

# GENESYS MEETING CENTER



## User Guide



# WELCOME TO GENESYS MEETING CENTER

Genesys Meeting Center is your perfect everyday business conferencing tool. Our award-winning technology integrates fully-automated voice conferencing with easy-to-use web conferencing and desktop video, turning your PC into a universal communications tool. Reliable and secure, you can present PowerPoint® slides, share applications, quiz and survey participants, lead a web tour, even connect via VoIP — all with the same impact and results as in-person meetings. So you meet more productively and more often without the time and expense of travel.



Use Genesys Meeting Center for:

- Sales Presentations
- Training and e-Learning Programs
- Marketing Seminars
- Product Launches
- Departmental Meetings
- Company Announcements
- Collaboration and Project Management

## Tips for a Successful Meeting

Below are some helpful hints for conducting an efficient and productive Genesys Meeting Center conference.

- Prepare in advance. To avoid meeting delays, take time before the conference to create and upload any resources you'll need for your meeting, such as presentations, surveys or quizzes.
- Enter the meeting early to ensure participants can access your meeting at the scheduled start time. Give yourself a few minutes to open the meeting room and make sure all necessary system components are loaded.
- When speaking, talk directly into either a headset or telephone receiver for optimal clarity.
- Mute all participants in non-collaborative meetings to minimize background noise.
- Be conscious of participant connection speeds, as they may vary. Allow time for transition between slides.
- For optimal application sharing performance, keep the number of open windows to a minimum.
- Use annotation tools and include polling and quizzes to promote interactivity.
- To help participants better understand and recall content, limit presentation materials to 6-7 lines per slide. Use larger-sized fonts for legibility.
- Prior to the meeting, all participants should perform a browser test included in the meeting invitation to ensure their browsers and operating systems are compatible and that there are no firewall issues.
- Be sure participants download the Meeting Center Application prior to your meeting if they wish to use certain features such as Presenter capabilities, Desktop VoIP and the desktop icon.

**Note:** Your participants are not required to download the application to join your meeting.



# WEB CONFERENCING

Use this as a guide for your voice and web meetings

## GETTING STARTED

### Install Meeting Center 4.0

To schedule and start web meetings, install Meeting Center 4.0:



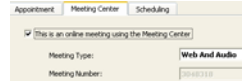
- 1- Go to [www.genesys.com/go](http://www.genesys.com/go)
- 2- Click the GET IT NOW button and follow the easy install wizard

Once downloaded, you'll have everything you need to schedule and run effective online meetings.

### Schedule a Meeting

Through Microsoft Outlook:

- 1- From Outlook Calendar, double-click the appointment time.
- 2- Enter the meeting topic in the Subject line, click the new Meeting Center tab and check the box.



- 3- Click the Scheduling tab, invite participants as you normally do, and send.

**Note:** If you do not to install the Outlook Calendar tool, click the desktop icon in your taskbar and select Enter Conference Manager. In your online account, click the Schedule a Meeting button and follow the steps through the scheduling wizard where you can also invite your Lotus Notes contacts.

### Start a Scheduled Meeting:

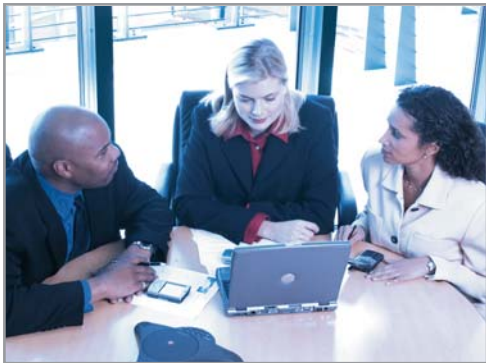
**Moderator:**

- 1- Open the scheduled meeting in your Outlook Calendar.
- 2- Click the "START the meeting" link.
- 3a- Select Yes if you wish to invite other participants to the meeting via MSN IM or Windows Live Messenger or email. Double-click on participant(s) and click Send.
- 3b- Select No if you do not wish to invite other participants to the meeting.
- 4- Select how you would like to join the voice portion of your meeting in the first Quick Start menu and click Continue.
- 5- Select what you would like to do first when your meeting begins (i.e. Show Presentation, Share Application, etc.) in the second Quick Start menu and click OK.

