Instant Meeting Portal

User Guide

HKT Limited
PO Box 9896 GPO Hong Kong T +852 2888 2888 F +852 2877 8877
www.hkt.com

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1. Login

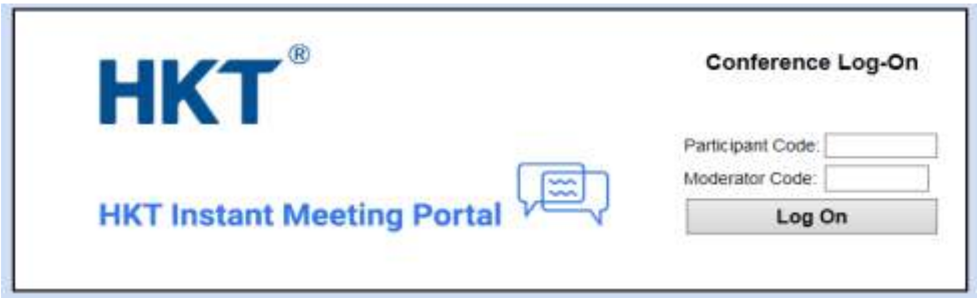
The Instant Meeting Portal enables the moderator to control an Instant Meeting conference and generate new participant codes.

Log into the Instant Meeting Portal at “instant-meeting.hkt-uc.com”

When you get the “Conference log-on” prompt, enter your participant and moderator codes (please refer to your Instant Meeting conference service welcome letter for codes).

Important note:

Please do not give the moderator code to other participants at any time because it, along with the participant code, are used to log into the Instant Meeting Portal where new moderator/participant codes are generated. For more information, refer to section 5.1 – Generate New Participant Code.



A list of conference management options appears on the left-hand side of the screen when you log into the Instant Meeting Portal.

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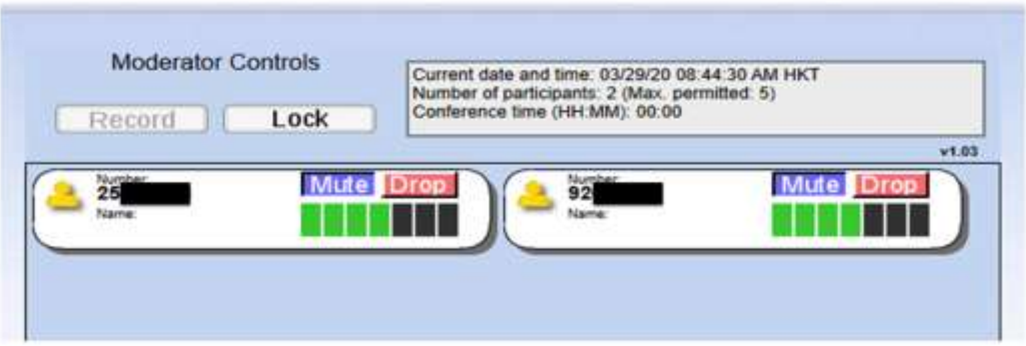
2. Current Call

The **Current Call** window allows you to manage a conference. If this window does not already show onscreen, click on the **Current Call** button.

If you have not yet started a conference, the screen will show the "There is no conference at this time" message. When more participants join the conference, the window will appear as below:



Each conference participant is represented by a panel with a telephone number at the top, as shown above.

The panel for each participant shows the following details:

- Participant's telephone number.
- Participant's name, if it can be determined by the conferencing server. This is taken from a directory entry matching the calling number, if one exists, or from the caller name the server received when the participant concerned dialed in.
- **Mute button** allows you to mute this participant's phone, so no sound is heard from this phone during the conference.
- **Drop button** allows you to remove this participant from the conference.
- **Volume control** allows you to balance this participant's sound level, so all participants can be heard clearly.

On the left of each panel is a "person" icon representing participants. Each appears in a different color to represent a participant's status during the call:

- **Gray:** Participant is on the call but is not currently speaking.
- **Green:** Participant is speaking, or is responsible for other sounds.
- **Yellow:** Moderator has muted this participant's phone.

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2.1 Changing and storing participant names

The panel for each participant shows his/her name, if it can be determined by the conference server. This is taken from a directory entry matching the calling number, if one exists. You can remedy the situation if no name is displayed, or is incorrect. Simply click on the name, or in the blank space below the word “Name”, if no name is displayed, then enter the correct details.

2.2 Muting participants

Depending on the purpose of the conference, you may want to arrange for all participants to talk at any time, or you may be the only speaker during all, or part of, the conference. If you are the only speaker and do not need to allow other participants to speak, you can mute a participant’s phone to prevent background noise from being heard.

