



AudioOne

User Guide

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Welcome to AudioOne by MeetingOne! We are pleased to present you with our simple, cost-effective solution for all your conferencing needs. Reservation-less, operator free, and extremely easy-to-use, AudioOne conferencing makes your conference calls more efficient than ever.

With MeetingOne, you have two ways to conduct a conference call or simply be part of it:

- Using only your phone
- Using both your phone and the Click&Meet® online interface - Available through almost any web browser at www.meetingone.com/clients

AudioOne Host Access

Opening your Conference Room in the United States

1 To start, dial your Conference Room number.

2 Press * (your 4-digit PIN) #. You are now connected to your Conference Room. The default access mode is set at immediate - all participants calling in will be automatically connected to your call.

Opening your conference Room outside the United States

1 To start, Dial your access number

2 Press * {your room number (US toll-free number)} Press #

3 Press * (your 4-digit PIN) Press #. You are now connected to your Conference Room. The default access mode is set at immediate - all participants calling in will be automatically connected to your call.

Billing Code Option

This option offers you the opportunity to bill the costs of each conference to your clients, departments, or projects, just by entering a numeric code (at least four digits long) at the beginning of (or at any point during) the conference.

1 Once you have dialed your Conference Room and entered your PIN, you can activate this feature: press * 7 7 * (your billing code) #. You will hear a voice prompt acknowledging your code.

2 If you want to confirm the billing code you entered: press * 7 7 * (billing code) * (billing code) #. Billing codes that need to be confirmed can be a maximum of 14 numeric characters.

3 To modify your billing code during the conference: * 7 7 * (new billing code) #.

4 During the conference, you can check if you entered a billing code: * 7 7 1 #. You will hear a voice prompt telling you whether or not you have entered a code.

Dialing Out to Participants

1 To call a participant, press * (the participant's phone number) #.

2 If there is no answer, press * 8 # to disconnect the call.

3 To redial the last participant you tried to reach, press * 0 2 #.



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Note: If you have time constraints on your meeting, you can set a reminder tone to signal you after the number of minutes you specified has expired. To set the reminder, press * 61 * (number of minutes) #.

Accessing Modes

To change the Access mode at any time:

- Unconditional Access, press * 10 #
- Screened Access, press * 11 #
- Coded Access, press * 12 * XXXX # (where XXXX equals a 4- to 6-digit code you specify prior to your call).
- Locked Access, press * 14 # (after all participants have arrived).

Unconditional Access

Participants are automatically connected to the conference simply by dialing your Conference Room number. All Conference Rooms are set to unconditional access by default.

Delayed Access

If you select "Delayed," each participant's access to your Conference Room will be paced by the time you have set (up to 300 seconds). They will be placed in the waiting lounge and will hear music for the amount of time you have indicated; once they have waited the allotted amount of time they will join the main conference.

To set a time delay, press * 1 0 * XX # (where XX equals the time specified, in seconds).

Screened Access

Participants calling your Conference Room are first isolated and put on hold in the Waiting Lounge. Participants on hold longer than 12 minutes will be disconnected after they have been notified to double-check the conference room number and the time scheduled for the conference call.

1 To activate Screened Access, press * 1 1 # (after you have already connected to the Conference Room).

Note: A tone signals the arrival of each new participant.

2 Press * 1 # to be connected with the new arrival in the private Host Corner (see Host Corner 1.5) To move them from the Host Corner to the main Conference Room, press * 1 #.

Note: If multiple participants are waiting, they will join you in the Host Corner in the order in which they connected to the call.

3 To return yourself to the main Conference Room (when all participants have arrived or at any other time), press * 2 0 #.

Coded Access

Coded access protects your Conference Room with a code which each participant is required to enter in order to join the Conference. There are three types of access codes:

Conference Access Code

This is a public code assigned to the entire conference by the Host; all participants share this code and are required to enter it in order to connect to the conference.

1 Enter your Conference Room number (see Opening Your Conference Room 1.1).

2 Enter * (your PIN) #.



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3 To activate Coded Access, press * 1 2 * XXXX # (where XXXX equals a four- to six-digit code you specify prior to your call).

