **Move** > **Sub-Conference Name**.
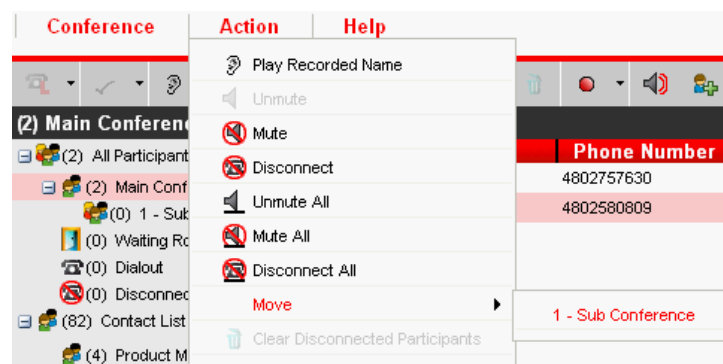
Participants moving themselves between sub-conferences via touch-tone command

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:
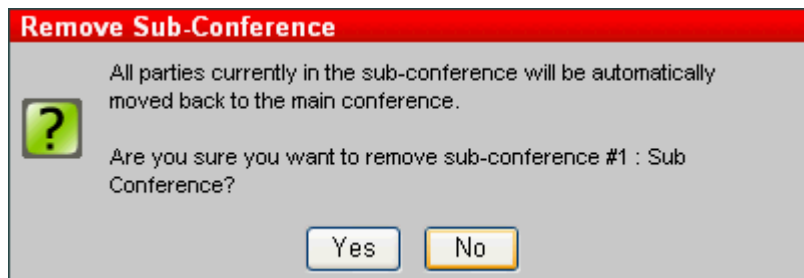
Remove/end a sub-conference via touch-tone command

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.

Increase Conference Size

Under the Conference menu (or by selecting the [icon] icon in the Toolbar), you can temporarily increase the conference size of your active conference to allow more participants to enter. The conference will automatically increase by up to 20 lines (based on the maximum number of lines allowed for your subscription) and there will be a charge associated with the use of this feature. This feature will allow the conference size to be automatically increased without the participants having to disconnect and dial back into the call.
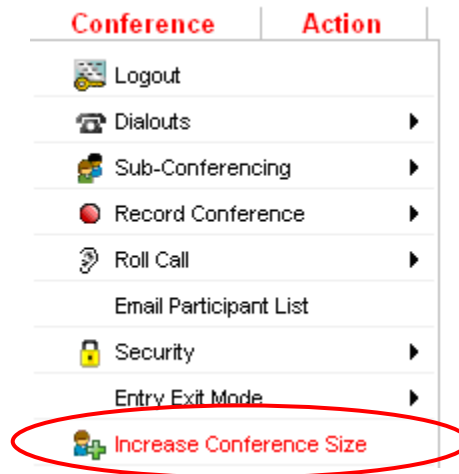
When you choose the **Increase Conference Size** menu item, the following dialog box will appear:
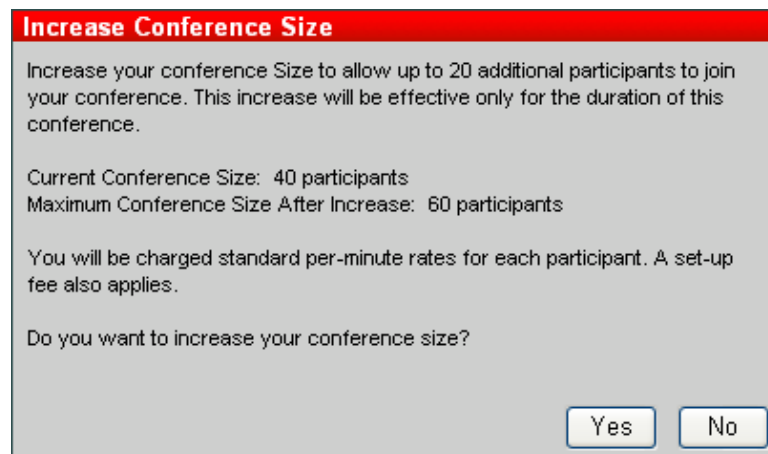
Select **Yes** to proceed or **No** to stop the action. Once the conference size has been successfully changed for the currently running conference, the following dialog box will appear:

