

Live Meeting 2007 Administrator Guide



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The Live Meeting 2007 Administrator Guide will prepare the Conference Center Administrators using Microsoft® Office Live Meeting 2007 offered by InterCall. This guide will familiarize the user with the key functions of administering a Live Meeting 2007 Conference Center.

Creating New and Modifying Existing Accounts

One of the key roles of a Conference Center Administrator is that of a membership account creator and manager. A membership account defines the privileges available to an individual membership. Membership accounts allow users to log onto the Conference Center to schedule and attend meetings or view recordings restricted to an Access Control List.

MEMBERSHIP TYPES

Live Meeting 2007 uses three membership account types.


- + Member
- + Organizer
- + Administrator

Each type begins with a standard set of features and restrictions. However, Administrators can always modify (or customize) the features available or restrictions imposed to an Organizer or Administrator account. Member accounts have the fewest features, which cannot be modified.

Note: Member accounts must be upgraded to Organizer, to schedule meetings and set related privileges.

Membership accounts have the following privileges:

Privilege	Member	Organizer	Administrator
View listing of own upcoming and past meetings.	X	X	X
View list of recordings which they have been granted access.	X	X	X
Join Access Control List (ACL) meetings.	X	X	X
View Access Control List (ACL) recordings.	X	X	X
Schedule own meetings and use own Meet Now meeting.		X	X
Create and modify own recordings.		X	X
View list of own recordings and those they have been granted		X	X

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access.			
Generate own meeting and recording reports.		X	X
View and manage (or modify) all other meetings on Conference Center.			X
Generate all meeting and recording reports on Conference Center.			X

CREATE A NEW ACCOUNT

Administrators create a new account by logging on to the Conference Center and going to the Administer Account section.

From the Account Administration Home page an Administrator may search for or modify an existing account, view a list of all accounts or membership types, and create a new account.

Creating a New Account:

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page click Account under the Administer section.
- 3 On the Account Administration Home page, click Memberships.
- 4 From Administer Memberships, click Create New Member.
- 5 On the Create New Member page, enter a unique User ID (character limit of 64) for the user.
- 6 Enter the user's Email Address, First, and Last name.
- 7 Enter the user's Password and re-type to Confirm (If enabled, view link for password complexity requirements).
- 8 Enter the user's Bill To information (optional).
- 9 Select the user's default Time Zone which affects the time zone used on the Manage Meetings page and the default time zone used when scheduling a Live Meeting.
- 10 Enable or disable Send Welcome E-mail. Choosing this option ensures users receive their logon credentials via e-mail.

Note: Membership privileges may be customized for an individual account on the Create New Member page.

All new membership accounts are automatically created with default features, defined by the current Roles and Policies of the Conference Center. See Conference Center Roles and Policies for additional information.

Action for Membership Privileges

- 1 Select the Role of the membership account:
 - Member (when selecting a Member role, skip to step #10).
 - Organizer (when selecting a Organizer role, continue to step #2).
 - Administrator (when selecting an Administrator role, continue to step #2).
- 2 Click the Address Book checkbox to enable or disable the membership account's access to the Conference Center and the user's Personal Address Book.
- 3 Under Meeting Organization, click the check box to enable or disable the account's ability to use meetings on the Conference Center.

Action for Meeting Organization (under Membership Privileges)

- 4 When Meeting Organization is enabled, select the available Meeting Types from the drop-down menu:
 - Meet Now only.
 - Scheduled and Meet Now.

Action for Meeting Features (under Membership Privileges)

- 5 Enable or disable Application Sharing for the user and select the type of sharing available from the drop-down menu:
 - Single Application Only.
 - Desktop and Single Application.

Note: The Application Sharing privilege only affects giving control to participants during a Live Meeting. Users can still View Share a single application or desktop during a Live Meeting.

Action for Meeting Features (under Membership Privileges)

- 6 Enable or disable the Print to PDF feature of Live Meeting. If enabled choose one of the following options from the drop-down menu:
 - All Participants.
 - Presenters Only.
- 7 Enable or disable the Custom Frame.
- 8 Enable or disable Recording to Server. If enabled choose one of the following options from the drop-down menu:
 - Create and Manage Recordings.
 - Manage Existing Recordings Only.
- 9 Enable or disable Recording to participant's computer, and from the drop-down menu choose if the user can:
 - Allow Presenters to Record and Permit Attendees to Record
 - Allow Presenters to Record

Action for Member Groups (under Membership Privileges)

- 10 Select any Available Groups the membership account is included in. Click Add.

Action for Submitting New Membership Account (under Membership Privileges)

- 11 Click Submit to complete the account creation. New users can log on once they receive the Welcome E-mail or logon information from an Administrator.

MODIFYING EXISTING MEMBERSHIP ACCOUNTS

Conference Center Administrators can always modify a membership account after creating it. Changes take place immediately the next time the member logs on to the Conference Center.

Note: After modifications, member accounts currently logged onto a Conference Center must close all browsers (log out) and log back on to see membership changes.

Searching for a Membership account:

Note: See Named User Membership Account Information for details on Named and Non Named Users.

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page, click Account under the Administer section.
- 3 On the Account Administration Home page, click Memberships.
- 4 From the Administer Memberships page, select the drop-down menu for By: and choose one of the following types of search:
 - Last Name
 - First Name
 - User ID
 - E-mail Address
- 5 Enter the text to search.
- 6 From the Administer Memberships page, select the drop-down menu for Show: and choose one of the following results to display:
 - All
 - Organizers
 - Administrators
 - Named Users
 - Non Named Users
- 7 Click Search.
- 8 After the results are displayed, click the Name hyperlink to view the membership accounts properties.

Administrators may modify or disable any privilege and reset the user's password, if necessary.

