

# Genesys Meeting Center

## User Guide

v4.11.7



For more information:

866.436.3797  
www.genesys.com

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 Conference

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

- + 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 six or seven lines per slide. Use larger-sized fonts for legibility.
- + Be sure participants download the Genesys Meeting Center application prior to your meeting if they wish to use certain features such as presenter capabilities, desktop video and desktop VoIP.

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

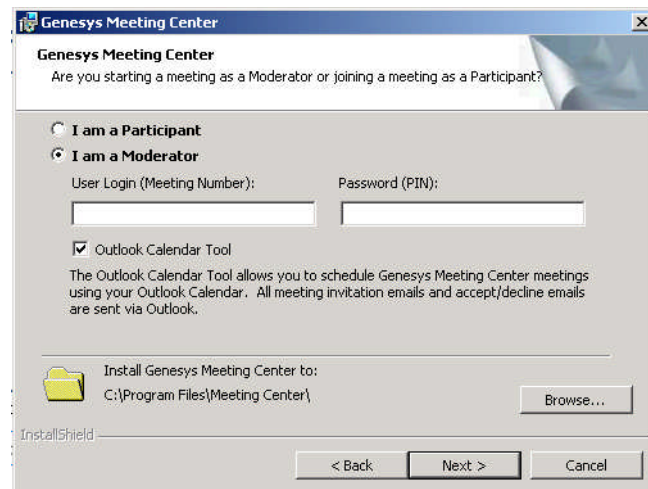
## Set Up

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.

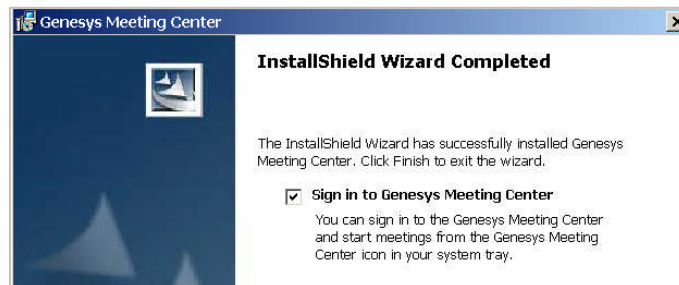
*Note: Before proceeding with the following steps, please ensure that you have administrator rights to perform the download and installation.*


### DOWNLOAD AND INSTALLATION

- 1 Download Genesys Meeting Center by going to [www.genesys.com/go](http://www.genesys.com/go) and click **Get It Now**.
- 2 Click **Download**.
- 3 Once the download prompt appears, click **Run**, then click **Next** on the subsequent screen prompts.
- 4 Select **I accept the terms in the license agreement** and click **Next**.
- 5 Enter your Meeting Number and PIN (\* are not required) in the fields shown. Check the box if you want to use the Outlook Calendar tool and click **Next**.



- 6 Upon completing of download, check **Sign in to Genesys Meeting Center** and click **Finish**.



- 7 Soon, you will see the Genesys Meeting Center desktop icon  in your system tray. You have successfully installed Genesys Meeting Center!

*Note: Lotus Notes users will be redirected to a separate web page to install a Lotus Notes Calendar plug-in following the meeting application installation.*



## BROWSER MODERATOR

If you do not install the meeting application, you can launch browser-only meetings to manage your audio participants online.

You can utilize features such as mute, dial me, chat and open/close meeting room door. You can also show PowerPoint presentations to your audience. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. (*Upload requires Internet Explorer IE 6.0+.*)

Supported browsers and operating systems for Browser Moderator include: IE 6.0+ (Windows), Firefox 2.0+ + (Windows/Mac/Linux), Safari 2.0+ (Mac).

## APPLE IPHONE SUPPORT

Join and manage your audio meetings using your iPhone. Using the Safari browser only, you can easily manage audio participants while on the go. **No download or app store purchase required!**

You can utilize online audio management features such as dial me, dial out, mute/unmute, chat and open/close meeting room door. Moderators can also show PowerPoint presentations during a meeting on their iPhones. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. (*Upload requires Internet Explorer IE 6.0+.*)

As a participant, you can view all shared content and attendee connections.

