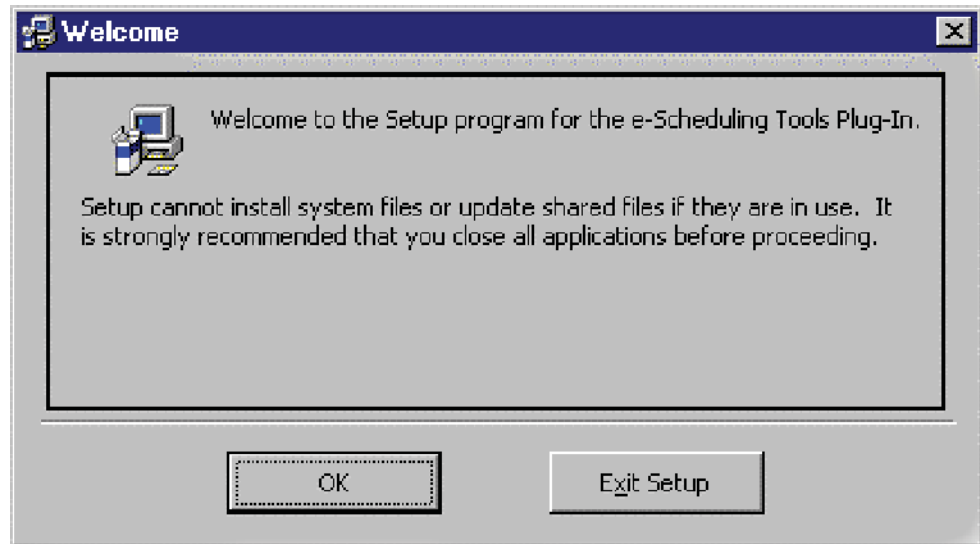


Verizon Conferencing e-Scheduling Tools Installation Guide

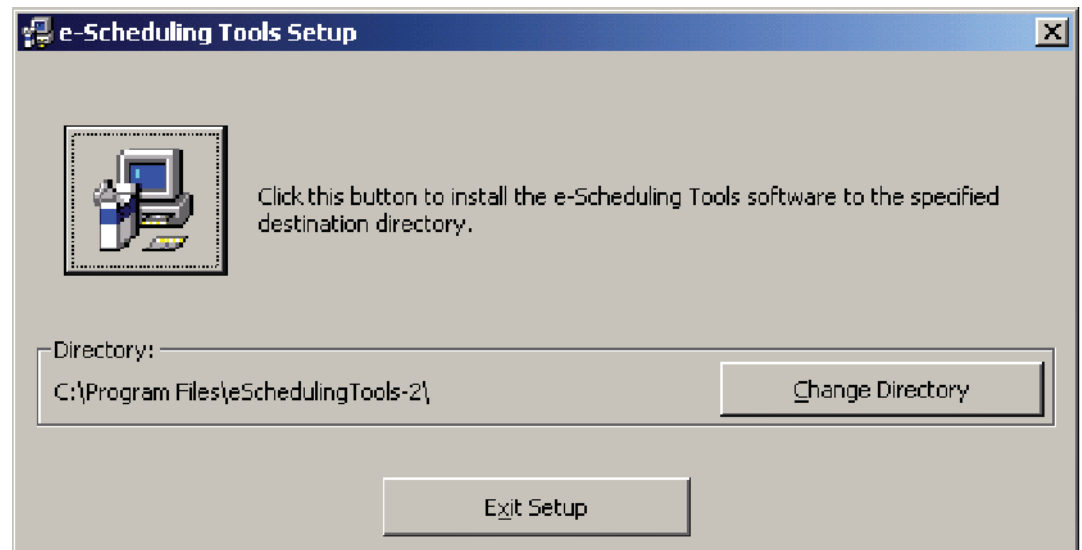
Step-by-Step Installation	2
Changes in Your Outlook	14
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Step-by-Step Installation

1. It is strongly recommended that you close all applications before proceeding.
Click **OK**.



2. Click the **button on the left side of the screen** if the directory is okay. Otherwise click on **Change Directory** and select where you want the software saved.

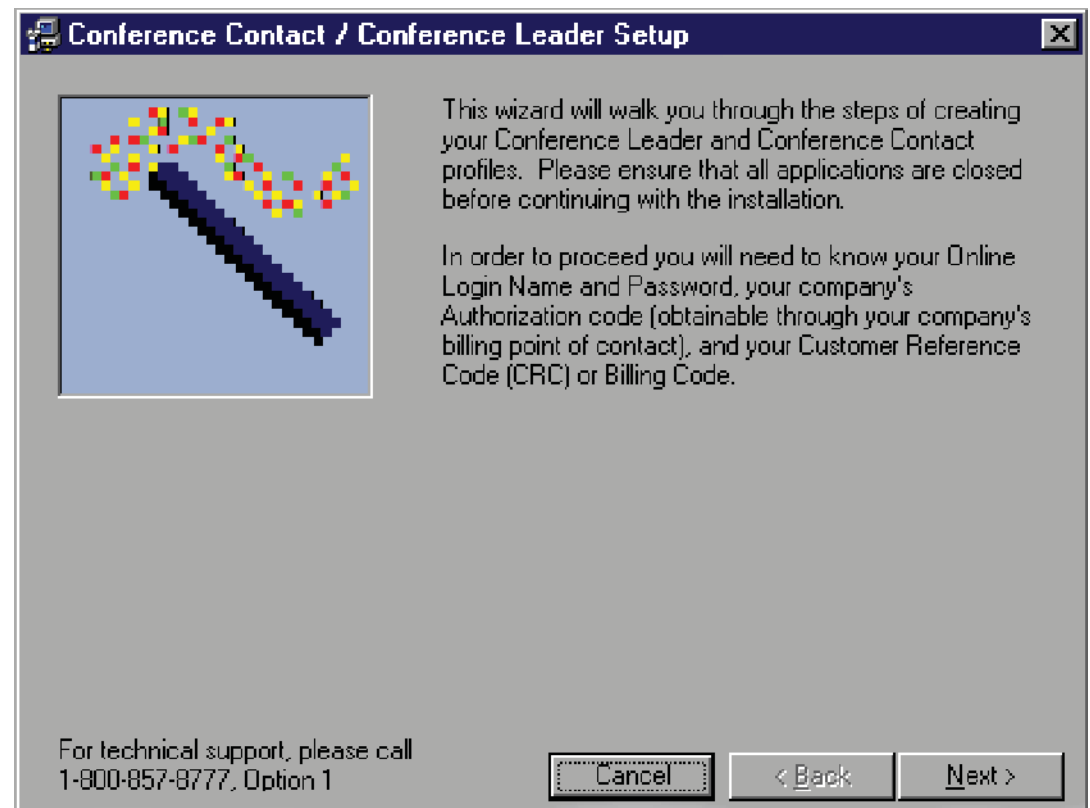


3. The wizard will walk you through the steps to set up the **Conference Contact and Leader profiles**. You will need to know your:

