INTERCALL®

MICROSOFT® OFFICE LIVE MEETING AUDIO CONTROLS USERS' GUIDE

Microsoft Office Live Meeting's integrated audio controls enable you to control your InterCall® Reservationless-Plus℠ audio conference from within the meeting console. Using these controls you can manage all of the features and functions of your conference right from your desktop providing a more efficient and streamlined meeting experience. Your attention remains focused on your meeting rather than switching back and forth between your computer screen and your telephone keypad.

Using the Reservationless-Plus integrated audio controls, you can have the conference dial out to you instead of dialing in, identify unnamed attendees, dial out to additional participants and mute/unmute individual attendee's lines or the entire group.

CONNECTING TO THE AUDIO CONFERENCE

1. Once you have logged into your meeting, select **Audio** then **Join Conference Settings** from the top menu.

2. Select your County/Region from the drop down menu then enter the area code and phone number at which you wish to be called in the **Call me at** fields.

3. Click **Join Conference**.

4. Select the **Leader** radio button then enter your Reservationless-Plus Leader PIN.

5. Click **Join**

6. To confirm the connection, make sure that your name appears on both the **Meeting** and **Audio** tabs in the

Attendees panel of the Live Meeting console.

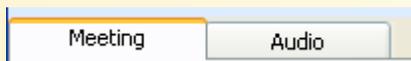## IDENTIFYING UNNAMED ATTENDEES IN THE AUDIO TAB

1. On the **Audio** tab, highlight the unidentified attendee's row and click the black arrow to the right of the phone icon. A fly-out window containing the unidentified attendee's caller number and phone number will appear.
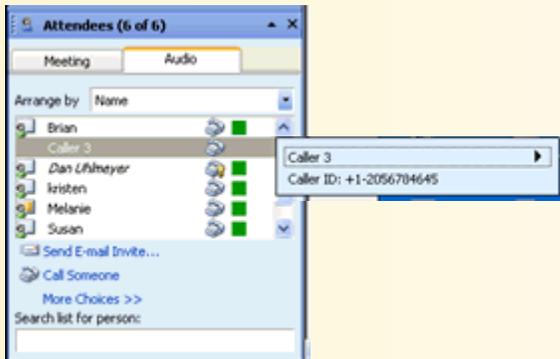
2. Click the second black arrow to the right of the caller number.

    a. If you do not recognize the phone number associated with the caller, click **Play Name**. You will hear the caller's name as recorded when he or she entered the conference call.

    b. After listening to the recorded name or if you recognize the phone number associated with the caller, click **Rename**.
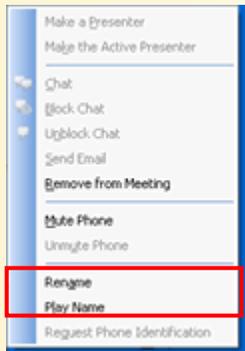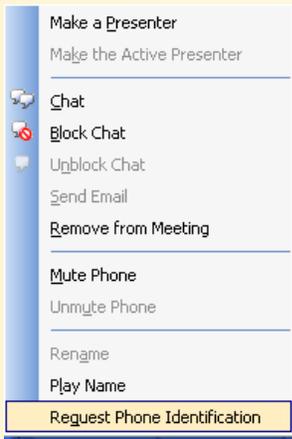
3. Enter the caller's name in the **Rename Participant** dialog box then click **OK.** The name you entered now appears on the **Audio** tab.

4. If participants dial directly into the audio conference versus having the service dial out to them, their name will not appear under the Audio Tab. They will show up as a generic caller. In addition, the audio icon will not appear next to their name under the Meeting Tab.   As a presenter, you can reconcile their names on both participant tabs (Meeting and Audio Tab), using the **Request Phone Identification** feature.
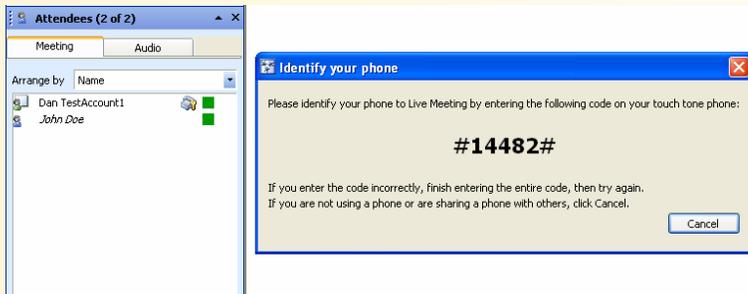
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a.   Presenter clicks on "Request Phone Identification."

	Make a **P**resenter
	Make the Active Presenter
🗨	**C**hat
🚫	**B**lock Chat
💬	**U**nblock Chat
	Send Email
	Remove from Meeting
	Mute Phone
	Unm**u**te Phone
	Ren**a**me
	Play Name
	Re**q**uest Phone Identification

b.   "Identify your phone" dialog box appears on the individual caller's screen, requesting that he or she enter a numeric code surrounded by pound signs (e.g., #14333) on his or her touch-tone phone.

Identify your phone

Please identify your phone to Live Meeting by entering the following code on your touch tone phone:

#14482#

If you enter the code incorrectly, finish entering the entire code, then try again.
If you are not using a phone or are sharing a phone with others, click Cancel.

