



INTERCALL®

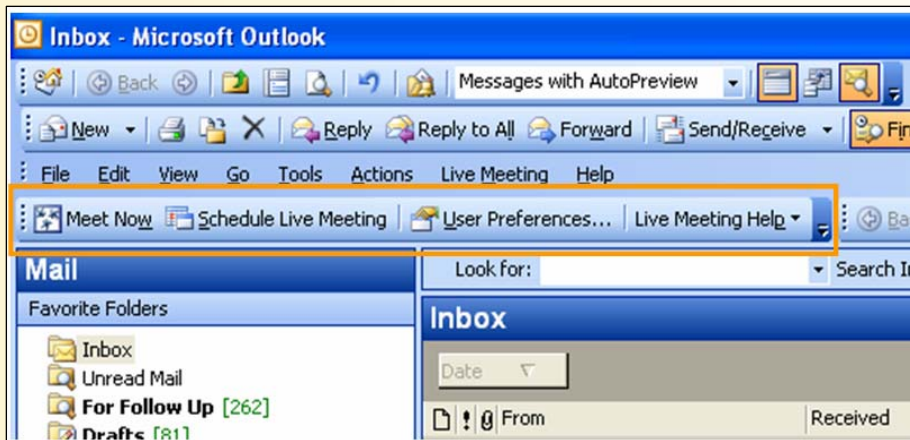
THE MICROSOFT® OFFICE LIVE MEETING ADD-IN PACK

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

▶ INSTALLING THE ADD-IN PACK

The Microsoft Office Live Meeting Add-in Pack is an optional component that extends some Live Meeting functionality to other software applications on your computer. The Add-in Pack includes:

1. Live Meeting Add-in for Outlook



2. Live Meeting Add-in for Office Collaboration





3. Live Meeting Add-in for Instant Messaging



To install the Microsoft Office Live Meeting Add-in Pack, you must be logged onto the local computer as an Administrator. A Power User cannot install the Add-in Pack because the add-in for Outlook uses several settings that must be installed for the entire machine (as opposed to for a single user).

If you have a previous version of the add-in, the installer for the Add-in Pack will automatically uninstall the older version before installing the newer one. You may also remove the Add-in Pack manually at any time by using the **Add or Remove Programs** Control Panel.

Make sure that no Microsoft Office applications, MSN Messenger or Windows Messenger are running when you install or remove the add-in. Also, be sure that your computer meets the following system requirements:

Operating System:

- Windows 2000 with Service Pack 4 or later
- Windows XP with Service Pack 1a or later
- Windows Server 2003





Microsoft Office:

- Word 2000 or later
- Excel 2000 or later
- PowerPoint 2000 or later
- Project 2000 or later
- Visio 2002 or later

Note: If you do not have at least one of these Office applications installed on your machine, the installer will proceed without installing the Add-in for Office Collaboration.

Messenger:

- Windows Messenger 4.7 or later
- MSN Messenger 6.0 or later

Note: If the installer finds MSN Messenger, but not Windows Messenger, the add-in will be installed. However, you will need to install Windows Messenger before you can actually use the Add-in for Instant Messaging.

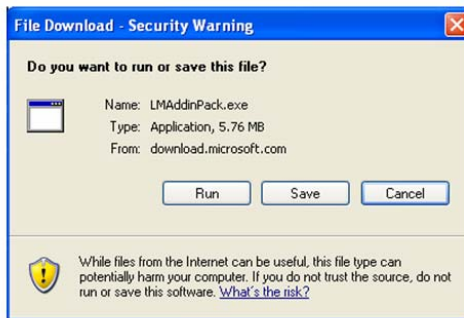
To install the Add-in Pack:

1. Click the **Downloads** link in the left hand navigation of www.webconferencesupport.com.
2. Scroll to the **Live Meeting Add-In Pack: For Live Meeting 2005** section and click the **Click Here to Download** link.
3. At the top of the download details page, click the **Download files below** link then click **LMAddinPack.exe**.
4. In the **File Download** dialog box, click **Open** or **Run** to initiate the setup program.
5. In the **Install-Shield** dialog box, click **Yes** to continue installation.
6. In the **Microsoft Office Live Meeting Add-in Pack** dialog box, click **Next** to begin installation.

