

GENESYS MEETING CENTER



Step-by-Step User Guide



CONFERRING & COLLABORATION SOLUTIONS DESIGNED FOR THE GLOBAL ENTERPRISE



WEB CONFERENCING

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- Set Up for Instant Messenger Integration

Schedule & Start Meetings

- Via Microsoft Outlook
- Via Lotus Notes
- Via Genesys Meeting Center Desktop Icon

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- Conference Security
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- Surveys/Quizzes/Polls
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VOICE CONFERENCING

Steps to Start/Join a Voice Meeting

Voice Commands & Key Features



SET UP

Start a meeting using your Outlook or Lotus Notes Calendar or the Genesys Meeting Center Desktop Icon. It's never been easier! Just follow the simple instructions below and you are on the way to your first multimedia conferencing experience.

Note: Before proceeding with the following steps, please ensure that you have administrator rights to perform the download and installation.

DOWNLOAD AND INSTALLATION

- 1- Download Genesys Meeting Center via www.genesys.com/go

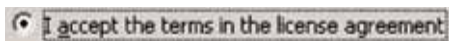
Click on

GET IT NOW!

- 2- Once the download prompt appears, click **Run**. Simply click **Next** on the subsequent screen prompts.



- 3- Select



and click **Next**.

Enter your Meeting Number and Pin in the fields shown on the right and click Next.

Note: No asterisks keys are required for web login



- 4- Upon completion of download, check **Sign in to Meeting Center** and click **Finish**.



- 5- Soon, you will see a Genesys Meeting Center Desktop Icon in your system tray. You have successfully installed Genesys Meeting Center.



SET UP FOR INSTANT MESSENGER INTEGRATION

Quickly invite participants to your meeting using Instant Messenger! Genesys Meeting Center is fully integrated with a variety of Instant Messaging programs.

- 1- Once you have installed Genesys Meeting Center, click on the Desktop Icon in your taskbar and select **Start Meeting**.



- 2- Click on the **Meeting** menu and select **Meeting Options**.



- 3- Click on the Instant Messenger icon.



- Simply click the corresponding check boxes to integrate with **Windows Live Messenger** and/or **Microsoft Office Communicator**.
- To integrate with **Lotus Sametime**, check the corresponding box and enter Host Name, Communication Port, User ID and Password. Click **OK** to save setting.



Note: Your Instant Messenger program must be running while performing the instructions above and to send invites to your Genesys Meeting Center participants.

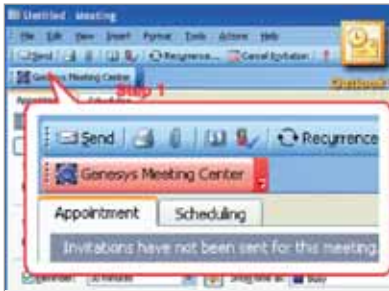
SCHEDULE & START MEETINGS

VIA MICROSOFT OUTLOOK

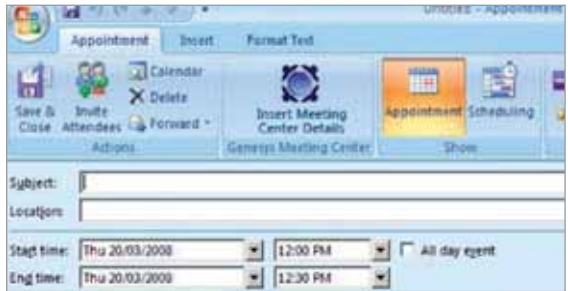


- Open an appointment time in your Outlook Calendar, then click on the **Genesys Meeting Center** button and the meeting access information will appear in the body of the appointment.

