Verizon Collaboration Plug-In for Microsoft® Office Communicator User Guide

Version 2.11

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GETTING STARTED 1

Overview

Verizon Business Conferencing integration with the Microsoft Office Communicator Client using the extensibility features provided by Microsoft enable you to start and send meeting invitations for an audio or net conference directly from Office Communicator.

You can manage single or multiple conferencing subscriptions and import or manually add your audio and net conference details into the plug-in using your "Manage My Meetings" login credentials. Start meetings and send meeting invitations from within the main window or directly from a chat session. Through either method, you can send a meeting invitation that includes audio and/or net conference details as well as a click-to-join link. Once in conference, you have access to your Verizon audio conference call control features using touch-tone commands or online through your Instant Meeting Web Moderator web-based call management tool.

System Requirements

Microsoft Office Communicator 2007 R1 & R2 versions are supported on the following platforms:

- Microsoft Windows XP ®
- Microsoft Windows Vista®
- Microsoft Windows 7®

Installation Pre-requisites

Microsoft Office Communicator 2007 or higher (2007 R1 or 2007 R2)

- For 2007 R2, only version 3.5.6907.196 or higher are supported. The latest patch can be downloaded from:

  http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=515d6dba-4c6a-48bb-a06a-d99c5742676d

- NET framework 3.5

  Download URL: http://www.microsoft.com/downloads/details.aspx?familyid=333325fd-ae52-4e35-b531-508d977d32a6&displaylang=en

Download the Toolbar

1. Go to http://www.mymeetings.com. The *MyMeetings* site opens in a browser window.

Figure 1-1: MyMeetings

2. Select **Leader Tools | Collaboration Plug-ins** from the menu at the top of the page. The *Collaboration Plug-ins* screen appears.

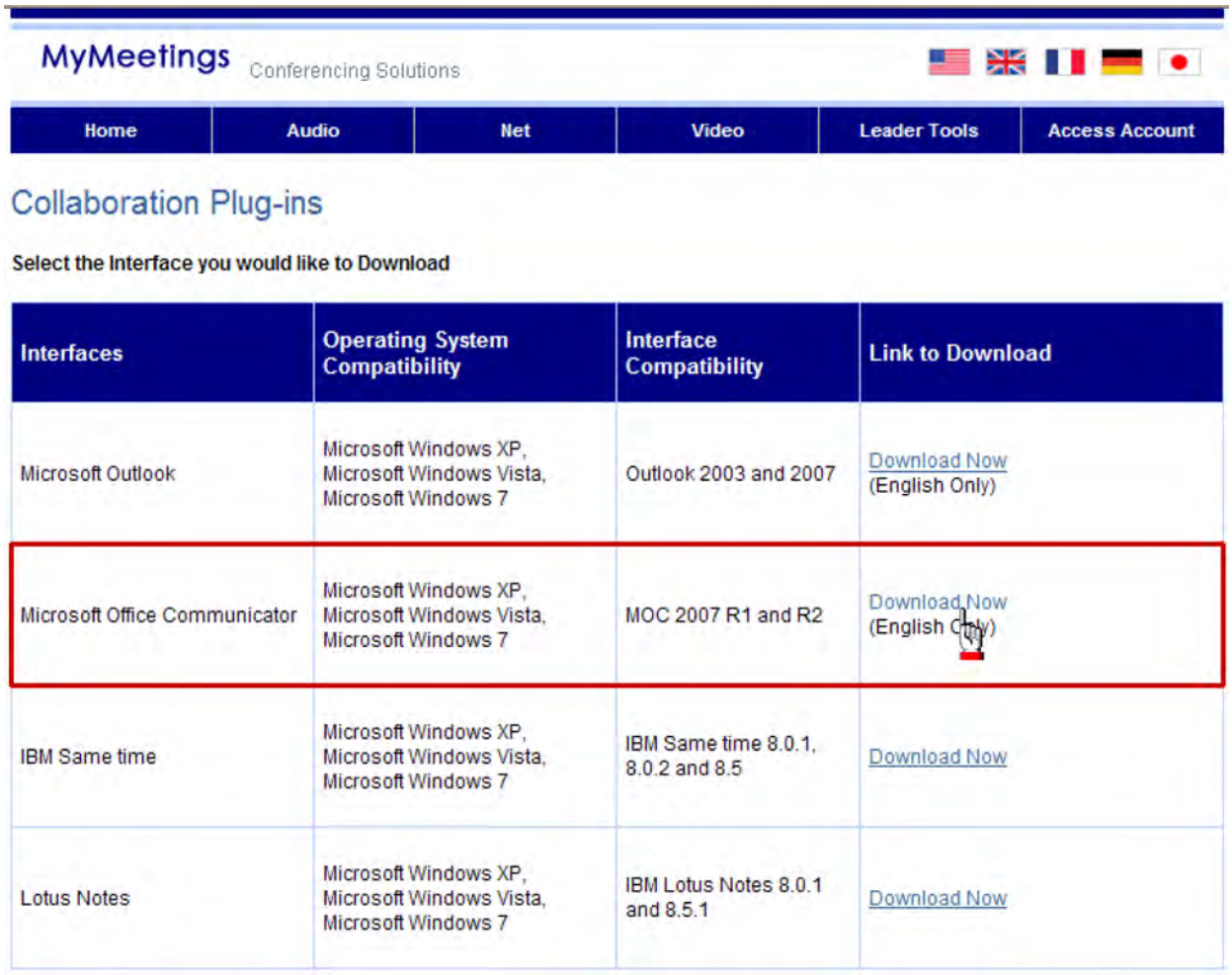


Figure 1-2: Collaboration Plug-ins

3. Click **Download Now** next to the Microsoft Office Communicator. The *Leader Login* screen appears.

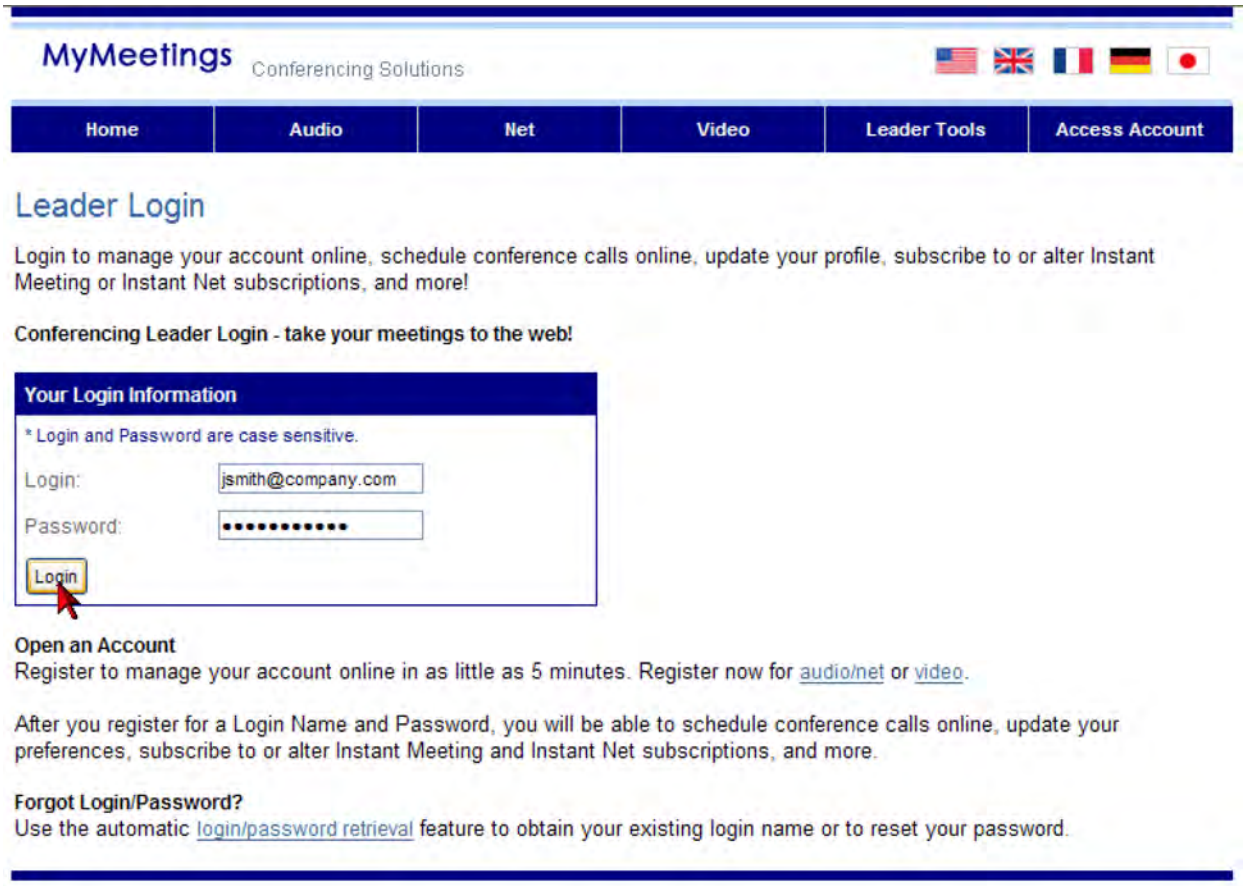


Figure 1-3: Leader Login

4. Enter your *Login* and *Password*.
5. Click **Login**. The security policy screen appears.
6. Click **Continue**. The *Download Verizon Collaboration Plug-in for Microsoft Office Communicator 2007* screen appears.