**Note:** If you have not installed the Outlook Calendar tool, click the desktop icon in your taskbar and select Start a Meeting. Click on the specific scheduled meeting link.

## Start an Ad hoc Meeting

- 1- Click the desktop icon in your taskbar and select Start a Meeting.
- 2- Click the Ad Hoc Meeting button.
- 3a- Select Yes if you wish to invite other participants to the meeting via MSN IM or Windows Live Messenger or email. Double-click on participant(s) and click Send.
- 3b- Select No if you do not wish to invite other participants to the meeting.
- 4- Select how you would like to join the voice portion of your meeting in the first Quick Start menu and click Continue.
- 5- Select what you would like to do first when your meeting starts (i.e. Show Presentation, Share Application, etc.) in the second Quick Start menu and click OK.



**Note:** If you do not have scheduled meetings starting within three hours, Step 2 above is eliminated. If you installed the Outlook Calendar tool, you can also click the Ad Hoc Meeting button in the Meeting Center Outlook® Toolbar to launch an instant meeting.

## Participants Access:

- 1- If the meeting was scheduled in advance, participants click on the link provided in the email invitation to join.
- 2- For instant (Ad Hoc) meetings, participants go to [www.genesys.com](http://www.genesys.com) and click Participant. Participants will be prompted to type in your Meeting Number and their names.
- 3- Participants will be asked how they wish to access the voice portion of your meeting and prompted to identify themselves if they chose the options Already Dialed In or Dial In Now.

**Note:** Moderators can also send a Quick Invite via MSN IM or Windows Live Messenger or email using the desktop icon or the in-meeting shortcut toolbar. Participants simply click on the link to join the meeting.

**Note:** Web conference room door remains closed and participants are sent to the waiting room until the moderator starts the voice portion of the call or opens the web door.



## Genesys Desktop Icon

The Genesys Desktop Icon is automatically populated to your taskbar when you install the Meeting Center Application. This user-friendly tool can be used for:

- 1-click access to scheduled or Ad Hoc meetings.
- Scheduling meetings.
- Joining meetings.
- Quickly sending invites to email or MSN IM or Windows Live Messenger contacts.
- Access to your Conference Manager (online Genesys Meeting Center account).

## CONFERENCE MANAGEMENT

### Dial Out to Participants

- 1- Click the Switch to Advanced button in the Show panel.
- 2- Click on the Dial Out button in the shortcut toolbar.
- 3- Enter the name and number of the person to call or click the Address Book button and select the previously stored participant from your Address Book.
- 4- Click Dial.

### Additional Security/ Close Door to the Meeting

The moderator can screen participants via the waiting room then provide them access to the meeting one at a time.

- From the Participant panel, check/uncheck the Close meeting room door to close and open the meeting to attendees.

**Note:** By default the door to the meeting is Closed.

### Connection Status

The moderator can see how participants are connected to the meeting by viewing the Status column in the Participants panel.

#### Status types include:




- Telephone
- Web
- Telephone/Web
- Desktop VoIP/Web
- Streaming/Web

**Note:** Sort participants by Name, Emoticon or Status in the Participants panel by clicking on the specific column header.

### Voice Status Icons

The moderator can always see the voice status of the participants in the Participant panel.

#### Status icons:

-  **Standard Voice icon.**  
The participant (or moderator) is currently in the main voice meeting room.
-  **Active Speaker icon.**  
The participant (or moderator) is currently speaking, or it may indicate background noise coming from this line.
-  **Muted line icon.**  
The participant cannot be heard when his/her line is muted.


### Desktop VoIP

Genesys Desktop VoIP is a secure, low-bandwidth and firewall-friendly solution that uses Voice over Internet Protocol to connect moderators and participants to the voice portion of an online meeting. All you need is an Internet connection and headset with microphone connected to your computer!