Just click **JOIN meeting** in your previously scheduled invite to start or join your meetings or login by clicking **Moderator** or **Participant** on [www.genesys.com/go](http://www.genesys.com/go)

## APPLE IPAD SUPPORT

Join and host meetings directly from your iPad! **No download or app store purchase required!**


Moderators can host a meeting and manage all participants online using the Safari browser only. Moderators can also show previously uploaded presentations when hosting a meeting on their iPads. PowerPoint slides must be uploaded using the Conference Manager before the start of your meeting. (*Upload requires Internet Explorer IE 6.0+.*)

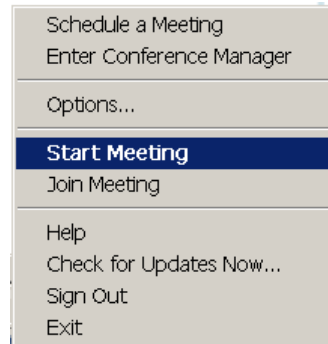
As a participant, you can view all shared content and attendee connections.

Just click **JOIN meeting** in your previously scheduled invite to start or join your meetings or login by clicking **Moderator** or **Participant** on [www.genesys.com/go](http://www.genesys.com/go)

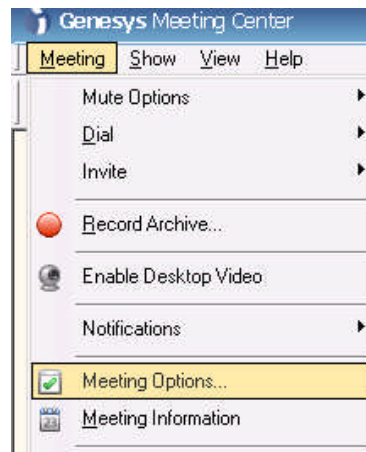
## SET UP FOR INSTANT MESSENGER INTEGRATION

Quickly invite participants to your meeting using instant messenger. Genesys Meeting Center is fully integrated with a variety of instant messaging programs.

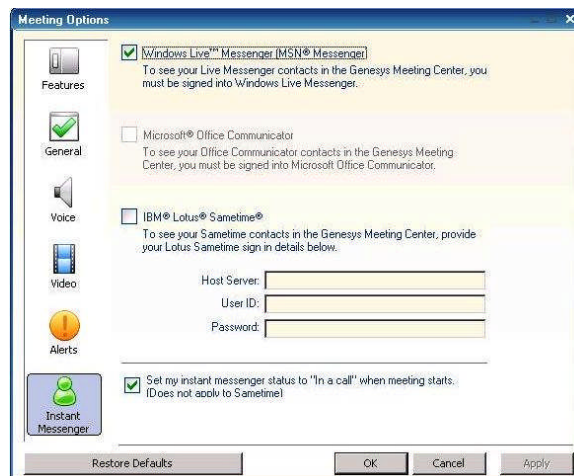
- 1 Once you have installed Genesys Meeting Center, click the desktop icon  in your taskbar and select **Start Meeting**.



- 2 Click the Meeting drop-down menu and select **Meeting Options**.



- 3 Click **Instant Messenger**, then the corresponding check boxes to integrate with Windows Live Messenger and/or Microsoft® Office Communicator.



- 4 To integrate with Lotus Sametime, check the corresponding box and enter your host name, communication port, user ID and password. Click **OK** to save the setting.

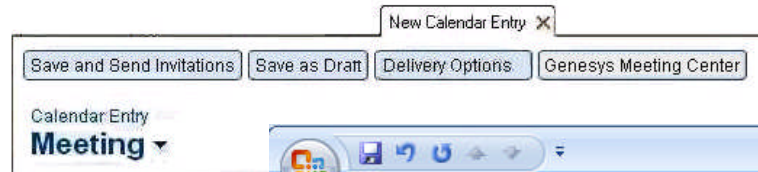


*Note: Your instant messenger program must be running while performing the instructions above and to send invites to your Genesys Meeting Center participants.*

