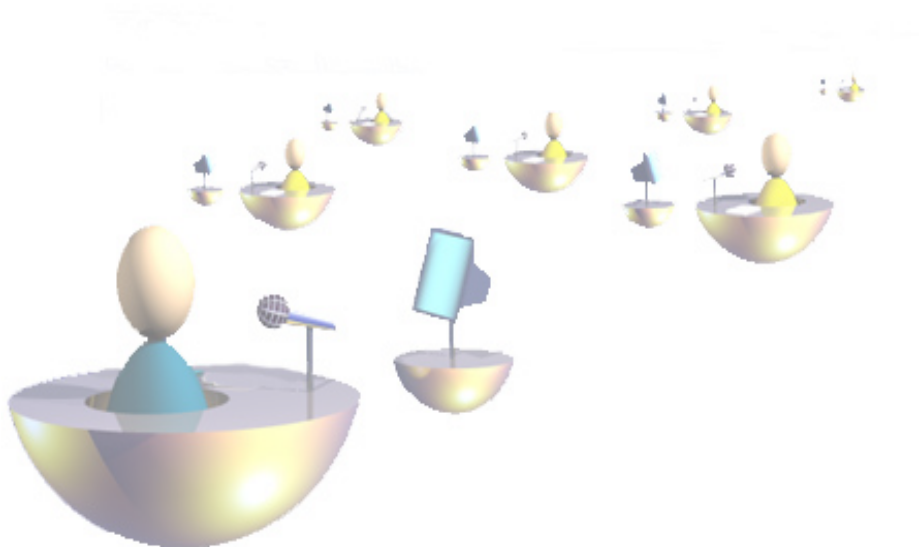




AudioOne

Click & Meet

AudioOne and Click&Meet® Userguide



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.

Customer Service:

North America: (888)523-8445

Belgium: 32-2-789-00-10

France: 33-1-70-70-05-92



MeetingOne

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Host Access

Starting Your MeetingOne Conference

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

- 1 Using only your phone
- 2 Using both your phone and the Click&Meet® online interface

Accessing Click&Meet®

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.

Click&Meet® is tested to perform normally when accessed through the internet browsers up to versions Internet Explorer 8, Firefox 3.6, 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 properly.

- 1 Go to the MeetingOne home page at <http://www.meetingone.com>
- 2 Click on the Customer Center section
- 3 Under the Click&Meet® heading, click "Login"
- 4 A new window should open within a few moments with the Click&Meet® login page

Opening Your Click&Meet® Conference Room

On the Click&Meet® login page complete the following steps:

- 1 Enter your Conference Room Number without the "1" or any dashes (i.e. 8665551234)
- 2 Enter your User Name and Password
- 3 Be sure the box for 'You are the host' is checked
- 4 Click 'Connect'

5 To establish your audio connection: 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 clicking 'Dial'

6 A message will pop up asking "Is the person you are calling the host?" Click on 'Yes'

7 Your phone will ring, and when you pick up you will hear some opening prompts including one stating that you are the host.



Opening Your Conference Room From Your Phone

- 1 To start, dial your Conference Room number (or dial your Access Number then *Room Number#)
- 2 Press * (your Host PIN) #
- 3 You are now connected to your Conference Room. You will hear an audio prompt on your phone stating that you are the host.

Opening Your Conference Room Outside the United States

1 To start, dial the appropriate Access Number (options listed below):

- General International Dial-In Access Number: (303) 330-0440

- Other International Access Numbers for other countries are available on our website at:
<http://www.meetingone.com/us/customer/clientlogin.cfm>

(Access Numbers listed under "International Access" heading)

2 Once prompted, press * {your room number} press #

3 Press * (your Host PIN) #

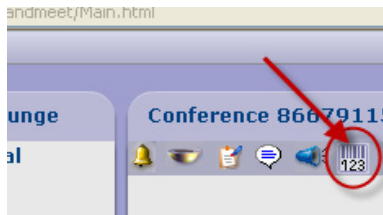
4 You are now connected to your Conference Room. You will hear an audio prompt on your phone stating that you are the host.