SETTING ROLES, DELETING MEMBERSHIP ACCOUNTS AND STORAGE TRANSFER

Set Role:

- 1 Perform an account search from the Administer Memberships page.
- 2 On the results page, click the check box for the accounts you want to modify.
- 3 Click the drop-down menu for Set Role: and select the new membership type:
 - Member
 - Organizer
 - Administrator
- 4 Click OK to automatically change the selected accounts.
- 5 You receive a message stating: "Are you sure you want to change the Role for selected Member(s)."
- 6 Click OK to change the role of the selected members or Cancel to return to Administer Memberships page

Transfer Recordings and Delete:

Live Meeting 2007 allows Administrators the option to transfer Membership account recordings to the logged on administrators ownership. This allows administrators to remove users without deleting those user's recordings.

Note: Deleting a Membership account deletes all scheduled Meetings for that user.

- 1 Perform an account search, from the Administer Memberships page.
- 2 On the Administer Memberships results page, click the check box for the accounts you want to transfer recordings from.
- 3 Click Transfer Recordings and Delete to complete the task.
- 4 You will receive a message stating: "Are you sure you want to delete the Member(s) you have checked and transfer all their recordings to you? All their Meetings and Contacts will be deleted."
- 5 Click OK to continue with recording transfer and deletion or Cancel to return to Administer Memberships page.

Delete Membership Account:

Only Conference Center Administrators have the ability to delete membership accounts. It is critical the Administrator understands that deleting an account also deletes all of the member's Meetings, Recordings, and Contacts in their Personal Address book.

Best Practice Tip:

The best practice is to disable a user's ability to schedule and manage meetings by switching their role to a Member. Users may be further restricted from logging into the Conference Center by resetting their password and email address.

- 1 Perform an account search from the Administer Memberships page.

- 2 On the Administer Memberships results page, click the check box for the accounts you want to delete.
- 3 Click Delete to complete the task.
- 4 You will receive a message stating: "Are you sure you want to delete the Member(s) you have checked? All their Meetings, Recordings, and Contacts will be deleted."
- 5 Click OK to continue with account deletion or Cancel to return to Administer Membership page.

Conference Center Roles and Policies

Administrators manage all customizable aspects of their Conference Center. The Live Meeting 2007 Administer Roles and Policies page and Conference Center Account Preferences section allows Administrators the ability to make decisions affecting all membership accounts on the Conference Center.

These decisions include setting the enabled privileges for new and existing membership accounts and being able to provide the default (or recommended) meeting preferences for new membership accounts.

Note: Many Default Preferences settings only affect accounts created after a change is made. Existing accounts do not receive the new defaults.

CONFERENCE CENTER ROLES

Modifying Live Meeting 2007 Roles settings affect Administrators and Organizers, and can be set to apply to membership accounts created after making a change or to immediate overwrite existing settings.

A Role defines the default privilege settings and the current privileges available to each role on the Conference Center.

Roles that can be modified:

- + Administrators
- + Organizers

Privileges and Features that can be modified:

Privileges for Administrator Role	Description
Account Administration	This privilege cannot be modified for the Administrator Role.
Privileges for Administrator and Organizer Roles	Description
Address Book	The Address Book enables or disables the Conference Center and Personal Address Book for Role.

<p>Meeting Types:</p> <ul style="list-style-type: none"> + Scheduled and Meet Now + Meet Now Only 	<p>Meeting Types determine if a role can schedule meetings and use Meet Now.</p> <p>Disabling Meeting Types for an Administrator removes access to:</p> <ul style="list-style-type: none"> + Meet Now + Schedule Meeting page + Manage Meetings page <p>Note: it also changes the account to a Non Named User.</p> <p>Modifying Meeting Types for an Organizer can remove access to:</p> <ul style="list-style-type: none"> + Schedule Meeting page + Manage Meetings page
<p>Application Sharing:</p> <ul style="list-style-type: none"> + Single Application Only + Desktop and Single Application 	<p>Application Sharing affects the roles access to giving control of desktop and applications during a Live Meeting.</p> <p>Note: View Sharing is not affected by this privilege.</p>
<p>Print to PDF:</p> <ul style="list-style-type: none"> + All Participants + Only Presenters 	<p>Disabling the Print to PDF feature removes the participants' ability to print out the active resource in PDF format.</p>
<p>Custom Frame</p>	<p>Disabling this feature removes access to the Custom Frame in Meeting Options.</p>
<p>Shared Recordings:</p> <ul style="list-style-type: none"> + Create and Manage Recordings + Manage Existing Recordings Only 	<p>Disabling Shared Recordings removes the Recording feature of Live Meeting and removes access to Manage Recordings.</p>
<p>Use these settings only for new <Role></p>	<p>Use these settings only for new <Role> only affects accounts created or changed to role after the change is made. Existing accounts are not be impacted.</p>
<p>Overwrite settings for All Existing <Role></p>	<p>Overwrite settings for All Existing <Role> immediately affects all membership accounts for the selected Role.</p>

Note: Users need to log out and then log back into the Conference Center to see changes to Role settings.

Action for modifying Roles

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page, click Account under the Administer section.
- 3 Click Roles and Policies, on the Account Administration Home page.
- 4 Click Edit Administrator Role, to edit an Administrator. Click Edit Organizer Role, to edit an Organizer.

- 5 Click the Address Book check box to enable or disable the Membership accounts access to the Conference Center and the user's Personal Address Book.
- 6 Under Meeting Organization, click the check box to enable or disable the accounts ability to use meetings on the Conference Center.

