



INTERCALL®

MICROSOFT® OFFICE LIVE MEETING GETTING STARTED GUIDE

In partnership with Microsoft, InterCall® provides Live Meeting web conferencing services. This guide makes several references to the service name, platform and features.

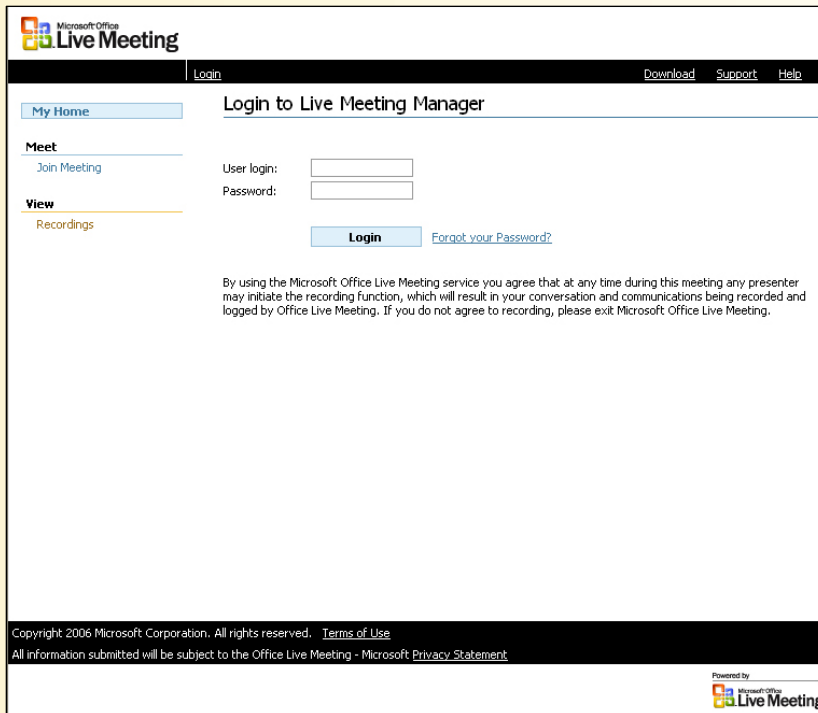
▶ HOW TO SET UP LIVE MEETING

Setting up your Microsoft Office Live Meeting account is a simple process. To get ready to use Live Meeting for your first meeting, we recommend logging into your account, setting up your user preferences, defining and testing your meeting options and downloading useful add-ins.

LOGGING INTO LIVE MEETING

To log into Live Meeting:

1. Open your Internet browser, enter your Live Meeting Conference Center URL and navigate to the **My Home** page.
2. At the **Login to Live Meeting Manager** page, enter your User Login and your Password in the fields indicated then click **Login**.





SETTING YOUR USER PREFERENCES

User preferences provide basic information about you to the Live Meeting service, including your name, your email address, your Live Meeting password, and your display and recording preferences. You control user preferences in two places:

- Live Meeting Manager
- Live Meeting Online Meeting Console

Some preferences can be controlled in both the Live Meeting Manager and the Live Meeting Online Meeting Console. When you change one of these user preferences in one place, the change is reflected in the other. We recommend that you initially set up your user preferences via the Live Meeting Manager.

With User Preferences, you can specify your personal information, password, connection speed and access to recordings.

To set your user preferences in the Live Meeting Manager:

1. On the **My Home** page, under **Manage**, click **User Preferences**. The User Preferences screen appears.

User Preferences

[Personal Information](#)
[Password](#)
[Display Options](#)
[Recording Access](#)

Personal Information

Participant information to appear in the meeting attendee list

First name:

Last name:

E-mail:

Password

To change your Live Meeting password:

Old password:

New password:

Confirm new password:

Display Options

Specify how Live Meeting information is displayed in your browser.

