



**intouch
advance**

Distinct Advantage

INTOUCH ADVANCE MEETING CENTRE

User Guide

WELCOME TO INTOUCH ADVANCE MEETING CENTRE

Intouch Advance Meeting Centre is your perfect everyday business conferencing tool. Our award-winning technology integrates fully-automated audio conferencing with easy-to-use web conferencing, turning your PC into a universal communications tool. Reliable and secure, you can present PowerPoint® slides, share applications, quiz and survey participants, even lead a web tour - all with the same impact and results as in-person meetings. So you can meet more productively and more often without the time and expense of travel.

Use Intouch Advance Meeting Centre for:

- Sales Presentations
- Training and e-Learning Programs
- Marketing Seminars
- Product Launches
- Departmental Meetings
- Company Announcements
- Collaboration and Project Management

Tips for a Successful Meeting

Below are some helpful hints for conducting an efficient and productive Intouch Advance Meeting Centre 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.
- Specify the time zone in meeting invites to avoid meeting delays and confusion.
- 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.
- Consider the screen resolution of your audience. Check the appropriate screen resolution when uploading your presentation, and adjust your monitor display if necessary when application sharing.
- Use annotation tools and include voting and quizzes to promote interactivity.
- To help participants better understand and recall content, limit presentation materials to 6-7 lines per slide. And use larger-size fonts for legibility.
- All participants should perform a browser-test (included in the meeting invitation) to ensure there are no firewall issues before the conference.

AUDIO CONFERENCING

Use this as a guide for your audio-only meetings

Start/Access a Meeting

Moderator:

1-Dial your Meeting Number.

LocalConnect Service:

1-Dial the closest city dial-in number, then your Meeting Number. Ensure 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.

Note: Moderators with the account code option will be prompted to enter a 1-16 digit number that represents a billing or project code, prefixed and followed by the * key. Please contact Customer Service to activate this option.

Participants:

Participants dial your Meeting number.

LocalConnect Service: Participants dial the closest city dial-in number, then the Meeting Number, ensuring that the Meeting Number is preceded and followed by * the key.

Dial Out to Participants

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

- **National:** *Area code + telephone number*
- **International:** *00 + country code + area code + telephone number*
- To disconnect the last number dialed: *2*
- Redial last number: *3*

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

Conference Security Code:

Moderators select a 4 digit passcode:

Enter *4xxxx* to set the code, where xxxx is the 4 digit conference passcode. Moderators use *70* to enable or disable the feature. When the

Conference Security code is activated by the moderator, participants will be prompted to enter the 4 digit code to access the audio portion of the conference, prefixed and followed by the * key: Participants enter: *xxxx*

Roll call/Participant Name Capture

- Activate/deactivate Roll Call and Name Capture capability: *74*
- Replay Roll Call and number of participants in the conference: *007*
- Conference Entry and Exit announcement settings: *73* to cycle through entry/exit announcement options.
- Previous entrant name record: *78* (prompts all participants who entered room prior to *74* activation to record names).

Other Useful Features

- Mute/Un-Mute all participants: *51*
- Ask participants to use the self-mute feature if they are in a noisy environment.
Self-mute/un-mute: *6*
- Deactivate/activate entry and exit tones: *73*

Recording and Replay

The chairperson may begin the recording of a conference at any time.

- Activate/deactivate recording mode: *17*
A replay code is allocated and recording can commence.
- Start recording: dial 0

A recording may be accessed at anytime by dialing +44 (0)20 8401 9525

- At prompt, enter replay code
- End replay, simply hang up

Close the Meeting

- End conference and disconnect all participants: *9*

Contact Technical Support

- Contact technical support during conference (moderators only): *10*
- Contact technical support outside the conference: +44 (0) 208 288 6933

WEB CONFERENCING

Use this as a guide for your audio and web meetings

GETTING STARTED

Schedule a Meeting

Through Intouch Advance Meeting Centre:

- 1- Go to <http://intouchadvance.conferencing.com>, click Moderator LOG IN.
- 2- Enter your Meeting Number and PIN and click Log In. (The * key is not required).
- 3- Click Schedule a Meeting button and follow the steps through the scheduling wizard.
- 4- Click Finish and your participants will receive an email invitation that includes the information they need to access your meeting.