- Verizon Conferencing Online Login Name
- Password
- Authorization Code
- CRC or Billing Code

Note: You should have an e-mail containing an Online Login Name and Password, which are case-sensitive.

Click **Next**.

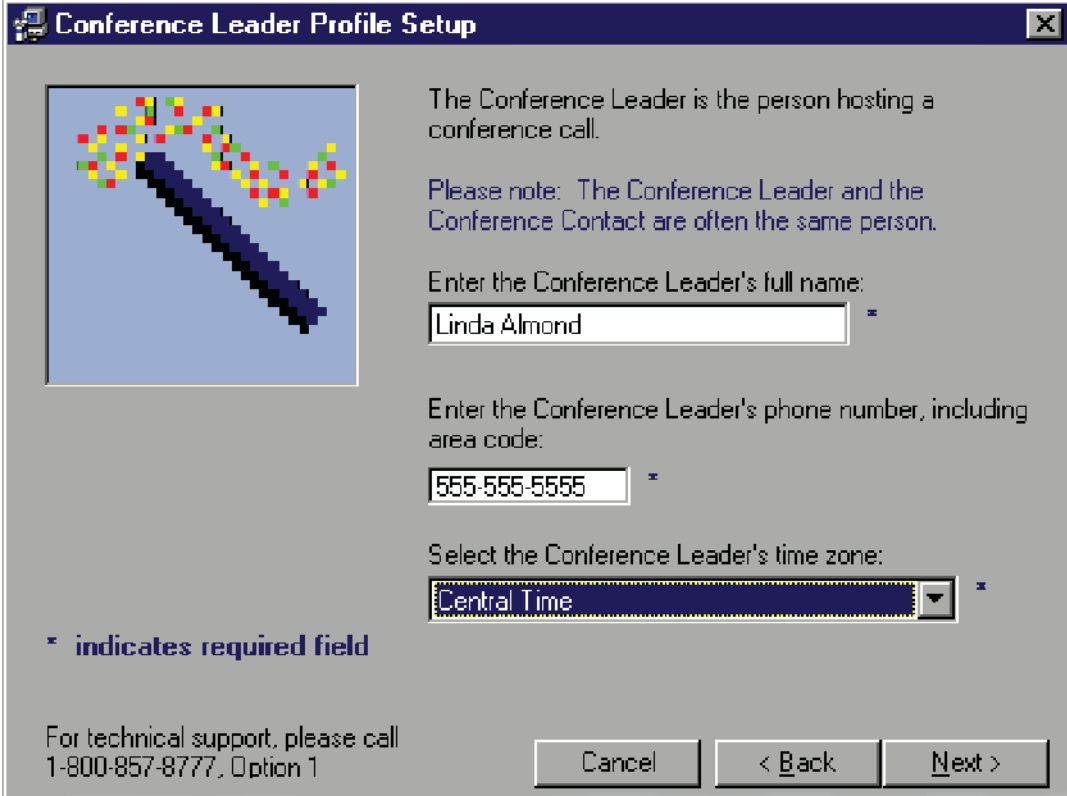


User Guide

4. At the next screen, enter:

- Conference leader's full name
- Phone number (You can put in the separators.)
- Time zone

Click **Next**.



Conference Leader Profile Setup

The Conference Leader is the person hosting a conference call.

Please note: The Conference Leader and the Conference Contact are often the same person.

Enter the Conference Leader's full name: *

Enter the Conference Leader's phone number, including area code: *

Select the Conference Leader's time zone: *

* indicates required field

For technical support, please call
1-800-857-8777, Option 1

Cancel < Back Next >

User Guide

5. Enter the Conference Leader's:

- Verizon Conferencing Online Login Name
- Authorization Code
- Billing Code

Click **Next**.



Conference Leader Profile Setup

Enter the Conference Leader's Online Login Name: *

Enter the Conference Leader's Authorization code: *

Enter the Leader's Customer Reference Code (CRC) or Billing Code:

* indicates required field

For technical support, please call
1-800-857-8777, Option 1

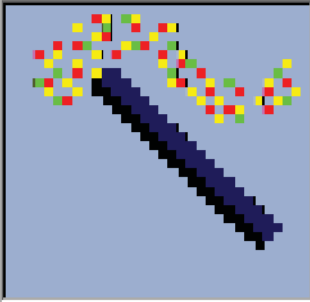
Cancel < Back Next >

User Guide

6. If the Leader and the Contact are the same person, then click on **Copy Leader to Contact** button. Type in the Contact's phone number.

Click **Next**.

Conference Contact Profile Setup



The Conference Contact is the person responsible for setting up conference calls for a Conference Leader.

Please note: Conference Contact and Conference Leader may be the same person.

Enter the Conference Contact's phone number, including area code:

*

Enter the Conference Contact's e-mail address:

*

* indicates required field

For technical support, please call
1-800-857-8777, Option 1

User Guide

7. Enter your:

- Verizon Conferencing Online Login Name
- Password

Note: Upon Creating Your Profile in step #1 above, you should have received an e-mail containing your Online Login Name and Password, which are case-sensitive. If you already have a profile because you have used the website in the past to schedule calls, then you can use that one.

Click **Next**.

Conference Contact Profile Setup

Enter the Conference Contact's Online Login Name: *

Enter the Conference Contact's Password: *

* indicates required field

For technical support, please call
1-800-857-8777, Option 1

Cancel < Back Next >

8. If you want the **Net Conference** preference, skip to step #10 in this document.

If you do not select Net Conference, the Net Conference options below it will be grayed out.