Recording/Meetings listed per page:

Time Zone:

Recording Access

Require extended registration by asking for e-mail and company name

Download recording:
 Only meeting organizers can download recording





2. On the **User Preferences** page, enter the following information:
 - a. In the **Personal Information** section, type your first name, last name and full email address (for example, someone@example.com).
 - b. *Optional:* In the **Password** section, you can change your password. To do so, type your old password in the **Old password** box. Type your new password in the **New password** box, and then type the new password once again in the **Confirm new password** box.
 - c. In the **Display Options** section, indicate the number of meetings or recordings you want Live Meeting Manager to display on a single page, and select your local time zone.
 - d. In the **Recording Access** section, if you want to require the email address and company name of participants who want to access recordings, select the **Require extended registration by asking for e-mail and company name** check box. To allow anybody to download meeting recordings or to allow only meeting organizers to download recordings, click the appropriate option.
3. Click **OK** to save your user preferences. Live Meeting will use these preferences for all the meetings that you attend.

SETTING AND TESTING YOUR MEETING OPTIONS

Live Meeting provides two kinds of options that you should set before meeting with other participants:

- **Meet Now options** apply to unscheduled meetings that are initiated spontaneously (Meet Now meetings). Meet Now functions as a virtual workspace where you can invite participants to meet without formally scheduling a meeting.
- **Scheduled meeting options** apply to meetings that you schedule in the traditional manner. For example, scheduled meetings have a start and end time.

For information about setting all other meeting options for Meet Now meetings and scheduled meetings, refer to the **Live Meeting Meeting Options Guide**.

To test Meet Now options:

1. On the **Meet** menu, click **Meet Now**.
2. On the Attendees menu, click **Send E-mail Invite**.





3. In both the **Attendees** and **Presenters** boxes, type your full email address (for example, someone@example.com) and then click **Send**.
4. In your email program, open the invitations and make sure that all of the information contained therein is correct. You will receive one for your role as presenter and another one for your role as attendee. The messages may take a few minutes to arrive.

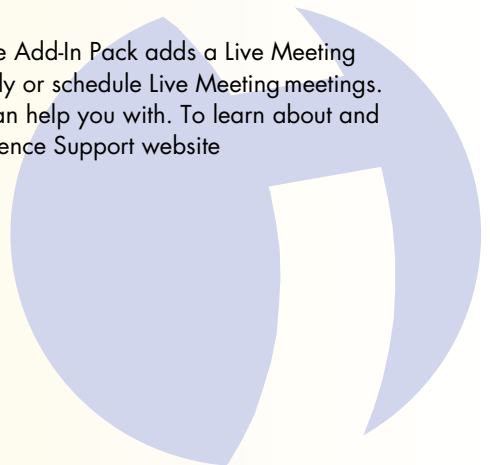
To test scheduled meeting options:

1. On the **Meet** menu, click **Schedule Meeting**.

2. In the **Attendees** and **Presenter** boxes, type your full email address (for example, someone@example.com).
3. In the **Start** box, select the current time as the start time. In the **End** box, select an appropriate end time.
4. Click **Send Invitations** to send the invitations to yourself. The messages may take a few minutes to arrive. When they do, open the invitations and make sure that all of the information contained therein is correct.

DOWNLOADING ADD-INS

Live Meeting offers add-ins that integrate with other Microsoft products. The Office Add-In Pack adds a Live Meeting menu directly to your Office applications, making it easier for you to meet instantly or schedule Live Meeting meetings. Each add-in includes additional information about specific Live Meeting tasks it can help you with. To learn about and install the add-ins for Live Meeting, visit the **Downloads** link on the Web Conference Support website