Note: You can also download the plug-in after logging in by selecting **Leader Tools | Collaboration Plug-ins** at the top of the screen.

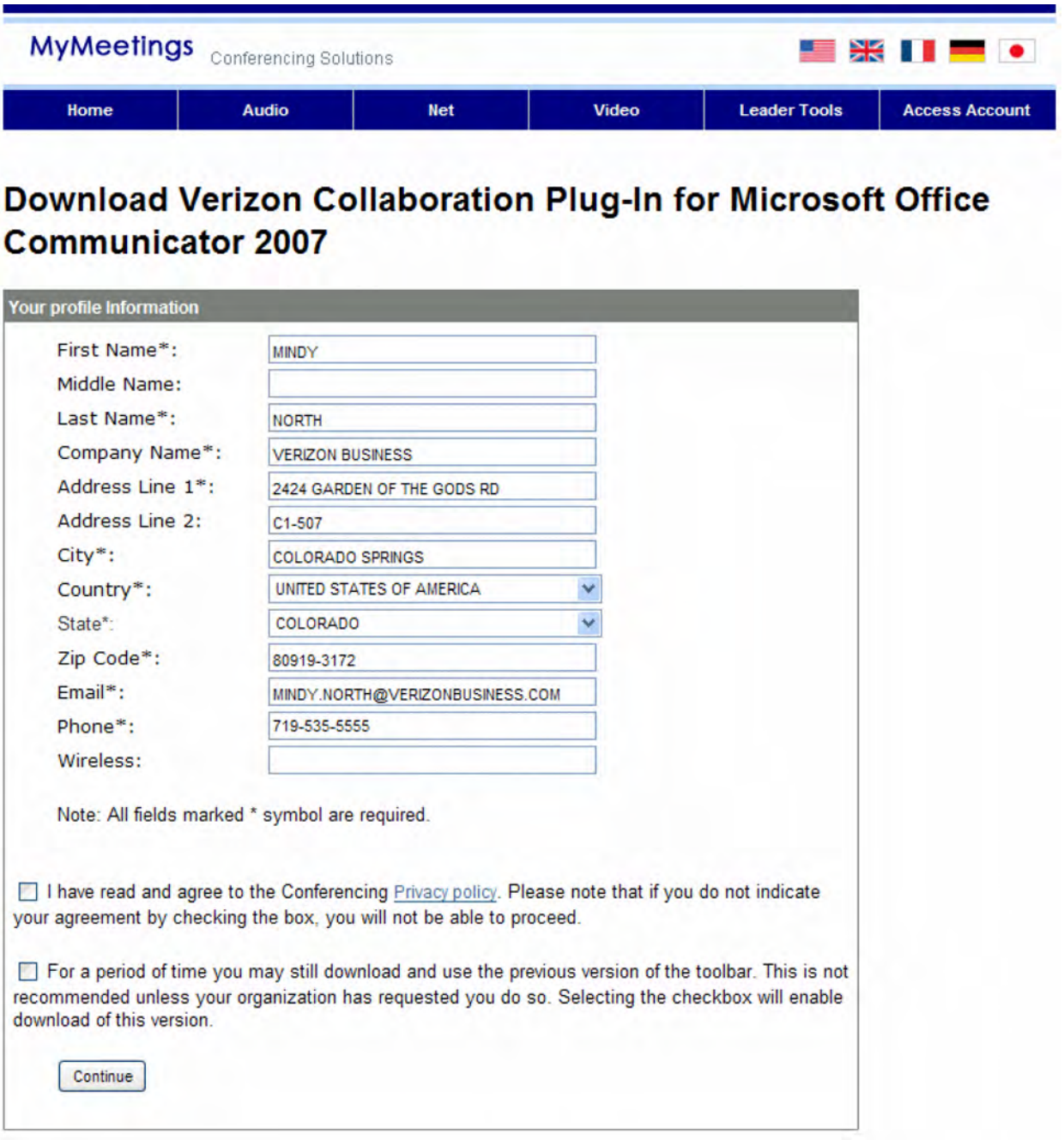


Figure 1-4: Profile Information

7. Complete your profile information.
8. Check that you have read and agreed to the privacy policy.
9. Click **Continue**. The *System Requirements* screen appears.
10. Check that you have read the terms and conditions.
11. Click **Download**.
12. Follow the instructions on the screen for installing the toolbar.

LAUNCH THE TOOLBAR/SET PREFERENCES 2

The first time you launch Office Communicator, you will need to set your Verizon Conferencing preferences.

1. Go to **Start | All Programs | Microsoft Office Communicator**. The Microsoft Office Communicator launches.

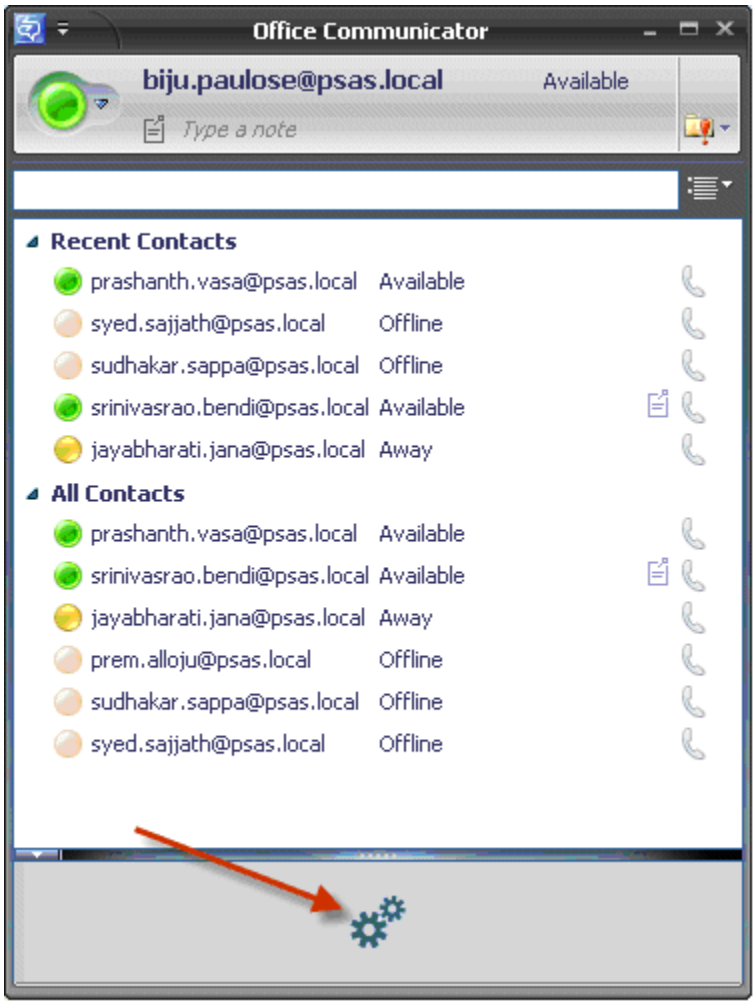


Figure 2-1: Office Communicator

2. Click the (Preferences) icon at the bottom of the Office Communicator screen. The *Verizon Conferencing Options* screen appears.