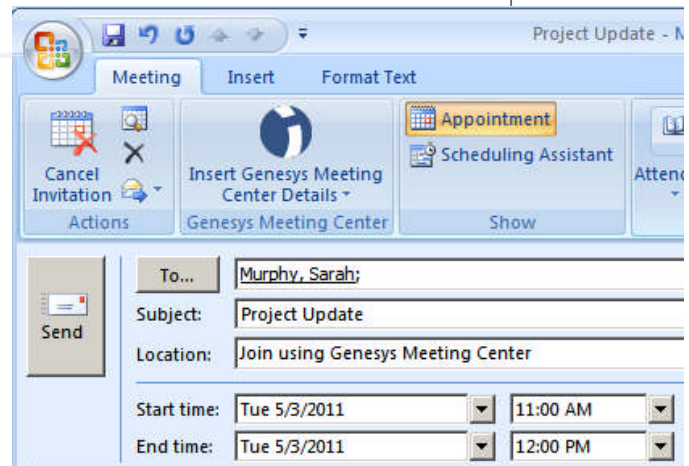
## Schedule and Start Meetings

### WITH MICROSOFT OUTLOOK OR IBM LOTUS NOTES

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



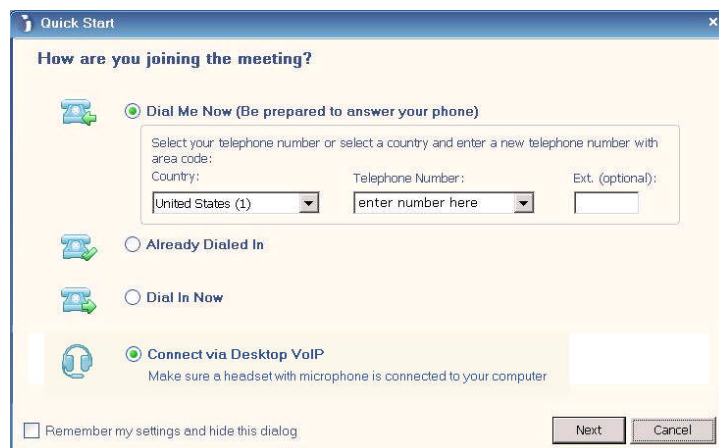
- 2 Your Outlook meeting invite will be automatically populated with meeting access links for you and participants.



- 3 To join the meeting, the Moderator and Participants click the link to join in the meeting invite.

- 4 Genesys Meeting Center will prompt Moderators and Participants to enter their telephone numbers to be automatically dialed or choose to dial into the meeting.

- 5 Genesys Meeting Center then dials out to both moderators and participants to begin the meeting if the Dial Me Now option is selected.



*Note: If you do not install the Outlook or Lotus Notes Calendar tools, click the Genesys Meeting Center icon in your taskbar and select Schedule a Meeting. Follow the steps through the scheduling wizard.*

## Genesys Meeting Center Icon

The Genesys Meeting Center desktop icon  is automatically populated in your taskbar when you install the Genesys Meeting Center application.



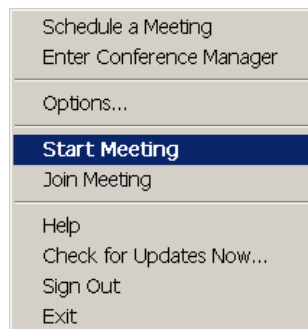
This user friendly tool can be used for:

- 1 Accessing scheduled or instant meetings with one-click.
- 2 Scheduling meetings.
- 3 Joining meetings.
- 4 Accessing Conference Manager.

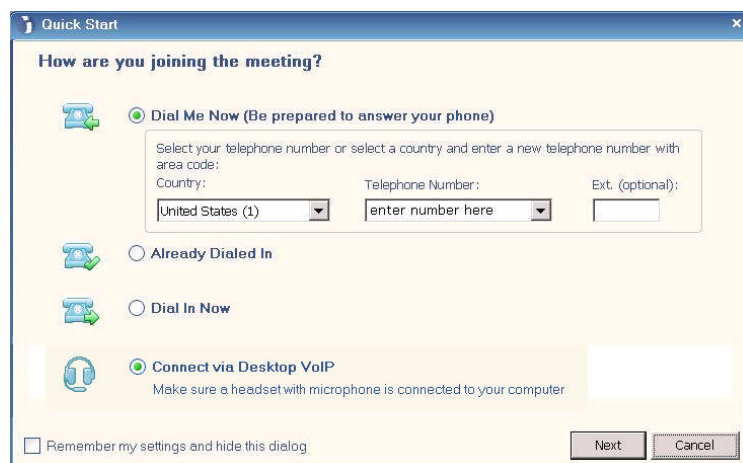
## Start a Meeting

### MODERATOR

- 1 To start an instant meeting, click 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**.