Using the Billing Code Option

This option offers you the opportunity to associate the costs of a conference to 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. This billing code entered (if used) will appear on your invoice for the call.

From within Click&Meet®:

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



... or on your Phone:

- 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.

If a Mandatory Billing Code is activated on your account or conference room, use these commands when joining your conference call and entering your Host PIN:

- Press * (your Host PIN) * (your billing code) #

Time Constraint Reminder Option

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.

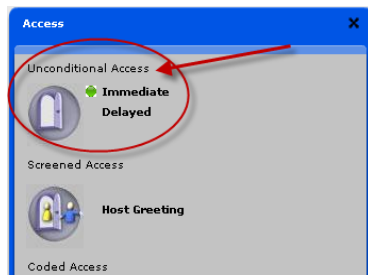
- 1 To set the reminder, press * 61 * (number of minutes) #

Access Modes

Descriptions of Access Mode Options

Immediate Access

Participants are automatically connected to the conference simply by dialing your Conference Room number.



Note: Most Accounts' Conference Rooms are set to Unconditional Immediate Access by default

From within Click&Meet®:

- 1 Click the Select Access Mode icon (>) on the top left of your screen
- 2 Select the "Immediate" option, under Unconditional Access



... or on your Phone:

- To set/change to Immediate Access Mode at anytime, press * 1 0 #

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.

From within Click&Meet®:

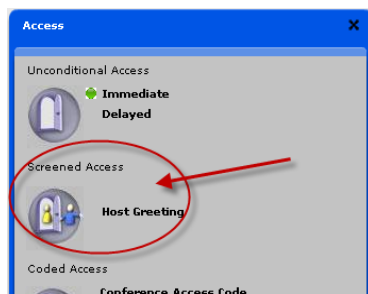
- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Delayed" option, under Unconditional Access
- 3 In the dialog box, enter the number of seconds for delay up to 300 seconds (5 minutes)
- 4 Click "Ok"

... or on your Phone:

- To set a time delay, press * 1 0 * XX # (where XX equals the time specified, in seconds - up to 300)

Host Greeting (Screened Access)

Also known as "Screened Access." Participants calling your Conference Room are first isolated and put on hold in the Waiting Lounge. Participants will remain on hold until you move them into the Host Corner or Main Conference Room.



From within Click&Meet®:

- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Host Greeting" option, under Screened Access
- 3 Click and drag yourself and participants in and out of the Host Corner, Waiting Lounge, and Main Conference areas as needed

... or on your Phone:

- 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.

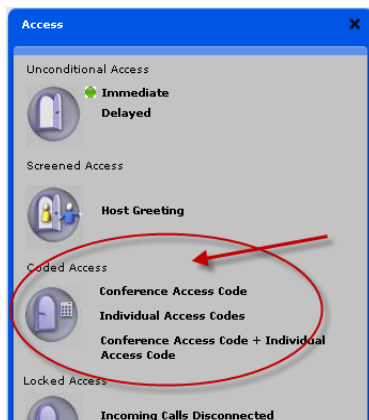
Note: If multiple participants are waiting, they will join you in the Host Corner in the order in which they connected to the call.

- 3 To move them from the Host Corner to the main Conference Room, press * 1 # again.

- 4 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.

From within Click&Meet®:

- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Conference Access Code" option, under Coded Access
- 3 Enter the four to six digit access code you wish to assign to the particular call in the dialog box that appears and click "Ok"

... or on your Phone:

- 1 Enter your Conference Room number
- 2 Enter * (your Host PIN) #
- 3 To activate Coded Access, press * 12 * 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. The Host is responsible for informing each participant of his/her individual access code.

From within Click&Meet®:

- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Individual Access Codes" option, under Coded Access
- 3 Participants will now be required to enter an Access Code upon entry (assigned in the directory).

... or on your Phone:

- 1 Enter your Conference Room
- 2 Enter * (your Host PIN) #
- 3 To activate Individual Access Codes, press * 1 3 #

Note: See Participant Access section for required entry by participants.

> **Conference Access Code + Individual Access Codes:** This option combines the two options above, requiring participants to enter in **both** a Conference Code and a Participant Access Code.