Files in This Download

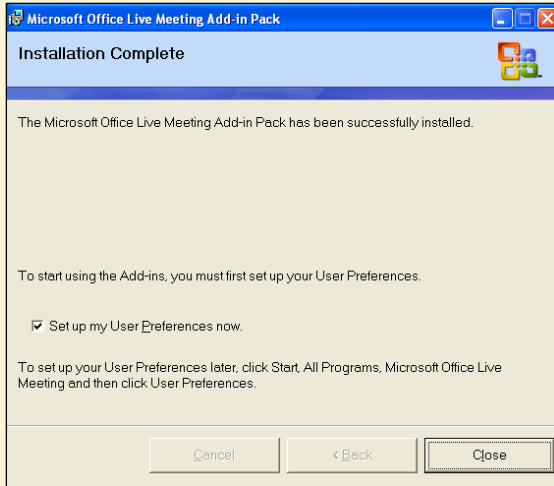
The links in this section correspond to separate files available in this download. Download the files most appropriate for you.

File Name:	File Size
LMAddinPack.exe	5906 KB
LMAddinPack.msi	6236 KB





7. When the installation completes, select the **Set up my User Preferences now** checkbox.
8. Then, click **Close**.



*Note: You must configure your user preferences before using the add-ins. If you do not want to configure your preferences at this time, de-select **Set up my User Preferences now**, and then click **Close**. When you are ready to configure your user preferences, click **Start > All Programs > Microsoft Office Live Meeting**, and then click **User Preferences**.*

Once you have completed installation for the Add-in Pack, you will be able to quickly and easily access Live Meeting from within Word, Excel, PowerPoint, Project or Visio and share any open document instantly. You will also be able to escalate an IM session to a web conference or schedule a web conference with a single click using the Outlook Calendar.

▶ **SETTING UP USER PREFERENCES FOR THE ADD-IN PACK**

User Preferences should be configured at the time you install the Live Meeting Add-in Pack. Once the Add-in for Office Collaboration is installed, you may view or change your User Preferences for Live Meeting while using Word, Excel, PowerPoint, Project or Visio. User Preferences include Live Meeting Add-in setup, personal information, connection speed and recording access.

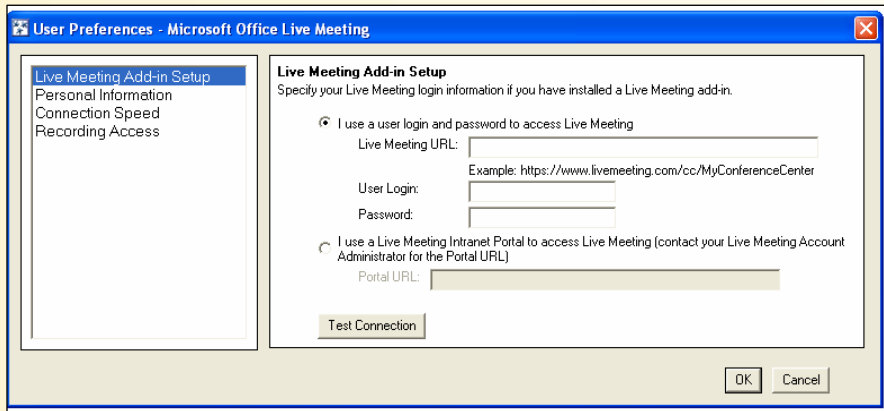




LIVE MEETING ADD-IN SETUP

To set up your User Login and Password:

1. In any Office application, click **Live Meeting** on the menu bar then click **User Preferences**. The User Preferences dialog box appears. Alternatively, you can click the **User Preferences** button in the Live Meeting toolbar.



2. In the **User Preferences** dialog box, the **Live Meeting Add-in Setup** option is selected by default in the left navigation pane.
3. Select the **I use a user login and password used to access Live Meeting** radio button if you use a username and password to access your meetings.