Click **Next** to move on to select the total number of lines needed for your calls.

Conference Call Preferences Setup

The following preferences can be changed at the time of reservation:

Net Conference

Enter Net Leader Passcode:

Enter number of Net Conference participants:

Select features you would like to use for your Net Conferences:

Features

Net Participant List

Operator Hosted

SSL Encryption

Recording

Net Replay Duration days

FTP Download

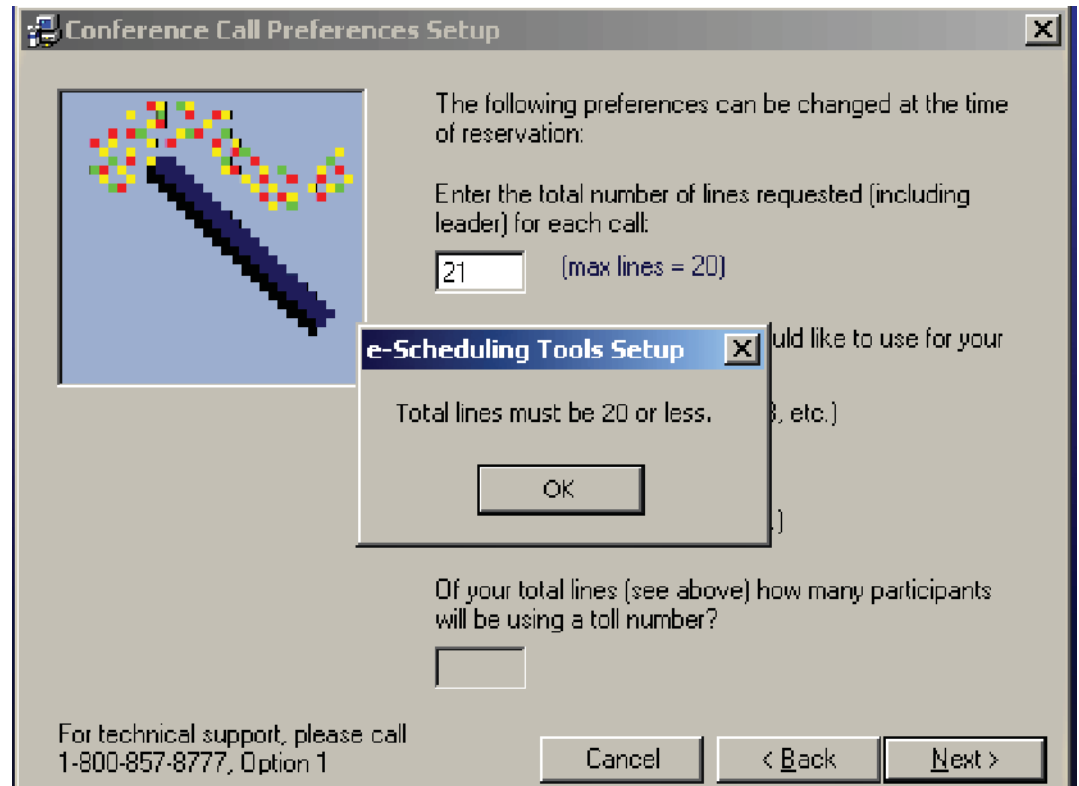
For technical support, please call 1-800-857-8777, Option 1

Cancel < Back Next >

User Guide

9. If you have not selected the Net Conference check box, you can select a maximum number of 20 lines for your calls, which will be **audio-only**.

Click **Next**.



User Guide

10. If you want the Net Conference preference, click the **Net Conference** check box. Enter the desired Net Leader Passcode. Enter the number of Net Conference participants – up to 100. Select the desired features and recording options.

Note: The line number, features, and recording options may be changed later and with each call you set up.

Click **Next**.

Conference Call Preferences Setup

The following preferences can be changed at the time of reservation:

Net Conference

Enter Net Leader Passcode:

Enter number of Net Conference participants:

Select features you would like to use for your Net Conferences:

Features

Net Participant List

Operator Hosted

SSL Encryption

Recording

Net Replay Duration days

FTP Download

For technical support, please call
1-800-857-8777, Option 1

Cancel < Back Next >

11. If you selected the Net Conferencing check box above, you can set your **Net Conference** preferences. You can select up to 100 lines. Then, select the desired access types.

Note: The line number and the access types may be changed later and with each call you setup.

Click **Next**.

Conference Call Preferences Setup

The following preferences can be changed at the time of reservation:

Enter the total number of lines requested (including leader) for each call:

(max lines = 100)

Select the access types you would like to use for your conferences:

- Toll Free (e.g. 800, 877, 888, etc.)
- Internal Dialing Plan
- Toll (e.g. 312, 773, 212, etc.)