From within Click&Meet®:

- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Conference Access Code" option, under Coded Access
- 3 Enter the four to six digit access code you wish to assign to the particular call in the dialog box that appears and click "Ok"

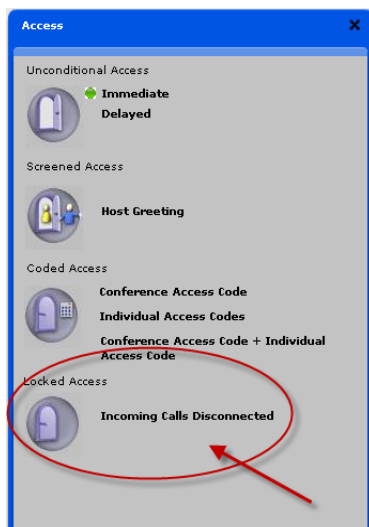
... or on your Phone:

(This option is only available through Click&Meet®)

Note: See Participant Access section for required entry by participants.

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.



From within Click&Meet®:

- 1 Click the Select Access Mode icon on the top left of your screen
- 2 Select the "Incoming Calls Disconnected" option, under Locked Access

... or on your Phone:

- 1 Enter * 1 4 # to activate Locked Access
- 2 To allow a participant in dial out to them by pressing * (participant's phone number) #
- 3 To disconnect the participant called, press * 8 #

Dialing Out to Participants

Connecting Participants to Your Conference Call

Participants may always connect to your call by calling into your conference room; however, in the event that you need to manually call a participant, use the following steps to connect them to your call:

From within Click&Meet®:

- 1 Click the phone icon (>) on the left side of the screen
- 2 Enter participant's telephone number
- 3 Enter participant's name (optional)
- 4 Click "Dial" on the dialog box that appears



Note: If a participant has disconnected, you may automatically redial them by right clicking on their icon and selecting "Redial"

... or on your Phone:

- 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 #

Note: Dialed participants will join the conference wherever the Host is (i.e. sub-conference room, main conference, host corner, etc). This feature allows you to move into the Host Corner (or sub-conference room) to dial your participant. This would avoid disrupting the main conference while you are connecting the caller if a presentation or conversation was in progress between others in your conference.

Note: International dialing is restricted by default, however requests can be made to open international dialing on either a temporary or permanent basis.

Note: If a call is directed to a voicemail the voice message will play into the conference. Best practice is to only dial direct phone lines who is expecting the call.

Using the Directory

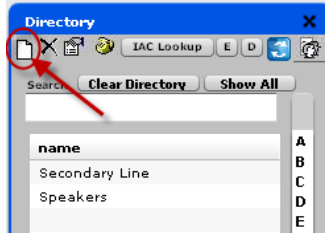
Features and Uses of the Click&Meet® Directory

To open the Directory, click the directory icon (>) on the left side of the screen.



To add a new directory entry:

1 Select the icon at the top of the directory labeled "Add"



2 Fill in the various default profile parameters as needed

Note: The Name is the only required field, all others are optional or will auto-populate (such as the Individual Access code)

3 To change an existing participant's default parameters, double-click on the participant's name to display a window with the detail profile information.

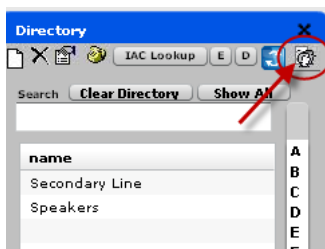
To dial out to a participant from the directory:

1 Click on the participant's name, then click the phone icon in the toolbar to the left of the "IAC Lookup" button

2 Click on "Dial" in the dialog box that comes up

To create a group:

1 Click the icon at the top of the directory labeled "Group Management"



2 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 or the "Call Group" button. Participants will all hear a prompt welcoming them to the conference when they answer their phone. - be sure to only dial direct phone lines who are expecting the call to avoid voicemails, etc. being played into the conference.

Adding multiple directory entries:

If you have a number of directory profiles to add to the Directory you may upload a spreadsheet with the information rather than adding them one-by-one in Click&Meet®. This can be done on our Customer Center page under the "Directory Upload" heading.