*Note: If your company uses a Live Meeting Intranet Portal to access Live Meeting, select the **I use a Live Meeting Intranet Portal to access Live Meeting** radio button then contact your site administrator to obtain the Portal URL.*

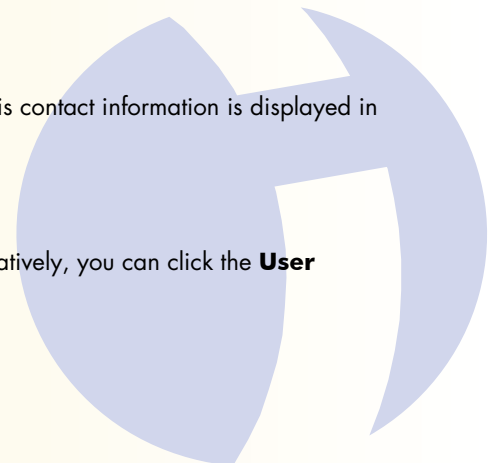
4. In the **Live Meeting URL** field, type the URL for your conference center. This is the same URL you would use to log into your Live Meeting account.
5. In the **User Login** field, enter your Live Meeting user name.
6. In the **Password** field, enter your Live Meeting password.
7. Click **Test Connection** to validate your login information with the Live Meeting server.
8. Click **OK**.

ENTERING YOUR PERSONAL INFORMATION

You may set up your personal information for others to view during meetings. This contact information is displayed in the Attendee list for all meetings you attend.

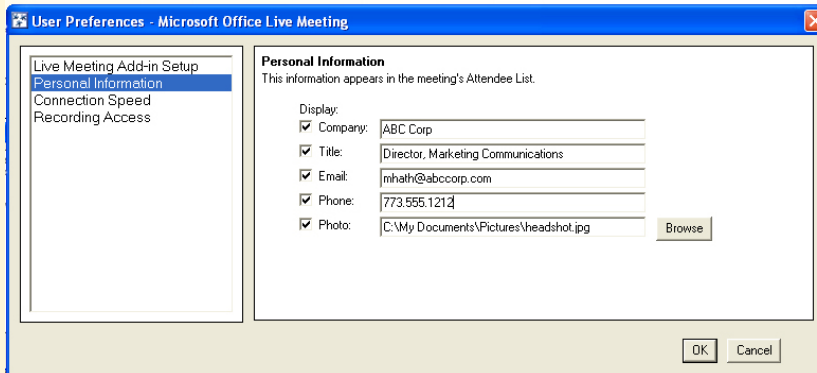
To enter your personal information:

1. Click **Live Meeting** on the menu bar then click **User Preferences**. Alternatively, you can click the **User Preferences** button in the Live Meeting toolbar.





2. In the **User Preferences** dialog box, click **Personal Information** in the left navigation pane.



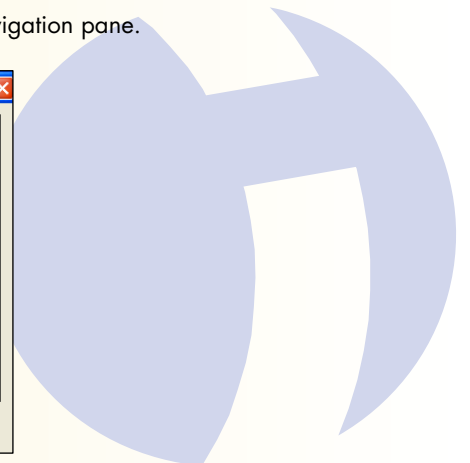
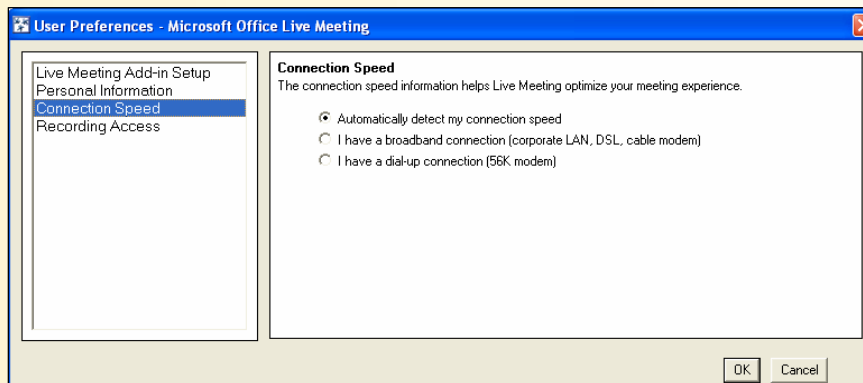
3. All checkboxes are selected by default. You can de-select the checkbox next to any personal information you do not want displayed.
4. In the **Company** field, type the name of your company or organization.
5. In the **Title** field, enter your job title.
6. In the **Email** field, enter the email address other attendees should use to email you (when the email feature is enabled).
7. In the **Phone** field, enter your phone number.
8. In the **Photo** field, enter the location and file name of the image you want to use. You can also search for an image to use by clicking **Browse**, then clicking **Open** when you have selected your photo.
9. Click **OK**.