▶ HOW TO JOIN A LIVE MEETING SESSION

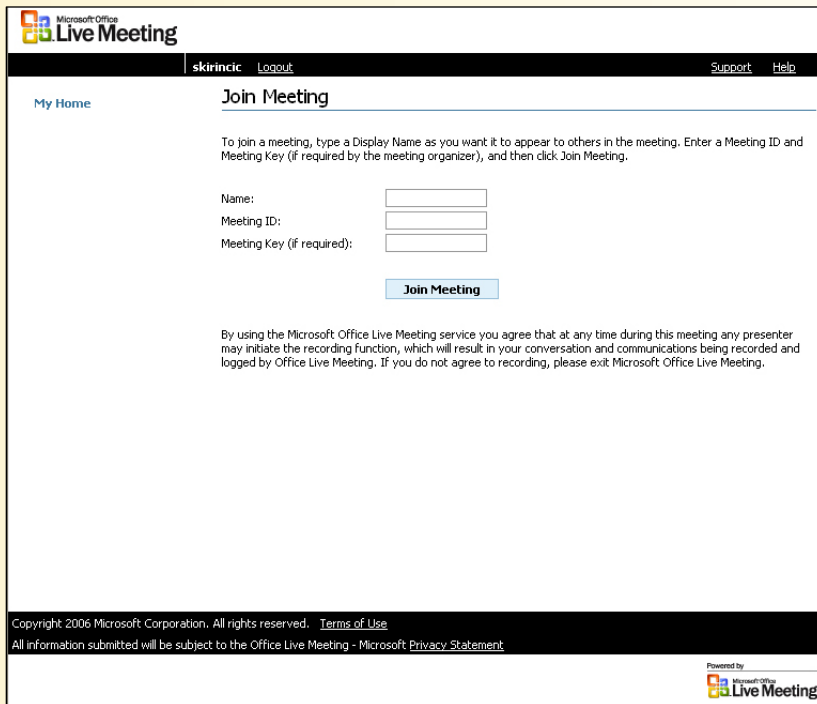
Joining a Live Meeting meeting may seem simple but the more you know about joining, the more productive you can be. This section will take you through the process of joining a meeting, both as an attendee and a presenter. We will study the meeting invitation, which is your entry point into the meeting, and help you understand how to use the information in the invitation to get into the meeting. Once you are in the meeting, we will give you the directions needed to connect to an audio conference.

JOIN A MEETING FROM AN EMAIL INVITATION

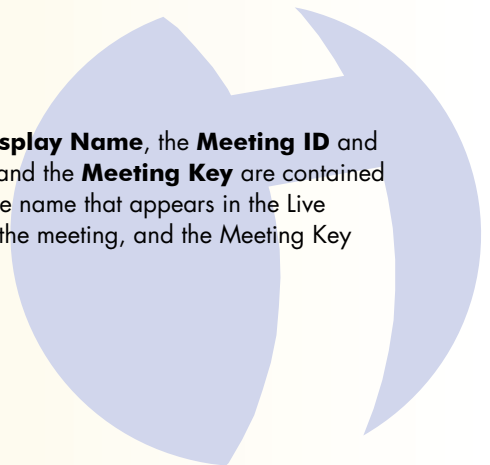
Typically you will join a Live Meeting session from an email invitation that you receive. The invitation may be for a scheduled meeting or for an informal Meet Now meeting. The email invitation contains the information that you need to get into the meeting and to connect to the audio portion of the meeting.

To join a Live Meeting session from an email invitation:

1. In the email invitation, click the **Join Meeting** link to go to the Live Meeting **Join Meeting** page.



2. On the **Join Meeting** page, you will probably be required to enter your **Display Name**, the **Meeting ID** and the **Meeting Key** as specified by the meeting organizer. The **Meeting ID** and the **Meeting Key** are contained in the email invitation you received for the meeting. Your Display Name is the name that appears in the Live Meeting console and identifies you in the meeting. The Meeting ID identifies the meeting, and the Meeting Key provides password protection for the meeting.
3. On the **Join Meeting** page, enter the following:





JOIN MEETING PAGE FIELD	DESCRIPTION AND HOW TO FIND AND ENTER THE INFORMATION
Display Name	This is a friendly name that identifies you to other meeting members. Your Display Name can be your full name, your first name, your email alias, or however you want to be identified in the meeting. Because this information is not in the meeting invitation, type the name you want into the Display Name box.
Meeting ID	The Meeting ID is contained in your email invitation. Copy the Meeting ID from the email invitation and paste it into the Meeting ID field on the Join Meeting page.
Meeting Key	The Meeting Key information is supplied as the Attendee Key or the Presenter Key information in the email invitation, depending on whether you were invited to the meeting as an Attendee or a Presenter. From the email invitation, copy the Attendee Key or Presenter Key (depending on your invitation), and paste the key into the Meeting Key box.