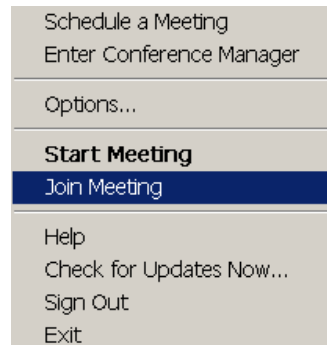


- 3 Select what you would like to do first when your meeting starts (i.e., Show Presentation, Share Application, etc.) in the second Quick Start menu and click **Finish**.

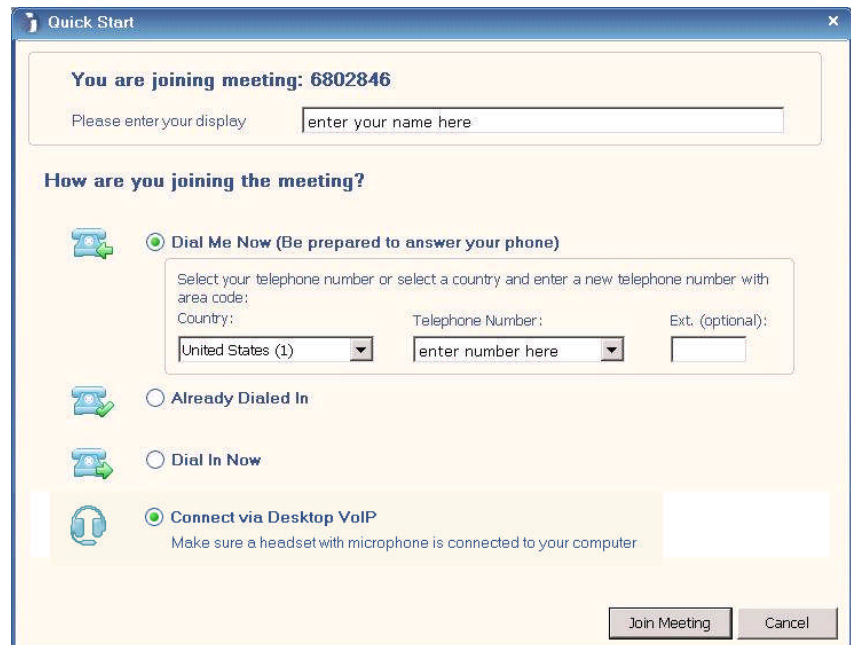
## Join a Meeting

### PARTICIPANTS

- 1 To join a meeting, click 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 Enter your display name, select how you would like to join the voice portion of the meeting in the Quick Start menu and click **Join Meeting**.



The screenshot shows the 'Quick Start' dialog box for joining a meeting. The meeting number is 6802846. The user is prompted to enter their display name. The dialog offers four options for joining the meeting: 'Dial Me Now (Be prepared to answer your phone)', 'Already Dialed In', 'Dial In Now', and 'Connect via Desktop VoIP'. The 'Connect via Desktop VoIP' option is selected. The 'Dial Me Now' section includes fields for Country (United States (1)), Telephone Number (enter number here), and Ext. (optional). The 'Join Meeting' and 'Cancel' buttons are at the bottom right.

*Note: Moderators can also send a Quick Invite through instant messenger or email using the Quick Invite in-meeting shortcut button. Participants simply click the link to join the meeting.*

## Conference Security

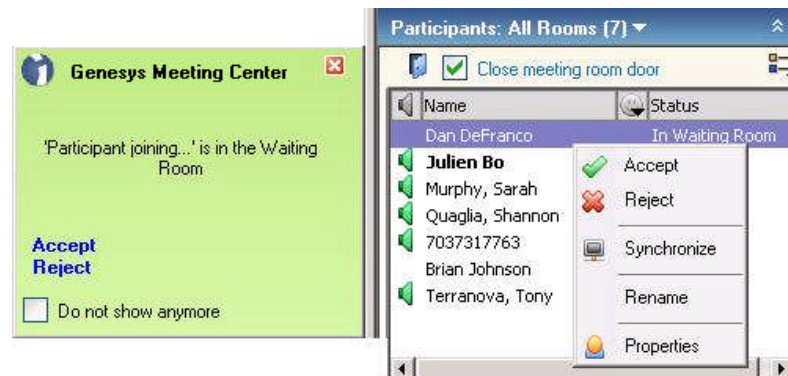
### CLOSING THE MEETING ROOM DOOR

Add further security to your meeting by closing the meeting room door.

Once the meeting room door is closed, the moderator can screen participants in the waiting room, and then provide them access to the meeting one at a time.



You will be notified of an incoming participant by the desktop icon prompt.