Note: If a participant enters the wrong code twice or if they wait without entering the code, you will hear a tone. You can then allow these participants to enter individually by pressing * 1 #.

Individual Access Codes

These are unique codes assigned (prior to the conference) to each participant in the Host's Directory (see Using the Directory 2.5). The Host is responsible for informing each participant of his/her individual access code.

1 Enter your Conference Room (see Opening Your Conference Room 1.1).

2 Enter * (your PIN) #.

3 To activate Individual Access Codes, press, * 1 3 #.

Note: If a participant enters the wrong code twice or if they wait without pressing a code, you will hear a tone. You can then allow these participants to enter individually by pressing * 1 #.

Individual Access Codes within a Group

Groups prevent participants who have an individual access code but who are not included in the group, from entering the conference call. To create a group, see Using the Directory 2.5.

Locked Access

This mode offers maximum security for the Conference by denying access to any person(s) attempting to join the conference by dialing in. The only way to include a participant is for the Host to dial out.

1 Enter * 1 4 #.

2 To dial out, press * (participant's phone number) #.

3 To disconnect the participant called, press * 8 #.

Host Corner

The Host Corner is a private room outside of the main Conference Room. It can be used to screen new participants confidentially upon their arrival or at any point during a conference to have a private conversation with a participant. Keep in mind that in the Host Corner you can only welcome one participant at a time, and no participant can go to the Host Corner without your permission and your presence.

Screening Participants

1 To activate the Host Corner for screening participants, press * 2 #. You will enter the Host Corner by yourself (see Screened Access Mode 1.4).

2 To admit a waiting participant into the Host Corner, press * 1 # **OR**

3 Make an external call by pressing * (the participant's phone number) # and automatically admit them to the Host Corner.

4 To leave the Host Corner and return to the main Conference Room, press * 2 0 #.

For Private Conversations



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1 To activate the Host Corner for a private conversation during the meeting, press * 2 1 # and ask the participant you wish to meet with to press * 2 1 # also. You will be joined in the Host Corner by the selected participant.

2 To leave the Host Corner and return to the main Conference Room, press * 2 0 #.

Mute and Floor Request Modes

Mute Mode

Mute mode enables you to mute the phones of all participants; they can still hear you, but cannot interrupt.

1 To mute all participants, press * 4 #.

2 To un-mute all participants, press * 4 0 #.

Host Self-Mute Mode

Self-Mute Mode allows you to mute your phone; you can hear participants, but they cannot hear you.

1 To activate Self-Mute mode, press * 4 6 #.

2 To cancel, press * 4 6 0 #.

Participants Self-Mute Mode

Participants can also activate the same self-muting commands for themselves.

1 To mute themselves, participants press * #.

2 To un-mute themselves, participants press * # again.

Floor Request Mode

Floor Request Mode allows you to facilitate a Question and Answer session. All participants will be muted by default and must request and be granted the right to speak by the Host.

1 To activate Floor Request mode, press * 4 2 #.

Note: To request the floor, a participant presses * # and is entered in a queue in the order in which the request was made.

2 To transfer the floor from one participant to the next, the Host presses * #. The participant is then notified he has the floor with a prompt.

3 To end floor request mode, press * 4 2 0 #.

Sub-Conference Rooms

Eight sub-conference rooms are available, numbered 1 through 8 (number 0 is the main conference room). There are two choices when opening a sub-conference:

Host Controlled (Automatic Mode)

When activated, participants are automatically assigned to a sub-conference room as determined by their profile in the Host's directory (see Using the Directory 2.5).

Note: To activate the automatic mode, the Host must enter * 3 #.

Participant Controlled (Manual Mode)

When activated, participants may move into sub-conferences by pressing * 3 * X # (where X represents the sub-conference room they wish to join, from 1 through 8).



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Note: To activate manual mode, the Host must enter * 3 * X #.

1 In either mode, the Host can stay in or return to the main conference (where X equals 0), can go into any sub-conference, and can move from one sub-conference room to another at any time by entering * 3 * X #.