Through Microsoft Outlook®:

To download the Microsoft Outlook® Calendar Tool, log into Intouch Advance Meeting Centre. Click Setup/Tools in the main Conference Manager menu. Once downloaded:

- 1- Click Schedule Meeting from the Meeting Center Outlook® Toolbar that appears under the standard Outlook Toolbar.
- 2- Select the desired meeting time and participant names from your Outlook® Address Book.
- 3- Click Send and your participants will receive a Microsoft Outlook® meeting request with instructions on how to access your meeting.

Access a Meeting

Moderator:

- 1- Go to <http://intouchadvance.conferencing.com>, click Moderator LOG IN.
- 2- Enter your Meeting Number and PIN (the * key is not required.)
- 3- If you scheduled the meeting in advance, find your meeting in the Conferencing/Meetings section and click Start. For instant meetings, click Start next to Ad Hoc Meeting. You can also launch Scheduled, Ad hoc and XPress Meetings through the Desktop Meeting Launcher tool.
- 4- You will be prompted to dial into the audio portion of your call (see audio instructions).

Participants:

- 1- If the meeting was scheduled in advance, participants click on the link provided in the email invitation to join.
- 2- For instant meetings, participants go to <http://intouchadvance.conferencing.com>, select Intouch Advance Meeting Centre and click Participants JOIN. Participants will be prompted to type in your Meeting Number and their name.
- 3- Once the interface has loaded, participants will be instructed to dial into the audio portion of your meeting, enter the meeting number and identify themselves via a Participant ID.

Ad Hoc Meeting

You can start an Ad Hoc Meeting in Intouch Advance Meeting Centre at any time.

Through Intouch Advance Meeting Centre:

- 1- Go to <http://intouchadvance.conferencing.com>, click Moderator LOG IN.
- 2- Enter your Meeting Number and PIN.
- 3- In the Main Menu, click START next to Ad Hoc Meeting.

Note: Web conference room door remains closed and participants are sent to the waiting room until the moderator starts the audio portion of the call or opens the web door.

XPress Meeting

Quickly share applications via a simplified interface without launching your browser.


To launch an XPress Meeting:

- 1- Click on the Meeting Center XPress icon  on your desktop or select XPress Meeting via the Desktop Meeting Launcher.
- 2- Invite participants instantly using e-mail or MSN Instant Messenger.

Desktop Meeting Launcher


The Desktop Meeting Launcher is a user-friendly tool that allows you to quickly start Scheduled, Ad hoc and XPress Meetings.

To use the Desktop Meeting Launcher:

- 1- Click on the  icon in your taskbar.
- 2- Launch Scheduled, Ad hoc or XPress meetings, send Quick Invites via e-mail or MSN Messenger or access your Intouch Advance Meeting Centre account.


CONFERENCE MANAGEMENT

Dial Out to Participants

- 1- Click on the Dial icon , select Dial Participants, and enter the name and number of the person to call.
- 2a- For New Participants: Click Add Participant, highlight the name and then click Dial.
- 2b- For Existing Participants: Highlight participant name from your address book(s), click Add button, highlight the name and then click Dial.

Add'l 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 toolbar, click the Open/Close Door icon  to close and open the meeting to attendees.


Note: By default the door to the meeting is set to 'Closed'.


Audio Status Icons


The moderator can always see the audio status of the participants through the web interface.


Status icons:

-  **Standard Audio icon.** The participant (or moderator) is currently in the main audio meeting room.



-  **Active Speaker icon.** The participant 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.

-  **Sub-Conference icon.** The participant (or moderator) is currently in the sub-conference, or breakout room.