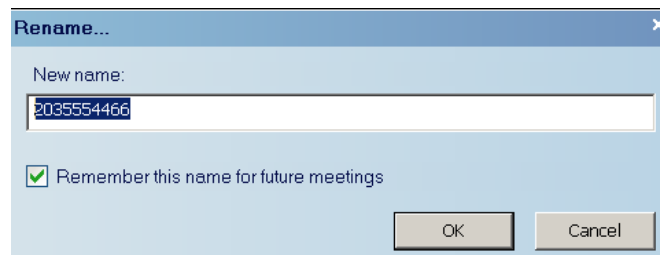
You can accept or reject an incoming participant by either:

- + Clicking the corresponding link in the desktop icon prompt.
- + Right-clicking the incoming participant's number/name.

*Note: By default the door to the meeting is closed if only the web portion of the meeting is launched..*

### PARTICIPANT NUMBER IDENTIFICATION

Upon joining a meeting, the Participant Number Identification feature looks up the participant's dial-in number and automatically checks it against the moderator's Outlook Personal Address Book. If the name is not found, the moderator can right-click the participant audio line and rename it.



The participant name is then shown for the current conference and will automatically display for any future meetings.

## Voice Management

### VOICE STATUS ICONS

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



**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**  
Participants cannot be heard when their lines are muted. In Group Mute mode, participants have the ability to unmute themselves.



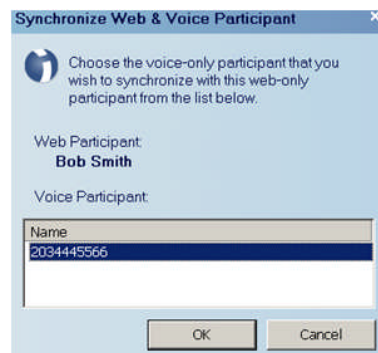
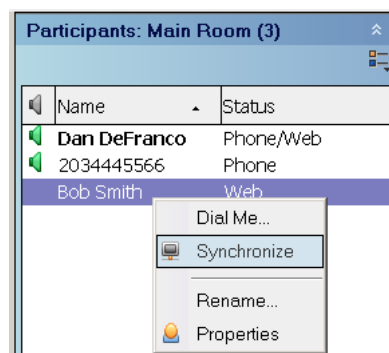
**Lecture Mute icon**  
Participants cannot be heard when their lines are muted and do not have the ability to unmute themselves

### MUTE/UNMUTE PARTICIPANTS

Click the voice icon  next to the participant's name to mute or unmute that participant. To mute/unmute all participants at once, click **Mute Options/Unmute All**.

### ONLINE WEB AND AUDIO SYNCHRONIZATION

Participants and moderators can synchronize their own audio and web connections via the web interface instead of pressing audio DTMF commands into a telephone keypad.



## MUTE ALL OPTIONS

Enable Lecture Mute All or Q&A Mute All by clicking **Mute Options** at the top of the meeting interface.

**Lecture Mute All:** All participants are muted and cannot unmute themselves.

**Q&A Mute All:** Your participants will be informed that their lines have been muted. Instruct your participants to hit the \* key to indicate that they would like ask a question. Click the raised hand in order to give the floor to the participant.



## DIAL OUT TO PARTICIPANTS

Click **Dial Out** and the Dial Participant window will appear. Enter the name and telephone number of the participant to call and click **Dial**. (Be sure there are no spaces or invalid characters between the numbers).



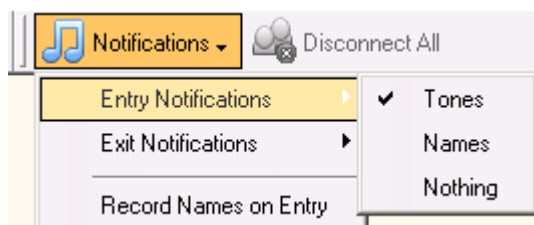
You can also choose from your Address Book Contacts by clicking **Address Book**.

Name:		
John Smith		
Country:	Phone Number:	Extension:
United States (1)	7145551234	123
Address Book >>	Create Contact...	Dial
Cancel		

## CONTROL ENTRY & EXIT NOTIFICATIONS

Click **Notifications** at the top of the meeting interface to control participant entry and exit notifications for your current meeting. Choose from Tones, Names, or Nothing.