- You can mute a participant's phone by clicking on the **Mute** button in the panel for that participant. The “person” icon on the left of this panel will change to yellow, and the participant will hear an announcement about the phone being muted.
- In order to remove the mute so the participant can speak to the conference, such as when you have finished presenting and have invited questions from the audience, click again on the **Mute** button. The “person” icon on the left of the panel will change back to gray and the participant will hear an announcement about the phone being unmuted.
- Clear the alert by clicking on the “person” icon relating to this participant.

2.3 Controlling volume levels

You can control the volume level for each participant individually. You may need to do this if one or more participants are calling in on poor-quality lines and other participants cannot hear them properly.

The gain control in the panel for each participant appears as a set of seven vertical bars, with some colored green to indicate the gain being applied to an incoming sound level. For example, one green bar (with the remaining six colored black) means the participant’s sound is turned down low, while five green bars (with the remaining two colored black) means the sound is turned up above a medium setting.

Change a participant’s volume level by clicking on the bar that represents the desired level.

2.4 Locking the conference

Locking the conference so no more participants can join requires you to click on the **Lock** button in the moderator controls at the top of the window. You can do this if you want to restrict the number of participants on a first-come-first-served basis.

If you lock the conference then perform a soft exit, you will be able to rejoin by dialing in as the moderator, but this cannot be done as an ordinary participant.

Click on the **Lock** button again to unlock the conference so more participants can join.

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2.5 Removing participants from a conference

You may wish to remove a participant from a conference, such as if he/she has obtained the participant code without your permission and is not authorized to take part. In this scenario, click on the **Drop** button in the panel for that participant.

You will be prompted by a **Yes**/**No** pop-up so you can confirm or change your mind about removing the participant. If you choose **Yes**, the participant will hear an announcement about the moderator removing him/her, and the participant's telephone call into the conference will end. The panel representing this participant will then disappear from the **Current Call** window.

3. Directory

The directory window allows you to manage names stored in the **Current Call** window from a previous conference, when it was stored for future use. This means anyone who dials into a subsequent conference using the same calling number will be identified by the same name as before in both the **Current Call** window and **Conference History** list. However, two participants might dial in using the same phone number – such as two people calling from the same company – which means you will not be able to distinguish between the two persons concerned. You may therefore wish to change the directory entry to identify the company rather than a specific caller.

Click on the **Directory** button to display this window:

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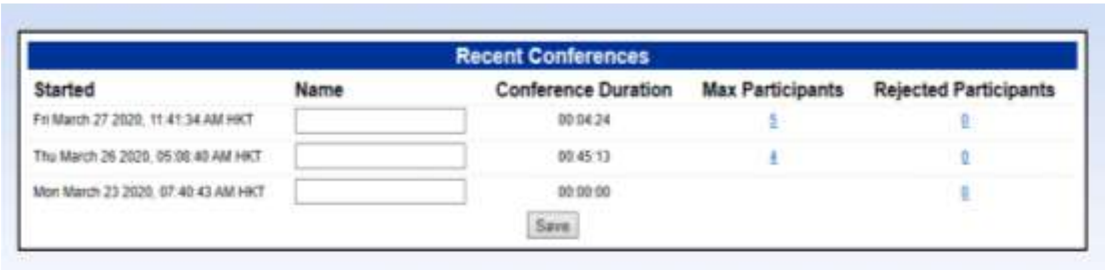
When you edit the name of a conference participant in the **Current Call** window, as described in section 2.1, the name you specify is associated with the participant's telephone number and stored as a directory entry.

The directory window allows you to manage these entries while not in a conference. For example, you may wish to enter full names, if you had no time to do so during a conference, or add names of participants in advance of the next conference. The list of existing directory entries is shown at the bottom of the window.

- You can update the name or phone number of an existing directory entry by clicking on the phone number in this list. The **Phone Number** and **Name** edit boxes at the top of the screen will change to show this entry's content. Edit the content as required, then click on **Save Entry**.
- You can add a new directory entry by clicking on **New Entry** to clear the edit boxes at the top of the screen, if any data is shown in them. NOTE: You do not need to do this if you have just moved to the directory window and the boxes are empty. Enter the phone number and name, then click on **Save Entry**.
- You can delete one or more existing directory entries by clicking on the **Del** checkbox next to each entry you want to delete. Then click **Delete Selected**.

4. History

The History window allows you to view a list of previous conferences you managed. Click on the **History** button to display this window:



The following information is displayed for each conference:

- Optional name for this conference – this can include accented/international characters. The conference will appear in this list (with a blank name) as soon as it starts, so you can provide a name while the conference is in progress, or return to this window to provide a name later, after the conference finishes.
- Time the conference starts.
- Total duration of the conference – this starts when the moderator has dialed in and provided a moderator code and a recorded name in order to start the conference.
- Maximum number of participants – this may include yourself as moderator and may not match the total number of participants who took part, if they were not all in the conference at the same time.
- Number of participants, if any, who were rejected because the conference had already reached the limited number of participants able to take part in a conference.

