

# Reservationless Conferencing Service - Web User Guide

## Create Virtual Meetings that Deliver Results

### Introduction

Reservationless conferencing enables you to collaborate with colleagues from across the globe instantly. With our simple to use web-based tools, you can take your personal meetingroom on line to hold even more effective and interactive meetings.



Reservationless conferencing on the web allows you to share thoughts, brainstorm ideas and customise your meeting to suit the way you work. Conferences can be

then either replayed over the Internet or downloaded to your PC. Plus you have a full visual dimension – you can see your virtual meeting room, the people present and control the meeting via the web. It really is like being there.

### Joining a Meeting Online

Joining a reservationless conference online is simple, just follow the steps below to join the audio and then the web element of your meeting.

- First agree a start time and advise Participants of the dial-in telephone number, Participant Passcode and web address.
- At the agreed meeting time, dial the Reservationless Conferencing Service telephone number, enter the Chairperson or Participant Passcode followed by #.
- If prompted – record your name and accept the recording.
- Wait for the audio conference to start.

**Tip:** You can allow Participants to talk before you arrive by changing the conference start option to INTERACTIVE in the customisation screen.

When the conference starts you may use the telephone keypad or join over the web to control the meeting. To join via the web:

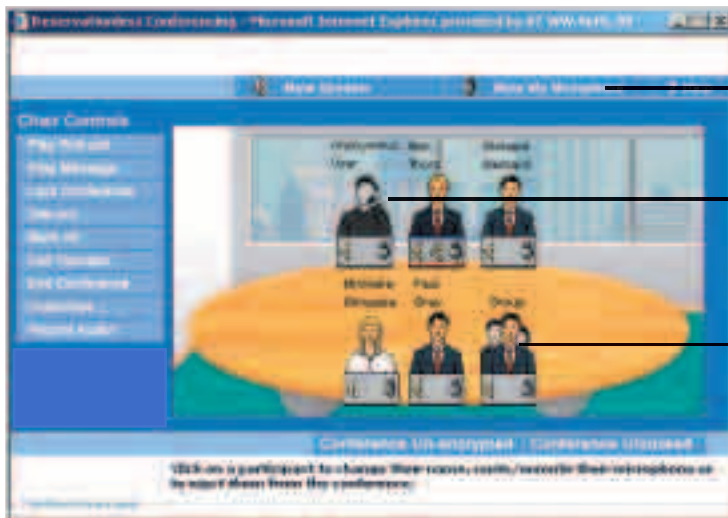
- Open your web browser and enter the reservationless service web address [www.webtools.bt.com](http://www.webtools.bt.com)
- Click on “Join a Conference”.

Next you'll see this joining screen:



- Enter your name, choose an icon and press "Join".
- You will be given a six-digit association code, press #8 on your telephone keypad and enter the six-digit number that appears on your computer screen.
- You will now be linked to the web element of the conference. Please be patient as there may be a slight pause. When the conference starts, your web browser will display a graphical representation of the meeting room and who is present.

### Viewing your Virtual Room On-line



Control your own line here

This Participant has joined by telephone only

The group icon indicates that there is more than one person on this connection e.g. using a speakerphone

The table view shows each Participant's name, role and status in the conference. It also shows if the conference is locked or unlocked and gives access to conference controls. The web site help pages are behind this screen for easy reference.

There are a range of different Participant icons, which show whether Participants have joined by phone and the web. There is also a group icon. If the Chairperson is making a dial-out call and cannot hear the conference, their icon will turn its back to the rest of the conference.

Under each icon there is a status window. For each Participant it shows earpiece on/off and mouthpiece on/off while the gavel shows who has Chairperson control. The blue line indicates who is the Chairperson and the red line indicates which icon represents you.

**Tip:** Muting your microphone is especially useful if you are on a noisy connection such as a mobile phone or noisy office environment.

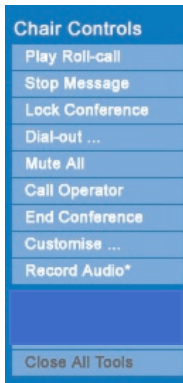
## Controlling a Conference

The conference is easily controlled using the telephone keypad or a web browser; you can use either. The web controls have a similar range of functionality to the telephone keypad control. The buttons labelled 'My Controls' at the top of the conference window control your own phone line.

Clicking on one of these buttons will change your line status to what is shown and toggles between muted and active. Clicking on the microphone or speaker in your own icon status window also has the same effect. Clicking on help will take you to the "Step by Step Instructions" web pages.

Everyone in the conference has access to "Mute All" where you can mute all lines apart from yourself to allow you to present or make an important point. Anyone can also click on "Call Operator" to request operator assistance to deal with a query. These options are listed on the lefthand menu.

As the Chairperson you have extra controls. These are:

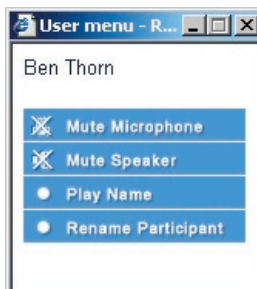


- **Play Roll-Call** – play back name recordings to see who's dialled in to the meeting.
- **Stop Message** – stops any recorded messages e.g. Roll-Call.
- **Lock/Unlock Conference** - stops anyone, including the operator, gaining access to the meeting.
- **Dial-out** – an additional window will appear that allows the Chairperson to enter a phone number and name (or choose from the last 10 dial out entries) talk in private then choose to return to the meeting with or without the additional Participant.
- **End Conference** – ejects everyone from the meeting.
- **Customise** – You can customise your reservationless conference from here. For more information on customisation, please refer to the section later on in this user guide.
- **Record Audio** - Record your conference and make it available for replay over the internet or for download as a file.