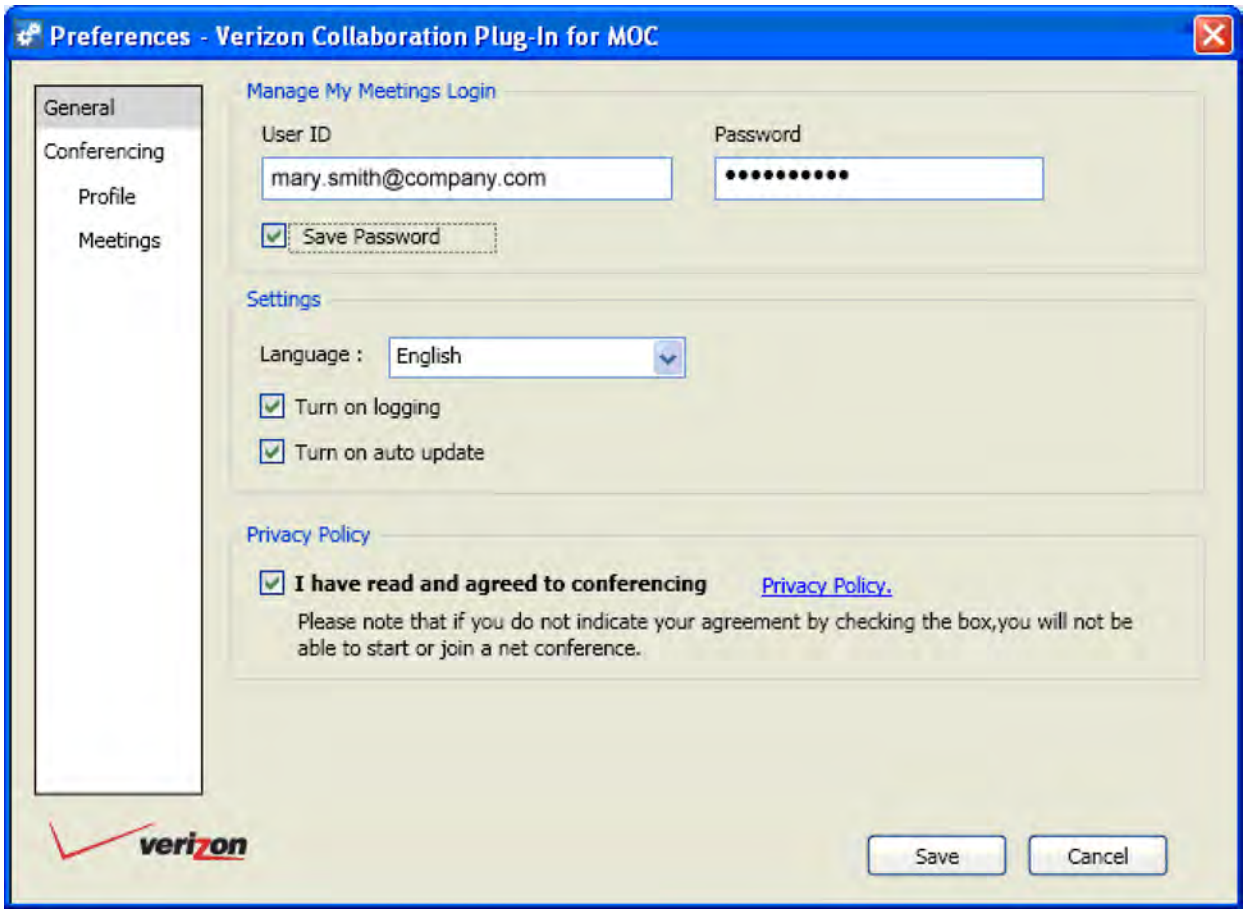


Figure 2-2: Verizon Conferencing Options - General

General

1. Enter your conferencing *User ID* and *Password*.
2. Check **Save Password** if you do not want to enter your password every time you log in.
3. Select the language you will be using. The default is English.
4. Check **Turn on logging** if you want to keep a debug/error log.
5. Check **Turn on auto update** to automatically receiving updates.
6. Read the **Privacy Policy**.
7. Check **I have read and agreed to conferencing**.

Conferencing

1. Click **Conferencing** in the menu on the left. The *Profile* option is highlighted.

Profile

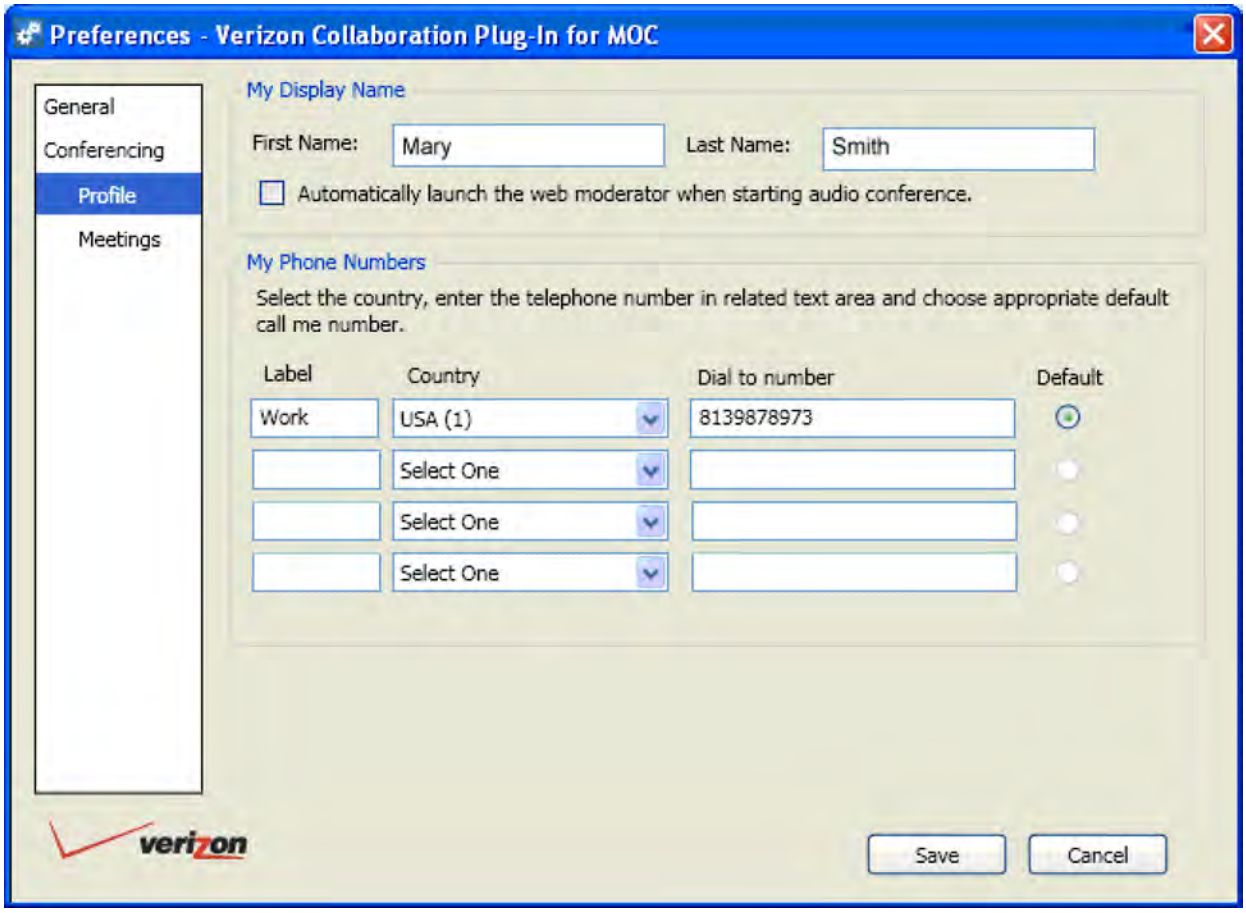


Figure 2-3: Verizon Conferencing Options - Conferencing Profile

2. Enter the *First Name* and *Last Name* you want displayed in conferences.
3. Check **Automatically launch the web moderator when starting audio conference**, if applicable.
4. Enter conference phone numbers that you want attendees to use to dial in. This is useful if you need to provide a toll-free number for participants in the U.S., as well as a number for international participants.

