



# Genesys Meeting Center

## FREQUENTLY ASKED QUESTIONS

### WHERE CAN I DOWNLOAD THE 4.0 MEETING CENTER APPLICATION SO THAT I CAN RUN 4.0 MEETINGS?

You can download the new 4.0 Meeting Center Application in the Preferences/General or Tools section of your account.

### DOES THE MEETING CENTER APPLICATION REQUIRE ANY ACTIVE X DOWNLOADS?

All ActiveX controls are embedded in a single download of the Meeting Center Application. The download includes the Enhanced Publisher, Microsoft Outlook and Lotus Notes Address Book Control, Outlook Calendar Control, Desktop VoIP and the Desktop Icon.

### WHAT LEVELS OF ACCESS DO USERS NEED TO RUN AND/OR INSTALL GENESYS MEETING CENTER 4.0?

Admin rights are required to install the Meeting Center Application. Admin rights are not required to use the application.

### IS JAVA VIRTUAL MACHINE STILL REQUIRED TO CONDUCT OR JOIN A GENESYS MEETING CENTER 4.0 MEETING?

No. Genesys Meeting Center 4.0 does not require Java Virtual Machine. A Javascript-enabled browser is required.

### DO POP-UP BLOCKERS NEED TO BE DISABLED TO CONDUCT OR JOIN 4.0 MEETINGS?

No. Pop-up blockers do not need to be disabled to moderate or join 4.0 meetings.

### HOW DO I MIGRATE TO THE 4.0 PLATFORM? DOES THE PREVIOUS VERSION OF GENESYS MEETING CENTER HAVE TO BE UNINSTALLED?

In order to use 4.0, moderators must install the new Meeting Center Application. The previous version does not need to be uninstalled. If you wish to remove previous components, you can uninstall them via the Tools section of your account.

### CAN I EASILY REVERT BACK TO THE PREVIOUS VERSION OF GENESYS MEETING CENTER?

Yes. Both versions can be installed and either version can be used on a per meeting basis. Under Preferences/General, you can choose either the new Meeting Center 4.0 or Meeting Center 3.9. Based on your selection, the appropriate version of Genesys Meeting Center will launch when a meeting starts.

### HOW WILL THE GENESYS MEETING CENTER 4.0 APPLICATION BE DISTRIBUTED TO CUSTOMERS?

The new 4.0 Meeting Center Application is available for download in your online account, as an MSI for download via link or on CD (for select customers).



### HOW MUCH BANDWIDTH IS NEEDED FOR SLIDES, DESKTOP VIDEO, DESKTOP VOIP, ETC?

Bandwidth required varies depending on the type of application you are running. On average, a typical meeting with slides requires 2kbps, while Desktop VoIP requires an additional 8-10kbps. Video requires an additional 12kbps.



#### HOW WILL THE DEPLOYMENT OF GENESYS MEETING CENTER 4.0 AFFECT PREVIOUSLY UPLOADED CONTENT AND ARCHIVES?

Presentations that were uploaded before installing version 4.0 will work during a live 4.0 meeting. Presentations created prior to 4.0 cannot be archived.

#### HOW DOES THE DEPLOYMENT OF GENESYS MEETING CENTER 4.0 IMPACT PREVIOUSLY SCHEDULED MEETINGS AND ADDRESS BOOKS?

There will be no impact to previously scheduled meetings and Address Book contacts with the deployment of Genesys Meeting Center 4.0.

#### HOW CAN PARTICIPANTS JOIN 4.0 MEETINGS? WHAT BROWSERS ARE SUPPORTED?

Participants can join a meeting using the new Meeting Center Application or via the following browsers:

- IE 6.0 + (Windows)
- Firefox 1.5 + (Windows/Mac/Linux)
- Safari 2.0 + (Mac)

#### WHAT ARE THE DIFFERENCES BETWEEN JOINING A MEETING WITH THE MEETING CENTER APPLICATION VS. BROWSER ONLY?

Participants joining via browser only can successfully participate in a meeting but will not be able to take advantage of Presenter capabilities and Desktop VoIP and Video access.

#### WILL USERS RETAIN THEIR EXISTING MEETING # AND PIN?

Yes. All customer Meeting Numbers and PINs will remain the same.

## System Requirements for the Meeting Center 4.0

### Audio

**Using a telephone:** A touch-tone telephone

**Using Desktop VoIP:** A computer equipped with the following:

- a supported sound card
- speakers or headphones
- a microphone (for speaking during the conference).

### Web (Moderators)

- Microsoft Internet Explorer 6.0+ with Java script and session cookies enabled
- 800MHz or equivalent computer with 96 MB of RAM  
(Note: Application Sharing requires 128 MB of RAM and requirements increase slightly depending on the number of participants)
- Windows 2000/XP
- Internet connection of minimum 56K for Application Sharing, 128K for broadcasting video.

### Web (Participants)

- Microsoft Internet Explorer 6.0, Mozilla Firefox 1.5 for Windows/Mac/Linux, or Safari 2.0 for Macintosh
- Internet connection of minimum 56K for Application Sharing, 128K for broadcasting video.

### Video

Video conferences are available only for video-enabled accounts. To broadcast a video conference, an industry-standard web camera using Microsoft Windows WDM Image Capture win32 driver (correct version needed for webcam) is required. The quality of the webcam will determine how your video will appear at the other end.

### Archive playback

Archive playback requires Windows Media Player 9 and Internet Explorer 6.0+.