SETTING YOUR CONNECTION SPEED

The connection speed that you use helps to define your experience while accessing meeting content. You can either define your connection type or allow Live Meeting to automatically detect your connection speed.

To set your connection speed:

1. Click **Live Meeting** on the menu bar, and then click **User Preferences**. Alternatively, you can click the **User Preferences** button in the Live Meeting toolbar.
2. In the **User Preferences** dialog box, click **Connection Speed** in the left navigation pane.





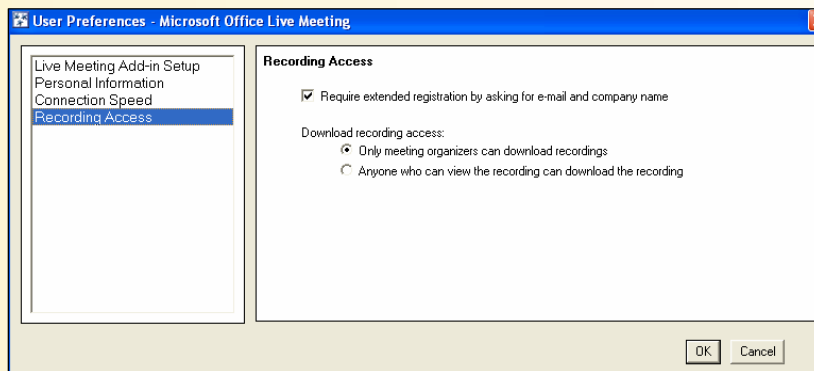
- If you do not know your connection speed or you want it to be automatically detected, select **Automatically detect my connection speed**. Otherwise, select the option that better represents your connection speed: **I have a broadband connection (corporate LAN, DSL, cable modem)** or **I have a dial-up connection (56K modem)**.

SELECTING RECORDING ACCESS

Use this meeting option to determine who can access and download meeting recordings. The settings in this dialog box are similar to the recording settings available in the meeting console and in Live Meeting Manager.

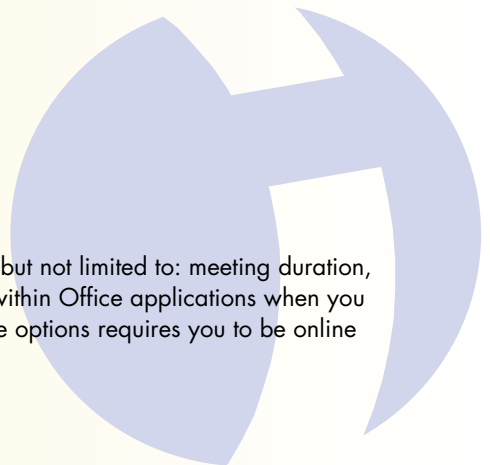
To select recording access:

- Click **Live Meeting** on the menu bar, and then click **User Preferences**. Alternatively, you can click the **User Preferences** button in the Live Meeting toolbar.
- In the **User Preferences** dialog box, click **Recording Access** on the left navigation pane.



- To use extended registration for recording access, select the **Require extended registration by asking for e-mail and company name** checkbox.
- Select your **Download recording access** preference:
 - To prevent attendees from downloading recordings, click **Only meeting organizers can download recordings**.
 - To allow all attendees to download meeting recordings, click **Anyone who can view the recording can download the recording**.
- Click **OK**.