*Note: To change notification settings for all meetings, click the Voice icon from the Meeting/Meeting Options menu.*

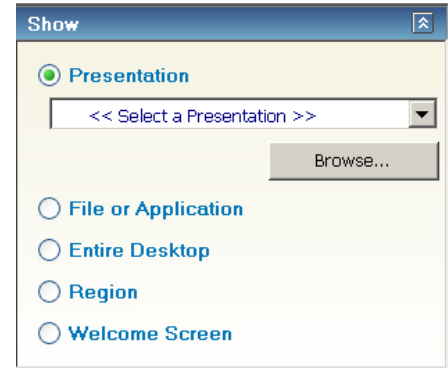


## Showing a PowerPoint Presentation


Moderators can easily show a PowerPoint presentation to participants using the web.

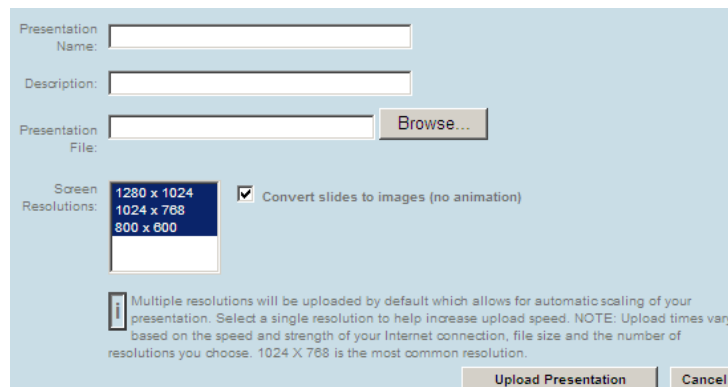
### DURING THE MEETING

- 1 In the Show panel, select **Presentation**. Choose previously shared presentations from the drop-down menu. It will load automatically.
- 2 For new presentations, click **Browse** and double-click the presentation from your desktop. No upload required!
- 3 Click the slide preview thumbnails or use the forward and back buttons to navigate through your presentation.
- 4 Click the slide being displayed to proceed to the next slide.



### IF USING OPTIONAL PRESENTATION UPLOAD MODE, PRIOR TO THE MEETING:

- 1 Click 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 Browse and select the file you want to upload and enter the presentation name.




Presentation Name:

Description:

Presentation File:

Screen Resolutions:

Convert slides to images (no animation)

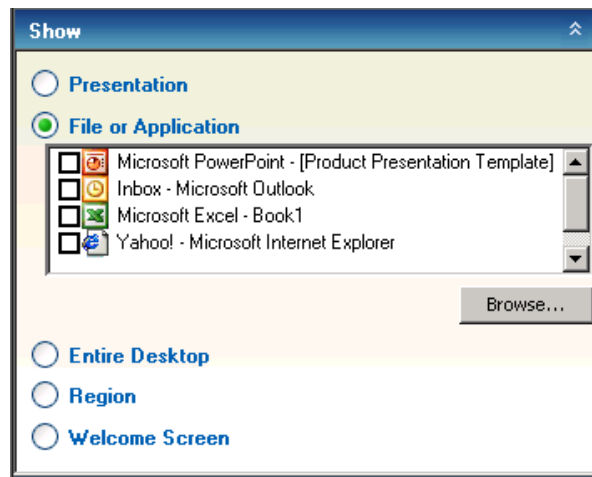
 Multiple resolutions will be uploaded by default which allows for automatic scaling of your presentation. Select a single resolution to help increase upload speed. NOTE: Upload times vary based on the speed and strength of your Internet connection, file size and the number of resolutions you choose. 1024 X 768 is the most common resolution.

*Note: You can also upload a presentation during your meeting. Simply click **Browse** and select the file you wish to upload.*

## Share an Application or Entire Desktop

Share and collaborate on files and applications with your participants directly from your desktop.

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



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

## REGION SHARING

Share a specific region of a file or application from your desktop.

- 1 In the Show panel, select **Region**. A small window will appear.
- 2 Scroll over the specific section of the file or application you would like to share to the audience.
- 3 Select **Start Sharing** from the drop down menu to begin sharing.
- 4 To exit Region Share, click the X on the top right corner of the window. The Welcome Screen will now be displayed.