Note: Customer Center site can be found at <http://www.meetingone.com/us/customer/clientlogin.cfm>

Mute & Floor Request Modes

Managing Participant's Speaking Rights

Mute Mode:

Mute mode enables you to mute the phones of all participants; they can still hear you, but cannot interrupt. This mode also eliminates any background noises coming from participant's phone lines.

From within Click&Meet®:

- 1 To mute all participants, click the unmute participants icon (>)
- 2 To un-mute all participants, click the mute participants icon (>)

Note: Muted participants are indicated by grayed-out pictograms



... or on your Phone:

- 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.

From within Click&Meet®:

- 1 To mute yourself, right click on the host's icon (in the bottom left corner of the Conference area), and select "Mute"

... or on your Phone:

- 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.

From within Click&Meet®:

(can only be activated through phone commands)

... or on your Phone:

- 1 To activate participant self-muting mode, press * 4 5 #
- 2 To mute themselves, participants press * #
- 3 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. Participants must request (and be granted) the right to speak by the Host.

From within Click&Meet®:

- 1 Click the Floor Request Mode icon (>).
- 2 A dialog box appears asking "Start Open Floor Request Mode?"
- 3 Click "Yes"



*Note: To request the right to speak, participants must press * #. The system records the requests from participants on a first-come, first-serve 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 next participant in queue permission to speak
- Pause: mutes current participant with speaking rights, and awaits the Play command to move on to next participant requesting the floor
- Stop: ends Floor Request mode

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).



... or on your Phone:

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

*Note: To request the floor, a participant presses * # and is entered into a queue in the order in which the requests were 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 #

Voting Sessions

Managing Conference Voting

The option to take polls from your conference call's audience is available to you. There are two types available: multiple choice and write-in.

1 To open a voting session from within Click&Meet®, click the Voting icon (>). Two types of voting can be initiated from the dialog box that appears:



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

Write-in ballots: 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 saved by clicking the "Copy to clipboard" button and pasting into a spreadsheet.

Sub-Conference Rooms

Managing 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

When activated, the Host is the only person who has the ability to move participants from one sub-conference room to another. If only using the phone, participants are automatically assigned to a sub-conference room as determined by their profile in the Host's directory.

From within Click&Meet®:

- 1 Click on the Sub-conference room icon (>) to display the Open Sub-Conferences dialog box.
- 2 Select "Host Controlled"



Note: The eight sub-conference rooms will appear in the lower right-hand side of your interface



- 3 Simply drag and drop the icons to move participants (or yourself) in and out of sub-conference rooms.

... or on your Phone:

- 1 To activate the Host Controlled mode, the Host must enter * 3 #

Participant Controlled

When activated, participants may move themselves in and out of sub-conference rooms, in addition to the Host.

From within Click&Meet®:

- 1 Click on the Sub-conference room icon to display the Open Sub-Conferences dialog box.
- 2 Select "Participant Controlled"

Note: The eight sub-conference rooms will appear in the lower right-hand side of your interface

... or on your Phone

- 1 To activate Participant Controlled mode, the **Host** must enter * 3 * 8 #
- 2 **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)

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

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 within the Click&Meet® interface.

Closing Sub-Conferences

From within Click&Meet®:

- 1 To close all sub-conferences and return all participants to the main conference, click the Sub-Conference icon(>) again.



... or on your Phone:

- 1 To close all sub-conferences, the Host presses * 3 0 #
- 2 To close sub-conference number X, the Host presses * 3 0 * X #

Host Corner

Using the Host Corner Feature

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

From within Click&Meet®:

1 To screen participants select Host Greeting as your access mode

Note: See Access Mode section of this userguide for more information and further instructions

... or on your Phone:

1 To activate the Host Corner for screening participants, press * 2 #. You will enter the Host Corner by yourself.

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

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

OR:

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

For Private Conversations

From within Click&Meet®:

1 To speak privately with a participant of the conference, simply drag and drop the participant's icon and your own into the Host Corner (near the bottom left of your screen).

