

# GENESYS MEETING CENTER 4.0



## 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, —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
- 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 and the Meeting Launcher.

**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 the Meeting Center 4.0



- 1- Go to [www.genesys.com/ap/go/goconferencing](http://www.genesys.com/ap/go/goconferencing) and click on the Get it Now button.
- 2- Simply follow the download wizard and you'll have everything you need to schedule and run effective online meetings.

### Schedule a Meeting

Through Microsoft Outlook:

- 1- From Outlook, click the Schedule Meeting button in the Meeting Center Outlook<sup>fi</sup> Toolbar under the Outlook Toolbar.
- 2- Select the Appointment tab and select the meeting time and participant names from your Outlook<sup>fi</sup> Address Book.
- 3- Click Send. Your participants receive an Outlook<sup>fi</sup> meeting request with instructions for meeting access.

**Note:** If you do not to install the Outlook Calendar tool, click the Meeting Launcher icon in your taskbar and select Schedule a Meeting. 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- Click the Meeting Launcher icon in your taskbar and select Start a Meeting.
- 2- Click the specific scheduled meeting link.
- 3a- Select Yes if you wish to invite other participants to the meeting via MSN Instant 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:** You can also start a scheduled meeting from your Outlook Calendar. Simply open the meeting in your Outlook Calendar and click the start the web link.



## Start an Ad hoc Meeting

- 1- Click the Meeting Launcher 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 Instant 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<sup>®</sup> 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/asiapac](http://www.genesys.com/asiapac) and click Participant. Participants will be prompted to type in your Meeting Number and their names.

**Note:** Moderators can also send a Quick Invite via MSN Instant Messenger or email using the Meeting Launcher or the in-meeting shortcut toolbar. Participants simply click on the link to join the meeting.

- 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:** 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.



## Desktop Meeting Launcher

The Desktop Meeting Launcher 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 Instant 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
- 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.

## 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 **b** 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. 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 side of the 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 Reportstab in Conference Manager to access meeting reports





# VOICE CONFERENCING

Use this as a guide for your voice-only meetings

## Start/Access a Meeting

Moderator: (Global Access Method)

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

Participants:

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

Moderator: (Direct Dial In Method)

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

Participants:

- 1- Dial your Meeting Number only

## Dial Out to Participants

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

Local:

**b** Telephone Number **b**

International:

- b** IDD Code + country code + area code + telephone number **b**
- To disconnect the last number dialed: **b 2 b**
  - Redial last number: **b 3 b**

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

## Recording

You may start recording the meeting at any time.

- Activate recording mode: **b 17 b**
- Note the 6-digit Replay Code
- Start recording : Dial 0
- End recording: **b 17b** or hang up

## Replay

A recording may be accessed at anytime after the meeting.

- Dial (Replay Number) - printed at the back of the User Guide
- At the prompt, enter the Replay Code
- During replay, dial:  
7 - skip back            8 - pause/resume  
9 - skip forward        0 - return to beginning
- End replay: Hang Up

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: **b 74 b**.

When Roll Call is activated, the following features become available:

- Previous Entrant Name Record: **b 78 b** (prompts all participants who entered room prior to **b 74 b** activation to record names).
  - Conference Entry and Exit announcement options: **b 73 b**
- Note:** Cycle through announcement options by continuing to select **b 73 b** on your keypad.
- Roll Call - play names of each participant and number in conference: **b 007 b**

Conference Security Code:

Provides additional security for meetings.

- Moderators select a 4 digit security code: Enter **b 4xxxx b** to set the code, where xxxx is the 4 digit conference security code.
- Moderators use **b 70 b** 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 **b** key:
- Participants are prompted to enter: **b xxxx b**

## Other Useful Features

- Mute/Un-mute all participants **b 51 b**
- Participant Self-mute/un-mute: **b 6 b**
- Deactivate/Activate Entry and Exit Tones: **b 73 b**
- Activate/Deactivate Listen Only (Mute) with Q&A: **b 50 b**
- Close the Meeting - end conference and disconnect all participants **b 9 b**
- Helpdesk support during meeting: **b 10 b**



## GENESYS MEETING CENTER

### Asia Pacific Customer Support

- Technical Support during conference **b 10 b**

Australia	:	+61 (0) 3 9221 4777
Hong Kong	:	+852 2110 3231
Japan	:	+81 (0) 3 3505 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	:	+603 7712 4330
New Zealand	:	0800 447 481
Singapore	:	+65 6415 4533

Alternatively, you may contact us at [apcustomerservice@genesys.com](mailto:apcustomerservice@genesys.com)

### Training and Resources

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