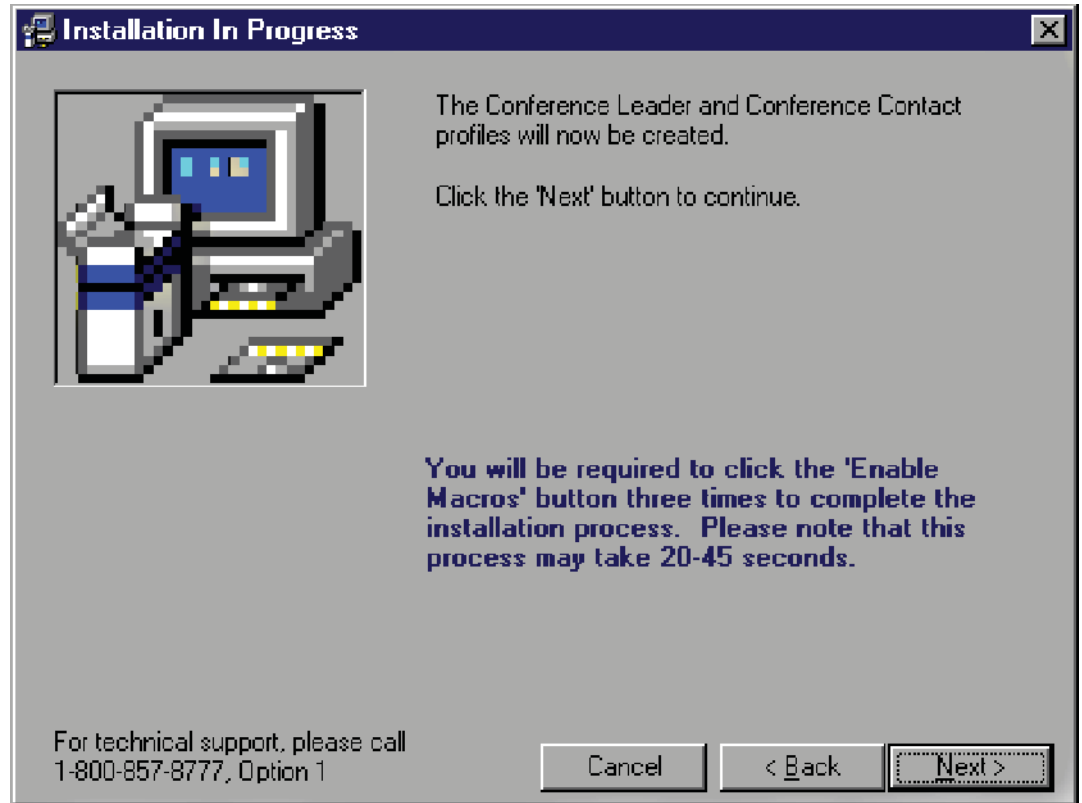
Of your total lines (see above) how many participants will be using a toll number?

For technical support, please call
1-800-857-8777, Option 1

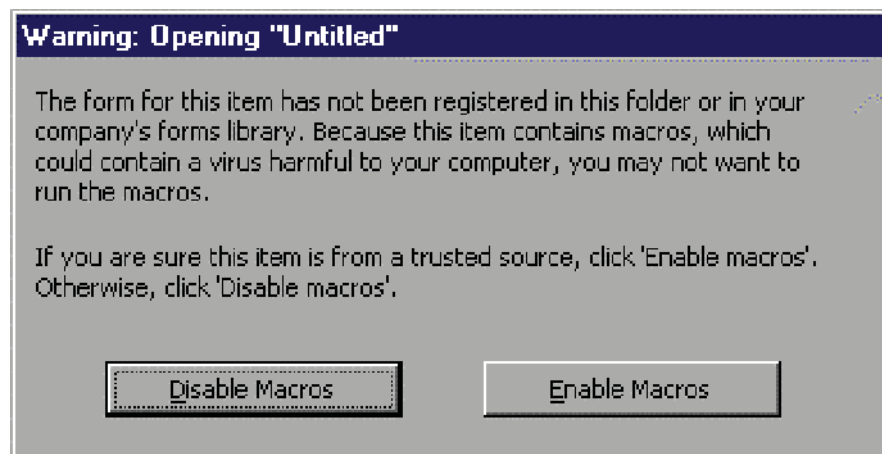
Cancel < Back Next >

12. Do you have Microsoft Outlook security patches installed? If so, skip this step.

Otherwise, this step is very important.



You must enable the **Macros** three times as the pop-up appears.

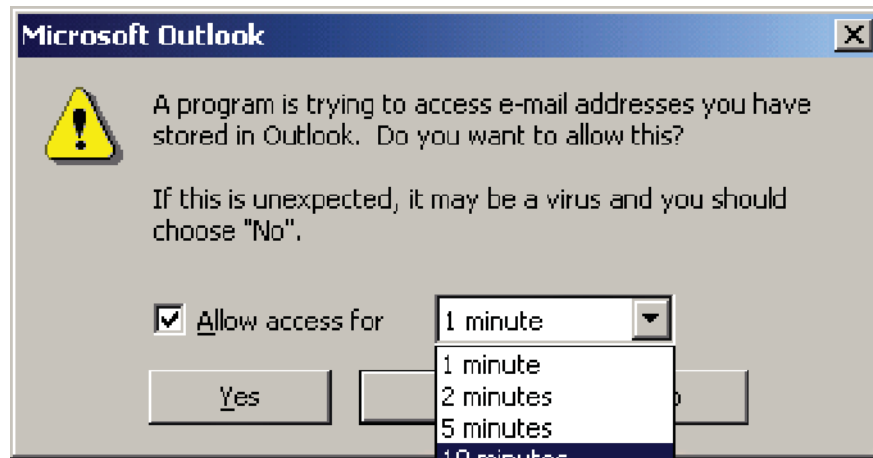


User Guide

13. If you have the Microsoft Outlook security patches already installed in your Outlook, you will not have to enable Macros.

Instead, you will see this screen. Please check the box and select **10 minutes** from the pull-down menu.

Note: You may see this message again when you are scheduling a call. If you do, please select 5 minutes or more from the pull-down menu.