Action for Meeting Organization

- 7 When Meeting Organization is enabled, select the available Meeting Types from the drop-down menu:
 - Meet Now only
 - Scheduled and Meet Now

Action for Meeting Features

- 8 Enable or disable Application Sharing for the user and select the type of sharing available from the drop-down menu:
 - Single Application Only.
 - Desktop and Single Application.
- 9 Enable or disable the Print to PDF feature of Live Meeting and from the drop-down menu choose the availability of the feature:
 - All Participants
 - Presenters Only
- 10 Enable or disable the Custom Frame.
- 11 Enable or disable Shared Recordings and from the drop-down menu, choose if the user can:
 - Create and Manage Recordings.
 - Manage Existing Recordings Only.
- 12 Select the radio button for Use these settings only for new <Role> or Overwrite settings for All Existing <Role>.
- 13 Click Reset, to reset the Role to the true Conference Center defaults.
- 14 Click Submit to confirm changes and return to the Administer Roles and Policies page.

Note: When choosing Overwrite settings for All Existing <Role>, you are prompted to verify you would like this to occur. Click OK to confirm.

CONFERENCE CENTER POLICIES

Live Meeting 2007 Policies govern all members of the Live Meeting Conference Center.

There are three sections of Policies:

- + Meeting Policies
Policies regarding content expiration, meeting lobby, and recording.
- + Password and Meeting Key Policies

Defines the complexity requirements for passwords and meeting keys.

+ Audio/Video Policies

Policies defining the conferencing features available, such as audio and video integration features, and conferencing providers to account members.

Roles vs. Policies:

Membership Roles enables or disables the features of membership accounts.

Conference Center Policies enforce or control the functionality of each available feature. For example, a Conference Center Administrator may want to allow Organizers the ability to record their meetings. However, they also want to restrict the Organizers from allowing Attendees the ability to download those recordings.

The Membership Roles section turns on the recording feature and the Meeting Policies section controls how the recording feature is used.

There is also a significant difference in how Policies are applied compared to Roles. Changing a role has an instant impact on the membership accounts. Changing a policy takes up to five minutes to go into effect.

All Policies affect the entire Conference Center and are considered global changes. Changes to Roles affect either all Organizer roles or all Administrator roles independently. To change individual accounts, the Administrator must use the Administer Memberships area.

Note: Users will need to log out and then log back into the Conference Center to see changes to Policy settings.

Description of Meeting Policies:

Policy	Description
Meeting Expiration	<p>Enabling the Meeting Expiration policy enforces this function for all Membership accounts. Users are unable to customize when or if meeting expiration occurs for their meetings.</p> <p>A meeting (including its content to be deleted) is immediately scheduled for deletion after the meeting ends plus the wait time specified by the administrator.</p> <p>All documents uploaded or created in the meeting, including Office Files (such as PPT or Word.), MODI documents, PNG, poll slides, text slides, white boards, application sharing, annotations, Q-A log, and unpublished recordings are deleted along with the meeting.</p>
Recording Expiration	Enabling the Recording Expiration policy

	enforces this function for all Membership accounts. Users will not be able to customize when or if recording expiration occurs, if the Administrator enables this policy.
Restoration	Enabling Restoration allows deleted meetings and recordings to appear in Live Meeting Storage (or “recycle bin”). With Restoration enabled, the Conference Center Administrator may restore a deleted meeting or recording.
Meeting Lobby	Enable or disables the Meeting Lobby for membership accounts.
Recordings	Enables or disables Shared Recordings and Allow organizers to grant permission to download recordings. Recording Attendees only have access to view the recording via streaming if the download permission is disabled.
Handouts	Enables or disables the Handouts feature and controls the allowed file types. Click Find out More to view list of blocked file types. Blocked file types are not permitted in Live Meeting.

Note: There are context sensitive Help menus on each page of the Live Meeting Manager. Clicking the Help button on Edit Meeting Policies provides some general help and how-to information, specific to this page.

Description of Password and Meeting Key Policies:

Policy	Description
Allow users to change their passwords	Enabling this policy allows all users to change their account password in the Live Meeting Manager. Disabling this policy requires all users to contact the Conference Center Administrator for password reset assistance. Note: This turns off the Forgot your password? link on the Conference Center logon page.
User passwords must meet complexity requirements	Enabling this policy requires all user passwords to comply with the current Complexity Requirements set by the Conference Center Administrator.
Require meeting keys to be complex	Enabling this policy requires all Scheduled and Meet Now meeting keys to comply with the current Complexity Requirements set by the Conference Center Administrator.

Only meeting keys generated by the server are valid	Enabling this policy requires all members scheduling meetings to use meeting keys generated by the server.
Policy	Complexity Requirements Description
Minimum Length	Adjusts the minimum required length of a password. This affects membership account passwords and meeting keys.
Meeting Keys/Passwords must contain at least one number	Requires meeting keys and passwords to include a digit from 0 through 9.
Meeting Keys/Passwords must contain at least one uppercase letter	Requires meeting keys and passwords to include an uppercase letter from the alphabet.
Meeting Keys/Passwords must contain at least one lowercase letter	Requires meeting keys and passwords to include a lowercase letter from the alphabet.
Meeting Keys cannot contain the meeting ID; passwords cannot contain the user ID	Requires meeting keys and passwords to exclude the meeting ID or user ID with which they are associated.
Meeting Keys/Passwords must begin and end with a number or letter	Prohibits special characters from being the first or last character in meeting keys and passwords.
Meeting Keys/Passwords must contain at least one character from the set	Requires meeting keys and passwords to include at least one of the following characters. `~!@#\$%^&*()_+={} []\:"';<>?.,/

Note: The Live Meeting server does not follow Complexity Requirements set by the Administrator. When the Live Meeting server is allowed to generate meeting keys it uses any character combination possible, including special characters.