Cancel

c.   The caller enters the code on his or her touch-tone phone. A phone icon now appears next to his or her name on both the "Meeting" and "Audio" tabs on the "Attendees" pane. Even though the caller joined the audio portion of the conference independently of the web, the presenter can now control the caller's audio from within the web meeting.

d.   Request **all users to identify phone** - The presenter clicks on "Request All Users to Identify Phone." An "Identify your phone" dialog box appears on all participants' screens.

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DIALING OUT TO PARTICIPANTS

1. On the **Attendees** panel, click **Call Someone**. The **Call someone on the phone** dialog box appears.
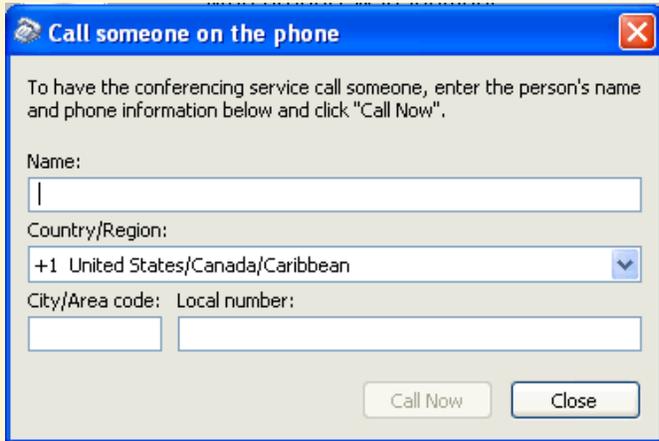
2. Enter the name of the person you would like to call, select the Country/Region in which he or she is located from the drop down menu then enter the area code and phone number.

3. Click **Call Now**.

MUTING AND UNMUTING INDIVIDUAL PARTICIPANT'S LINES

1. On the **Audio** tab, highlight the attendee's row that you wish to mute/unmute and click the black arrow to the right of the phone icon. A fly-out window containing the attendee's name and phone number will appear.
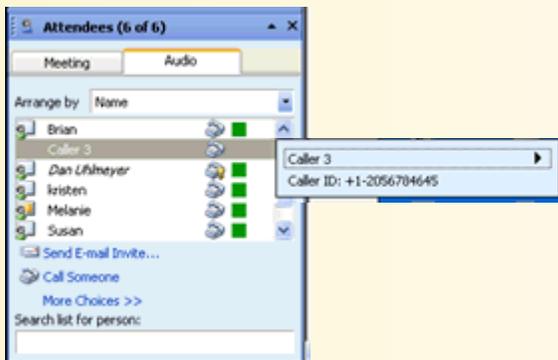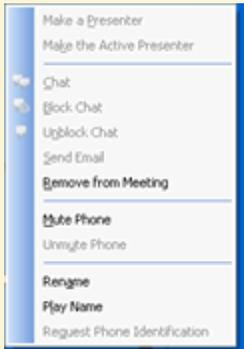

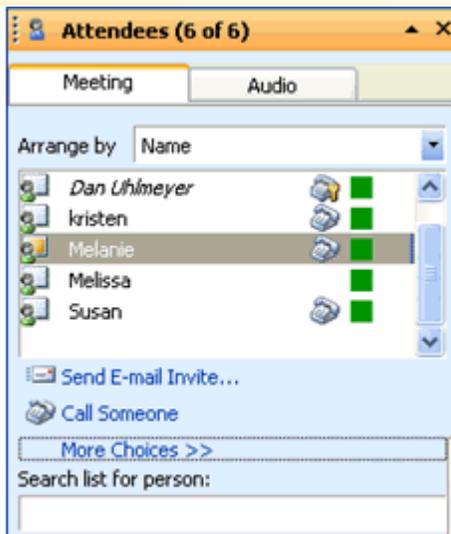2. Click the second black arrow to the right of the attendee's name.

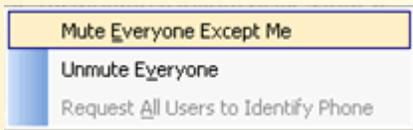3. To mute the attendee's line, select **Mute Phone**.

> Make a Presenter
> Make the Active Presenter
>
> Chat
> Block Chat
> Unblock Chat
> Send Email
> Remove from Meeting
>
> Mute Phone
> Unmute Phone
>
> Rename
> Play Name
> Request Phone Identification

4. If the line is already muted, select **Unmute Phone** to open the attendee's line.

MUTING AND UNMUTING THE GROUP

1. On the **Attendees** panel, click **More Choices**.

> **Attendees (6 of 6)**
>
> | Meeting | Audio |
>
> Arrange by [Name]
>
> Dan Uhlmeyer
> kristen
> Melanie
> Melissa
> Susan
>
> Send E-mail Invite...
> Call Someone
> More Choices >>
> Search list for person:

2. To mute the entire group, select **Mute Everyone Except Me**.

> Mute Everyone Except Me
> Unmute Everyone
> Request All Users to Identify Phone

3. To unmute the group, select **Unmute Everyone**.

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