Refresh Meetings

1. Click **Meetings** in the menu on the left.

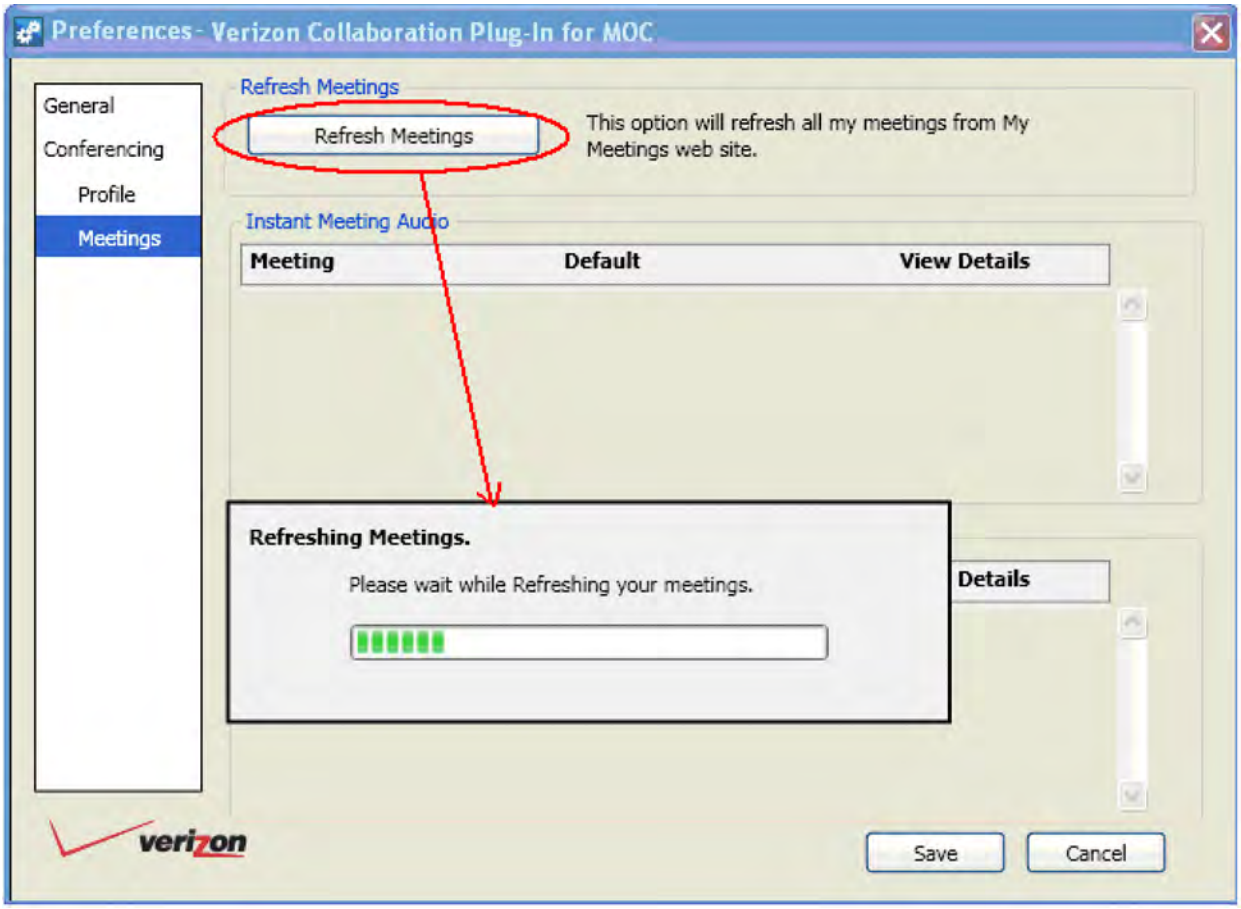


Figure 2-4: Refresh Meetings

2. Click **Refresh Meetings** at the top of the screen to refresh all meetings from the *My Meetings* website. A confirmation appears when all your meetings are refreshed.

