USER GUIDE

Conferencing

# Instant Meeting Web Moderator User Guide

Overview	2
System Requirements	2
Accessing Web Moderator	2
Creating a shortcut on your desktop	2
Web Moderator sections	3
Web Moderator Features	4
Waiting Room	4
Dial Leader	4
Dial Participants	5
Entry/Exit Mode	5
Lock Conference	5
Roll Call	6
Talking Indicator	6
Sub-Conferencing	6
Increase Conference Size	10
Recording Conferences	11
Customer Reference Codes	13
End Conference/Exit Web Moderator	13
Email Participant List	13
Contact List	13
Contact Us	16

# 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://mymeetings.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 Mymeeetings 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.

Menu Bar	View Selection Bar	Tool Bar	
Instant Meeting Web Me Conference V Action	oderator Microsoft Interne Hele	t Explorer provided by Verizon	
<b>a</b> · < · > < <	10010.	· <) 🗛 🕈	
(1) Main Conference (2) (3) All Participants (3) (0) All Participants (4) (0) Wating Room (2) (0) Disconnected (3) (0) Disconnected (3) (0) Disconnected (3) (0) Contact List (5) Contact Group 1 (5) Contact Group 2 (5) Contact Group 2 (5) Contact Group 5 (5) Contact Group 10	Status Name Pho	ne Number User Defined	Entry Index Location
(5) Contact Group 3 (5) Contact Group 8 Wating for conference to start Navigation Panel	Detai	Panel	E 2 / Status Bar

# 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.

<b>Dial Leader</b>	
Name:	
	(Example: 212-547-0439)
Dial To:	
Country:	USA (1)
	OK Cancel

# **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 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.

Conference	Action	Help
🔁 Dialouts	•	🔄 Dial Leader
🕵 Sub-Conferencing 🕨 🕨		Dial Participant(s)
Record Confer	ence 🕨	-p blarranopani(o)

A dialog box will appear that allows you to select the participants 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 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. Both Direct Dial and Private Dial Plan numbers are supported. The total number of participants dialed cannot exceed the leader's subscription size.

Dial Participant(s)					
	Contact List			Participa	ant Dial List
Name 🔺	PDP	Country		Name 🔺	PDP Country
Dave	N	USA (1) 🔺			
David	N	USA (1)			
Debbie Baker	N	USA (1)			
Debbie ONeal	N	USA (1)			
Denise breslin	N	<b>T</b>			
		•			
Page 1 o	of7 🕨 🕅 🔅	1 - 20 / 126	>>		
Name:			<		
Dial Type:	Country:	VNET			
Country:	USA (1)	•			
	(Example: 212-547	7-0439)			
Dial To:					
User Defined:					
	One	Time Add >>			
				Dial Participant(s)	Cancel

# 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

Conference Action	n Help
🔀 Logout	
🕿 Dialouts	' 🛛 🛪 🐼 🖉 🛒
💋 Sub-Conferencing	Start Sub-Conferencing
Record Conference	Create Sub-Conference
🔊 Roll Call	Rename Sub-Conference
Email Participant List	Remove Sub-Conference

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

Conference	Action	ŀ	lelp			
🔀 Logout	🔀 Logout			<i>6</i> 7	8	-
🕿 Dialouts	•	9	1	69		U
🛃 Sub-Conferencin	g 🕨	• 🔚	Stop S	Sub-Cor	ferenci	ina
Record Conferen	ce 🕨	•		e Sub-C		
🔊 Roll Call	•	•	Renar	ne Sub-	Confere	ence
Email Participant L	.ist		Remo	ve Sub-	Confere	ence

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

Stop 5	Sub-Conferencing
?	When you stop sub-conferencing, all sub-conferences will be ended and all participants currently in a sub-conference will be placed into the main conference.
	Are you sure you want to stop sub-conferencing?
	Yes No

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 subconference:

Conference Action		Help	
🔀 Logout			
🕿 Dialouts	•		
💋 Sub-Conferencing	•	Stop Sub-Conferencing	
Record Conference	•	Create Sub-Conference	
🔊 Roll Call	•	Rename Sub-Conference	
Email Participant List		Remove 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:

Rename Sub-Conference
Enter a new name for the sub-conference:
Sub Conference
Yes No