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:
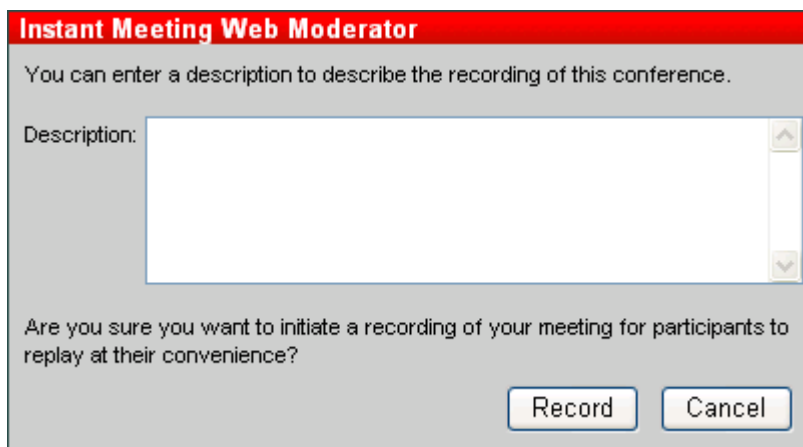
When you click **Record**, the following dialog is displayed to inform you that a recording line is being established.
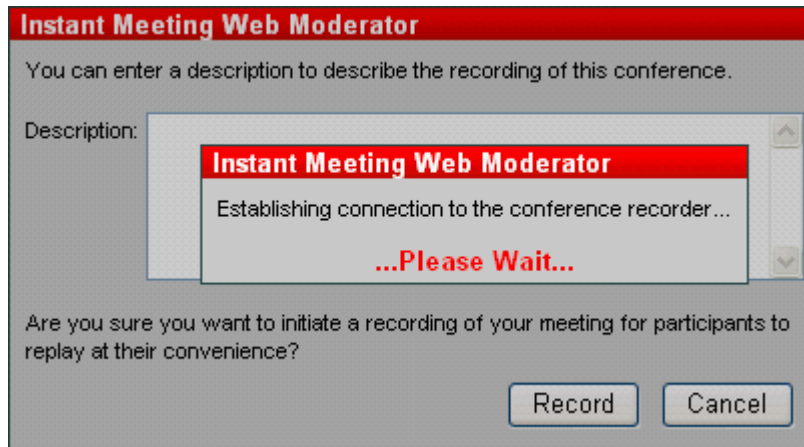
Stop Recording Conference

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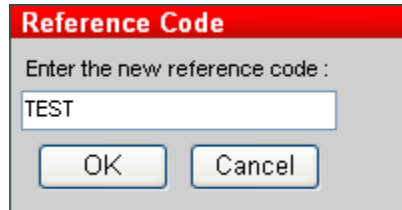
View Recording Conference Details