Note: Any changes made to your user preferences will be reflected in future meetings.



▶ SETTING MEET NOW OPTIONS

Meet Now Options allows you to configure features for your meetings, including but not limited to: meeting duration, entry control, audio and recording. You can configure Meet Now Options from within Office applications when you have installed the Live Meeting Add-in for Office Collaboration. Configuring these options requires you to be online and able to connect to the Live Meeting service.



To set Meet Now Options:

1. Click **Live Meeting** on the Outlook menu bar, select **Tools** and then **Meet Now Options**.



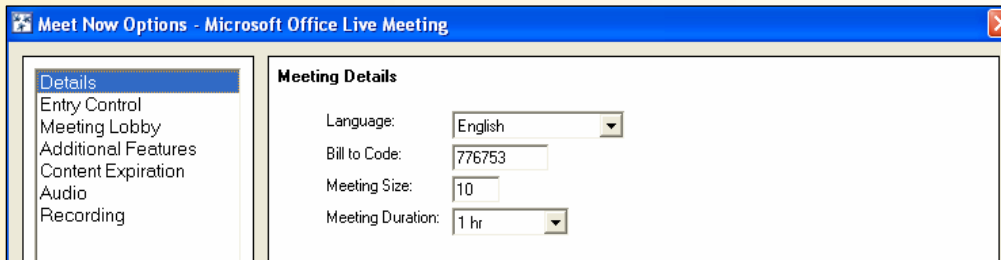
The **Meet Now Options** dialog box displays.

2. In the **Meet Now Options** dialog box, you can configure meeting details as described in the sections below.
3. When you are done with configuration, click **OK**.

Note: These options will be applied to future Meet Now meetings.

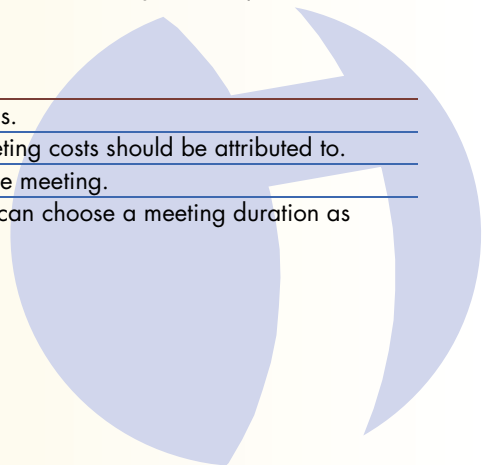
MEET NOW OPTIONS

Meeting Details



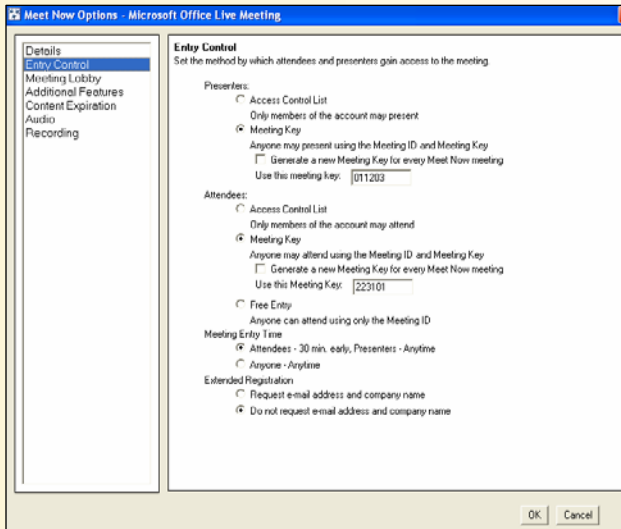
Use the **Details** option on the left navigation pane to set the details of your meeting. This includes details such as the primary language you will use in the meeting, the billing code, the expected size of the meeting and the planned meeting duration.

Option	Description
Language	Select the language that should be used in the meeting invitations.
Bill to Code	Use this field to enter the billing code of the department that meeting costs should be attributed to.
Meeting Size	This setting defines the number of people you expect to attend the meeting.
Meeting Duration	This field allows you to select the duration of your meeting. You can choose a meeting duration as short as 30 minutes to as long as 4 hours.