Outlook 2003 Calendar



Outlook 2007 Calendar



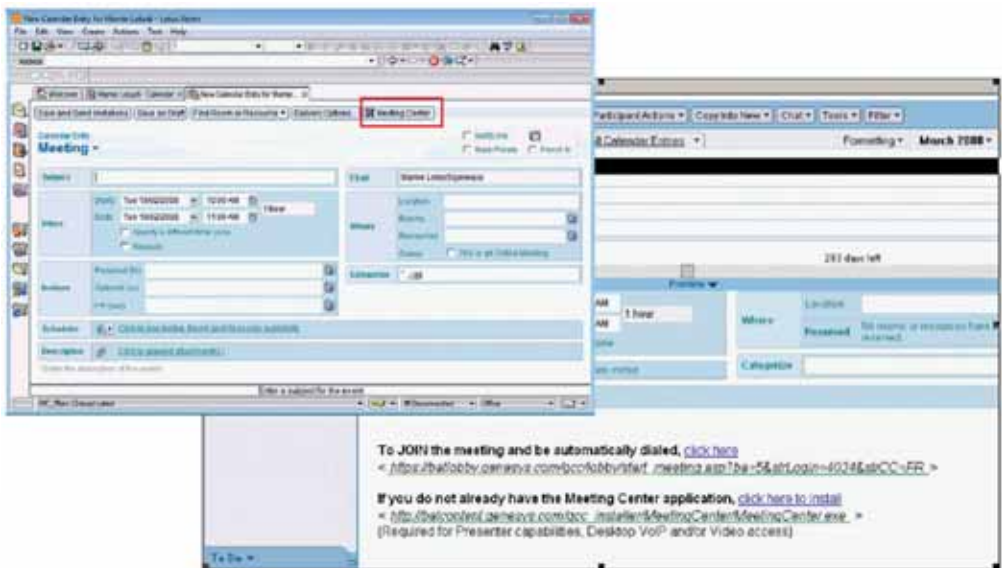
- Your Outlook meeting reminder will be automatically populated with links for the Moderator and the Participants.
- To access the meeting, the Moderator and Participants click on their respective links and will be prompted to enter their telephone numbers to be automatically dialed.
- The Genesys Meeting Center then dials out to both the Moderator and Participants to begin the meeting. It's that simple!

SCHEDULE & START MEETINGS

VIA LOTUS NOTES

Lotus®

- Open an appointment time in your Lotus Notes Calendar, then click on the **Genesys Meeting Center** button and the meeting access information will appear in the body of the appointment.

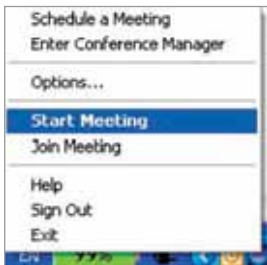


- Your Lotus meeting reminder will be automatically populated with links for the Moderator and the Participants.
- To access the meeting, the Moderator and Participants click on their respective links and will be prompted to enter their telephone numbers to be automatically dialed.
- The Genesys Meeting Center then dials out to both the Moderator and Participants to begin the meeting. It's that simple!

SCHEDULE & START MEETINGS VIA THE GENESYS MEETING CENTER DESKTOP ICON

MODERATOR

- 1- To start an Ad Hoc meeting, click on the Genesys Meeting Center **Desktop Icon** located in your taskbar and select **Start Meeting**.



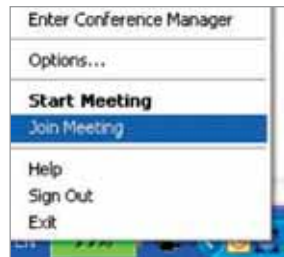
- 2- Select how you would like to join the voice portion of your meeting in the first Quick Start menu and click **Next**.



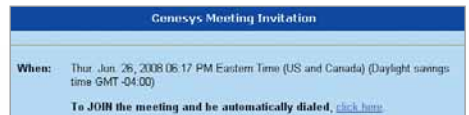
- 3- Select what you would like to do first when your meeting starts (i.e. **Show Presentation**, **Share Application**, etc.) in the second Quick Start menu and click **Finish**.

PARTICIPANTS

- 1- To join a meeting, click on the Genesys Meeting Center **Desktop Icon** located in your taskbar and select **Join Meeting**.




- 2- Enter the Moderator's Meeting Number and click **Join Meeting as Participant**.
- 3- You may also join a meeting via an email invitation by clicking the JOIN meeting link.



- 4- Select how you would like to join the voice portion of your meeting in the Quick Start menu and click **Continue**.

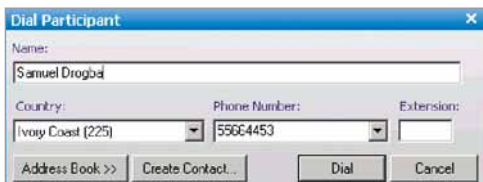


DIAL OUT TO PARTICIPANTS

Click the  **Dial Out** button and a Dial Participant window will appear. Enter the name and number of the party to call and click **Dial**. (Ensure that there is no space or invalid characters between the numbers).