-  **Ghost Icon.** The participant has disconnected from the meeting.

Mute/Un-mute Participants

- 1- Click on the Audio icon  to mute or un-mute each participant.
- 2- You can also mute or un-mute **all participants** at once by selecting the Audio Icon  from the top menu, then Mute All or Unmute All.


Q&A

The moderator can initiate a Q&A session where participants request the right to speak by using their touchtone telephones.


- 1- Click on the Q&A icon . Your participants will be informed that their lines have been muted.
- 2- Instruct your participants to hit the * key to indicate that they would like ask a question.
- 3- 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 .

Close the Meeting

- 1- Click the Close Meeting icon  on the top menu, or click File and Dismiss All Participants, then Log Off and Close Conference.
- 2- Confirm that you want to close the meeting.

Contact Technical Support

- 1- Click on the Dial icon  and select Dial Customer Service.


COLLABORATION & OTHER FEATURES

Show a Presentation

The moderator can easily share a PowerPoint® presentation with participants.

Before the meeting

- 1- From the Main Menu, under Resources, select Presentations.
- 2- Click Upload a Presentation.
- 3- Name the presentation, then browse to select the presentation you want to upload.
- 4- Select the resolution for your presentation and click Upload Presentation.

Note: You can access Upload a Presentation from within a Intouch Advance Meeting Centre web conference by clicking on the PowerPoint® icon .

At the time of your meeting

Once logged into Intouch Advance Meeting Centre, select your presentation from the pull-down menu on the Slides tab. It will load automatically.

- 1- Click the forward and back buttons to navigate through your presentation.
- 2- Double-click on a slide title to proceed directly to a particular slide.

Share an Application

Click on the Share tab in the navigation bar.

- 1- Select the application(s) you would like to show to participants.
- 2- Alternatively, click Share Desktop and go to the document you would like to show via the Task Bar.

Note: When application sharing is active, the Intouch Advance Meeting Centre navigation bar is hidden behind the document you are sharing.

Survey/Quizzes/Voting

- 1- From the Main Menu, find Survey [Quizzes/Voting] under Resources.

- 2- Click Create New Survey [Quiz/Vote and make your selections.
- 3- During the meeting, go to File, then Open and launch your Survey [Quiz/Vote].
- 4- After the meeting, review the results from the Survey [Quiz] under Reports.

Upload a picture or other image to broadcast in a meeting

- 1- From the Main Menu, go to Resources/Images.
- 2- Click Upload Image and follow the upload wizard.
- 3- During the meeting, go to File/Open to display the image.
Alternatively, broadcast live video of yourself and/or other meeting participants.
 - Check Video under Ad Hoc Meeting or Resources tab, when scheduling your meeting through the scheduling wizard.

Archiving

On the Intouch Advance Meeting Centre Tool Bar, go to File/Record.

- 1- Name the archive and click Start (allow up to 30 seconds for the recording to start)
- 2- Minimize the recording window during your meeting.
- 3- To stop the recording, click on the Recording field at the bottom of the navigation bar.
- 4- Click Stop.
- 5- After your meeting you will find your Archive in the Main Menu, under Conferencing/Archives.

Note: Additional charges will apply.

Reports

Intouch Advance Meeting Centre stores detailed reports from scheduled, Ad hoc and XPress Meetings, with information on duration of the meeting, number of participants, participant name and/or telephone number, participant connection type (audio, web, streaming), who accepted and declined the invitation as well as Survey or Quiz results.

- Access Reports from the Main Menu, under Reports.



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INTOUCH ADVANCE MEETING CENTRE

Customer Service & Technical Support

Customer Service

- **UK:** +44 (0) 208 288 6933

Technical Support

- During conference (moderators only): *10*

Training and Resources

- Sign up for free online training: <http://intouchadvance.conferencing.com>
- Reference the comprehensive online user guide: <http://intouchadvance.conferencing.com>

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