For more information about Record and Replay, please refer to the section later in on in this userguide.

But the facilities don't stop there. You can also:

Mute or activate a Participant's microphone or speaker by clicking in the icon status window.



Alternatively – right click your mouse on the person's icon and you can access and change the features in this screen.

This includes renaming Participants.

To rename a Participant, listen to the person's name recording by clicking "Play name". Then overtype the old name and click "Update".

**Tip:** If you have anonymous users as Participants (those joined via telephone only), play their name and use the rename feature so you can identify them at the table.



## Customising your Meeting

Reservationless conferences are fully customisable to suit your individual needs. There are several optional features, which you can choose from. Every reservationless conference starts with a standard profile, so you will need to check that these settings suit you.

To customise your conference, simply click on “customise” when on the conference view window and enter the Participant Passcode when prompted. This will bring up a page with a list of options for you to choose from.

### Key features you can choose are:

#### 1. Audio Tab

- Allow different features to be activated on the call such as: mute all, music before the chairperson joins, allow the conference to continue if the chairperson leaves, allow dial out to new participant or allow Web Tools to be used.

#### 2. Advanced Tab

- Select email summaries of your conferences to be sent to you so you can track your usage.
- Enter a customer reference code so you can tag conferences, for example against different projects you are working on. You can choose to be prompted for the code when you join the audio element of the call. The last code entered during the meeting, whether on phone or web, is the one which will apply to the meeting.
- If you need an extra layer of security on your Online Tools, you can choose to encrypt them using SSL. All participants will need a browser, which supports SSL encryption to view the Web Tools.

#### 3. Recordings Tab

- Here you can view and manage all your recordings.
- To make a recording available to others tick the ‘Online’ checkbox
- To prevent access simply un-tick the ‘Encrypt’ checkbox and click the ‘Update Settings’ button. Note online playback will be disabled

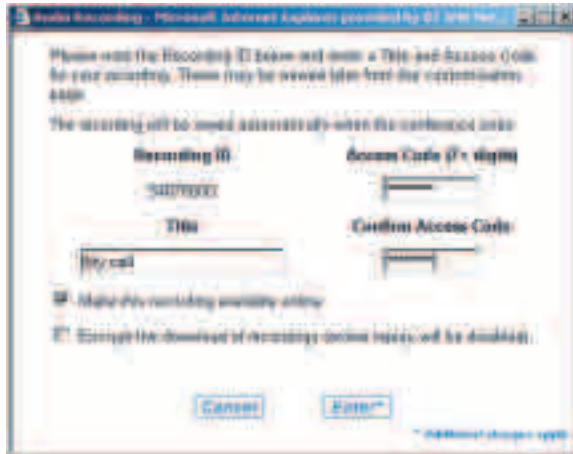
Once you have chosen your preferred settings, click update settings and these settings will be applied to your account.

*Tip: Click on the question mark icon to get more details of the options available for each setting.*

## Record and Replay\*

Your Reservationless service includes a facility to record the audio portion of a conference and then for it to be made available for replay over the Internet or to be downloaded as a file.

### Record Conference



To access the recording facility the Chairperson must join the phone conference and access the Web Tools. Once the Record Audio button is clicked on you will be prompted to enter a 7 digit Access Code and a title for the Conference Recording.

A Recording ID is shown which should be noted. The default setting for the recording is to allow access on-line once the conference is recorded. It is possible to encrypt the recording download.

Once ready the Start Recording button can be clicked and the conference will be recorded until the Pause Recording button is used or the conference ends.

### View Recordings



Once you have accessed the phone conference and Web Tools you can view and manage all your recordings via the Recordings tab in Conference Customisation.

- To listen to a recording click on the 'Recording ID' to display the associated Replay and Download page.
- To make a recording available to others tick the 'Online' checkbox and click on the 'Update Settings' button. The default setting is to allow access - to change this simply un-tick the

'Encrypt' checkbox and click the 'Update Settings' button.

Note online playback will be disabled.

- To find the Access Code for a recording click the associated 'Access Code' button. This will launch a pop-up window with the details.

Conference Recordings are stored for 45 days only and are then deleted. If summary e-mail is enabled in Customisation you will be notified before this happens. Please download your conference recording before expiration if you will require it after this time.

## **Replay and Download Conference**

Replay is available by accessing the Replay Recordings icon on the Welcome Screen and clicking on the "Replay Recordings" link. You are prompted to enter the Recording ID and the Recording Access Code. Alternatively it can be accessed by clicking on the Recording ID on the Customisation page. The recording details are then displayed including the recording start time, duration and if the conference is encrypted.

To download the recording select a file format: WAV or Windows Media Audio Format. Clicking on the relevant icon will allow you to download the recording on to your PC.

***Tip:** To replay or stream the recording over the Internet you will need to have a player supporting files streamed in Windows Media Format (.wma) installed on your machine. Compatible players include Microsoft Media Player (version 6.4 onwards) and the RealOne Player. Simply click on the Replay icon and the conference is then played over the Media Player. If you do not have a suitable player it is recommended you download the widely supported WAV format file and play it locally.*

\*Please note additional charges apply for using this aspect of the service.

## **What you need**

To use the optional web enhanced service you need an Internet connected PC with Netscape 4.5/Internet Explorer 4.01 or above with Java and cookies enabled. Where groups of people intend to use one phone, we recommend that a speaker phone is used to ensure high sound quality is maintained.

***Security Tip:** Remember that the security to your virtual meeting room is the Chairperson's Passcode. This is the key to your room and against which you will be billed.*