2 To close all sub-conferences, the Host presses * 3 0 #.

3 To close sub-conference number X, the Host presses * 3 0 * X #.

Recording Your Conference

A Host can make their own raw recording in mp3 format from whatever discussion occurs in their main room. If activated this recording would include any door bells, audio prompts, Q&A, or roll call announcements that occur as well in the main conference room. After the meeting is over and the room is closed, the Host can retrieve their own recording at www.meetingone.com in the Client Login section under "Recordings".

1 To activate the recording function the host can press * 5 1 #

Note: If audio prompts are activated then the Host and Participants will hear a prompt stating that "Audio Recording for this meeting has begun"

2 To disable the recording function the host can press # 5 1 0 #

Note: If audio prompts are activated then the Host and Participants will hear a prompt stating that "Audio Recording for this meeting has ended"

Conducting Roll-Call

The Roll Call feature can be used to request that all meeting participants announce their name upon entering the room either to the entire room or just to the host. This feature will not work if audio prompts are disabled.

1 To enable Roll Call the host can press * 5 0 #

Note: The host will hear a prompt stating that Roll Call is enabled. Every participant that joins the meeting after this point will be prompted before joining the room to tell their first and last name. Then as the participant enters the room this will be played back to either the host only or the entire room. By default this is set as the entire room.

2 To enable Roll Call to the host only press * 5 0 * 2 #

3 To enable Roll Call to the entire conference press * 5 0 * 3 #

4 To play back Roll Call for all participants who have entered the conference, press * 5 0 1 #
*** This will play back to the host only ***

5 To disable Roll Call press * 5 0 0 #

Premium Event Services

Events & Facilitations

Have MeetingOne make your conference calls run more smoothly and efficiently with your very own facilitator to manage your calls for you. Contact your Sales Account Executive or Customer Support for more information on this service.

Conference Recording, Playback & Webcasts

Contact your Sales Account Executive or Customer Support for more information on those services.



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Transferring Host Functions

- 1 To transfer the Host functions to another participant, press * 9 9 9 #.
- 2 The designated participant then enters the same, * 9 9 9 # to confirm receipt of Host authority.

Audio Prompts

- 1 To deactivate all audio prompts, press * 4 8 #. To reactivate the audio prompts, press * 4 8 0 #.
- 2 To only deactivate the doorbell announcing the arrival of new participants, press * 4 7 #. To reactivate the doorbell, press * 4 7 0 #.

Ending your Conference

- 1 To end your conference and disconnect all participants, press * 9 # (this ensures everyone is disconnected, including the Host).
- 2 To end only your participation in the conference call, simply hang up the phone.

Click&Meet® Online Interface

With our Click&Meet Online Interface, you gain unparalleled control of your AudioOne conference in a visually dynamic way. Every participant in the conference is represented by a colored pictogram. Want to have a one-on-one meeting with a participant? Just click, drag, and drop a participant and yourself into the Host Corner. Want the floor for a while? Simply click the mute icon and be the only one who's heard. In addition, you can cast votes, take roll call, conduct Questions & Answer sessions and much more. Participants can also use Click&Meet with limited control – they can view the conference, see who's talking, vote, and participate in data sharing sessions.

Accessing Click&Meet

Click&Meet is tested to perform normally when accessed through the internet with Internet Explorer 6 or 7, Firefox 2 or 3, or Safari. Occasionally security settings on an individual's workstation or certain firewall configurations may block this access but normally this is not an issue. A high-speed internet connection is recommended. You may also need to disable some pop-up blocking software in order for this to work.

- 1 Go to the MeetingOne home page at www.meetingone.com
- 2 Click on the Client Login section
- 3 Under Click&Meet click "Login"
- 4 A new window should open within a few moments with the Click&Meet login page

Opening your Click&Meet Conference Room

- 1 Enter your Conference Room Number without the "1" or any dashes (i.e. 8665551234)
- 2 Enter your User Name and Password.
- 3 Click "Connect"
- 4 To establish your audio connection:
 - On your telephone, dial your conference room number and enter * (your PIN) # in order to be identified as the host,



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OR

- Dial yourself from the Click&Meet interface by selecting the phone icon on the left side of the screen, entering your telephone number in the 'number to dial' field and then selecting 'dial'.