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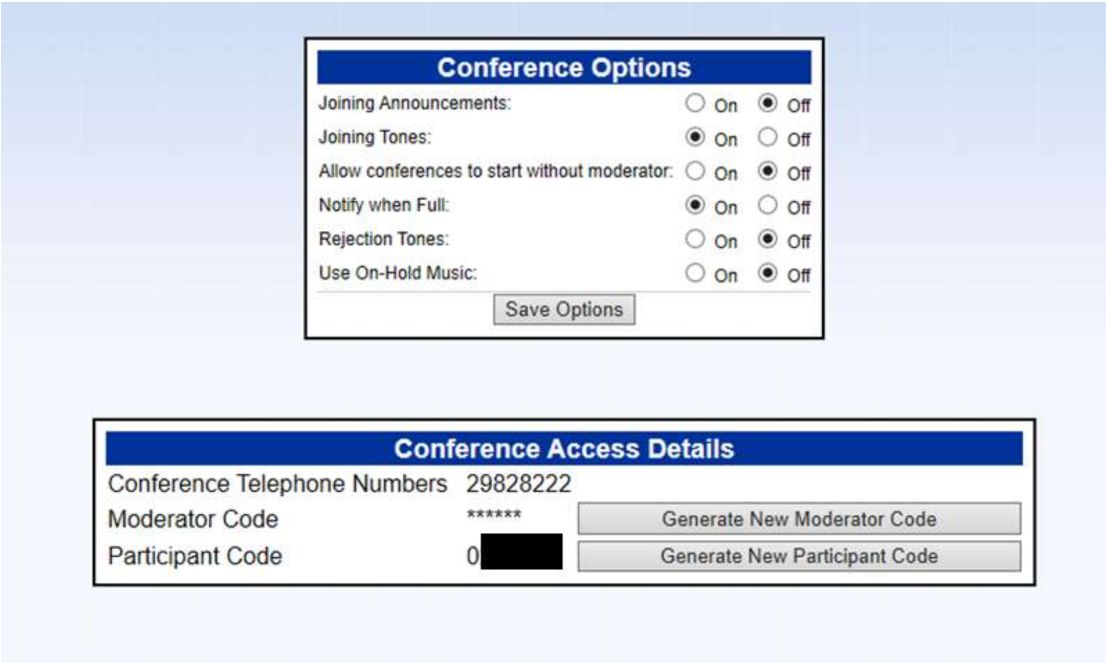
5. Options

The **Options** window allows you to view and manage options that control how your conferences run. Click on the **Options** button to display this window:



The **Conference Options** section at the top of the screen allows you to control how your conferences run. You may not see all these options, depending on how your service provider has configured conferencing. After changing any options, click on **Save Options** to save the changes you made.

Joining announcements

Specify whether you want an announcement to be played when a participant joins or leaves the conference. **Joining Tones** must be turned on for **Joining Announcements** to be played. Turning off **Joining Tones** will automatically result in **Joining Announcements** being turned off.

Joining Tones

Specify whether you want a tone to be played when a participant joins or leaves the conference.

Allow Conferences to start without moderator

Specify whether conferences are permitted to start before the moderator joins.

If you select **On**, the conference starts as soon as two people have dialed in, even if the moderator has not joined.

If you select **Off**, the conference the conference does not start until you dial in as the moderator.

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Notify when full

Specify whether you want to hear an announcement when the number of participants in a conference has reached the maximum number permitted. This is played when a conference first reaches maximum capacity.

Rejection Tones

Specify whether you want to hear a short tone when a participant who is dialing into a conference is rejected because the number of participants has reached the maximum permitted. This tone is played each time a participant is rejected.

Use on-hold music

Specify whether you want music to be played to participants joining the conference before it gets started. If you are first to dial in, this music will be played while you wait for the next participant to join you.

5.1 Generate New Participant Code

If you need to change a participant code, such as because the code has been disclosed to unauthorized users, click on Generate New Participant Code. The new code will appear onscreen in red.

Important notes:

1. Please do not give the moderator code to other participants because it, along with the participant code, is used to log into the Instant Meeting Portal, where new moderator/participant codes can be generated. NOTE: It is not advisable to generate a new moderator code.

2. You are encouraged to generate a new participant code as frequently as possible in order to prevent uninvited access to your Instant Meeting conference by participants who attended previous conferences.

3. After you have generated your new participant code, please remember it, because you and other participants will need to enter it for the next Instant Meeting conference. You will also need to enter it when next logging into the Instant Meeting Portal.

-- END --

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