- After you have entered the required information in the **Join Meeting** page text boxes, click **Join Meeting**.

INSTALLING THE LIVE MEETING CONSOLE

If you try to join a meeting, but haven't installed the Live Meeting console or have a console that is out of date, you will see the Meeting Installer page.

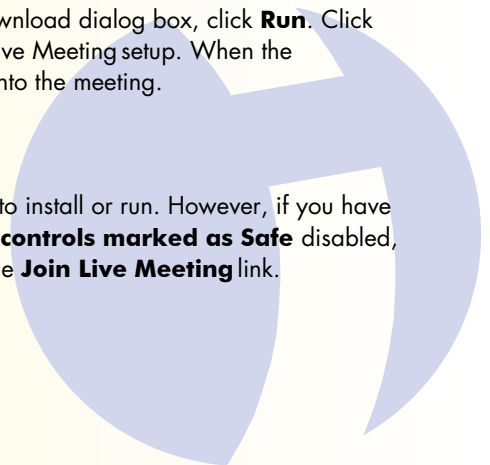
If you are running on a Windows platform, we recommend that you click **Install the Windows-based Live Meeting Console**. This is a one-time install that will set up the full-featured Live Meeting Windows-based console on your PC.

To install the Windows-based Live Meeting Console:

- On the Meeting Installer page, click the **Install the Windows-based Live Meeting Console** link.
- On the File Download dialog box, click **Run**. If you are running Windows XP SP2, you may notice that nothing happens. If this is the case, go back to the Meeting Installer page and look for the popup that says **To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options**.
- Click this pop-up and then click **Download File**. When you see the File Download dialog box, click **Run**. Click **Run** again in the Internet Explorer Security Warning dialog box to start the Live Meeting setup. When the installation is complete, Live Meeting will launch the console and place you into the meeting.

If Your ActiveX Settings Are Locked Down

The Live Meeting console does not require that your ActiveX settings are enabled to install or run. However, if you have **Download Signed ActiveX controls** and/or **Initialize and Script ActiveX controls marked as Safe** disabled, you will see an interim **Meeting Entry** page. At the Meeting Entry page, click the **Join Live Meeting** link.





▶ HOW TO JOIN THE AUDIO CONFERENCE

Live Meeting offers integrated audio controls for your Reservationless-PlusSM conference in addition to the content that is being displayed or shared in the web meeting console. With Live Meeting, you can:

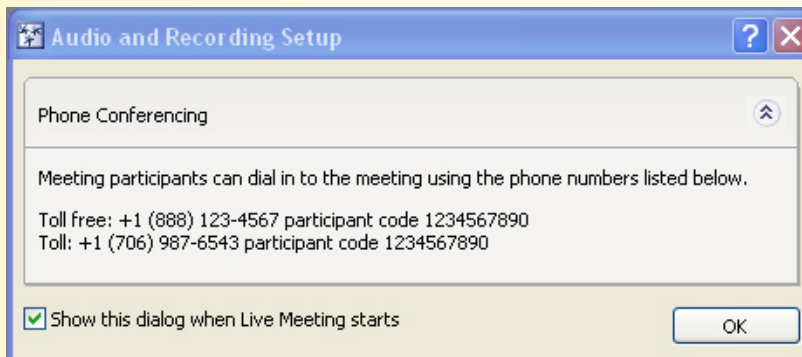
- Join the conference manually by calling the Dial-In Number provided in your email invitation, or
- Have Live Meeting call you and automatically join you to the audio conference.