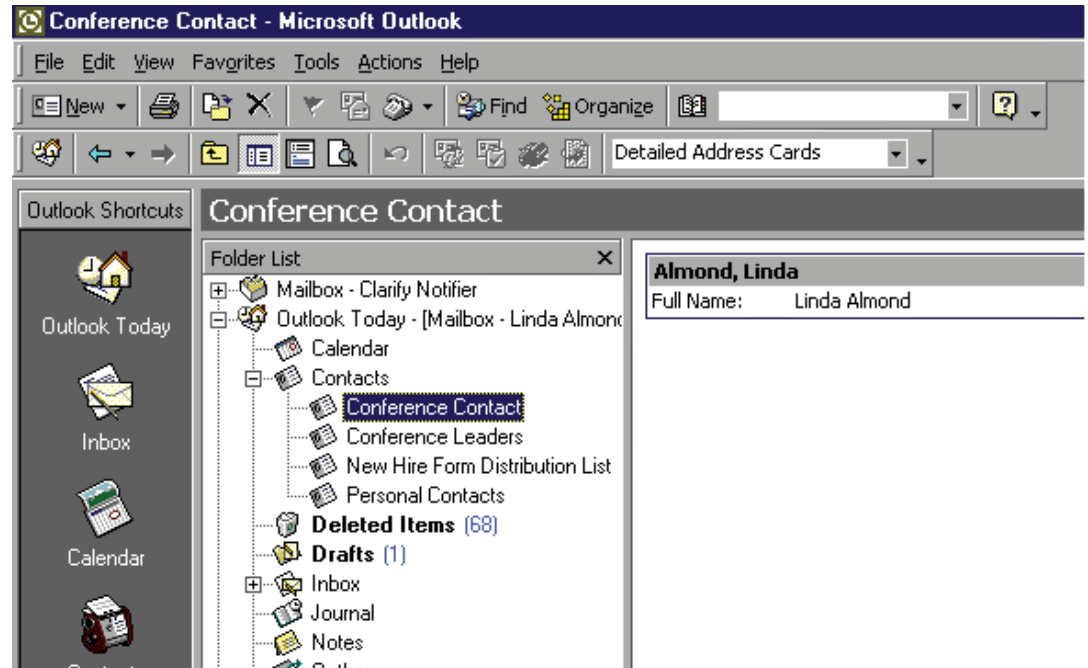


14. The installation is complete! You will be prompted to shut down your computer. The Read Me file will appear, which you can print for future reference.



Changes in Your Outlook®

Two new subfolders will be created in your Contacts folder.

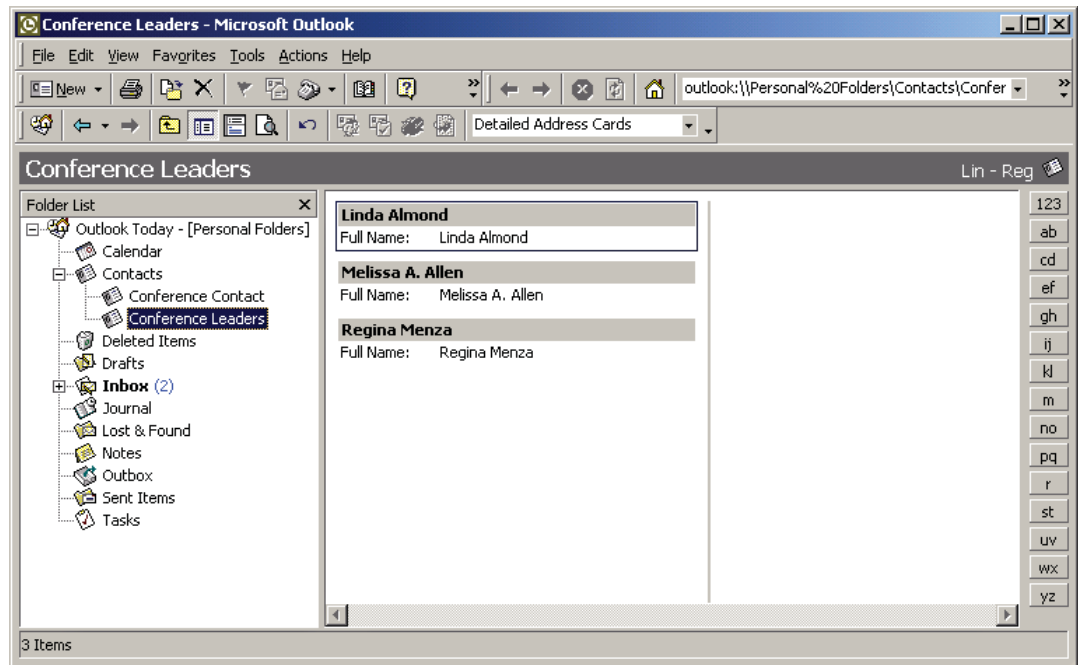


e-Scheduling Tools requires the current view to be set to **Detailed Address Cards** for the Conference Contact and Conference Leader. To do this:

1. Make sure the **Folder List** is displayed by selecting **View** from the menu bar and selecting **Folder List**.
2. Expand your **Contacts** folder by clicking on the **+** sign to its left or by double-clicking the **Contacts** folder.
3. Highlight the **Conference Contact** folder within the **Contacts** folder by clicking on it once.
4. Select **View** in the menu bar.
5. Select **Current View** from the menu.
6. Select **Detailed Address Cards**.
7. Highlight the **Conference Leader** folder within the **Contacts** folder by clicking on it once.
8. Select **View** from the menu bar.
9. Select **Current View** from the menu.
10. Select **Detailed Address Cards**.

Note: Only one Conference Contact is allowed at any one time.

Managing Your Conference Leaders



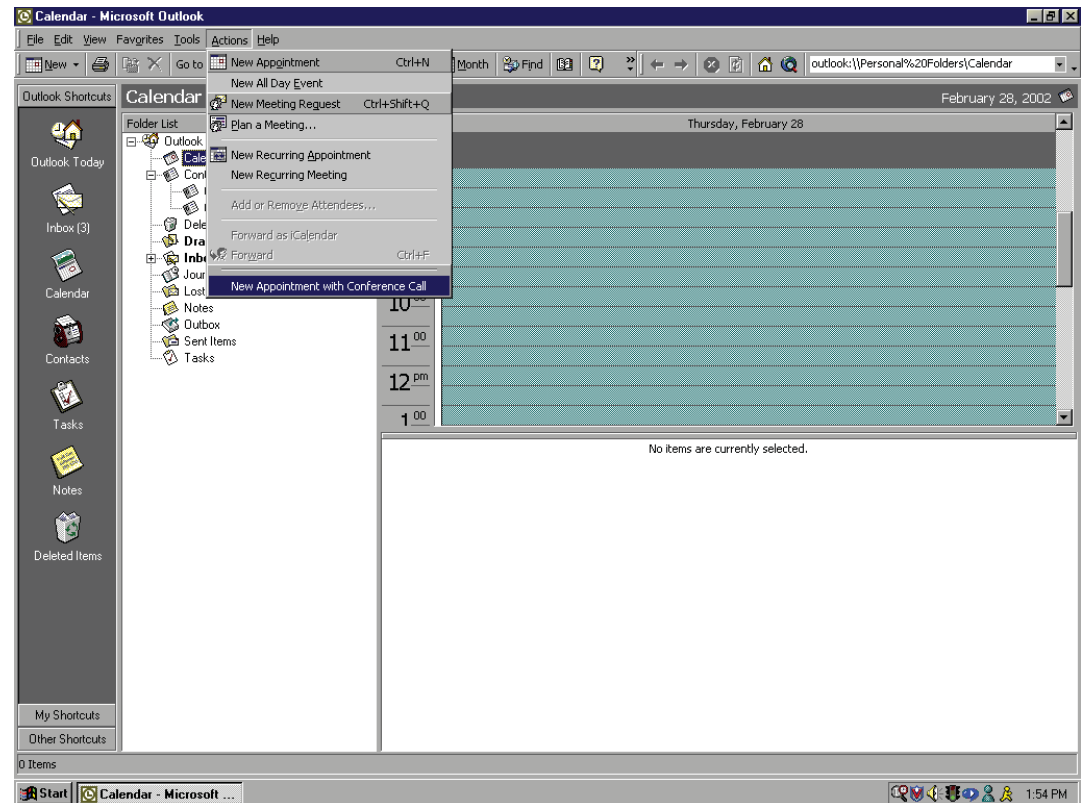
You can add multiple leaders with various profiles and CRC or billing information. To do this:

1. Make sure the **Folder List** is displayed by selecting **View** from the menu bar and selecting **Folder List**.
2. Expand your **Contacts** folder by clicking on the **+** sign to its left or by double-clicking the **Contacts** folder.
3. Highlight the **Conference Leaders** folder within the **Contacts** folder by clicking on it once.
4. Select **Actions** in the menu bar.
5. Select **New Conference Leader** from the menu.
6. Fill in the details for each leader's profile, including Leader's Name, Phone Number, Online Login Name, Authorization Code, Customer Reference Code (CRC) or Billing Code, and Time Zone. You are also provided with the opportunity to set up Audio and Net Conference defaults for each leader.

Note: Your defaults can be changed when you schedule a call.

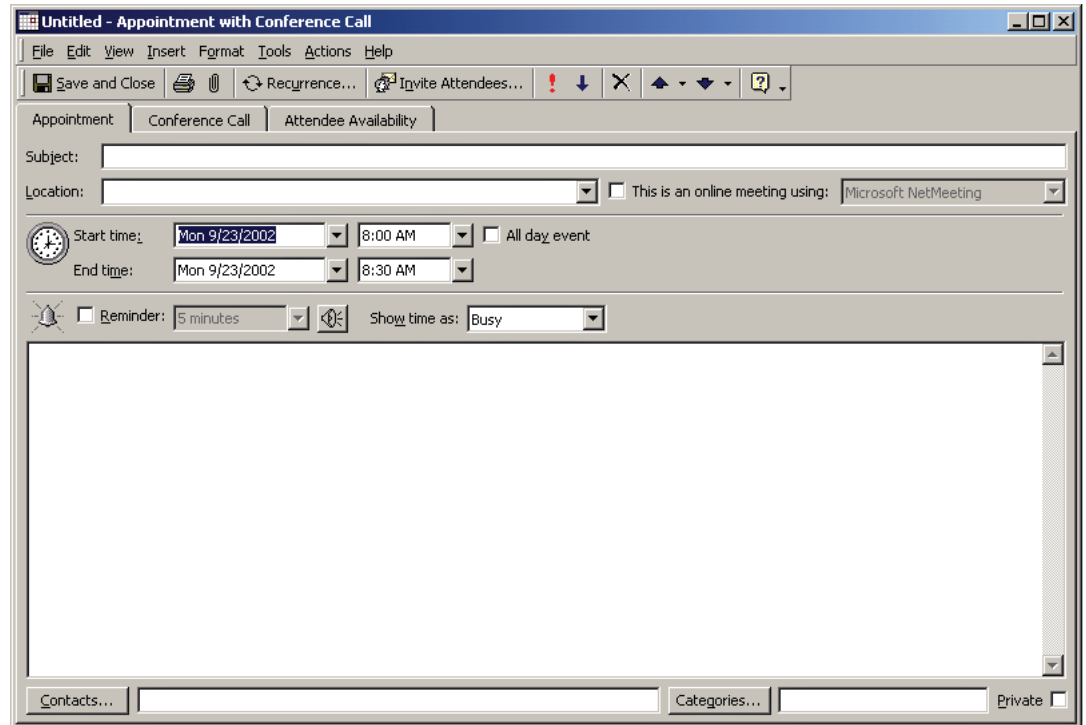
Scheduling a Conference Call

1. Click on **Calendar**.
2. Go to **Actions** in the menu bar.
3. Select **New Appointment** with Conference Call.



User Guide

4. Click on **Invite Attendees**. Add the names of your conference participants, either by using the Address Book or by manually typing each participant's e-mail address.
5. Type in the **Subject** of the conference call.
6. Select **Date** and **Time** of conference call.



User Guide

7. Select the **Conference Leader** from the pull-down menu. The fields will populate with the selected leader's information.

Untitled - Appointment with Conference Call

File Edit View Insert Format Tools Actions Help

Save and Close Recurrence... Invite Attendees...

Appointment Conference Call Attendee Availability

Confirmation:

Confirmation Number: Net Conference URL:

Conference Passcode: Net Conference #:

Toll Free Number: Audience Passcode:

Toll Number: Leader Passcode:

Internal Number:

Conference Leader:

Name:

Authorization Code:

Time Zone:

Online Login Name:

Customer Reference Code (CRC) or Billing Code:

Entry Types: Tone In/Tone Out Silent Entry/Exit

Net:

Net Conference

Net Leader Passcode: Net participants:

Features:

Operator Hosted

Net Participant List

SSL Encryption

Recording:

Net: Replay Duration days

FTP Download

Questions? Please call 1-800-857-8777.

8. Select the **number of lines** needed for this call.

Note: If the Net Conference check box is checked, the maximum number of lines is 100.
If the Net Conference check box is not checked, the maximum number of lines is 20.

Untitled - Appointment with Conference Call

File Edit View Insert Format Tools Actions Help

Send Recurrence... Cancel Invitation...