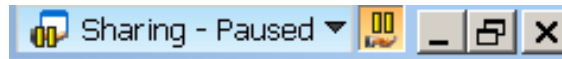
Sales Data			
Month	Units Sold	Revenue	Gross Profit
Jan	99544	\$ 256,999	\$ 89,556
Feb	100444	\$ 288,999	\$ 94,555
Mar	120888	\$ 296,876	\$ 97,466
April	145887	\$ 301,999	\$ 102,348
May	169873	\$ 320,998	\$ 105,733
June	182773	\$ 333,985	\$ 110,883
July	190000	\$ 350,888	\$ 120,833
Aug	210000	\$ 365,324	\$ 130,882

## PAUSE APPLICATION SHARING

Moderators and Presenters can pause an application from being shared to the audience. Once paused, anything the moderator/presenter does on his desktop will not be seen by participants until sharing is continued.

### To pause a shared application:

- 1 Click **Pause** next to **Sharing** at the top right corner of the screen.
- 2 The icon will flash and **Sharing** will change to **Sharing – Paused**.



### To continue sharing:

Click **Pause** again. **Sharing – Paused** will change back to **Sharing**, indicating that the application is no longer paused.

## GRANTING CONTROL TO PARTICIPANTS

Participants can be granted control to manipulate an application the moderator is sharing from their computer. This does not promote them to a presenter role, but allows them to edit the moderator's shared application.

### To grant control to a participant:

- 1 Right-click the name of the participant you wish to grant control.
- 2 Select **Grant Control of Desktop / Application**.
- 3 The participant will receive a notification to take control by clicking her mouse.

To revoke control from a participant at any time, simply click your mouse.

## PROMOTING PARTICIPANTS TO PRESENTER

Participants can be promoted to a Presenter during a meeting so they can share content from their own computers and push slides in Presentation mode. \*

### To promote a participant to Presenter:

- 1 Right-click the name of the participant you wish to promote.
- 2 Select **Promote to Presenter**.
- 3 The participant will receive a notification that he has been promoted to the role of Presenter.



To revoke control and demote a Presenter to participant, simply right click the participant's name and select **Demote to Participant**. Participants can also right-click on their own name to demote themselves from Presenter back to participant.

*Note: Participants must install the Genesys Meeting Center application in order to be promoted to Presenter.*

## Enhanced Features

Utilize a variety of powerful features to make your meeting more interactive and enrich the experience.

### SURVEYS/QUIZZES/POLLS

Gather feedback, test your participants' knowledge and get quick results with surveys/quizzes and polls.

- 1 Click the Meeting drop-down at the top of the meeting interface and select **Meeting Options**.
- 2 Check **Display Survey-Quiz-Poll** and click **OK**.
- 3 Select the survey, quiz or poll from the control panel and click **Send**.

You can also create a survey, quiz or poll on the fly by choosing **Create** in the drop down menu. Click **Refresh** before sending your survey.

### REPORTS

Genesys Meeting Center stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names and survey or quiz results.

- 1 Click the **Reports** tab in the Conference Manager to access meeting reports.
- 2 Select **Web, Survey, Quiz or Meeting Usage Reports** to view report details.

### DESKTOP VIDEO

Easily broadcast your webcam video from your desktop into your meeting.

- 1 Click the Meeting drop-down menu at the top of the meeting 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**.

### 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 Meeting drop-down menu on the top of the interface. Select **Meeting Options**, check **Display Image**, select the image from the pull-down and click **OK**. The image will be displayed in the top of the meeting interface.

### ARCHIVING

Extend the reach of your meeting by archiving it for future playback.

- 1 Click the Meeting drop-down menu at the top of the meeting interface and select **Record Archive**.
- 2 Name the archive and select **Voice** and/or **Web**.

- 3 Click **Record**. The web recording will begin immediately. The audio recording session will begin after you hear the voice prompt, "This session will now be recorded," followed by a beep.
- 4 Click **Stop** to end the recording.
- 5 After the meeting, you can retrieve the archive in the Conference Manager, under Conferencing/Archives.