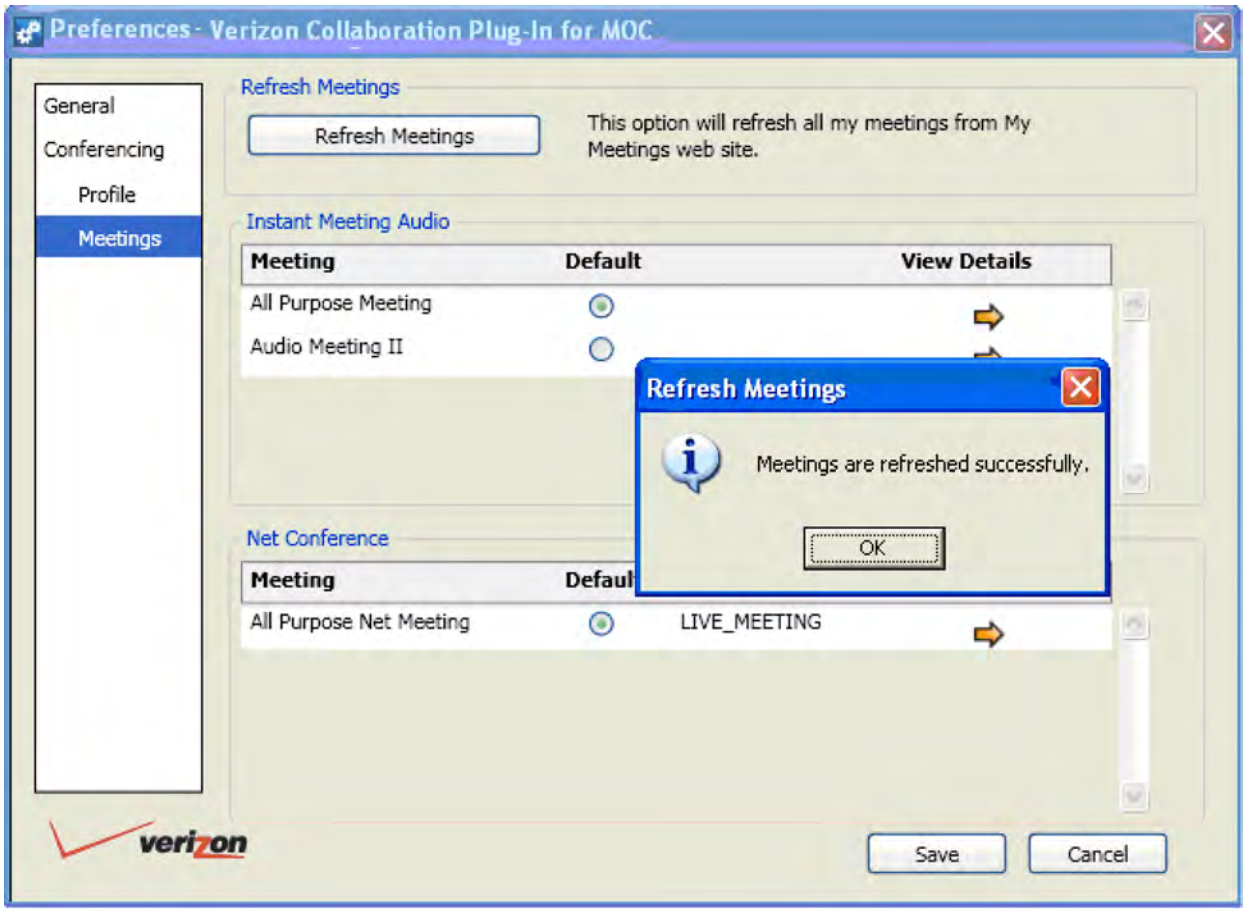


Figure 2-5: Refresh Meetings

3. Click **OK**.
4. Click **Save** to save your preferences.

View Meetings

1. Click the ➪ next to a meeting to view the details. The *Meeting Details* screen appears.

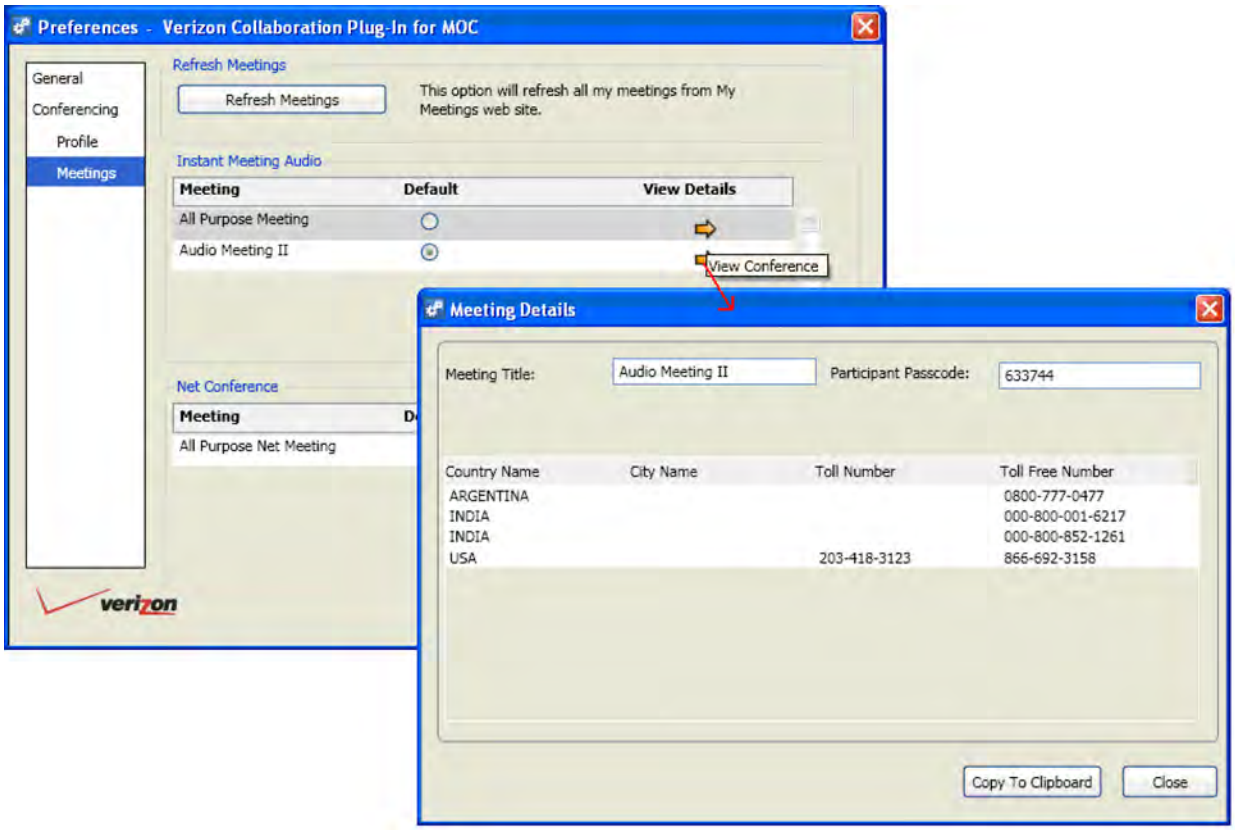


Figure 2-6: Meeting Details (Audio)

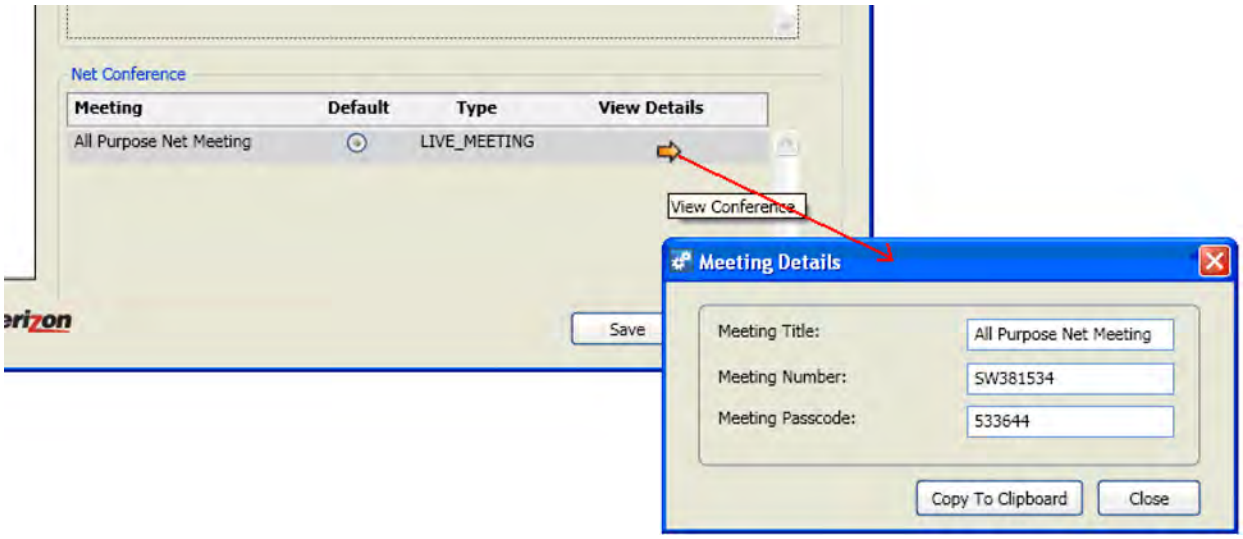


Figure 2-7: Meeting Details (Net Conference)

Copy to Clipboard

1. Click **Copy to Clipboard** on the *Meeting Details* (audio or net conference details) screen. The *Copy to Clipboard* pop-up appears.

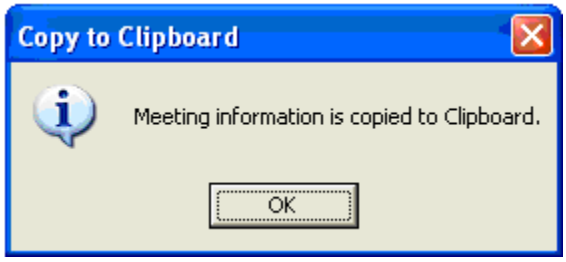


Figure 2-8: Copy to Clipboard

2. Click **OK**.

Clipboard Data Format for Net Meeting

```
Click on the following link to join the NET Conference:

https://e-meetings.verizonbusiness.com/nc/join.php?i=SW381534&p=533644&c=emeetings&l=en

Instant Net Conference Details:

Meeting Number: SW381534
Meeting Passcode: 533644
Meeting Host: Biju Paulose

Meeting URL: https://e-meetings.verizonbusiness.com/emeet/join/index.jsp?customHeader=emeetings
```

Clipboard Data Format for Audio Meeting

```
Click on the following link to join the Audio Conference:

https://wbbc.verizonbusiness.com/wbbcClick2Join/servlet/WBBCClick2Join?cc=1&ph=888
-453-0624&pc=533644&customHeader=emeetings&langKey=en


Instant Meeting Details:

Title: All Purpose Meeting
Participant Passcode: 533644

If you are unable to join with the above link, please dial in using one of the
Dial To numbers below:

        USA:            TOLLFREE: 888-453-0624
```

USE THE CONFERENCING PLUG-IN 3

Start a Conference

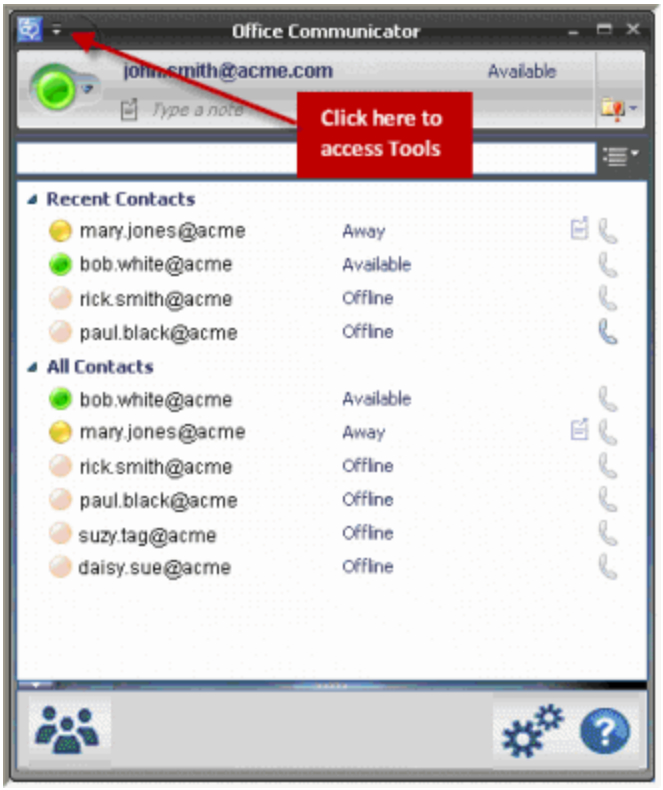


Figure 3-1: Office Communicator

1. Start a conference and invite contacts using one of the following methods:

   - Click at the bottom of your Communicator screen to open the *Start Conference* window. You can then drag-and-drop contacts.

     -OR-

   - Drag-and-drop contacts to the icon and click it to launch the *Start Conference* window.

     -OR-

   - Right-click on a contact and select **Verizon - Start Conference** to launch the *Start Conference* window.

     -OR-

   - Select **Verizon - Invite to Conference** from the *Tools* menu.