JOINING AN AUDIO CONFERENCE BY CALLING THE DIAL-IN NUMBER

If the meeting organizer has set up an audio conference for the meeting, the audio conference information, including the Dial-In Number and the Conference Code, are included in the meeting invitation. Live Meeting displays the Conference Call information by default.

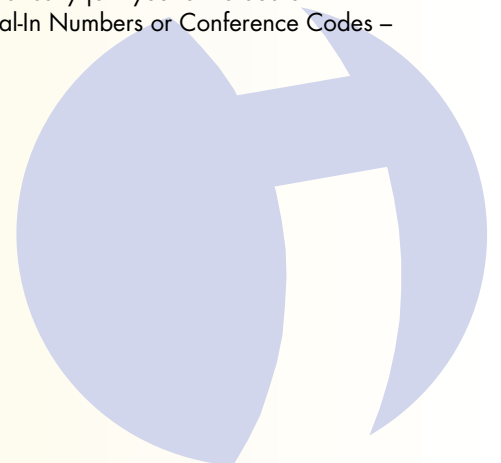
To join a conference call:

1. Using your phone, call the Dial-In Number provided in the Live Meeting email invitation, and then supply the Conference Code when prompted.
2. If you are already in the meeting, a pop-up window will provide you with the audio conference information. Using your phone, call the Dial-In Number and supply the Conference Code when prompted.



JOINING AN AUDIO CONFERENCE BY HAVING LIVE MEETING CALL YOU

If integrated audio is set up for the meeting, Live Meeting can call you and automatically join you to the audio conference. The advantage of this method is that you don't have to remember Dial-In Numbers or Conference Codes – you simply supply your phone number and Live Meeting does the rest.





To have Live Meeting call you and join you to the conference call:

1. Join the meeting using the steps described earlier in this guide.
2. In the **Audio and Recording Setup** dialog box, in the **Call me at** text box, enter your phone number (or the number at which you want the service to call you).
3. Click **Join Conference**. The Live Meeting integrated audio will call the phone number you specified. When you pick up the phone, follow the prompts to be added you to the conference call. The service will ask your name so it can announce your arrival to the meeting.

What to do if you experience problems joining the conference call

In some cases, you will experience problems connecting to a conference call, perhaps because a wrong number is supplied in the invitation or because the information is simply missing. A good way to resolve conference call problems at meeting time is to join the meeting and then use the Chat feature in the Live Meeting Console to communicate with the meeting organizer.

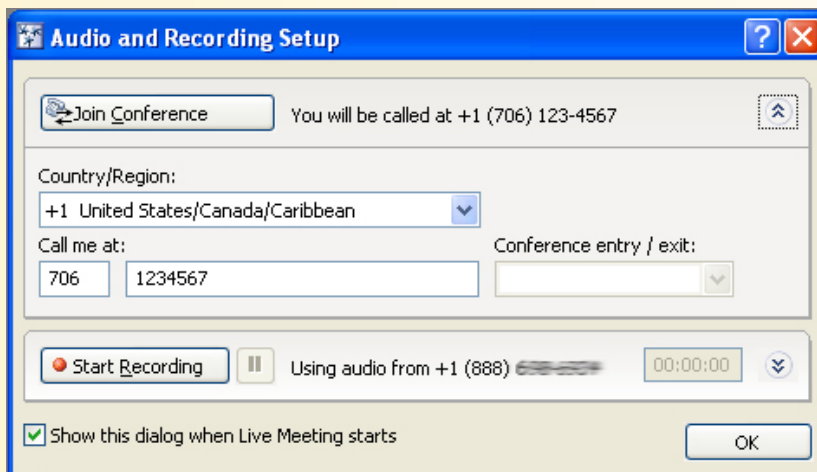
▶ HOW TO GET STARTED QUICKLY

STARTING A MEET NOW MEETING

Meet Now meetings are a useful alternative to traditional scheduled Live Meeting sessions. With Meet Now, you create a “virtual workspace” to which you can invite meeting participants at a moment’s notice, for example, to present information, to collaborate on documents or to share an application from your computer.