Accessing Modes

The Access icon allows you to select an access mode.

Unconditional Access

Participants are automatically connected to the conference simply by dialing your Conference Room number. All Conference Rooms are set by default with unconditional access.

Delayed Access

If you select "Delayed," each participant's access to your Conference Room will be paced by the time you have set (up to 300 seconds). They will be placed in the waiting lounge and will hear music for the amount of time you have indicated; once they have waited the allotted amount of time they will join the main conference.

Screened Access

Participants calling your Conference Room are first isolated and put on hold in the Waiting Lounge (located on the left part of the interface). Participants on hold longer than 12 minutes will be disconnected after they have been notified to double-check the conference room number and the time scheduled for the conference call. Greet them individually by clicking and dragging their pictogram to the Host Corner, or just click and drag them directly to the main Conference Room.

Coded Access

Coded access protects your Conference Room with a code which each participant is required to enter in order to join the Conference.

There are three types of access codes:

Conference Access Code - This is a public code assigned to the entire conference by the Host; all participants share this code and are required to enter it in order to connect to the conference.

Individual Access Codes - These are unique codes assigned (prior to the conference) to each participant in the Host's Directory (see Using the Directory 2.5). The Host is responsible for informing each participant of his/her individual access code.

Individual Access Codes within a Group - Groups prevent participants who have an individual access code but who are not included in the group, from entering the conference call. To create a group, see Using the Directory 2.5.

Locked Access

This mode offers maximum security for the Conference by denying access to any person(s) attempting to join the conference by dialing in. The only way to include a participant is for the Host to dial out.

Using the Phone Icon

- 1 Click the phone icon.
- 2 Enter participant's telephone number.
- 3 Click "Dial."



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Note: If a participant has disconnected, you may automatically re-dial them by clicking on their icon.

Using the Directory

- 1 Click the Directory icon.
- 2 Enter a new name or select from names already saved.

Note: To enter a new name, select the icon at the top of the directory labeled "Record a New Participant."

Note: To change an existing participant's default parameters, double-click on the participant's name to display a window with detail information. Here you are able to change the participant's individual access code, right to vote, right to speak, and right to join sub-conference rooms.

- 3 To dial out to a participant, double-click on the participant's name, then click the phone icon in the toolbar to automatically dial the selected participant.

- 4 Group Management
To create a group:

- 1 Click the Directory icon.
- 2 Click the icon at the top of the directory labeled "Group Management"
- 3 Click on the icon in the toolbar labeled "Add a Group".

Note: To "blast" dial a group all at once: Select the group you wish to dial and click on the phone icon. Participants will hear a prompt welcoming them to the conference when they answer their phone.

Using the Microphone

- 1 Click the Microphone icon.

Note: All participants are automatically muted (indicated by grayed-out pictograms), but are still able to hear you.

- 2 To un-mute all participants, click the microphone icon again.

Floor Request Mode

- 1 Click the Floor Request Mode icon.
- 2 A dialog box appears where you have the option to mute all participants by clicking OK.

Note: To request the right to speak, participants must press * #. The system records the requests from participants on a first-come, first-served basis.

Note: To cancel the request for the floor, participants must enter * # again, and their request is taken out of the queue.

- 3 A toolbar will appear on the Host screen with the following commands:

Play - grants participant permission to speak.

Pause - pauses participant's control of the floor.



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Stop - ends Floor Request mode for all participants.

4 To allow specific participants to speak throughout the entire Floor Request Mode session, go to their participant detail and turn their microphone on. This overrides the queue.

Note: You may also override the queue for a portion of the Floor Request Mode session by right-clicking on a participant's pictogram and selecting "Give the Participant the Floor". This allows the participant to speak, but re-mutes them as soon as the Host gives the floor to the next participant (based on the queue order or not).

Voting Sessions - Multiple Choice and Write-In

To open a voting session, the Host must click the Voting icon. He/she can initiate two types of voting:

Multiple Choice - A question must be answered by entering one number (from 1 through 9).

Write-In - Votes must be completed by entering any number up to 9 digits long.