Entry Control

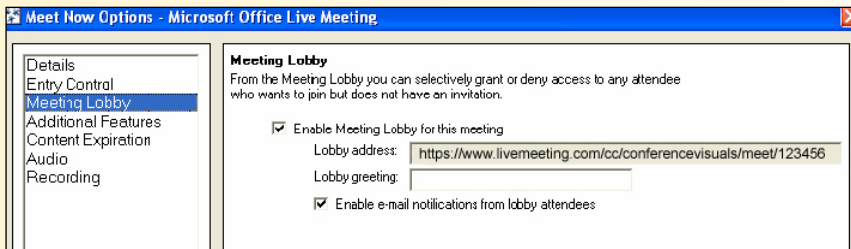


Use the **Entry Control** option on the left navigation pane to specify presenter and attendee access, meeting entry time and extended registration.

Option	Description
Presenters	To allow only those people who have been invited and have an account with the conference center to be presenters, select the Access Control List option. To allow anyone using the Meeting ID and the Meeting Key to be a presenter, select the Meeting Key option. If you select the Meeting Key option, you will also need to define whether the system will generate a new key for every Meet Now meeting or if the same meeting key will always allow access to your Meet Now meeting. Select the Generate a new Meeting Key for every Meet Now meeting checkbox to ensure that attendees of previous Meet Now meetings cannot join this meeting with presenter privileges. The key in the Use this meeting key field can be used to present in all your Meet Now meetings.
Attendees	To allow only those people who have expressly been invited as well as have an account with the conference center to be attendees, select the Access Control List option. To allow anyone with the Meeting ID and the Meeting key to be an attendee, select the Meeting Key option. If you select the Meeting Key option, you will also need to define whether you want the attendees to use a system generated Meeting Key or if the same key will always allow access to your Meet Now meeting. Select the Generate a new Meeting Key for every Meet Now meeting check box to ensure that attendees of previous Meet Now meetings cannot join this meeting. The key in the Use this meeting key field can be used to attend all your Meet Now meetings. Select the Free Entry option to allow anyone with the Meeting ID to attend your Meet Now meetings.
Meeting Entry Time	You can define when attendees and presenters can join a meeting. Presenters may join a meeting at any time, but you may want time to upload slides or do other preparation work for the meeting before allowing attendees to join. In a case like this, you might want attendees to join the meeting only up to half an hour before it starts. To do this, select the Attendees - 30 min. early, Presenters - Anytime option. If you prefer, you can allow all meeting participants to join the meeting at any time. To set this, select the Anyone - Anytime option.
Extended Registration	Use this option to obtain extended registration information from meeting attendees. You can choose to prompt the attendee for email and company name by selecting Request e-mail address and company name. The attendee will be asked to provide this information before entering the meeting. This information becomes part of the meeting report. If you don't need this information, select Do not request e-mail address and company name.



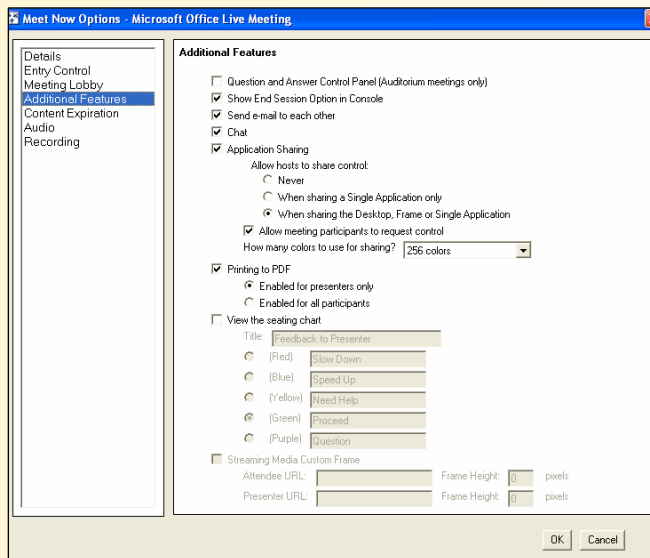
Meeting Lobby



Use the **Meeting Lobby** option on the left navigation pane to enable a meeting lobby for your participants and set details such as lobby address and lobby greeting message.