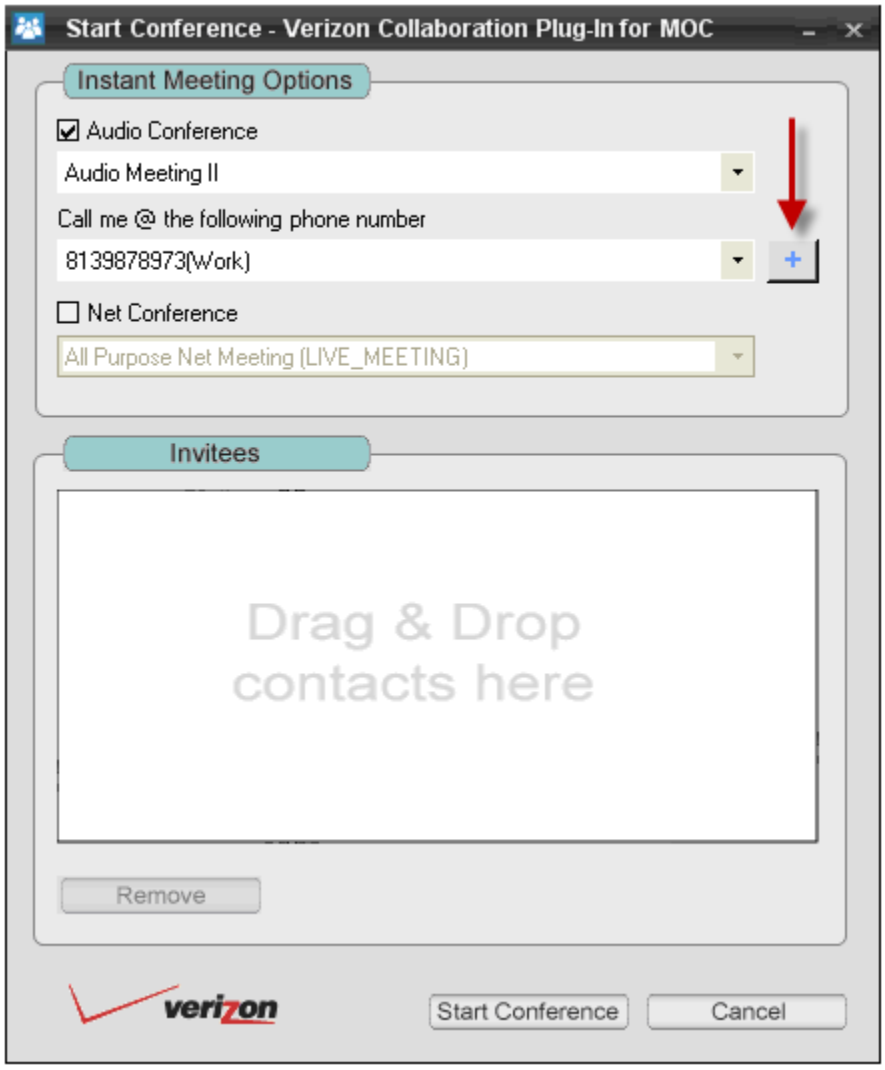


Figure 3-2: Start Conference

2. Click **+** (add) next to the *Call me @ the following phone number* drop-down list to add a new call me number. The *Add Call Me Number* pop-up appears.

Figure 3-3: Add Call Me Number

3. Select the *Country*, if applicable.

4. Enter the new call me number in the *Phone Number* field. The *Add Call Me Number* pop-up closes.
5. Click **Add**.
6. Click **Start Conference**. The *Joining the Meeting* pop-up appears.

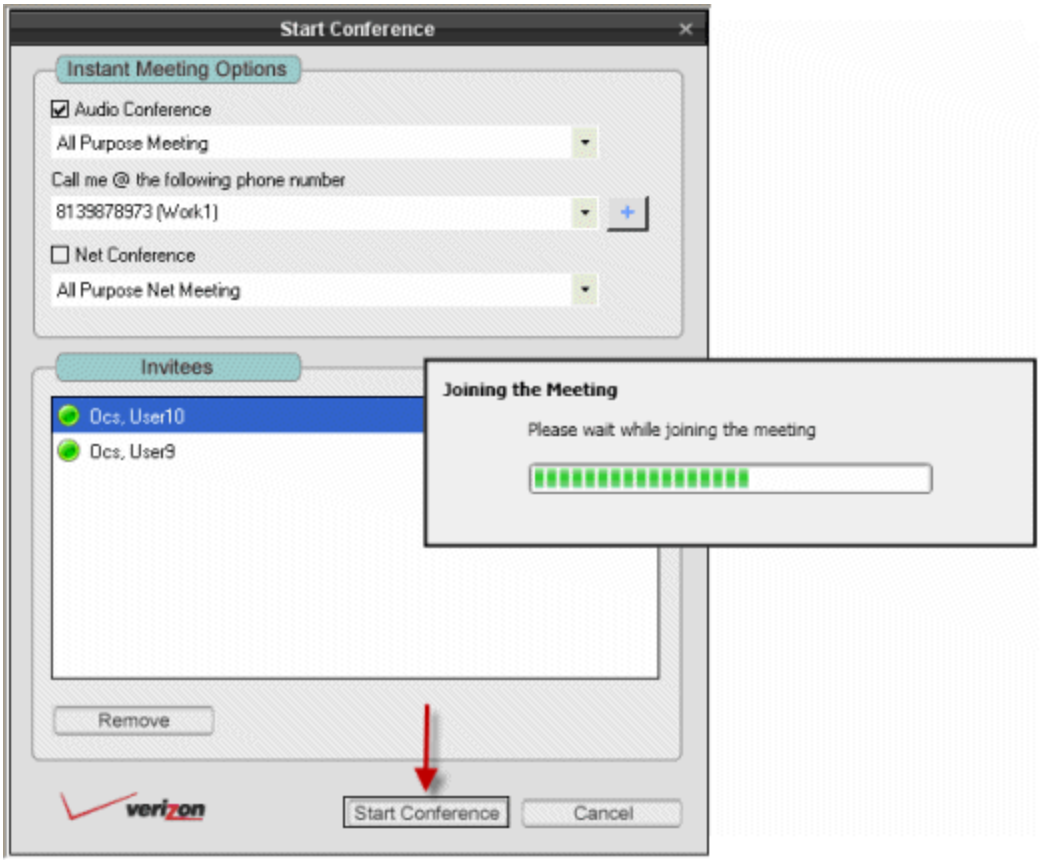
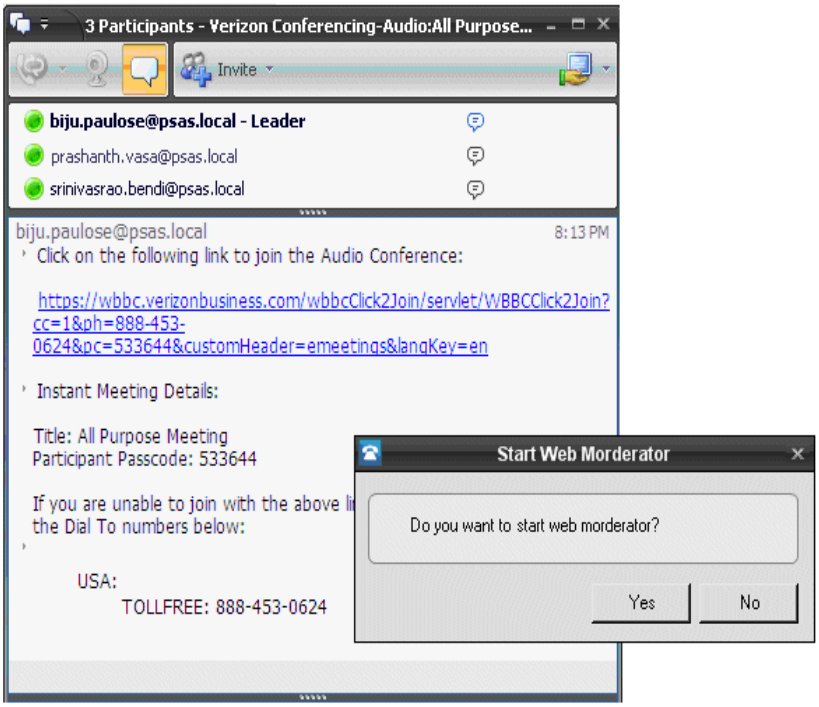


Figure 3-4: Join the Meeting

7. Wait a moment while you are being joined. The *Link to Audio* pop-up appears.

Figure 3-5: Instant Meeting Details



After you are joined to the meeting, another window appears that provides a link to join the audio conference. It also provides the *Instant Meeting Details*. You can accept or decline. The leader is notified if a meeting is declined.