Appointment Conference Call Attendee Availability

Confirmation:

Confirmation Number: Net Conference URL:
Conference Passcode: Net Conference #:
Toll Free Number: Audience Passcode:
Toll Number: Leader Passcode:
Internal Number:

Conference Leader:

Name:
Authorization Code:
Time Zone:
Online Login Name:
Customer Reference Code (CRC) or Billing Code:

Entry Types: Tone In/Tone Out Silent Entry/Exit

Net:

Net Conference
Net Leader Passcode: Net participants:
Features:
 Operator Hosted
 Net Participant List
 SSL Encryption
Recording:
 Net Replay Duration days
 FTP Download

Questions? Please call 1-800-857-8777.

User Guide

9. Select the type of **Phone Numbers and Lines** you wish to use for this call.
10. Select any **Features** you would like for your call, including any Net Conference features.

Click the **Schedule Conference** button.

The screenshot shows a software window titled "Untitled - Appointment with Conference Call". The window has a menu bar (File, Edit, View, Insert, Format, Tools, Actions, Help) and a toolbar with icons for Send, Print, Copy, Paste, Recurrence, and Cancel Invitation. Below the toolbar are three tabs: "Appointment", "Conference Call", and "Attendee Availability".

The main content area is divided into several sections:

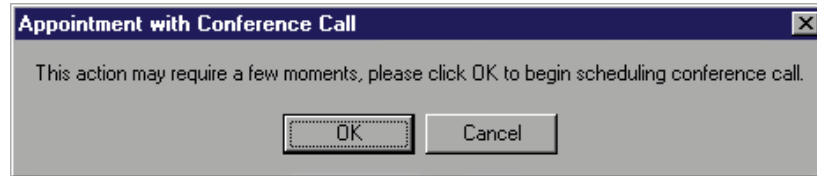
- Confirmation:** Fields for Confirmation Number, Conference Passcode, Toll Free Number, Toll Number, Internal Number, Net Conference URL, Net Conference #, Audience Passcode, and Leader Passcode.
- Conference Leader:** Fields for Name (Linda Almond), Authorization Code (5155555V), Time Zone (Central Time), Online Login Name (almond), and Customer Reference Code (CRC) or Billing Code (12345678).
- Entry Types:** Radio buttons for "Tone In/Tone Out" (selected) and "Silent Entry/Exit".
- Net:** A checked checkbox for "Net Conference", a "Net Leader Passcode" field (Linda), and a "Net participants" spinner (25).
- Features:** Checkboxes for "Operator Hosted" (unchecked), "Net Participant List" (checked), and "SSL Encryption" (unchecked).
- Recording:** Checkboxes for "Net Replay Duration" (unchecked) and "FTP Download" (unchecked), with a "Net Replay Duration" spinner set to 30 days.
- Phone Numbers and Lines:** A "Total number of lines" spinner (25), and checked checkboxes for "Toll Free", "Internal Dialing Plan", and "Toll". A "Lines" spinner is set to 2.

At the bottom right, there is a "Questions? Please call 1-800-857-8777." link and two buttons: "Schedule Conference" and "Cancel Conference Call".

The following screen shots are examples of windows you will see during the rest of the scheduling process.

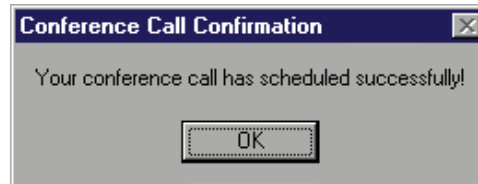
Appointment With Conference Call

Click **OK**.



Conference Call Confirmation

Click **OK**.

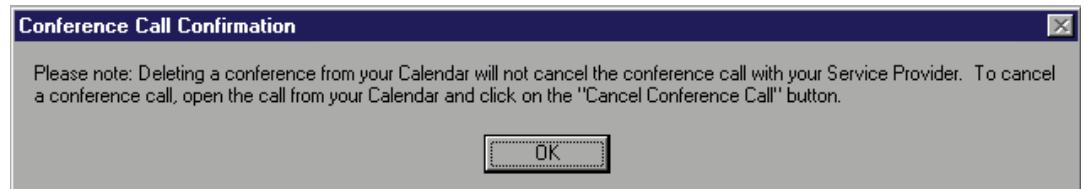


Conference Call Confirmation

This pop-up reminds you how to cancel the call in Outlook.

Click **OK**.

Note: Please see the next section, "Canceling a Conference Call."



Appointment With Conference Call

1. The **Appointment** tab displays the call details.

For your reference: The Confirmation Number is displayed on the Conference Call tab.

You can even type a note to your participants and add an attachment!

Finally, click **Send** to send the e-mail notification to your conference participants.

Example - Appointment with Conference Call

File Edit View Insert Format Tools Actions Help

Send Print Attachments Recurrence... Cancel Invitation... ! ↓ × ?

Appointment Conference Call Attendee Availability

Invitations have not been sent for this meeting.

To... Linda Almond (E-mail)

Subject: Example

Location: This is an online meeting using: Microsoft NetMeeting

Start time: Mon 9/23/2002 8:00 AM All day event

End time: Mon 9/23/2002 8:30 AM

Reminder: 5 minutes Show time as: Busy

=====

You are invited to join an Audio/Net Conference. Details of your meeting are as follows:

Conference Call Date: 9/23/2002
Conference Call Time: 8:00 AM Central Time
Internal Number: 333-1208
Conference Passcode: 1402239
Toll Free: 888-373-3590
Toll: 1-712-257-3731
Meeting Number: P91402239
Meeting Passcode: 1402239
Meeting URL: <http://166.36.199.6/hc/join.php?i=P91402239&p=1402239&t=c>