Audio/Video Policy Descriptions:

Policy	Conferencing Features Description
Enable Join Conference - Participants can have their InterCall Reservationless-Plus conference call their phone	Enables the Join Conference feature for all membership accounts to use in their meetings.
Enable computer audio conferencing from this Conference Center	Enables the Computer Audio Conferencing feature for all membership accounts to use in their meetings. Note: Computer audio conferencing is not available to meeting participants using the Web-based version of Live Meeting. This also includes the Macintosh console.
Enable one way Internet Broadcast Audio from this Conference Center	Enables the Internet Audio Broadcast (IAB) feature to members of the account for use in their meetings. Available only if your account has licensed the IAB feature.
Enable Active Presenter Video for this Conference Center	Enables the Active Presenter Video feature for all membership accounts.
Conference Provider	This list contains InterCall as your default audio provider, enabling members to use their InterCall Reservationless-Plus

accounts as the default option. The option for Other is also selected as an option for members, which would allow members to use InterCall operator assisted conferences or other providers.

View and Modify Policies:

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page, click Account under the Administer section.
- 3 Click Roles and Policies, on the Account Administration Home page.
- 4 To edit Policies affecting Meet Now and Scheduled meetings:
 - Click Edit Meeting Policies.

 - To modify the complexity requirements for passwords and meeting keys:
 - Click Edit Password and Meeting Key Policies.

 - To modify the available audio and video conferencing features:
 - Click Audio/Video Policies.
- 5 View the policy descriptions for each setting

Note: For all boxes, check marks = enabled, blank boxes = disabled
- 6 The final step saves or cancels all changes made to this page.
 - Click Submit to save changes and return to the Administer Roles and Policies page

 - Click Cancel to disregard changes and return to the Administer Roles and Policies page

Note: Remember, changing a Policy takes up to five minutes to go into effect.

CONFERENCE CENTER ACCOUNT PREFERENCES

There are two parts to Account Preferences; enabling a Preference and modifying a Preference.

Modifications to the Conference Center Account Preferences only affect the default settings for each new account created. Since these are only default settings, all membership accounts may modify these options when needed or desired.

Disabling a Preference is a global Conference Center change affecting all existing and new membership accounts. For example, changing the Account Preference for default Meeting Size only affects accounts created after the change is made. Disabling the Allow additional audio information affects all accounts on the Conference Center.

User and Default Account Preference Descriptions:

Account Preference	User Preference Description
Default Time Zone	Modifying the Default Time Zone affects all new accounts created after change. This setting changes the default time zone displayed on the Schedule Meeting page and the Manage Meetings page.
Account Preference Meeting Size	Default Preference Description Modifies the Default Meeting Size for Scheduled and Meet Now meetings. As a Conference Center modification, this setting does not affect existing accounts, and each membership account must modify their Default Meeting size from their Meeting Options page.
Streaming Media Custom Pane	Modifies the default Streaming Media URL and panel height for Presenters and Attendees.
Preferred Audio	Modifies the Preferred Audio for Scheduled and Meet Now meetings. Choices are: Live Meeting without Audio Telephone Conferencing Service Computer Audio Conferencing Telephone and Computer Conferencing Audio
Toll and Toll-free meeting phone number +1	Modifies the default Toll and or Toll-free Conferencing numbers for membership accounts.
Additional dialing keys	Additional dialing keys are used by Recording and Internet Audio Broadcasts only. Modifying the Additional Dialing Keys affects the default dialing keys used to connect the Recording and IAB console to the Conference Call.
Additional Audio Information	Modifies the default text displayed in the Additional Audio Information fields for Attendees and Presenters.
Allow additional audio information	Enables or disables the Additional Audio Information fields. This is a global setting change.
Allow Outlook Integration (Requires ActiveX)	Enables or disables the Outlook Integration feature that allows membership accounts to send invitations using Outlook in Windows. This is a global setting change.
Recording Preferences	Modifies the default recording settings for all meetings: All meeting participants can view recordings using their meeting entry information

Only the administrator and organizer can view recordings. They can grant access to individual users.

Require extended registration (ask for e-mail and company name)

View and edit Account Preferences:

- 1 Log into the Live Meeting Conference Center as an Administrator.
- 2 Click Account under the Administer section, from the My Home page.
- 3 Click Account Preferences, on the Account Administration Home page.
- 4 To modify the Default Time Zone:
 - Click User Preferences.
 - To modify the Conference Center Account Preferences:
 - Click Default Preferences.
- 5 View the preference descriptions for each setting.

Note: For all boxes, check marks = enabled, blank boxes = disabled

- 6 The final step saves or cancels all changes made to this page.
 - Click Submit to update and save changes.
 - Click Cancel to disregard changes and return to the Account Administration Home page.

Generating Administrator Reports

Organizers and Administrators can generate Conference Center reports. However, the Organizer is limited to generating reports about their own meetings and recordings. Administrators can generate all reports, including Summary and Membership List reports.

REPORT TYPE OVERVIEW

You must have Administrator privileges, to generate the following reports:

+ Summary:

Provides a review of server use for the day, week, month, and year listing the number of meetings, attendance, connection hours, and recordings.

This report allows the Administrator to determine peak usage and plan license capacity.

+ Meeting Trends:

Includes information about server usage and trends.

+ Recording Trends:

Lists trends in server usage for viewed recordings.

+ Member List:

Provides a summary of member activity indicating the number of meetings and recordings that each person has currently scheduled or deleted.

You must have Organizer or Administrator privileges, to generate the following reports:

+ Meeting List:

Lists the meetings and attendance for a given time period.

+ Recording List:

Shows the recordings available for a given time period and the number of times each recording was viewed.

Note: Each page for reports contains context-sensitive Help links and provides additional help and how-to information. For example, clicking on the Help link for Recording Trends provides information specific to that report.