You can also choose from your Address Book Contact List by clicking on the **Address Book >>** button.



Dial Participant

Name: Samuel Droebel

Country: Ivory Coast (225) Phone Number: 55664453 Extension:

Address Book >> Create Contact... Dial Cancel

CONFERENCE SECURITY

Add further security to your meeting by closing the meeting room door. Once the meeting room door is closed, the moderator can screen participants via the waiting room then provide them access to the meeting one at a time.







You will be notified of an incoming participant by the **Desktop Icon** prompt.



You can **Accept**, **Reject** or **Greet** an incoming participant by either:

- 1- Clicking on the corresponding link in the **Desktop Icon** prompt.
- 2- Right click on the incoming participant's number/name.



MUTE/UNMUTE PARTICIPANTS

- To mute/unmute a participant, simply click on the Speaker icon  next to the participant's name.
- To mute/unmute all participants, click on 
- The Active Speaker icon next to each participant's (or moderator's) name indicates:
 -  Person is speaking (or may indicate background noise coming from this line)
 -  Person is muted



SHOWING A POWERPOINT PRESENTATION

UPLOAD POWERPOINT PRESENTATION FILES (BEFORE THE MEETING)

- 1- Click on your **Desktop Icon**  and select **Enter Conference Manager**.
- 2- At the Conference Manager page, click **Resources** and select **Presentations** .
- 3- At the Presentation upload page, click **Upload Presentation**.
- 4- Check **Convert slides to images** if you are using PowerPoint 2007.




Browse and select the file you want to upload, enter file name and click

Upload Presentation

Note: Uploading might take some time depending on the file size.

PREPARING TO SHOW POWERPOINT PRESENTATION (BEFORE THE MEETING)

Click on the **Desktop Icon**  and select **Start Meeting**. A Quick Start menu will appear.

- 1- Select **Show a Presentation**.

- 2- Select the presentation you want to show and click **Continue**.



Note: You can also upload a Presentation file here. Simply click on Browse and select the file you wish to upload.

SHOW POWERPOINT PRESENTATION (DURING THE MEETING)

In the **Show** menu, click **Presentation** and select the file from the drop-down list.

If your Presentation Slide does not appear, click **Refresh** under the drop-down menu.



Note: You can also upload a Presentation file here. Simply click on Browse and select the file you wish to upload.

SHARE AN APPLICATION / DESKTOP

PREPARING TO SHARE APPLICATION / DESKTOP (BEFORE THE MEETING)

Click on the Genesys Meeting Center **Desktop Icon** and select **Start Meeting**. A Quick Start menu will appear.

Share an Application

- 1- Select **Share a File or Application** on the Quick Start Menu.
- 2- All applications currently open will be listed. If the application you want to share is not listed, click **Browse** and select the file.
- 3- Check on the application(s) you wish to share and click **Continue**.
- 4- Maximize the application on your screen.



Share Entire Desktop

Select **Share my Entire Desktop** on the Quick Start menu, and click **Continue**.

Note: Everything on your screen will be visible to your participants.

SHARE APPLICATION / DESKTOP (DURING THE MEETING)

Share an Application

- 1- Click on **File or Application** in the Show panel.

- 2- All applications currently open will be listed. If the application you want to share is not listed, click **Browse** and select the file.
- 3- Check on the application(s) you wish to share and click **Continue**.
- 4- Maximize the application on your screen.



Share Entire Desktop

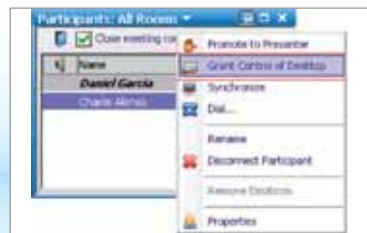
Select **Share my Entire Desktop** in the Show panel, and click **Continue**.

Note: Everything on your screen will be visible to your participants.

GRANTING CONTROL TO PARTICIPANTS

Grant Control to Participant

Right click on the name of the participant for whom you wish to grant control and select **Grant Control of Desktop / Application**. The participant will receive a notification to take control by clicking on his/her mouse.



To Revoke Control from Participant

To revoke control from participant at anytime, simply click on your mouse.

ENHANCED FEATURES

SURVEYS/QUIZZES/POLLS

- 1- Select **Create a New Survey (Quiz/Poll)** under the **Show** menu at the top of the meeting interface.