... or on your Phone:

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 #

Recording Your Conference

How to Record Your Conference Call

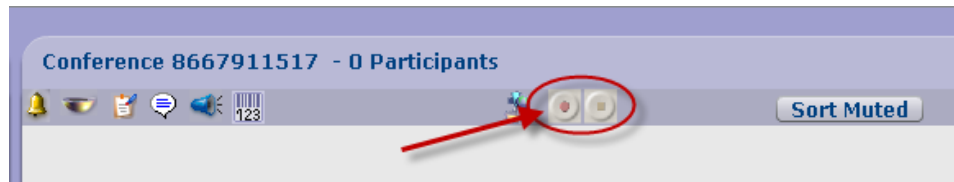
A Host can make their own raw recording in .mp3 format from whatever discussion occurs in their main room. If activated this recording would include any door bells, audio prompts, Q&A, or roll call announcements that occur as well in the main conference room. After the meeting is over and the room is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

From within Click&Meet®:

- 1 Start the recording by clicking on the record icon (>) in the top-center area of your screen.
- 2 To end the recording, click the stop recording icon (>).



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



... or on your Phone:

- 1 To start the recording function, press * 5 1 #

Note: The Host and Participants will hear a prompt stating that "Audio Recording for this meeting has begun."

- 2 To end the recording function, press # 5 1 0 #

Note: The Host and Participants will hear a prompt stating that "Audio Recording for this meeting has ended."

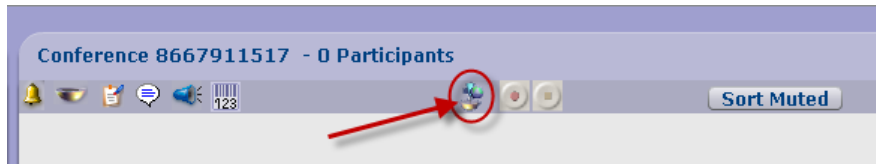
Using the Roll Call Feature

How to Conduct 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.

From within Click&Meet®:

1 You can activate the roll call feature through the Click&Meet® interface with the Roll Call icon  displayed in the top-center of your screen.



2 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.

... or on your Phone:

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 #

*Note: *** This will play back to the host only ****

5 To disable Roll Call, press * 5 0 0 #

Note: The recording created from the Roll Call can be downloaded from the Recordings site listed on the Customer Center page.

Doorbells & Audio Prompts

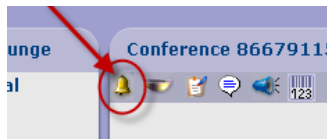
Controlling the Doorbells and Audio Prompts

Doorbells and Audio Prompts are audio queues that notify you, and participants, of various events occurring in the conference. For example, doorbells indicate the arrival of a new participant; audio prompts can be a number of announcements, such as the initiation of a recording, the entire conference being muted, floor request mode initiation, etc.

Doorbells

From within Click&Meet®:

1 To only turn off/on the doorbells click the Doorbell icon (functions as a toggle).



... or on your Phone:

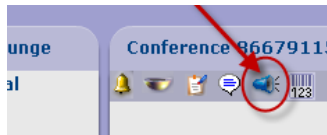
1 To only deactivate only the doorbell announcing the arrival of new participants, press * 4 7 #

*Note: To reactivate the doorbell, press * 4 7 0 #*

Audio Prompts

From within Click&Meet®:

1 To turn off/on all audio prompts click the Audio Prompt icon near the top left of the Conference area on your screen (functions as a toggle).



... or on your Phone:

1 To deactivate all audio prompts, press * 4 8 #

*Note: To reactivate the audio prompts, press * 4 8 0 #*

Transferring Host Functions

Giving the Host Control to Another User/Caller

From within Click&Meet®:

- 1 Right click on the participant you would like to transfer control to.
- 2 Click on "Select as Host"
- 3 Confirm selection by clicking on "Yes" in the dialog box that comes up.
- 4 The new host will then hear an audio prompt saying "You are now the conference Host."

... or on your Phone:

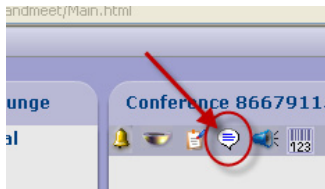
- 1 To transfer the Host functions to another participant, the **Host** must press * 9 9 9 #
- 2 The designated **participant** then enters the same, * 9 9 9 # to confirm receipt of Host authority.
- 3 The new host will then hear an audio prompt saying "You are now the conference Host."