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:
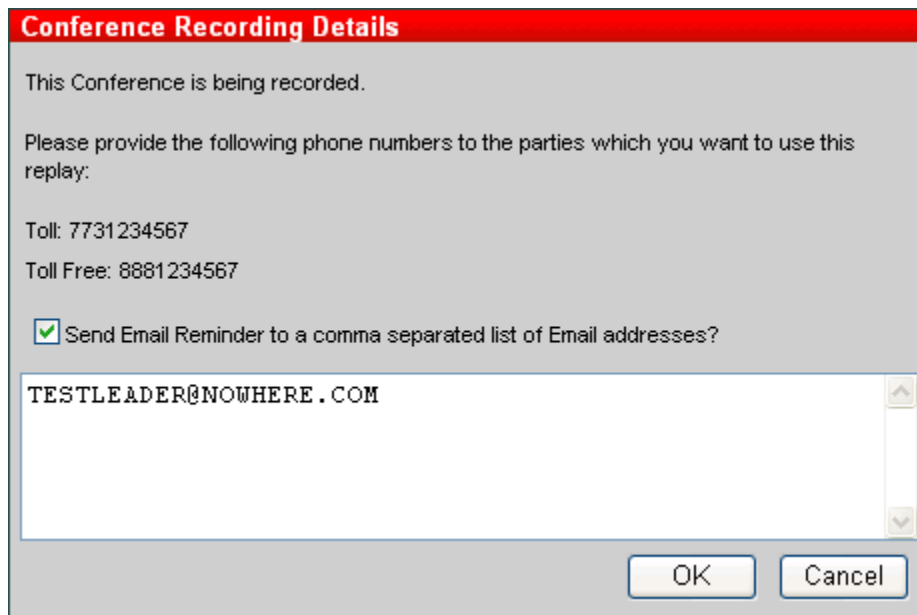
Customer Reference Codes

You may 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. Once you have confirmed the reference code, click **OK**.

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.

Email Participant List

Web Moderator allows you, the leader, to send an email containing the participant list to your email address of record. This email contains the names and numbers of the participants who joined your call, as well as the order they joined.

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.

Conference	Action	Help

(0) Main Conference

|	Name ▲	PDP	Country	Dial To	User Defined
(0) All Participants	Contact Group 1				Group Description 1
(0) Main Conference	Contact Group 10				Group Description 10
(0) Waiting Room	Contact Group 2				Group Description 2
(0) Dialout	Contact Group 3				Group Description 3
(0) Disconnected	Contact Group 4				Group Description 4
(10) Contact List	Contact Group 5				Group Description 5
(5) Contact Group 1	Contact Group 6				Group Description 6
(5) Contact Group 10	Contact Group 7				Group Description 7
(5) Contact Group 2	Contact Group 8				Group Description 8
(5) Contact Group 3	Contact Group 9				Group Description 9
(5) Contact Group 4	Contact 1	N	USA (1)	111-222-3331	
(5) Contact Group 5	Contact 10	N	USA (1)	111-222-33310	
(5) Contact Group 6	Contact 2	N	USA (1)	111-222-3332	
(5) Contact Group 7	Contact 3	N	USA (1)	111-222-3333	
(5) Contact Group 8	Contact 4	N	USA (1)	111-222-3334	
(5) Contact Group 9	Contact 5	N	USA (1)	111-222-3335	
	Contact 6	N	USA (1)	111-222-3336	
	Contact 7	N	USA (1)	111-222-3337	
	Contact 8	N	USA (1)	111-222-3338	
	Contact 9	N	USA (1)	111-222-3339	

If you would like to add a new contact, choose **New Contact** from the **Action** menu. Complete the dialog box, and then click **Add**.

Conference	Action	Help

New Contact
New Group
Modify Group
Delete Group
Dial Contact
Blast Dial
Contact Preference ▶