1 Complete your own vote in the pop-up window and close the voting after all participants have finished or at any time at Host's discretion. A window will display the results only to the Host.

2 Vote tallies can be copied and inserted into an Excel spreadsheet by pressing the "Copy" button.

Opening and Managing Sub-Conferences

1 Click on the Sub-conference room icon to display the sub-Conferences windows.

2 Make a selection based on the two options this feature offers:

Participant Controlled - Select the box "Participants may move freely between sub-conference rooms" to allow participants to move to and from the sub-conference rooms of their choice. You may also move participants between sub-conference rooms by clicking and dragging their pictogram or by right-clicking on the participants icon, selecting "Take Participant to", and choosing one of the eight sub-conference rooms available from the drop-down menu.

Host Controlled - Leave the box "Participants may move freely between sub-conference rooms" empty to automatically assign participants to a sub-conference room based on their profile in the Host's directory (see Using the Directory 2.5). Eight sub-conference rooms will appear in the lower right-hand side of your interface.

Note: Participants in a sub-conference room may signal the Host to request him/her to join them. The participants press * 3 2 # on their telephone key pad and an exclamation mark will appear on their sub-conference room to signal the Host.

3 To close all sub-conferences and return all participants to the main conference, click again on the Sub-Conference icon.

Using the Roll Call feature

You can activate the roll call feature through the Click&Meet interface with the "Roll Call" button displayed in the upper-right corner of your screen. This feature will not work if you have audio prompts disabled.

Another box will open allowing you to click "enable" or "disable" and a prompt will be played to the host announcing that Roll Call has been Enabled or Disabled.



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Using Billing Codes

Simply select the Billing Code icon. You will then be presented with a box where you can type in your desired billing code, that will better help you organize your conference calling.

Using Chat Feature

Click on the dialogue box and select ALL if you want to chat to the entire conference or you can select individual participants to chat with. (The chat feature works with both Click&Meet windows and Click&MeetWeb, but you can only chat with those connected to Click&Meet).

Taking Notes

Simply select the link and you can take notes during your conference call.

Advanced Services

Customer Support during your conference call - You may make a direct call to a customer representative during your conference by clicking on the Supplementary Services icon or the Customer Service button.

Conference Recording, Playback & Webcasts - Contact your Sales Account Executive or Customer Support for more information on these services.

Events & Facilitations - Have MeetingOne make your conference calls run more smoothly and efficiently with your very own facilitator to manage your calls for you. Contact your Sales Account Executive or Customer Support for more information on this service.

Using the Toolbar

Click on any of the following items in the toolbar to activate a variety of features:

Home - This is a direct link to the MeetingOne home page and a wealth of additional information about MeetingOne and Click&Meet®.

Control - Activate a monitoring bar that allows you to view key information for your conference room with key information (access mode status, number of participants, etc...) when Click&Meet® is minimized.

Display - View sub-conferences, empty seats (clear disconnected pictograms), change the display of the pictograms, and customize colors.

Conference - Activate/deactivate audio prompts, and activate all the features available through the features icons (muting, floor request mode, etc...).

Participants - Allows the Host to perform a variety of functions on participants.

Host - Allows the Host to perform a variety of functions on himself/herself.

Help - Download the latest version of the software, report a bug, or get additional information about Click&Meet.

Recording your Audio Conference

The Click&Meet host can stop or start recording for their meeting using the Record and Stop buttons in the upper-right corner of the Click&Meet window.

While the meeting is being recorded the word "recording" will flash in red next to these buttons.

After your meeting the raw recording in mp3 format can be retrieved by going to the Client Login – Recordings section from the www.meetingone.com web page.



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Ending Your Click&Meet Web Conference

- 1 To end your conference, click on the "End Conference" icon. A dialog box will appear and ask, "Do you wish to end the web conference and disconnect all participants?"
- 2 Click OK to reset your Conference room.

AudioOne Participant Access

Joining a Conference Room in the United States

Dial the Conference Room number provided to you by the Host.