Options	Description
Enable Meeting Lobby for this meeting	Select this option if you would like to use a meeting lobby where attendees can wait for the meeting to begin.
Lobby Address	If you enable a meeting lobby, the system will generate a URL that you can get here and share with people who do not have invitations but want to join your meeting.
Enable email notifications from lobby attendees	Select this option to have email sent to you when the first meeting attendee arrives in the meeting lobby. A new email is sent every thirty minutes thereafter when additional attendees enter the lobby.

Additional Features





INTERCALL®

Use the **Additional Features** option on the left navigation pane to configure features for your meeting. You can tailor your meeting with features such as chat, application sharing, printing and seating charts.

Options	Description
Question and Answer Control Panel	You can enable the Question and Answer control panel to monitor and respond to questions from attendees.
Show End Session Option in Console	This lets presenters end the meeting and close all attendee consoles with one click.
Send e-mail to each other	You can facilitate communication between all meeting participants by setting this option. Once set, all meeting participants can send email to each other.
Chat	To enable chat in the meeting, select the Chat check box.
Application Sharing	Use this option to share applications during a meeting. Once you select this checkbox, you can select from the options within to define the extent of application sharing you want to allow. The shared application can be the desktop, a single frame or a single application. You can also allow attendees to request control of the shared application while application sharing is in progress. This allows them to demonstrate tasks or add to the discussion while in the shared application. To do so, select the Allow meeting participants to request control checkbox.
How many colors to use for sharing?	You may change the color quality used during application sharing. Click the drop-down arrow and choose between 256 colors, High color (16 bit), True color (24 bit), Gray scale (16 shades) and Gray scale (256 shades).
Printing to PDF	Use this option to enable PDF printing of meeting content for presenters only or for all meeting participants.
View the seating chart	The seating chart allows meeting participants to provide feedback during presentations. When you enable the seating chart, you can use the default chart title and meanings assigned to each color choice. You can also edit each field to customize the chart and the meaning of the five color choices.
Streaming Media Custom Frame Note: This option is not available on all sites. Please contact your sales representative for more information.	Indicates that you would like to add a pane to meeting console where an interactive web page is displayed to meeting participants. Attendee URL – Shows the content of the specified web address in the Streaming Media Custom Frame on Attendees’ consoles. Presenter URL – Shows the content of the specified web address in the Streaming Media Custom Frame on Presenters’ consoles. Frame Height – Indicates the height, in pixels, that the custom frame should be when it appears on meeting participants’ consoles.





Content Expiration

<ul style="list-style-type: none"> Details Entry Control Meeting Lobby Additional Features Content Expiration Audio Recording 	<p>Content Expiration</p> <p>Note: Meeting Content cannot be restored once it has been deleted. This setting applies to all new and modified meetings.</p> <p><input type="checkbox"/> Meeting content will be deleted after the meeting ends based on the duration specified below</p> <p><input type="text" value=""/> <input type="text" value="Minutes"/></p>
---	--

You can configure your meeting so that content is automatically deleted at a specified time after the meeting ends.

Option	Description
Meeting content will be deleted after the meeting ends based on the duration specified below	Use the text field and time values in the drop-down menu to specify when the meeting content should be deleted. The time can be specified in minutes, hours, days or months.

Audio

You should define the level of audio support you will have in your Meet Now meeting. Audio options that you can configure include conference call controls, Internet audio broadcasting, toll and toll-free meeting phone numbers and meeting participant and leader codes. If you do not already have it, you can obtain the following information from your Live Meeting account administrator.

Option	Description
This meeting uses	You can connect to your Reservationless-Plus SM account to enable conference call controls such as the entry and exit messages from within the meeting console. Choose Live Meeting with audio conferencing to allow your attendees to use the conference call controls. If you do not need audio support for your meeting or you do not need to enable conference call controls from within the meeting console, choose Live Meeting without audio conferencing.