(0) 1 - Sub Confere

(3) All Participant
(1) Main Conf
(0) 1 - Sub
(0) Waiting Rc
(0) Dialout
(2) Disconnec
(10) Contact List
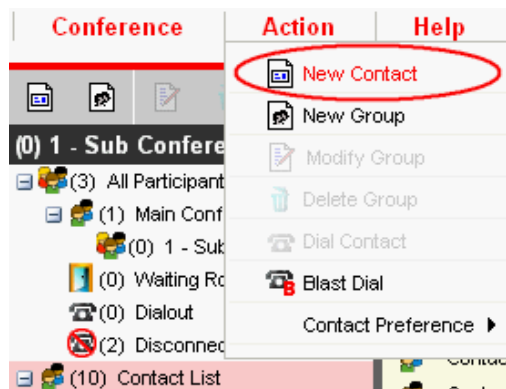
If you would like to add a new contact group, choose **New Group** from the **Action** menu. Select the contacts that you want to be included in the group, then click **Add**.
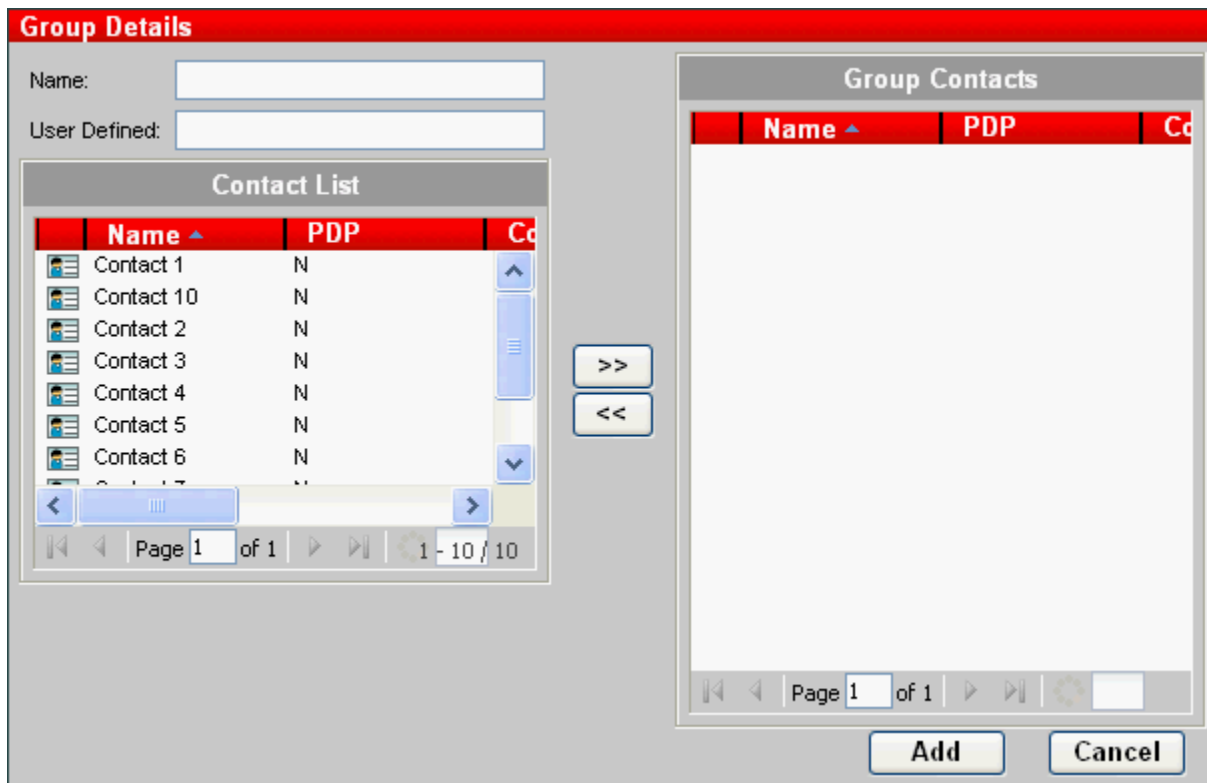
When the contact list is highlighted in the Navigation Panel, your contacts will be listed in the Detail Panel where you can change or add contacts and groups. If you choose to delete a contact or group, you will receive a dialog box confirming your wish to delete.
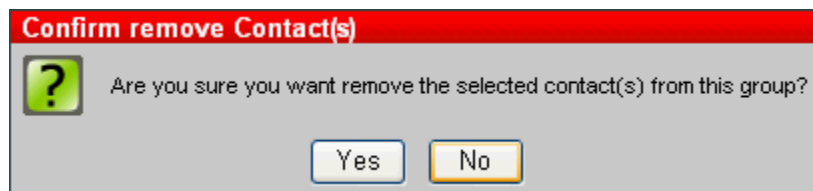
Contact Us

Need additional assistance? Contact Customer Relations:

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Australia:	1-800-505-020

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