

MEETING VISUALS / MEETINGCENTER™, EVENTCENTER™, TRAININGCENTER AND SUPPORTCENTER AUDIO CONTROLS RELEASE NOTES

Users with a Reservationless-PlusSM audio account are able to control their audio conference from within the web interface.

This document includes a summary of the Audio Controls feature including known issues and limitations. We are working to correct these issues but please take note of the items listed below.

▶ KEY FEATURES OF THE AUDIO CONTROLS

- Schedule and send invitations to your web conferences that include your Reservationless-Plus Dial-In information without manually typing it in each time.
- Start instant meetings with your Reservationless- Plus audio information included.
- Select “call-in” or “call-back” options for attendees.
- See participants’ connection status – both on the phone and on the web – using the participant list phone indicator.
- Mute and unmute audio participants’ lines – participants can also perform this function for their own lines.

▶ MEETING VISUALS AUDIO CONTROLS KNOWN ISSUES AND LIMITATIONS

Adding your Teleconference Account information

- If you do not have a toll Reservationless-Plus account number, you still have to enter digits into the Toll Call-in Number field before you click OK. For example, enter all zeros (0) or 000 0000000 into the field.

Scheduling a Meeting/Starting an Instant Meeting

- When selecting to use the Reservationless- Plus audio account information, the dial-in telephone number is missing a dash (or hyphen). For example, the number appears as 1-800-5557777. This formatting is repeated throughout the application.
- If you are using individual meeting tracking codes you will be unable to use the integrated audio controls feature with an instant meeting. Two possible workarounds, listed below, are available to allow the use of audio controls:
 - Disable tracking codes.
 - Do not use the Instant Meeting option, only use the Primary Scheduler.

Expelling a Participant

- If the host expels a participant from the conference, the service will remove the expelled participant's name from the participant list without confirmation that the person has been disconnected from audio conference. Please verify that the participant has disconnected from the audio portion before continuing your conference.

Participant List Display

- When using the "Attendees Call-In" option, participants will not see a phone indicator by their name. Instead, they will see "Call-In User" to indicate they are in the audio conference and they will see their name to indicate they are in the web conference portion. There is not a mechanism to tie the "Call-In User" to the name of the person connected to the web conference.
- When renaming the "Call-In User" in the participant list, it will only display for the individual that changed it.
- When using EventCenter, the participant list does not automatically show the phone indicator icon and status changes (i.e. muted) next to each participant's name. You must click the Refresh button in order to see the participant's phone status.

Breakout Sessions (TrainingCenter only)

- When attendees use the Call-In option to join a TrainingCenter session, the user must use the telephone keypad commands to join a breakout session. The Call-In user will not be joined automatically by the integrated audio.
- When attendees use the Call-In option to join a breakout session, the "Call-In_Users" names will not appear in the breakout session participant list. It is recommended that all attendees identify themselves when joining the breakout sessions.
- There is a maximum of seven participants allowed in a breakout session.

Ending a meeting

- When ending the meeting, both the web meeting and audio conference are disconnected at the same time.

Microsoft Outlook and Lotus Notes integration

- Reservationless- Plus audio is not available when using the Outlook or Lotus Notes Plug-in.

Language Localization

- Reservationless- Plus audio is not available when language localization is enabled.

ADDITIONAL RECOMMENDATIONS

We recommend using alternative audio conference services such as Operator-Assisted or Direct Event for the audio portion of your meeting if you are conducting an event or have more than 125 participants in your meeting. Reservationless-Plus is scalable up to 125 participants and is not designed for large meetings or events. Please contact your sales representative for more information on our event audio services.