Advanced Features

Advanced Click&Meet® Features

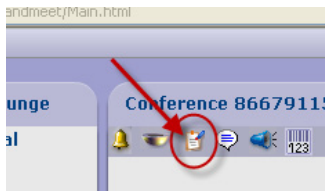
Using Chat Feature

- 1 Click on the Chat icon
- 2 In the dialogue box, select ALL if you want to chat to the entire conference, or you can select individuals to chat with (only those logged onto Click&Meet®).



Taking Notes

- 1 Simply click on the Meeting Notes icon and you can take notes during your conference call
- 2 If you would like to save your notes you can click on the "Copy Notes to Clipboard" and paste them into a document of your choice.



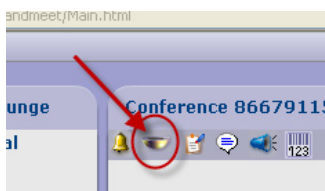
Viewing Participants

- 1 Participants who are successfully in the conference will show up in the "Conference" area
- 2 There are three ways to see the participant's icons (also known as "Pictograms"). These selections are found under the View Menu > "Pictograms"
 - Full: complete icon; with name/number bar and seat icon
 - Partial: shows approximately 12 characters of the name/number bar
 - Long Name: allows a longer name/number bar to be shown; approximately 26 characters

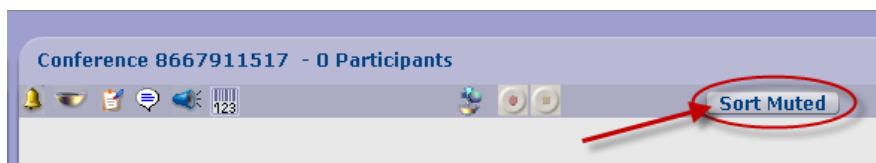
Clearing/Sorting Participants

- 1 The Clear Empty Seats icon will clear out the "empty seats" (disconnected participants) as well as sort the remaining participant's icons. (Also available from the View Menu)

Note: When used the system will also sort all participants with characters (such as "I") first, then alphabetically, then numerically.



- 2 You may also sort participants by their current mute status. This is done by clicking on the Sort Muted button near the top-center of the screen.



Contacting Customer Service/Operator

- 1 To contact Customer Service directly from your conference call for troubleshooting purposes click on the Customer Service icon (>) on the left hand side of your screen.
- 2 This will dial out directly to the MeetingOne Support line who will be able to troubleshoot directly from within your call.



*Note: this can also be done on your host phone by pressing * 0 #*

Help Menu

- 1 Online Help:
 - Will bring you the website containing this Userguide
- 2 Icon Legend:
 - Shows the icons from the menu to the left of the screen with a brief description of each
- 3 International Dialing:
 - Will bring you to the website with the listing of the International Local Access Numbers
- 4 Your Feedback:
 - Allows you to send feedback to MeetingOne directly through Click&Meet®

MeetingOne Website and Resources

- 1 Click on the MeetingOne icon (>) in the bottom left corner of the screen.
 - This will bring you to our main website where you can find numerous resources and information on our services.



Ending your Conference

How to Disconnect your Conference Call

From within Click&Meet®:

- 1 Click the End Conference icon (>) on the left side of the screen
- 2 Confirm your selection by clicking on "Yes" in the dialog box that comes up.



Note: You will hear an audio prompt saying the meeting has ended and all participants have been disconnected.

- 3 If you need to start a new conference call right away, you will then have the option to start a new conference by clicking "Yes" on the following dialog box; otherwise, click "No" to fully log out of Click&Meet®.

Note: Click&Meet® will close itself out if an audio connection had been established, and all participants as well as the host disconnect their phone lines from the conference call. You may start up another Click&Meet® session simply by clicking "yes" when asked if you want to start another conference.

... or on your Phone:

- 1 To end the call from the host phone, press * 9 # (this insures everyone is disconnected, including the host).

Note: You will hear an audio prompt saying the meeting has ended and all participants have been disconnected.