- To connect via Desktop VoIP upon **starting or joining** a meeting, simply click the "Connect via Desktop VoIP" button in the first Quick Start menu.
- To connect via Desktop VoIP **during** a meeting, click the Voice Connection panel and select "Connect Desktop VoIP to Meeting."
- Easily toggle between Desktop VoIP and PSTN (telephone) during a meeting via the Voice Connection panel.




**Note:** For optimal sound quality, make sure a headset with microphone is connected to your computer. Participants must install the Meeting Center Application to use Desktop VoIP.

## Mute/Un-mute Participants

- 1- Click on the Voice icon  next to the participant's name to mute or un-mute that participant.
- 2- You can also mute or un-mute **all participants** at once by clicking the Switch to Advanced button in the Show panel and selecting the Unmute all or Mute all buttons in the shortcut menu.

## Q&A

The moderator can initiate a Q&A session where participants request the right to speak by using their touchtone telephones.

- 1- Click the Switch to Advanced button in the Show panel.
- 2- Click on the Q&A icon  from the dropdown menu in the Unmute All button in the shortcut toolbar. Your participants will be informed that their lines have been muted.
- 3- Instruct your participants to hit the  key to indicate that they would like ask a question.
- 4- Click on the raised hand  in order to give the floor to the participant.

**Note:** The first participant in line will have a highlighted hand icon.

## Contact Technical Support

- Click on the Help menu and select Dial Customer Support.

## COLLABORATION & OTHER FEATURES

### Show a Presentation

The moderator can easily show a PowerPoint™ presentation to participants.

#### Before the meeting

- 1- In your Conference Manager, under Resources, select Presentations.
- 2- Click Upload a Presentation.
- 3- Name the presentation, then browse to select the presentation you want to upload.

**Note:** You can also Upload a Presentation from within a Genesys Meeting Center web meeting. In the Show panel, select Presentation and click Upload.

#### In your meeting

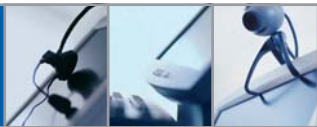
In the Show panel, select Presentation and choose your presentation from the pull-down menu on the Show panel. It will load automatically.

- 1- Click on the slide preview “thumbnails” or the forward and back buttons to navigate through your presentation.
- 2- Click on the slide being displayed to proceed to the next slide.

### Share an Application

- 1- In the Show panel, select File or Application and choose the application(s) you would like to show to participants. Check the application(s) to begin sharing.
- 2- Alternatively, click Entire Desktop to share all applications open on your computer.

**Note:** You can click on the application being shared to hide the moderator control panel. Simply click the Meeting Center tab on the right-hand side of your screen for the control panel to reappear on top of the application.



## Surveys-Quizzes-Polls

- 1- In your Conference Manager, find Surveys, Quizzes and Polls under Resources.
- 2- Click Create New Survey [Quiz/Poll] and make your selections.
- 3- During a meeting, click the Switched to Advanced button and click on the Meeting menu on the top of the interface. Select Meeting Options, check Display Survey-Quiz-Poll and click OK. The Survey-Quiz-Poll panel will appear in the meeting interface which allows you to display or upload your surveys/quizzes/polls.
- 4- After the meeting, review the results from the Survey [Quiz] Summary under Reports.



## Upload a picture or other image to broadcast in a meeting

- 1- In the Conference Manager, go to Resources, then Images.
- 2- Click Upload Image and follow the upload wizard.
- 3- During the meeting, to display the image click the Switched to Advanced button and click on the Meeting menu on the top of the interface. Select Meeting Options, check Display Image, select image from the pull-down and click OK. The image will be displayed in the top right corner of the meeting interface.

## Broadcast live video of yourself and/or other meeting participants.

- In the Conference Manager, check Video under Ad hoc Meeting, or under the Step 5: Resources tab when scheduling your meeting through the scheduling wizard.

## Archiving

Click on the Meeting menu and click Record Archive.

