Unified Meeting® is an audio and web conferencing tool that lets you quickly and easily bring people together—from anywhere in the world. Unified Meeting allows you to present PowerPoint® slides, share applications, quiz and survey participants and show web sites all with the same impact and results as in-person meetings.

Schedule Meetings with Microsoft Outlook

1. Open an appointment time in your Outlook calendar > **Unified Meeting**.

   ![Inserting Unified Meeting details in Outlook](image)

   - Subject: Project Team Meeting
   - Location: Join using Unified Meeting
   - Start time: Fri 7/16/2010 11:30 AM
   - End time: Fri 7/16/2010 12:00 PM

2. Your calendar meeting invite will be automatically populated with meeting access links for you and participants.
Start Meetings

1. In the meeting invite, click on the meeting access link to join.
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**: 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.
   - **Already On Audio**: You are already connected to the audio or wish to have a web only meeting.
   - **VoIP**: Join audio using Voice over IP.

![My Information and My Audio Connection](image)

Note: If you do not install the Outlook tools, click the UnifiedMeeting icon in your taskbar and select Schedule a Meeting. Follow the steps through the scheduling wizard.

Unified Meeting Icon

The Unified Meeting desktop icon is automatically populated in your taskbar. This user friendly tool can be used for:

1. Accessing scheduled or instant meetings with one-click.
2. Starting meetings.
3. Joining meetings.
4. Accessing Conference Manager.
Start a Meeting - Moderators

1. To start an instant meeting, click on the Unified Meeting desktop icon located in your taskbar.

2. Select Start Meeting.

3. Select how you wish to join the audio portion of the meeting, and click on Start Meeting.

4. Select what you would like to do first when your meeting starts (i.e., Show Presentation, Share Application, etc.) by click on the Share tab located at the top left of the interface.
Join a Meeting - Participants

Join Via Email Invite

1. Click on the Join via Web Access link in your invite.

Join Via Unified Meeting Icon

1. To join a meeting, click on the Unified Meeting desktop icon located in your taskbar.

2. Click on Join Meeting.

3. Enter the Moderator’s Conference Code and Click Join Meeting as Participant.

4. Select how you wish to join the audio portion of the meeting, and click on Join Meeting.
Conference Security

Closing the meeting room door
Once the meeting room door is closed, the moderator can screen 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.
- Right-clicking the incoming participant in the wait list from the top left of the interface.

Call Management

Voice Status Icons

<table>
<thead>
<tr>
<th>Standard voice icon</th>
<th>Muted VoIP icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>The participant (or moderator) is currently in the main meeting room connected by phone.</td>
<td>Participants cannot be heard when their lines are muted. In Mute and Group Mute mode, participants have the ability to unmute themselves.</td>
</tr>
</tbody>
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<table>
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<tr>
<th>VolIP voice icon</th>
<th>Lecture Mute icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>The participant (or moderator) is currently in the main voice meeting room connected by their computer.</td>
<td>Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Active speaker icon</th>
<th>VoIP Lecture Mute icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>The participant (or moderator) is currently speaking, or it may indicate background noise coming from this line.</td>
<td>Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Muted line icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants cannot be heard when their lines are muted. In Mute and Group Mute mode, participants have the ability to unmute themselves.</td>
</tr>
</tbody>
</table>

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 on 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.

Online Web and Audio Synchronisation

By dragging and dropping their name and phone connections together in the participant list, moderators and participants can synchronise their own audio and web connections via the web interface without touching a telephone keypad.

Moderators can also synchronise participants’ audio and web lines to easily identify who is speaking.

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.**
Share Visual

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**.

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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.
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 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 Features

Polls
1. Click the Poll icon in the toolbar menu.
2. Select Create a Poll.
3. Enter your questions and click Send.
### Break-out / Sub-conference Rooms

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.
3. Moderators have full control of all rooms (move participants between rooms, control audio, rename rooms, etc).

### Reports

Unified Meeting 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.

### Archiving

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

1. Click the **Record** 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.*

### Audio Only Conferencing

Unified Meeting integrates with audio conferencing to provide an on-demand audio conferencing solution that allows you to initiate a conference call 24/7 without the need to make a reservation or rely on an operator.

### Start a Unified Meeting Audio Only Call

1. Dial into specified number dependent on your location
2. When prompted enter your **Conference Code** followed by #.
3. When prompted, press * to identify yourself as the Leader and enter your **Leader PIN**, followed by #.
4. Press 1 to begin your conference or press 2 to change your default conference options.