You can start a Meet Now meeting from Microsoft Outlook, if you have installed the Live Meeting Add-in Pack, or by using the Live Meeting Manager.

Before you start using Meet Now, make sure that your Live Meeting account and your Meet Now options are set up. For



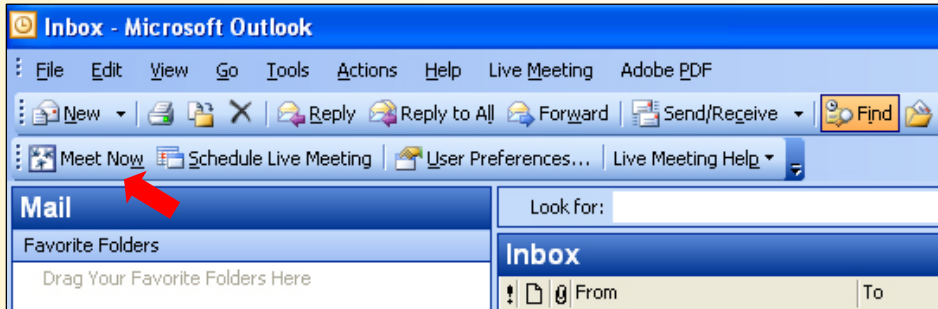
more information refer to the **Live Meeting Guide to Meeting Options**.





To start a Meet Now meeting by using Outlook

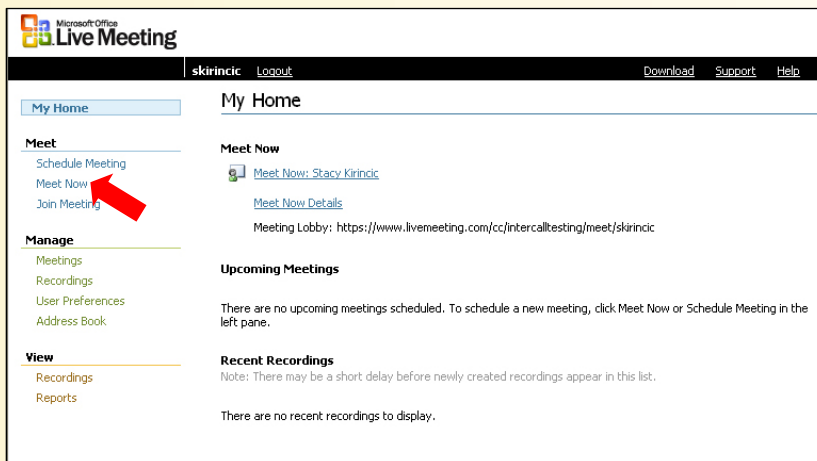
1. On the Live Meeting toolbar in Outlook, click **Meet Now**. Live Meeting creates an email invitation that you can send to the meeting participants.



2. In the **To** box, type your full email address (for example, someone@example.com).
3. Click **Send** to send the invitation. Live Meeting will display the **Meeting Entry** page.
4. On the **Meeting Entry** page, type your name in the field provided, and then click **Join Meeting**.
5. Live Meeting displays the meeting console. The meeting is now started, but you are the only participant. You will invite other attendees later.

To start a Meet Now meeting by using the Live Meeting Manager

1. In your Internet Browser, enter the URL of your Live Meeting Conference Center. If you do not know the URL of your conference center, contact your Live Meeting Account Administrator.
2. From the Login to Live Meeting Manager page, type your User ID in the **User Login** field, and then type your password in the **Password** field. If you do not know your User ID and password, contact your Live Meeting Account administrator.
3. From the My Home page, in the Meet section, click **Meet Now**.