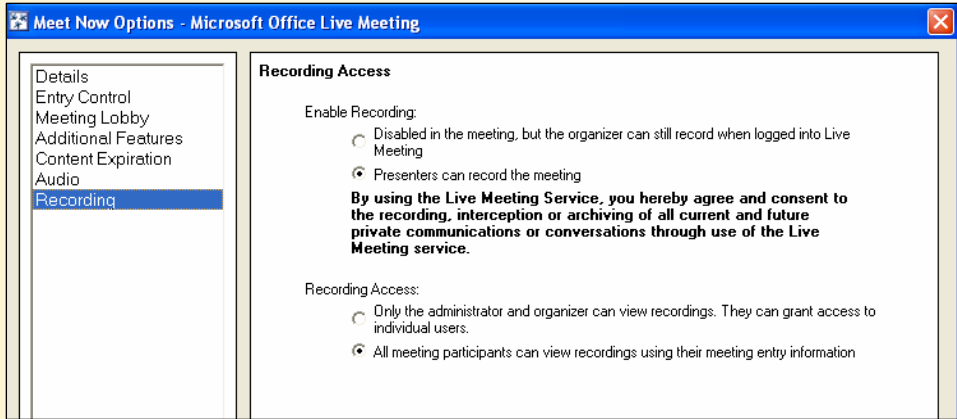
INTERCALL®

Option	Description
Conferencing provider	When you want to enable conference call controls, select InterCall from the drop-down menu.
Allow meeting participants to use Join Conference to have Live Meeting call their phone instead of dialing in	You can have Live Meeting call attendees on their telephones (instead of having attendees dial in themselves). Enable this by checking the box to Allow meeting participants to use Join Conference to have Live Meeting call their phone instead of dialing in. To join the audio portion of the meeting, participants will be prompted to input the number at which they can be reached. After supplying his phone number, a participant can click the Join Conference button to have the Reservationless-Plus service dial out.
Enable Internet Audio Broadcasting (invitations sent to attendees will not contain phone information)	If you want your meeting attendees to receive audio through their computer speakers instead of their telephones, enable Internet Audio Broadcasting. With this feature, audio is one-way only. Meeting attendees will receive audio, but cannot transmit their own.
Display the toll-free phone number to meeting participants in the Live Meeting Console	If you want your meeting attendees to be able to use a toll-free phone number, check this box.
Display the toll phone number to meeting participants in the Live Meeting Console	If you want your meeting attendees to be able to use a toll phone number, check this box.
Toll-free meeting phone number	When you have chosen to display a toll-free meeting phone number to your attendees, use these fields to input the information that will be displayed. Select the Country/region of the phone number then enter the phone number in the City/area code and Local number fields.
Toll meeting phone number	When you have chosen to display a toll meeting phone number to your attendees, use these fields to input the information that will be displayed. Select the Country/region of the phone number then enter the phone number in the City/area code and Local number fields.
Participant and Leader codes	In order to join the audio portion of the meeting, attendees will have to enter a code that your conferencing provider associates with your calls. Enter those codes here for your meeting attendees to use.
Additional dialing keys	<p>There may be additional keys used by the Meeting Recording and Internet Audio Broadcasting features of Live Meeting.</p> <p>Sample dialing keys: This line shows an example of what the additional dialing keys might look like.</p> <p>Actual dialing keys: In these fields, enter the additional dialing keys required before and after the participant code.</p> <p>Valid characters: 0123456789*# ,</p> <p>Each comma is a one second pause – for example: “ , , , , , ” would indicate a five second pause.</p>





Recording



Your meetings may be recorded and viewed later. If your Live Meeting account administrator has enabled it, you can use this option to apply recording capabilities to your meeting and configure who can access the recordings.

Option	Description
Enable Recording	If you want to disable recording for everyone except yourself, click Disabled in the meeting, but the organizer can still record when logged into Live Meeting. If you want to allow all presenters to record the meeting, click Presenters can record the meeting.
Recording Access	Choose who can view the recordings by clicking Only the administrator and organizer can view recordings or All meeting participants can view recordings using their meeting entry information.