Viewing Conference Center Reports:

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page, click Reports under the View section
- 3 Click Summary Report to view overall information about Conference Center usage.
- 4 Click Meeting List to list all Meetings within a given time period.
- 5 Click Recording List to list all Recordings within a given time period.
- 6 Click Meeting Trends to view a summary of member activity by day, week, month, and Year.
- 7 Click Recording Trends to view a summary of available recordings and usage activity by day, week, month, and year.

Many reports contain a hyperlink, allowing users to drill down further into specific details. For example, the Administrator can click the Meeting List report, and then click a Specific meeting ID to view the Attendance Report for that meeting.

Note: Reports may not reflect activity from the last two hours.

SUMMARY REPORT

The Summary Report is useful to get an overall sense of the Conference Center activity.

Summary Report											
Summary report of the server usage Reports may not reflect activity from the last two hours.											
Date Range	Meetings			Attendance		Connection time (HH:MM:SS)		Recordings			
	Finite	Recurring	Meet Now	Total	Average	Total	Average	Available	Viewed	Total Views	
Today	0	0	0	0	0	0:00:00	0:00:00	4	0	0	
Yesterday	1	0	1	10	5	6:22:05	0:38:12	4	0	0	
Last 7 days	7	0	3	34	3.4	32:35:31	0:57:30	4	0	0	
Last 30 days	10	0	3	39	3	34:08:21	0:52:31	4	1	5	
Last 12 months	10	0	3	39	3	34:08:21	0:52:31	4	1	5	

For Last 12 Months:	
Number of Distinct Meeting User Names:	18
Average Meeting Reservation Size:	5.9

Date Range	Peak Simultaneous Connections	Peak Licensed Seat Limit
Today	0	N/A
Yesterday	6	N/A
Last 7 days	6	N/A
Last 30 days	6	N/A
Last 12 months	6	N/A

Summary Report Field

Date Range

Description

Date ranges include data on the number of meetings, attendance, connection time, and recordings.

Meetings

Finite

+ Number of scheduled meetings with one occurrence.

Recurring

+ Number of scheduled recurring meetings.

Meet Now

+ Number of Meet Now meetings.

Attendance

Total

+ Total number of meeting participants.

Average

+ Average number of meeting participants.

Connection time

Total

+ Total time, in hours, minutes, and seconds, during which participants were connected to meetings.

Average

+ Average length of time, in hours, minutes, and seconds, during which participants were connected to a meeting.



Recordings:	Available + Total number of recordings available for viewing.
	Viewed + Number of recordings that have been viewed.
	Total Views + Total number of times any recordings have been viewed.
For Last 12 Months	The number of distinct user names and the average meeting reservation size for all meetings occurring during the last twelve months.
Date Range	Date ranges for which data on peak simultaneous connections and seat limits are displayed.
Peak Simultaneous Connections	Highest number of simultaneous connections to Live Meetings.
Peak Licensed Seat Limit	Highest number of seat licenses that were used.

Note: The Peak Simultaneous Connections field shows the largest number of concurrent (or simultaneous) connections the Conference Center has had at one time.

The Peak Licensed Limit field displays the maximum number of concurrent connections the Conference Center can achieve.

This is useful for Administrators concerned about how many people can connect to the Conference Center at one time.

MEETING AND RECORDING LIST

By default, the Meeting and Recording List reports display the last 30 days of activity. The date range fields can be customized and can go all the way back to the Conference Center creation date.

Meeting and Recording List reports can be downloaded in CSV format, allowing the Administrator greater control over report customization within Microsoft® Office Excel or other spreadsheet applications that can interpret Comma Separated Value (.csv)

[My Home](#)
[Summary Report](#)
[Meeting List](#)
[Recording List](#)
[Meeting Trends](#)
[Recording Trends](#)
[Member List](#)

Meeting List Report

This report lists the meetings and attendance for a given time period
Reports may not reflect activity from the last two hours.

[Download CSV](#)

Filter

Show all meetings between: and
Note: Please use MM/DD/YYYY date format

Show only my meetings **View**

Report

Showing all 13 meetings between 04/25/2007 and 05/25/2007
Note: Click on the "Meeting ID" link to get the Attendance Report for that meeting or click an "Organizer" link for the Meeting List Report for that organizer

Activity Day	Meeting ID	Type	Subject	Organizer	Attendance	Reservation Size	Connection Time (HH:MM:SS)	View Poll
May 24, 2007	88D4SK	Scheduled	Breakout Rooms	Andres Delgado	9	8	0:58:02	
May 24, 2007	Janine_Kemp	Meet Now	Meet Now: Janin Kemp	Janin Kemp	1	5	5:24:03	
May 23, 2007	calibration	Scheduled	LM-HH Calibration	Anahita Bahrami	1	5	0:09:34	
May 23, 2007	Jay	Meet Now	Meet Now: Jay Brummet	Jay Brummet	7	5	1:42:24	
May 23, 2007	MW5838	Scheduled	look at branding	Jay Brummet	1	5	0:01:31	
May 22, 2007	3PB9R3	Scheduled	Play with Roundtable.	Andres Delgado	8	8	5:22:16	
May 22, 2007	ZF4ZGD	Scheduled	Breakout Rooms	Andres Delgado	2	8	5:49:18	
May 21, 2007	calibration	Scheduled	LM-HH Calibration	Anahita Bahrami	1	5	0:00:22	
May 21, 2007	tj heller	Meet Now	Meet Now: TJ Heller	TJ Heller	1	5	8:13:38	
May 20, 2007	ZF4ZGD	Scheduled	Breakout Rooms	Andres Delgado	3	8	4:54:23	
May 18, 2007	Q38FWN	Scheduled	Live Meeting	Jay Brummet	1	5	0:00:34	
May 17, 2007	calibration	Scheduled	LM-HH Calibration	Anahita Bahrami	3	5	1:27:04	
May 14, 2007	test4109	Scheduled	test4109	Jules Dickinson	1	5	0:05:12	
Totals (for this page only)					39	77	34:08:21	

Statistics

Total Number of Meetings	13
Total Attendance	39
Total Reservation Size	77
Total Connect Time (HH:MM:SS)	34:08:21
Average per Attended Meeting	3

Meeting List Report Field

Description

Filter Section

Download CSV

+ Opens the File Download dialog box with options for downloading the report.