8. Click the link for the audio portion to ring to your phone.
9. Click **Yes** to launch the Web Moderator.

Invite Participants

1. Right-click on a contact and select **Verizon - Invite Participant**. The *Invite Participant* screen appears.

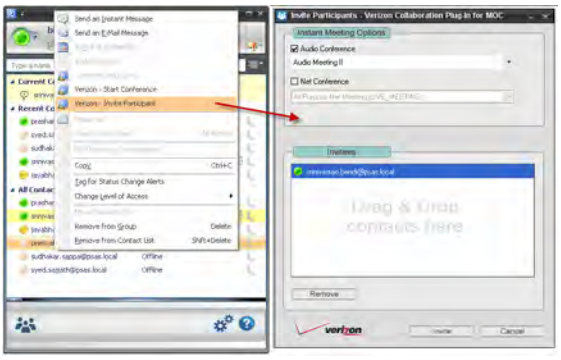


Figure 3-6: Invite Participants

2. Specify your *Audio Conference* and/or *Net Conference* options in the *Instant Meeting Options* section.
3. Invitees are listed at the bottom of the screen. Select an invitee and click **Remove**, if applicable.
4. Repeat steps 1 - 3 to invite other participants.
5. Click **Invite**.

Email Invitation to Offline Contacts

Off line contacts will not receive an invitation via instant message. You are prompted on whether you want to send an email invitation to those offline contacts if you select/drag-and-drop them to the *Start Conference* or *Invite Participant* windows.

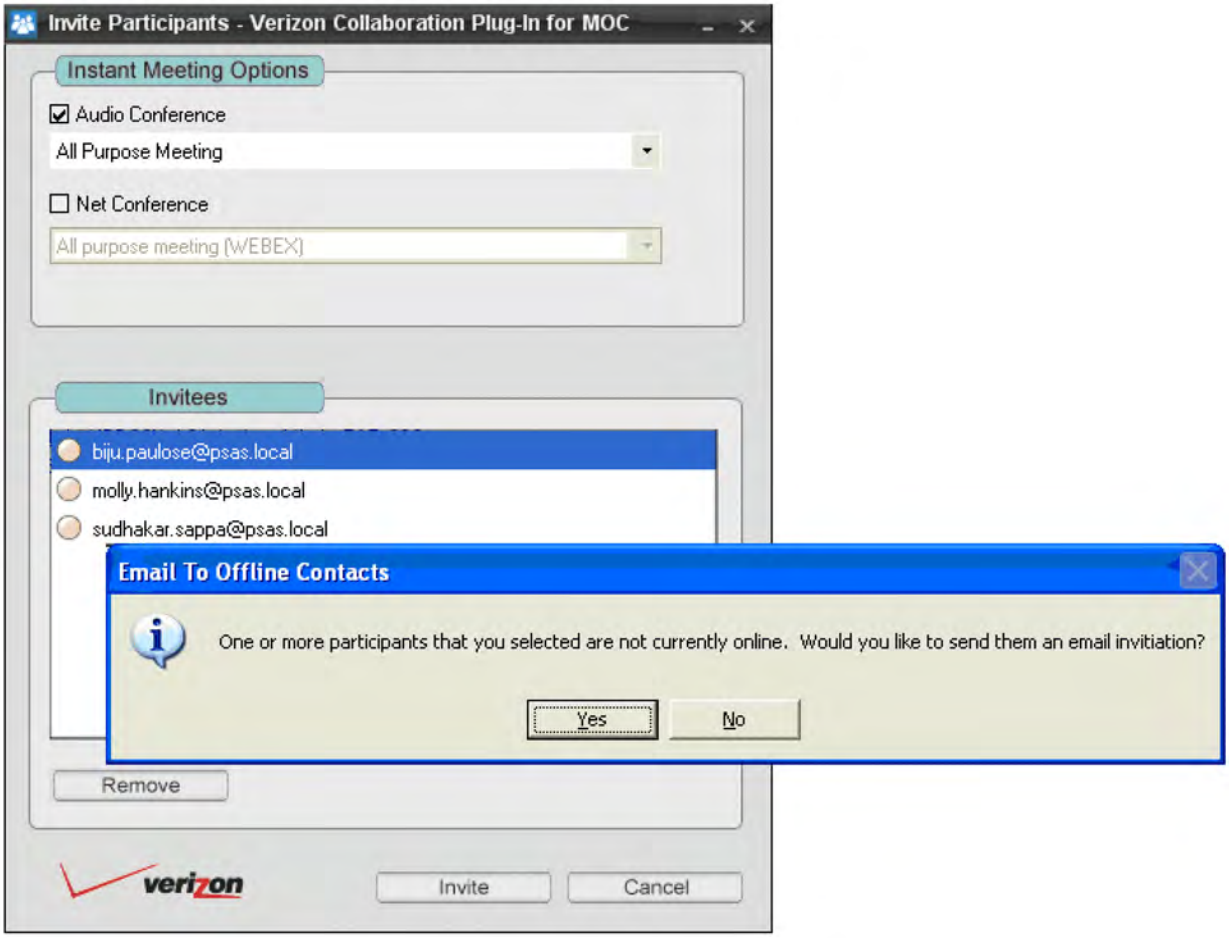


Figure 3-7: Email to Offline Contacts

6. Click **OK** to confirm that you want to send an email to offline contacts that were added to the invitation. Your email client launches.

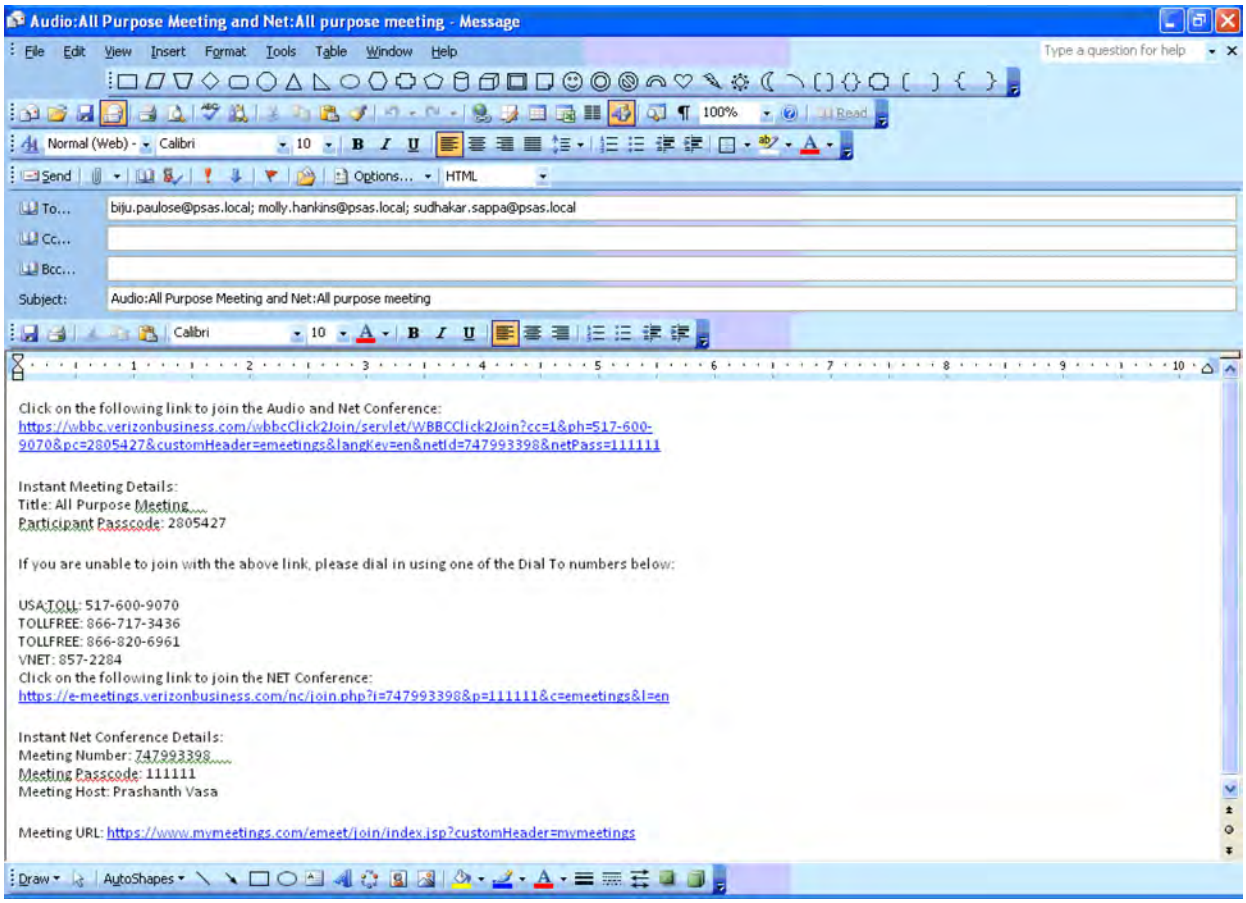


Figure 3-8: Email Notification

7. Click **Send**.

Start a Conference from Chat

You can start a conference or invite contacts from a chat session. Use one of the following options:

- While in a chat session, select **Actions | Verizon | Start Conference with all Contacts in the Chat**.