What to expect when you start a Meet Now meeting

When you start a **Meet Now** meeting, Live Meeting will determine if you have the Live Meeting console and if it is up to date. If you already have an up-to-date version of the Live Meeting console installed, Live Meeting will start the console for you. If you do not have the console already installed, or if Live Meeting finds a version that is out-of-date, it will display the **Meeting Installer** page.

If you see this page, click **Install the Windows-based Live Meeting Console**, and then click **Run**. When the installation is finished, Live Meeting will attempt to start the meeting console. If the console does not start automatically, follow the instructions on the **Meeting Entry** page to start the console and enter your Meet Now meeting.

The meeting is now started, but you are the only participant. You will invite other attendees later.

STARTING AN AUDIO CONFERENCE

After the Live Meeting console has started, start the audio conference for the meeting. By default, Live Meeting displays the audio conferencing information for you. If you do not have an audio conferencing account, contact your Live Meeting administrator.

To start an audio conference

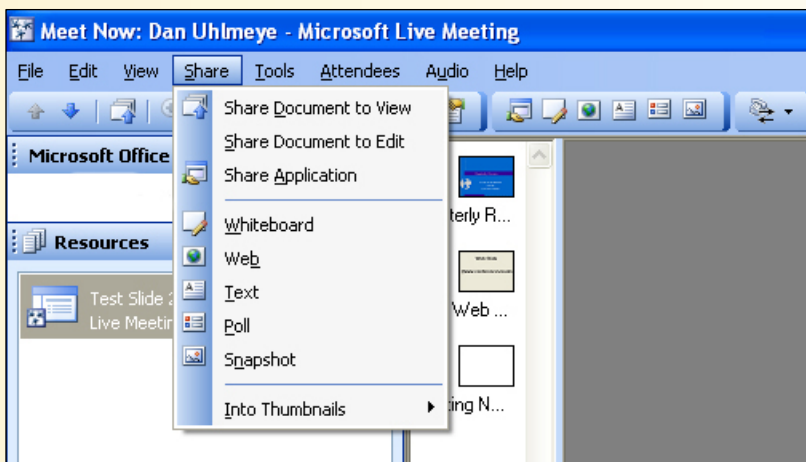
Using your telephone, dial the audio conference Dial-In Number. When you are connected to your audio conferencing number, enter your Conference Code. When you are prompted, enter your Leader PIN. If you have the audio controls enabled on your Live Meeting account, you can simply click the **Join Conference** button and Live Meeting will dial out to you.

SHARING A DOCUMENT IN THE LIVE MEETING CONSOLE

With Live Meeting, you can share Microsoft Office documents and any other printable documents in the meeting console for presentation and collaboration. As an example, the following procedure explains how to share an Office document, but the procedure for any printable document is the same.

To share a document in the meeting console:

1. On the **Share** menu, select **Share Document to View**.





2. In the **Choose a Document to Share** dialog box, choose a Microsoft Office file that you want to share (for example, a Microsoft Word document).
3. Select the file name, and then click **Continue**. Live Meeting converts the file to Microsoft Office Document Image (MODI) format and then adds it to the Live Meeting console.
4. To display the document, in the **Resources** pane on the left-hand side of the console, click the document that you want to share. If the document contains multiple parts (for example, if a PowerPoint presentation contains more than one slide), each part is displayed in the **Thumbnails** pane.

Now that the document is loaded and the audio conference is set up, you are ready to invite participants to your meeting.

INVITING OTHER PARTICIPANTS

You can invite participants from within the meeting console. So you can see how meeting invitations work, in this example you will invite yourself, but the procedure for inviting others is the same.