- 2- Select the **Survey (Quiz/Poll)** and click Send.



- 2- Select Report and **Export as CSV File**.



DESKTOP VIDEO

- 1- Click on the Meeting menu at the top of the interface and select **Enable Desktop Video**.



- 2- Upon meeting start, click **Broadcast My Video**.



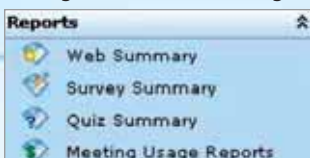
- 3- Select the **Video Device** in the drop down menu and click **OK**.



Note: You can also broadcast video in a scheduled meeting by scheduling your meeting via the **Step 5: Resources** tab in the scheduling wizard.

REPORTS

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



ENHANCED FEATURES



ARCHIVING

- 1- Click on the **Meeting** menu at the top of the meeting interface and select **Record Archive**.
- 2- Click **Record**. The recording session will begin after you hear the voice prompt "This session will now be recorded," followed by a beep.
- 3- Click **Stop** to end recording.
- 4- Retrieve your Archive in Conference Manager.



STEPS TO START/JOIN A VOICE CONFERENCING

Global Access Method

Moderator

- 1- Dial the Access Number.
- 2- At the prompt, enter: * Meeting Number *
- 3- At the next prompt, enter: * Moderator PIN *

Participants

- 1- Dial the Access Number.
- 2- At the prompt, enter: * Meeting Number *

Direct Dial In Method

Moderator

- 1- Dial your Meeting Number.
- 2- At the prompt, enter: * Moderator PIN *

Participants

- 1- Dial your Meeting Number only.

VOICE COMMANDS AND KEY FEATURES

Moderator Entry

- * PIN * Moderator enters the meeting room

Conference Security Code

- * PIN 70 * Enable/Disable Conference Security Code upon Moderator entry (per call)
- * 70 * Enable/Disable Conference Security Code during meeting (per call)
- * 4XXXX * Create/Modify Conference Security Code
- * 4 * Delete Conference Security Code

Connect/Disconnect Participants

- * 2 * Disconnect last entered participant
- * 3 * Redial last number
- * 9 * Disconnect all participants and close the Voice Conference

Lecture Mode

- * 50 * Activates/Deactivates Listen Only (Mute) with Q&A
- * 51 * Mute/Un-Mute all participants
- * 52 * Mutes/Un-Mutes all participants. Allows participants to unmute themselves via * 6 *
- * Participant requests to speak in conference (in Listen Only with Q&A mode)
- * 5 * Allow next participant with question to speak

Record/Replay

- * 17 * Start/Stop Recording
- * 18 * Start/Stop Replay

Roll Call/Participant Name Capture

- * 73 * Deactivate / Activate Participant Entry and Exit Announcement
- * 74 * Activate/Deactivate Roll Call/Name Capture (per call)
- * 78 * Prompts participants who entered meeting prior to * 74 * activation to record names.
- * 007 * Plays number of participants in conference. If Roll Call is enabled, plays name of each participant and number in conference.

Other Useful Commands

- * 1 * Allow participants into meeting one by one from waiting or greeting room
- * 6 * Self-Mute/Un-Mute (Moderator and Participant)
- * 7 * Close/Open the meeting room door
- * 10 * Connect/Disconnect call to Helpdesk



GENESYS MEETING CENTER

Customer Service & Technical Support

Asia Pacific Customer Support

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Hong Kong	+852 2110 3231
Japan	+81 (0) 3 6402 3970
Malaysia	+60 (0) 3 2168 8820
New Zealand	0800 449 142
Singapore	+65 6235 5168

Asia Pacific Replay Number

Australia	+61 (0) 3 9221 4752
Hong Kong	+852 2110 1294
Japan (English)	+81 (0) 3 4560 4155
Japan (Japanese)	+81 (0) 3 4560 4156
Malaysia	+60 (0) 3 7712 4330
New Zealand	0800 447 481
Singapore	+65 6415 4533

Technical Support

- During conference : ☒ 10 ☒
- Customer Service Email:
 - Australia, New Zealand
 - Hong Kong, Singapore, Malaysia
 - Japan

pacificcustomerservice@genesys.com
asiacustomerservice@genesys.com
jpcs@genesys.com

Training and Resources

- Sign up for free online training: <http://aptraining.conferencing.com/default.htm>