*Note: Additional charges will apply.*

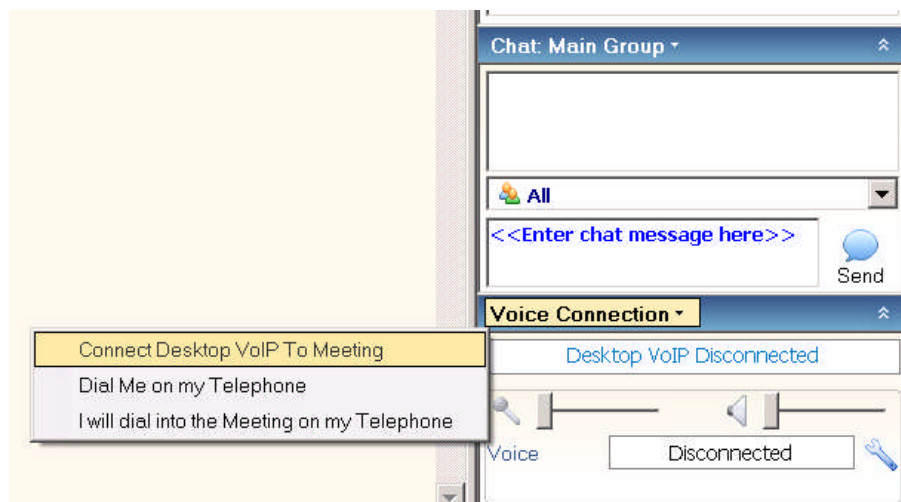
## DESKTOP VOIP

Connect to the audio portion of an online meeting via Voice over IP. All you need is an Internet connection and headset with microphone connected to your computer.

1. To connect via Desktop VoIP upon joining a meeting, simply click **Connect via Desktop VoIP** in the first Quick Start menu.



2. Easily toggle between telephone and Desktop VoIP connection during a meeting via the **Voice Connection** panel.



## Voice Conferencing

### STARTING A CONFERENCE CALL

- 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.

### JOINING A CONFERENCE CALL

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

### AUDIO KEYPAD COMMANDS

Control your conference call with your telephone keypad.

Feature	Function	Description
*1+phone# *	Dial Out North America	Dial out to participants in North America
*011+phone# *	Dial Out International	Dial out to international participants
*2*	Disconnect Last Participant	Disconnect last entered participant or last number dialed out to.
*3*	Redial	Redial the latest outgoing call.
*6 *	Self Mute / Unmute	Moderator and Participants can self-mute / unmute their own line.
*7*	Close/Open Door	Close/Open meeting room.
*PIN 7*	Open Meeting with Door Closed	Open meeting room but keep door closed.
*1*	Receive Participants	Allow participants into the meeting one by one from the waiting or greeting rooms.
*9*	End Conference	End the conference call and disconnect all participants.
*10*	Connect/Disconnect Global Helpdesk	Provides private conversation with Helpdesk Technician
*50*	Listen Only Q&A	Activates/Deactivates Listen Only (Mute) with Q&A
*	Request the Floor	A participant requests the floor to ask a question.
*5*	Grant the Floor	Moderator gives the floor to the next participant

		who has requested the floor.
*51*	Listen Only	Activates/Deactivates the Listen Only (mute all) mode.
*52*	Listen Only	Mutes/Un-mutes all participants. Allows participants to unmute themselves using *6*
*70*	Enable/Disable Conference Security Code	Enable/Disable Conference Security Code on a per call basis.
*4#### *	Set the Conference Security Code	Provides an additional security option for conferences in addition to the meeting room number.
*4*	Delete Conference Security Code	Delete the current Conference Security Code
*73*	Activate/Deactivate Entry/Exit Announcements	<p>Activates/Deactivates Participant Entry and Exit Announcements.</p> <p><i>Note: When Roll Call is enabled, * 73* allows moderator to cycle through 4 announcement options (tone, announcement, name announcement, or no announcement)</i></p>
*74*	Activate/Deactivate Roll Call	Allows Moderator to activate/deactivate roll call. Participants are prompted to record their name that will be played upon conference entry and exit.
*78*	Participant Name Record	Requires participants who have not recorded their name to do so.
*007*	Replay Participant Name/Count	Announces each participant's name when roll call is active. When roll call is not active, participant count will be given.



## Customer Service and Support

### TECHNICAL SUPPORT AND ACCOUNT ASSISTANCE

Technical support	800.305.5208 or +1.303.267.1097
-------------------	---------------------------------

Technical support during conference	On your phone keypad: *0* On the web: Through the Genesys Meeting Center interface: Help/Dial Private Customer Support
-------------------------------------	---

Billing and account inquires	866.747.4357 or +1.303.267.1059
------------------------------	---------------------------------

### TRAINING AND RESOURCES

Sign up for free online training	<a href="http://www.genesys.com/training">www.genesys.com/training</a>
----------------------------------	--

Online resources and user guide:	<a href="http://www.genesys.com/userguide">www.genesys.com/userguide</a>
----------------------------------	--