Show all meetings between

+ Defaults to start and end dates encompassing the past month.

Show only my meetings

+ Displays only meetings you have organized in the filtered report. Available to Administrators only.

View

+ Applies the filter to the Meeting List report.

Report Section

Activity Day

+ Meeting date.

Meeting ID

+ Meeting ID.

Type

	<ul style="list-style-type: none">+ Meeting type; such as Scheduled, Recurring, or Meet Now.
	Subject <ul style="list-style-type: none">+ Subject of the meeting.
	Organizer <ul style="list-style-type: none">+ Name of the meeting Organizer. Click Organizer name hyperlink to view the Meeting List report for that Organizer. Available to Administrators only.
	Attendance <ul style="list-style-type: none">+ Actual number of participants in the meeting.
	Reservation Size <ul style="list-style-type: none">+ Expected number of participants when the meeting was scheduled.
	Connection Time <ul style="list-style-type: none">+ Time, in hours, minutes, and seconds, during which at least one participant was connected to the meeting.
	View Poll <ul style="list-style-type: none">+ Lists polls for meetings in which a poll slide was presented. Click individual poll hyperlink to view the Meeting Poll report.
	Totals <ul style="list-style-type: none">+ Total numbers for Attendance, Reservation Size, and Connection Time.
<hr/> Statistics	<hr/> Overview of meeting data for meetings in the report.

[My Home](#) [Summary Report](#) [Meeting List](#) **Recording List** [Meeting Trends](#) [Recording Trends](#) [Member List](#)

Recording List Report

This report shows the recordings available for a given time period and the number of times each one was viewed [Download CSV](#)

Filter

Show all recordings available for viewing between: 04/25/2007 and 05/25/2007
Note: Please use MM/DD/YYYY date format

Show only my recordings **View**

Report

Showing all 4 recordings published on or before 05/25/2007 available for viewing between 04/25/2007 and 05/25/2007
Note: Click on the "Recording ID" link to get the Recording Details for that recording
 Or click an "Organizer" link for the Recording List Report for that organizer

Start Time	Recording ID	Organizer	Bill To	Views	Duration (HH:MM:SS)	File Size (Mb)
05/23/2007 6:17 PM	Jay-1	Jay Brummet		0	0:00:27	0
05/23/2007 6:16 PM	Jay	Jay Brummet		0	0:00:57	0
05/22/2007 9:37 AM	3P89R3	Andres Delgado		0	0:19:37	35.74
05/14/2007 3:17 PM	test4109	Jules Dickinson		5	0:01:46	0.55

Total Recordings	Average per viewed Recordings	Duration (HH:MM:SS)		File Size (Mb)	
		Total	Average	Total	Average
4	1	0:22:47	0:05:41	36.29	9.07

Recording List Report Field

Filter Section

Description

Download CSV

- + Opens the File Download dialog box with options for downloading the report.

Show all recordings available for viewing between

- + Defaults to start and end dates encompassing the past month.

Show only my recordings

- + Displays only recordings that you have made in the filtered report. Available to Administrators only.

View

- + Applies the filter to the Recording List report.

Report Section

Start Time

- + Actual start date and time of the recording

Recording ID

- + Recording ID.

Organizer

- + Name of the meeting Organizer. Click an Organizer name to view the

	Recording List report for that Organizer. Available to Administrators only.
	Bill To + Code used by your organization to keep track of Live Meeting recordings.
	Views + Number of times the recording has been viewed.
	Duration + Length of the recording in hours, minutes, and seconds.
	File Size + Size of the recording in megabytes.
	Total Recordings + Total number of recordings in the report.
	Average per viewed Recordings + Average number of times that a recording is viewed.
Duration Section	Total + Combined length of all recordings in hours, minutes, and seconds.
	Average + Average length of all recordings in the report.
File Size Section	Total + Combined file size in megabytes of all recordings.
	Average + Average file size of all recordings in the report.

MEETING AND RECORDING TRENDS

Meeting and Recording Trend reports allow the Administrator to view trends in Conference Center usage.

Clicking on the hyperlink for a Date Range generates a Meeting List or Recording List report for that date range.

Note: The Recording Trends report is a quick way to view the current amount of recording space being used on the Conference Center. Storage is displayed in Megabytes (MB).

My Home						
Summary Report		Meeting List		Recording List		Meeting Trends
Recording Trends		Member List				
Meeting Trends Report						
This report shows trends in server usage. Click any time period to get a Meeting List Report for that period.						
Reports may not reflect activity from the last two hours.						
Jump to the following sections: Day Week Month Year						
Date Range	Meetings			Total Attendance	Peak Simultaneous Connections	Total Connection Hours (HH:MM:SS)
	Finite	Recurring	Meet Now			
Day						
May 25, 2007			0	0	0	0:00:00
May 24, 2007	1		1	10	6	6:22:05
May 23, 2007	2		1	9	3	1:53:29
May 22, 2007	2			10	5	11:11:34
May 21, 2007	1		1	2	2	8:14:00
May 20, 2007	1			3	3	4:54:23
May 19, 2007			0	0	0	0:00:00
May 18, 2007	1			1	1	0:00:34
May 17, 2007	1			3	2	1:27:04
May 16, 2007			0	0	0	0:00:00
May 15, 2007			0	0	0	0:00:00
May 14, 2007	1			1	1	0:05:12
May 13, 2007			0	0	0	0:00:00
May 12, 2007			0	0	0	0:00:00
May 11, 2007			0	0	0	0:00:00
						Top