To send a meeting invitation from within the meeting console:

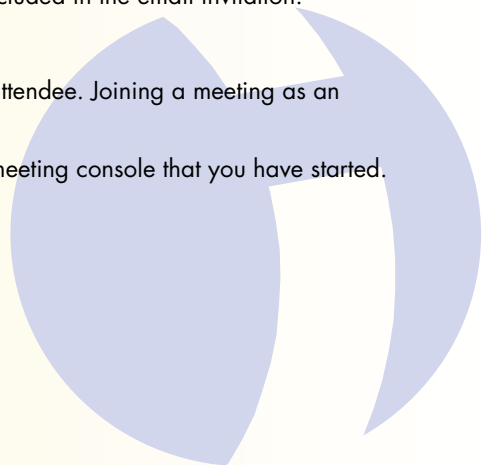
1. From the **Attendees** menu in the Meeting Console, click **Send E-Mail Invite**.
2. In the **Attendee** text box, enter your full email address (for example, someone@example.com).
3. In the **Subject** box, type a subject for the meeting.
4. In the Message box, type "Let's meet about the project" or any other text that you want to send.
5. Click **Send Message**, and then click **OK**. Meeting invitations can take several minutes to arrive.

JOINING THE MEETING AS AN ATTENDEE

A meeting invitation indicates whether you are invited as an attendee or as a presenter. In this example, you are invited as an attendee.

To join a Meet Now meeting from an email invitation:

1. In your email program, open the Meet Now invitation. In the message, click **Join Meeting**.
2. Depending on how your conference center security is configured, you may do one of the following:
 - a. On the **Join Meeting** page, enter your name as you want it to be displayed in the meeting, the Meeting ID for the meeting, and either the Presenter or Attendees Key. The key is included in the email invitation.
 - b. Go directly to the Live Meeting console as a meeting participant.
3. Once the Live Meeting console has started you will enter the meeting as an attendee. Joining a meeting as an attendee starts a separate instance of the console on your computer.
4. You can now practice sharing documents between the two instances of the meeting console that you have started.





▶ HOW TO END A MEETING

Once a meeting is finished, there are things you can do to help you stay organized and to get the most value from the meeting. Use the following checklist to make sure you have considered all of your post-meeting options.

POST-MEETING CHECKLIST

Was the meeting recorded?

If so, you may want to:

- Publish the recording.
- Verify the published recording location.
- Play the recording.
- Invite others to play the recording.
- Delete the recording.

Did the meeting include any resources that you want to save?

If so, you may want to:

- Retain meeting content for a few extra days so participants can review it.
- Print the meeting content to a PDF file.

Did you have a question and answer session during the meeting?

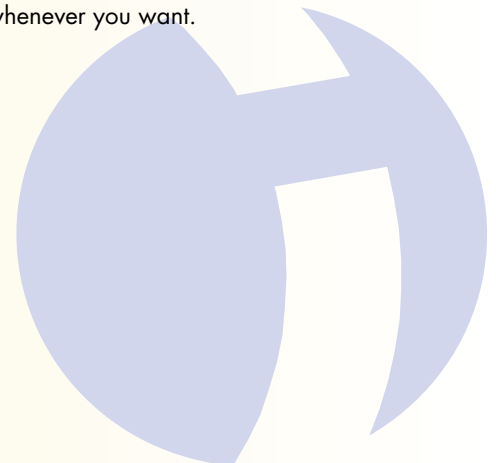
If so, you may want to:

- Generate a question log.
- Print the question log.

Do you need to schedule a follow-up meeting with the same attendees?

If so, you may want to:

- Reuse the meeting invitation and Meeting ID so that all content is retained.
- Upload all content to your Meet Now session so that you can invite others whenever you want.





INTERCALL®

ENDING A MEETING

As an organizer, you can exit a meeting in one of two ways:

- Leave the meeting, but allow other participants to continue.
- Leave the meeting, and end the meeting for all participants.

To leave a meeting you have organized but allow others to continue:

On the **File** menu, click **Exit**.

To leave a meeting and end the meeting for all participants:

On the **File** menu, click **Exit and End Session**.

***NOTE** Exiting and Ending the session will also terminate the audio conference. If you want the audio to continue, please do the following: Leave web session open until audio discussion has concluded. If you must leave the web session running, have a co-presenter end the session so you are not billed for unused minutes. The "please close the door when you leave" concept.*