  -OR-

- While in a chat session, select **Actions | Verizon | Invite All Participants in the Chat**.

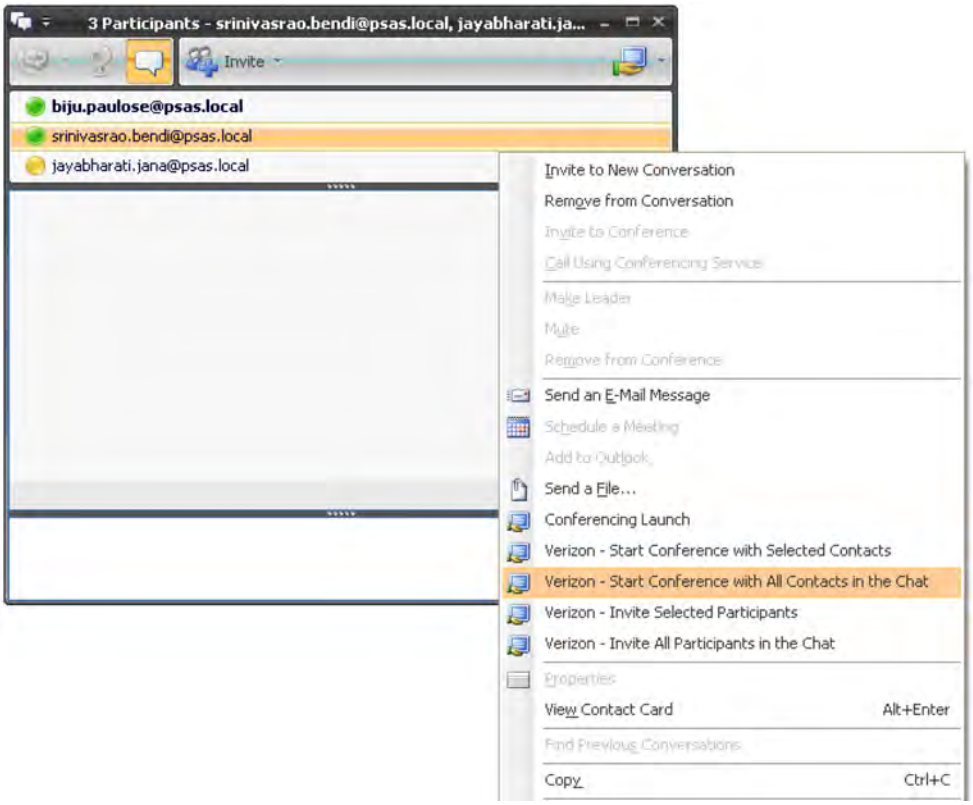
  -OR-

- Right-click on a contact and select **Verizon - Start Conference with Selected Contacts**.

  -OR-

- Right-click on a contact and select **Verizon - Start Conference with All contacts in the Chat**.

  -OR-



- Right-click on a contact and select **Verizon - Invite Selected Participants**.

  -OR-

- Click on a contact and select **Verizon - Invite All Participants in the Chat**.

Notification Toast

The participant (invitee) receives toast notifications (pop-up notification) along with an IM when they receive a conferencing invitation. The invitee can accept or decline the meeting from notification toast. For audio meetings, you can select or enter the phone number to which you want to receive a dial-out.

Toasts are displayed only for those Microsoft Office Communicator users who have the plug-in installed. Other users will receive the invite only through IM.

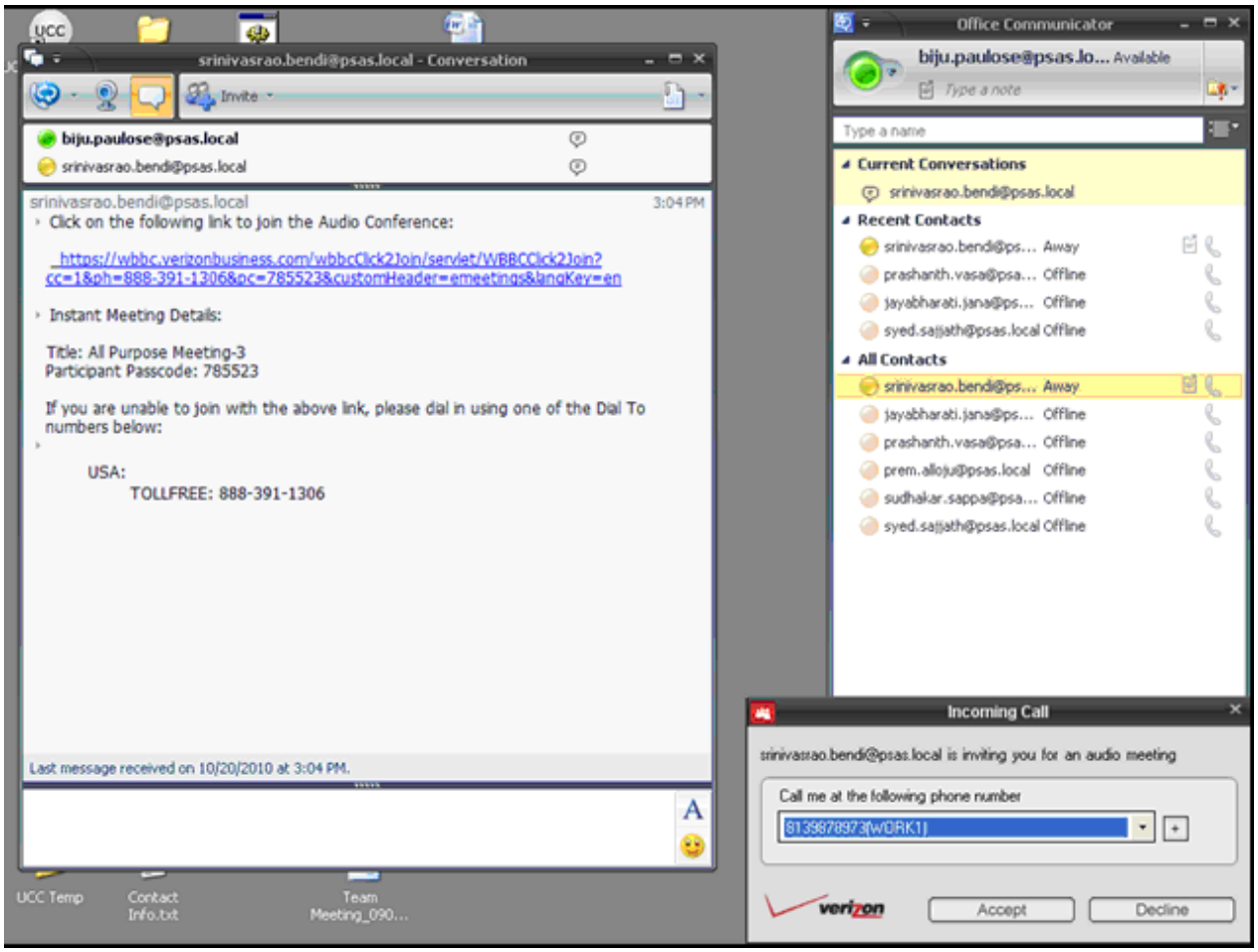


Figure 3-9: Notification Toast/IM

Plug-In Version/Check for Updates

Plug-in Version: Go to **Preferences | About** to view the Verizon Collaboration Plug-In for Microsoft Office Communicator version.

Check for Updates (Manual): Go to **Preferences | About**. Select **Check for updates**.

Check for Updates (Auto): Go to **Preferences | General** to enable this option. The automatic check is performed each time you sign in to Microsoft Office Communicator, and you will receive an alert if updates are available. Follow the on-screen instructions to download and install the updated version.

Application Logging

Location: The log file is created in locations below:

- Microsoft Windows® XP: %appdata%/Verizon/UCCToolbars/logs/
- Microsoft Windows Vista®/Windows 7: %appdata%/Users/<username>/AppData/Roaming/Verizon/UCCToolbars/logs/

Modes:

- 'Turn on Logging' UnChecked: Logger writes only errors/warnings.
- 'Turn on Logging' Checked: In addition to errors and warnings, logger writes detailed info/steps for debugging.

Log Files/Rolling: A new log file is created each day. The file name shows the date and ends with -0. Additional log files for the same day are created (-1, -2 etc.) only when the file at that time is used/locked by another running instance of the application.

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