Meeting Trend Report Field	Description
Day	Displays trend report with data organized by day.
Week	Displays trend report with data organized by week.
Month	Displays trend report with data organized by month.
Year	Displays trend report with data organized by year.
Date Range	Date ranges for which data is displayed. Click an individual date range to view its Meeting List report.
Finite	Number of scheduled meetings with one occurrence.
Recurring	Number of scheduled recurring meetings.
Meet Now	Number of Meet Now meetings.
Total Attendance	Total number of meeting participants.
Peak Simultaneous Connections	Highest number of simultaneous connections to Live Meetings.
Total Connection Hours	Total time, in hours, minutes, and seconds, during which participants were connected to meetings.
Top	Jumps to the top of the report.

My Home Summary Report Meeting List Recording List Meeting Trends Recording Trends Member List						
Recording Trends Report						
This report shows trends in server usage. Click any time period to get a Recording List Report for that period. Jump to the following sections: Day Week Month Year						
Date Range	Available Recordings	Viewed Recordings	Total Views	Total Duration (HH:MM:SS)	Total File Size (Mb)	
Day						
May 25, 2007	4	0	0	0:22:47	36.29	
May 24, 2007	4	0	0	0:22:47	36.29	
May 23, 2007	4	0	0	0:22:47	36.29	
May 22, 2007	2	0	0	0:21:23	36.29	
May 21, 2007	1	0	0	0:01:46	0.55	
May 20, 2007	1	0	0	0:01:46	0.55	
May 19, 2007	1	0	0	0:01:46	0.55	
May 18, 2007	1	0	0	0:01:46	0.55	
May 17, 2007	1	1	3	0:01:46	0.55	
May 16, 2007	1	0	0	0:01:46	0.55	
May 15, 2007	1	0	0	0:01:46	0.55	
May 14, 2007	1	1	2	0:01:46	0.55	
May 13, 2007	0	0	0	0:00:00	0	
May 12, 2007	0	0	0	0:00:00	0	
May 11, 2007	0	0	0	0:00:00	0	Top

Recording Trends Report Field	Description
Day	Displays trend report with data organized by day.
Week	Displays trend report with data organized by week.
Month	Displays trend report with data organized by month.
Year	Displays trend report with data organized by year.
Date Range	Date ranges for which recording data is displayed. Click an individual date range to view its Recording List report.
Available Recordings	Total number of recordings available for viewing.
Viewed Recordings	Total number of recordings that have been viewed.
Total Views	Total number of times any recordings were viewed.
Total Duration	Combined length in hours, minutes, and seconds of all recordings.
Total File Size	Combined file size in megabytes of all recordings.

MEMBER LIST REPORT

The Member List Report contains historical information on all accounts that have been created on the Conference Center. This list includes active and deleted membership accounts.

Member List Report										
Showing Activity for all Members Reports may not reflect activity from the last two hours.										
Click on Total Meetings to get a Meeting List Report. Click on Total Recordings to get a Recording List Report.										
Member ID	Name	Role	Billing Code	Date Created	Meetings			Recordings		
					Deleted	Current	Total	Deleted	Current	Total
adelgado	<input checked="" type="checkbox"/> Andres Delgado	Administrator		05/15/2007	0	4	4	0	1	1
a-mirice	<input checked="" type="checkbox"/> Michael Rice	Organizer		05/17/2007	0	0	0	0	0	0
anahitab	<input checked="" type="checkbox"/> Anahita Bahrami	Organizer		05/17/2007	0	3	3	0	0	0
Contoso	<input checked="" type="checkbox"/> Contoso LTD	Organizer		05/25/2007	0	0	0	0	0	0
cyncarey	<input checked="" type="checkbox"/> Cynthia Carey	Organizer		05/17/2007	0	0	0	0	0	0
devincap	<input checked="" type="checkbox"/> Devin Caperoon	Administrator		05/15/2007	0	0	0	0	0	0
Janine_Kemp	<input checked="" type="checkbox"/> Janin Kemp	Administrator		05/24/2007	0	1	1	0	0	0
Jay	<input checked="" type="checkbox"/> Jay Brummet	Administrator		04/26/2007	0	3	3	0	2	2
jimm	<input checked="" type="checkbox"/> Jimm Mathrusse	Organizer		05/17/2007	0	0	0	0	0	0
julesadmin	<input checked="" type="checkbox"/> Jules Dickinson	Administrator		05/11/2007	0	1	1	0	1	1
julesdi	<input checked="" type="checkbox"/> jules dickinson	Organizer		05/11/2007	0	0	0	0	0	0
sclark	<input checked="" type="checkbox"/> Stephen Clark	Administrator		05/18/2007	0	0	0	0	0	0
tjheller	<input checked="" type="checkbox"/> TJ Heller	Organizer		05/17/2007	0	1	1	0	0	0
v-natasp	<input checked="" type="checkbox"/> Natasha Palandri	Administrator		05/24/2007	0	0	0	0	0	0
Totals (for this page only)							13			4

Statistics	
Total Number of Administrators	7
Total Number of Organizers	7
Total Number of Members	0

Member List Report Field	Description
Download CSV	Opens the File Download dialog box with options for downloading the report.
Member ID	Member's Live Meeting user name.
Name	User's first and last name. Click the icon next to a member name to e-mail the user.
Role	User's Live Meeting role: <ul style="list-style-type: none"> + Member + Organizer + Administrator <p>Note: Fields containing "--" are Membership Accounts that have been deleted.</p>
Billing Code	Code used by your organization to keep track of Live Meeting usage.
Date Created	Date the membership was created.
Meetings Section	Deleted <ul style="list-style-type: none"> + Number of meetings that the member organized and then deleted. Current <ul style="list-style-type: none"> + Number of meetings that the member organized, excluding the deleted meetings. Total <ul style="list-style-type: none"> + Total number of meetings that the member has ever organized.