Note: A voice prompt lets you know you have joined the conference. If you hear music playing, you are waiting in the lounge. You will remain there until the Host joins the conference and welcomes you. Participants enter the Conference Room according to the Host's choice of access:

Joining a Conference Room outside the United States

- 1 To start, Dial your access number
- 2 Press * {your room number (US toll-free number)} Press #

Access Modes

Unconditional Access - You access a Conference Room by simply dialing the Host's Conference Room number (this is the default setting). A tone signals a participant's entry.

Screened Access - Participants calling in are placed on hold in the Waiting Lounge where they will hear background music until welcomed by the Host.

Coded Access - If the Host wants to increase the security level to access the conference, he/she can specify a conference access code or individual access codes to enter the meeting.

Note: To enter a Conference Room with Coded Access:

- 1 Call the Conference Room number.
- 2 Press * (the Conference Code) # or * (your individual access code) #.

Host Corner

To have a private conversation with the Host, press * 2 1 # after you have received a request from the Host to join him/her in the Host Corner.

Note: You will then be connected with the Host in a private room that is separate from the main conference.

Receiving Host Functions

- 1 You will be notified by the Host that he/she is going to transfer the Host Functions to you.
- 2 After you have been advised, press * 9 9 9 #.



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Note: You will then be the Host for the current meeting.

Floor Request Mode

The Floor Request Mode can only be activated by the Host. Press * # to request your turn to speak. The system will record your request on a first-come, first-served basis. If you wish to cancel your request to speak, press * # again, and your request will be taken out of the queue.

Self-Muting Mode

Press * # to mute or un-mute yourself. This is useful when there is a lot of background noise.

Voting Sessions

The Voting Session can only be activated by the Host. Once activated, you will be notified by an audio prompt.

Multiple Choice

- 1 To cast a Multiple Choice vote, enter a number (from 0 through 9).
- 2 To place your vote secretly, press * X # (where X equals your vote number(s)).

Write-In Votes

- 1 To cast a Write-In vote, enter a number (up to 9 digits long).
- 2 To place your vote secretly, press * X X # (the number is pressed twice). (where X equals your vote number, and the number is pressed twice).

Sub-Conferences

The Host can initiate sub-conferences in automatic or manual mode:

- 1 Host Controlled (Automatic Mode) - When activated, participants are automatically assigned to a sub-conference room as determined by their profile in the Host's directory (see Using the Directory 2.5).
- 2 Participant Controlled (Manual Mode) - When activated, participants may move into sub-conferences by pressing * 3 * X # (where X represents the sub-conference room they wish to join, from 1 through 8).

Note: Join a sub-conference by pressing * 3 * X # (where X represents the sub-conference room number). You may move from one sub-conference room to another at any time during the conference.

Note: While you are in a sub-conference room, you can signal the Host that you have completed your discussion, you need help, or you have a question. Press * 3 2 # on your telephone keypad to notify the host and identify your sub-conference room.

Click&Meet Online Interface (Participants)

Accessing Click & Meet

Click&Meet is tested to perform normally when accessed through the internet with Internet Explorer 6 or 7, Firefox 2 or 3, or Safari. Occasionally security settings on an individual's workstation or certain firewall configurations may block this access but normally this is not an issue. A high-speed internet connection is recommended. You may also need to disable some pop-up blocking software in order for this to work.

- 1 Go to the MeetingOne home page at www.meetingone.com
- 2 Click on the Client Login section
- 3 Under Click&Meet click "Login"



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- 4 A new window should open within a few moments with the Click&Meet login page

Opening the Click&Meet Conference Room

As a participant you can't join the conference room until it has been "opened" by the host.

- 1 Enter your Conference Room Number without the "1" or any dashes (i.e. 8665551234)
- 2 Un-Check the "You are the host" check box
- 3 Type your Name or IAC code
- 4 Click "Connect"
- 5 To establish your audio connection:

Note: On your telephone, dial your conference room number

- 6 To synchronize your audio connection with your Click&Meet session:

Note: When you join Click&Meet as a participant it will give you a custom code to enter into your phone to identify you and link the two sessions. Simply dial this code exactly as shown on the screen into your phone and it will automatically associate the two. The code will look something like * 65 * XX # where XX represents the custom code that will link your phone to Click&Meet.



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