FIRST TIME NET USERS

1. Go to <http://166.36.199.6/> and click on 'Join Net Conference'
2. Type in the Meeting Number and passcode

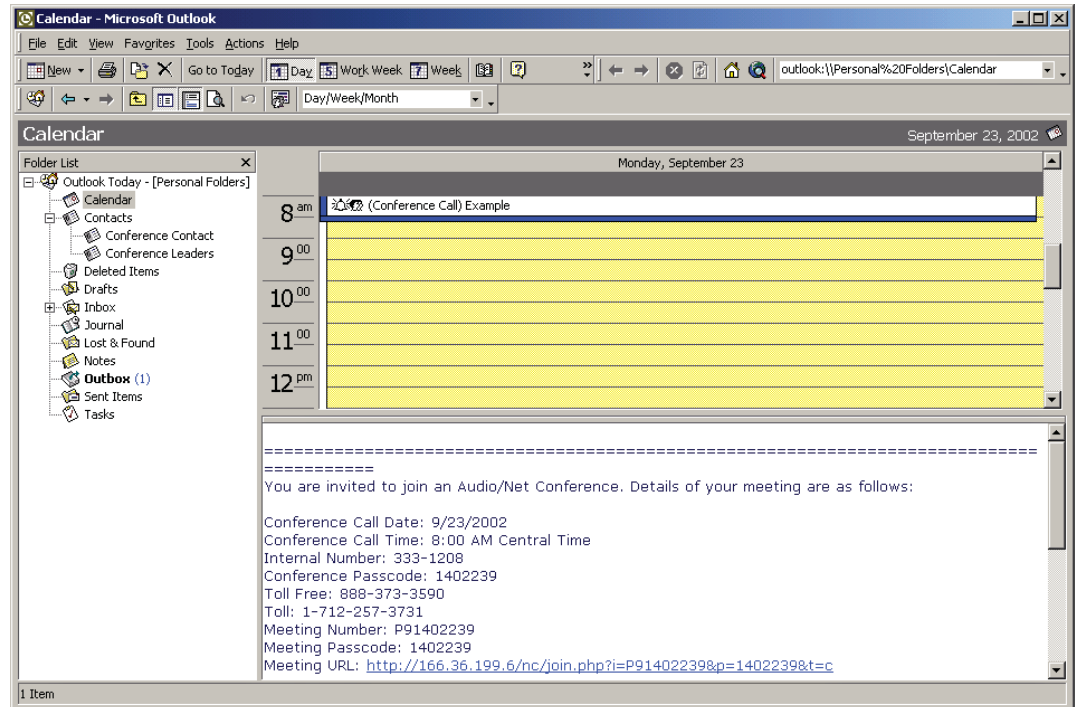
Contacts... Categories... Private

Tip: You can add your Signature to the bottom as you would a regular e-mail.

User Guide

2. E-Scheduling Tools will now automatically populate your Calendar with the scheduled conference call.

To view the call information in the future, **double-click** on it from the Calendar view.



Canceling a Conference Call

Deleting a conference call from your Calendar does not cancel that call with your service provider. Below are the steps necessary to cancel a conference call.

1. Open the Conference Call by **double-clicking** on it in your Calendar.
2. Click on the **Conference Call** tab.
3. Click on the **Cancel Conference Call** button.

Meeting - Appointment with Conference Call

File Edit View Insert Format Tools Actions Form Layout Help

Save and Close Start NetMeeting Join NetMeeting View NetShow Join Conference Invite Attendees...

Appointment Conference Call Attendee Availability

Confirmation:

Confirmation Number: 2786174
Conference Passcode: 2786174
Toll Free Number: 888-790-1641
Toll Number: 1-773-756-4602
Internal Number: 857-0700

Net Conference URL: http://e-meetings.wcom.com/nc/join/
Net Conference #: P12786174
Audience Passcode: 2786174
Leader Passcode: Diahn

Conference Leader:

Name: Diahn Martins
Authorization Code: 1105443V
Time Zone: Mountain Time
Online Login Name: dmartins
Customer Reference Code (CRC) or Billing Code: 41722

Entry Types:

Tone In/Tone Out Silent Entry/Exit

Net:

Net Conference
Net Leader Passcode: Diahn
Net participants: 25

Features:

Operator Hosted
 Net Participant List
 SSL Encryption

Recording:

Net Replay Duration 30 days
 FTP Download

Questions? Please call 1-800-857-8777.

Reschedule Conference Cancel Conference Call

Note: You will see the button has changed to **Reschedule Conference**, and the Cancel Conference Call button is no longer grayed out.

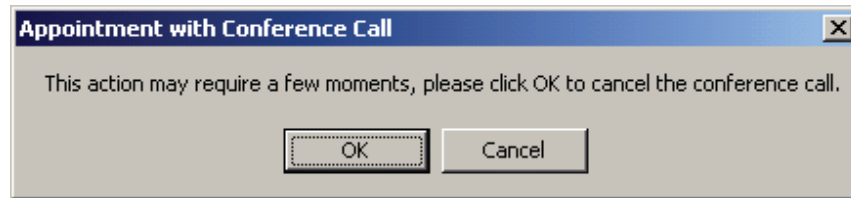
4. Click **Yes**.

Appointment with Conference Call

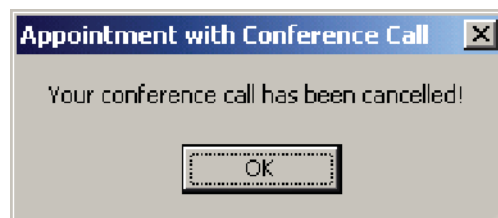
Are you sure you want to cancel the scheduled conference call?

Yes No

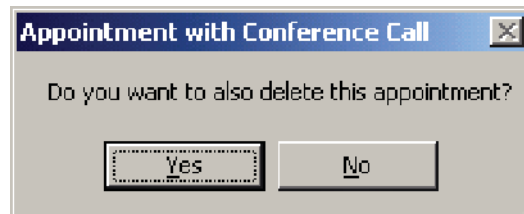
5. Click **OK**.



6. Click **OK**.

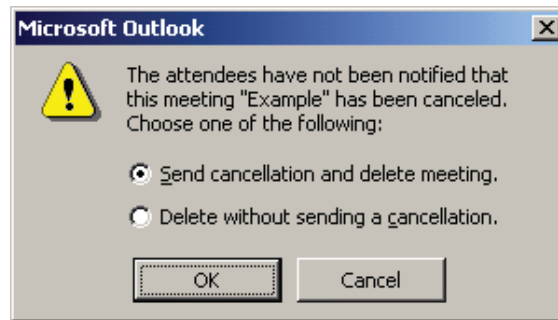


7. Click **Yes**, if you want to delete this Appointment with Conference Call from your Calendar.



Note: If you choose "No," the canceled call will remain in your Calendar.

8. Make your selection and click **OK**.



9. To send a notification to conference participants, type in your message and then click **Send**.

Otherwise, if no attendees were previously invited, click Save and Close.