Recordings Section

Deleted

+ Number of recordings that the member created and then deleted.

Current

+ Number of recordings that the member created, excluding the deleted recordings.

Total

+ Total number of recordings that the member has ever created.

Statistics

+ Table showing distribution of current account members across user roles.

Managing Live Meeting 2007 Storage

Live Meeting 2007 Storage is the “Recycle Bin” for deleted meetings and recordings. When a membership account deletes their meetings or recordings intentionally and by Content Expiration, it is placed into Storage. Administrators can Restore this content from the Storage area of the Conference Center. There is a maximum time (or expiration date) for content in Storage to be restored, which is based on the purchased edition of Live Meeting 2007.

Note: Items in Storage will be permanently deleted after expiration.

The Storage expiration date depends on the customer’s edition of Live Meeting 2007.

Live Meeting 2007 Standard Edition Storage expires 90 days from deletion.

Live Meeting 2007 Professional Edition Storage expires 365 days from deletion.

Content in Storage that expires is permanently deleted and cannot be recovered.

DELETE MEETINGS AND DELETE RECORDINGS

Delete Meetings and Delete Recordings allow Conference Center Administrators to move content to the Storage area, without accessing it from Manage Meetings and Manage Recordings.

Meetings and recordings displayed under Delete Meetings or Delete Recordings are still active on the Conference Center and have not been moved to Storage.

Once an Administrator deletes a meeting or recording item from Delete Meetings/Delete Recordings or an Organizer deletes a meeting from Manage Meetings/Recordings, it is moved to the Storage area.

Note: It is critical Administrators are aware that deleting items from the Delete Meetings or Delete Recordings page removes those items from Participant and Organizer access.

Delete Meetings Fields

(Search) Between

Field Description

Date range to begin search. Date Range is based on the Scheduled Meeting Start

	Time.
Size	Selects the total size of content to search for, based off of total uploaded content including handouts.
Containing	Search field for Meeting Subject or Organizer name.
Search Result Field	Field Description
Subject	Meeting Subject name
Organizer	Meeting Organizer name
Start Date	Scheduled or Meet Now start time
Last Used	Last time a participant (attendee or presenter) connection was made to this meeting Note: this information is updated periodically each day, and may not reflect recent connections.
Size	Total size of content for meeting
Delete Recordings Fields	Field Description
(Search) Between	Date range to begin search. Date Range is based on the Scheduled Meeting Start Time.
Size	Selects the total size of content to search for, based off of total uploaded content including handouts.
Containing	Search field for Meeting Subject or Organizer name.
Search Result Field	Field Description
Subject	Recording Subject name.
Organizer	Recording Organizer name.
Start Date	Recording start time.
Last Used	Last time a participant connection was made to this meeting. Note: This information is updated periodically each day and may not reflect recent connections.
Size	Total size of content for Recording (includes High Fidelity and Live Replay formats).

Note: The steps for viewing and deleting both meetings and recordings are identical.

RESTORE MEETINGS AND RESTORE RECORDINGS



All content in Storage under the Restore Meetings or Restore Recordings pages is not visible to Organizer or Member accounts.

Content includes:

- + Meeting information, all uploaded resources, slides, chat logs, and Q-A logs.
- + Recordings, High-Fidelity Presentation and Live Replay formats.

Report information is not deleted.

Administrators have two main functions for managing Storage, Restoring Content, and permanently Deleting Content. Restored content is returned to the membership accounts visibility and is accessible through Manage Meetings and Manage Recordings.

DELETING MEETINGS AND RECORDINGS FROM CONFERENCE CENTER

Live Meeting 2007 Storage allows Conference Center Administrators the ability to delete meetings and recordings from the Conference Center.

Viewing and Restoring Deleted Content in Storage

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page click Account under the Administer section.
- 3 Click Storage, on the Account Administration Home page.
- 4 Click Restore Meetings to select meetings to restore to membership account access.

Click Restore Recordings to select recordings to restore to membership account access.
- 5 Select the date range to begin searching.
 - Meeting Date Range is based on the Scheduled Meeting Start Time.
 - Recording Date Range is based on the Start Time of the Recording.
- 6 Enter the meeting, recording subject, or Organizer name in the Containing field. Click Search.
- 7 To Restore meetings or recordings:
 - Click the check box for the meeting or recording to be restored.
 - Click Restore.

You will receive a confirmation message stating:

“Number of meetings to restore: No.#
Are you sure you want to restore these meetings?”

Click OK to restore or click Cancel to return to list of meetings or recordings.

Viewing and Permanently Deleting Content in Storage

- 1 Log onto the Live Meeting Conference Center as an Administrator.
- 2 From the My Home page click Account under the Administer section.
- 3 Click Storage, on the Account Administration Home page.
- 4 Click Restore Meetings to select Meetings to restore to membership account access.
Click Restore Recordings to select Recordings to restore to membership account access.
- 5 Select the date range to begin searching
 - Meeting Date Range is based on the Scheduled Meeting Start Time.
 - Recording Date Range is based on the Start Time of the recording.
- 6 Enter the meeting, recording subject, or Organizer name in the Containing field, and click Search.
- 7 To permanently Delete meetings or recordings:
 - Click the checkbox for meeting or recording to be deleted.
 - Click Delete.
- 8 You will receive a confirmation message stating:

"Number of recordings to delete: No.#
Are you sure you want to delete these recordings?"

Click OK to delete or click Cancel to return to list of meetings or recordings.