- 1- Name the archive, select Voice and/or Web and click Record (allow up to 30 seconds for the recording to start). The Archive panel will then appear in the meeting interface.
- 2- To stop the recording, click Stop in the Archive panel.
- 3- After your meeting you will find your Archive in the Conference Manager, under Conferencing/Archives.

**Note:** Additional charges will apply.

## Reports

Genesys Meeting Center stores detailed reports from scheduled and Ad hoc Meetings, with information on duration of the meeting, number of participants, participant name and/or telephone number, participant connection type (voice, web, streaming), who accepted and declined the invitation as well as Survey or Quiz results.

- Click on the Reports tab in Conference Manager to access meeting reports.





# VOICE CONFERENCING

Not Online? Use this as a guide for your voice-only meetings

## Start/Access a Meeting

### Moderator:

- 1- From your telephone, dial your Access Number, then your Meeting Number, ensuring that the Meeting Number is preceded and followed by the \* key.
- 2- Enter your 4-digit PIN, ensuring the number is preceded and followed by the \* key.

**Note:** Moderators with the Account Code option will be prompted to enter the Account Code after opening the conference (prefixed and followed by the \* key). Please contact Customer Support with any questions regarding the Account Code option.

### Participants:

Participants dial your Access Number and Meeting Number to enter the conference, ensuring that the Meeting Number is preceded and followed by the \* key.

## Dial Out to Participants

Dial the participant's telephone number preceded and followed by the \* key.

### North America:

\* 1 + area code + telephone number \*

### International:

\* 011 + country code + area code + telephone number \*

- To disconnect the last number dialed: \* 2 \*
- Redial last number: \* 3 \*

## Additional Security/

### Close Door to the Meeting

The moderator can close the door to the meeting at any time to prevent access to the meeting room.

- Open conference but keep "door" closed: \* PIN + 7 \*
  - Open/close meeting room "door": \* 7 \*
  - Let participants in, one by one from the "waiting room": \* 1 \*
- Three audible beeps will alert the moderator that a participant is in the "waiting room."

### Roll Call/Participant Name Capture:

Upon activation, participants will be prompted to record their names to be played upon conference entry and exit.

- Activate/deactivate roll call and name capture on a per call basis: \* 74 \*
- When Roll Call is activated, the following features become available:
- Previous Entrant Name Record: \* 78 \* (prompts all participants who entered room prior to \* 74 \* activation to record names).
  - Conference Entry and Exit announcement options: \* 73 \*

**Note:** Cycle through announcement options by continuing to select \* 73 \* on your keypad.

- Roll Call - play names of each participant and number in conference: \* 007 \*

### Conference Security Code:

Provides additional security for meetings.

- Moderators select a 4 digit security code: Enter \* 4xxxx \* to set the code, where xxxx is the 4 digit conference security code.
- Moderators use \* 70 \* to enable or disable the feature on a per call basis. When the Conference Security code is activated by the moderator, participants will be prompted to enter the 4 digit code to access the voice portion of the conference, prefixed and followed by the \* key.
- Participants are prompted to enter: \* xxxx \*

## Other Useful Features

- Mute/Un-mute all participants: \* 51 \*
- Participant Self-mute/un-mute: \* 6 \*
- Deactivate/Activate Entry and Exit Tones: \* 73 \*
- Activate/Deactivate Listen Only (Mute) with Q&A: \* 50 \*
- Close the Meeting - end conference and disconnect all participants: \* 9 \*

## Contact Technical Support



- Technical Support during conference: \* 10 \*
- Technical Support outside the conference:  
**North America:** 1-800-305-5208  
**International:** 1-303-267-1097



## GENESYS MEETING CENTER

### Customer Service and Support

We are here to help you at any time:

- Technical Support: 1-800-305-5208  
1-303-267-1097
- Technical Support during conference  10 
- Billing and Account Inquiries: 1-866-747-HELP (4357)  
1-303-267-1059

### Training and Resources

- Sign up for free online training: [www.genesys.com/training](http://www.genesys.com/training)
- Reference the comprehensive online user guide: [www.genesys.com/userguide](http://www.genesys.com/userguide)