#### 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:

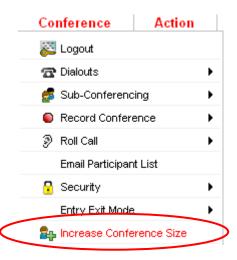
Remo	ve Sub-Conference
2	All parties currently in the sub-conference will be automatically moved back to the main conference.
	Are you sure you want to remove sub-conference #1 : Sub Conference?
	Yes No

#### 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 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:

Increase Conference Size
Increase your conference Size to allow up to 20 additional participants to join your conference. This increase will be effective only for the duration of this conference.
Current Conference Size: 40 participants Maximum Conference Size After Increase: 60 participants
You will be charged standard per-minute rates for each participant. A set-up fee also applies.
Do you want to increase your conference size?
Yes No

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:

Conference Size Increased					
1	The maximum conference size for this conference is now 60 participants.				
	ОК				

#### **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:

Instant Me	eting Web Moderator
You can ent	er a description to describe the recording of this conference.
Description:	
· ·	e you want to initiate a recording of your meeting for participants to ir convenience? Record Cancel

When you click Record, the following dialog is displayed to inform you that a recording line is being established.

Instant Meetin	g Web Moderator			
You can enter a d	escription to describe the recording of this conference.			
Description:				
	Instant Meeting Web Moderator			
	Establishing connection to the conference recorder			
	Please Wait	~		
Are you sure you want to initiate a recording of your meeting for participants to replay at their convenience?				
	Record	el		

# Stop Recording Conference

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

Confirm Stop Recording					
?	Are you sure you want stop recording this conference?				
	Yes No				

# 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:

Conference Recording Details
This Conference is being recorded.
Please provide the following phone numbers to the parties which you want to use this replay:
Toll: 7731234567
Toll Free: 8881234567
Send Email Reminder to a comma separated list of Email addresses?
TESTLEADER@NOWHERE.COM
OK Cancel

## **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**.

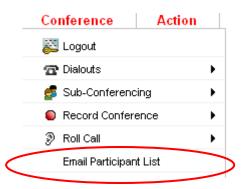
Reference Code			
Enter the new reference code :			
TEST			
OK Cancel			

# 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.

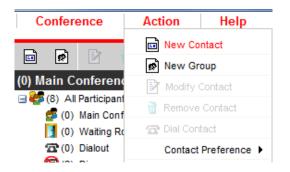


# Contact List

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.

	B					
Main Conference						
률 (0) All Participants		Name 🔺	PDP	Country	Dial To	User Defined
률 (0) Main Conference	<b>1</b>	Contact Group 1				Group Description 1
🚺 (0) Waiting Room	<b>1</b>	Contact Group 10				Group Description 10
🕿 (0) Dialout	<b>1</b>	Contact Group 2				Group Description 2
(0) Disconnected	<b>\$</b>	Contact Group 3				Group Description 3
	l 🤹	Contact Group 4				Group Description 4
률 (5) Contact Group 1	<b>1</b>	Contact Group 5				Group Description 5
률 (5) Contact Group 10 률 (5) Contact Group 2	<b>\$</b>	Contact Group 6				Group Description 6
🚅 (5) Contact Group 2	<b>_</b>	Contact Group 7				Group Description 7
🚅 (5) Contact Group 3	l 🍺	Contact Group 8				Group Description 8
(5) Contact Group 5	l 🍺	Contact Group 9				Group Description 9
률 (5) Contact Group 6		Contact 1	N	USA (1)	111-222-3331	
률 (5) Contact Group 7		Contact 10	N	USA (1)	111-222-33310	
률 (5) Contact Group 8		Contact 2	N	USA (1)	111-222-3332	
🥵 (5) Contact Group 9		Contact 3	N	USA (1)	111-222-3333	
		Contact 4	N	USA (1)	111-222-3334	
		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) USA (1)	111-222-3330	

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



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**.

Group Details		
Name:		Group Contacts
User Defined:		Name 🔺 PDP Co
Contact List		
📰 Contact 4 N 📃 🛏	>>	Add Cancel

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:

U.S.:	1-800-875-8777
Europe:	+44-20-7950-9949
Australia:	1-800-889-696
Hong Kong:	+852-2802-5158
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U.S. Toll:	1-210-795-0369

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