- 2 To end only your participation in the conference call, simply hang up the phone.

*Note: If the Host simply hangs up the phone without ending the conference, the remaining participants will not be disconnected until they physically hang up the phone themselves. Participants can stay in the room up to 90 minutes after the host has left, and charges will continue to accrue. Use *9# to close the conference to avoid any unwanted charges.*

Events and Facilitations

Planning a Conference Call with a MeetingOne Facilitator

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 Representative or Customer Support for more information on this service.

- You may call your Sales Account Representative directly, or you may send request to events@meetingone.com to schedule a facilitated call.

Note: Please include the Conference Room Number, time, date, number of expected participants, and details on what you would like us to assist you with on the call.

We also have products to assist you in conducting a webcast. If you have any questions please contact your Sales Representative for more information.

Participant Access

Joining a Conference Call as a Participant

Joining the Conference

- 1 Dial the Conference Room number (or Access Number, then *Room Number# provided to you by the Host. If prompted, enter any code the Host has asked provided you.
- 2 You will hear a prompt when you have joined the conference (timing may differ depending on the Access Mode selected by the Host - whether that be immediate access, host greeting, delayed, coded, etc.)
- 3 If the host has not yet arrived, you will hear music playing, this indicated that you are waiting in the lounge. You will remain here until the host arrives and begins the conference (at which point you will hear that you have joined the conference.

Note: The maximum hold time for participants in the waiting lounge is 5 minutes. If the Host has not opened the room in this time, the participants will be notified, disconnected, and will need to dial back in.

If you are dialing into a conference from outside of the United States use these steps:

- 1 To start, dial an international access number

Note: This can be either our general International Dial-In Number 303-330-0440) or a Local International Access Number listed on our website on Customer Center page, under the International Access heading.

- 2 When prompted, press * {your room number} press #

Coded Access

If the Host wants to increase the security level to access the conference, they can specify a conference access code or individual access codes for the participants to enter in order to join the meeting.

Note: both the Conference Code and the Individual Access codes referred to below, will be communicated by the Host prior to the conference call.

To enter a conference with a Conference Code:

- 1 Call the Conference Room Number
- 2 When prompted, press * (the Conference Code) #

To enter a conference with Individual Access Codes set:

- 1 Call the Conference Room Number
- 2 When prompted, press * (your individual access code) #

To enter a conference in which **both** a Conference Code and an Individual Access Code are required:

- 1 Call the Conference Room Number
- 2 When prompted, press *(the Conference Code) * (your individual access code) #

Joining the Click&Meet® Interface

In the rare event that the you, as a participant, need to log onto Click&Meet® use the following steps.

Note: 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 system to work properly.

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

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

- 1 Enter the 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"

To establish your audio connection:

- 1 On your telephone, dial your Conference Room Number
- 2 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.

- 3 Simply dial this code mentioned above 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®.

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: The Host Corner connects you with the Host in a private room that is separate from the main conference.

Receiving Host Functions

Using the following steps will transfer the Host control and functionality to another caller.

- 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 #
- 3 You will now be the Host with all of its functionality for the current meeting.

Floor Request Mode

The Floor Request Mode can only be activated by the Host, but when it is initiated, you as a participant may do the following to request the floor.

- 1 To request your turn to speak press * # to request your turn to speak

Note: The system will record your request on a first-come, first-served basis.

2 If you wish to cancel your request to speak, press * # again, and your request will be taken out of the queue.

Self-Muting Mode

1 If the Host has initiated Participant Self-Muting mode you, as a participant, may press * # to mute or un-mute yourself (this command acts like a toggle).

Note: 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, as well as directions from the host on the voting session and options.

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 Host Controlled or Participant Controlled Mode:

Host Controlled

When activated, participants are automatically assigned to a subconference room as determined by their profile in the Host's directory, or by the Host's commands in Click&Meet®.

Participant Controlled

When activated, participants may move themselves in and out of sub-conferences.

1 To move into a sub-conference room press * 3 * X # (where X represents the sub-conference room they wish to join, from 1 through 8).

Note: You may move from one sub-conference room to another at any time during the conference by using this same command.

2 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. Your request will appear to the Host on the Click&Meet® interface.