



# Voice Management



Quick Start Menu



Understanding the Interface



Voice Status Icons



Commonly Used Features



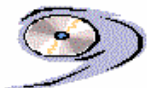
Security



Dialing Out



Question & Answer Feature



Recording / Archiving



**Upon entering your meeting you and your participants will be presented with the following voice connection options:**

- 1. Dial Me Now** – Enter your telephone number and the Genesys Meeting Center will call out to you.
- 2. Already Dialed In** – If you are already connected on the telephone.
- 3. Dial In Now** – Clicking this option will present you with the dial in numbers to call into the meeting.
- 4. Connect via Desktop VoIP** – All you need is an internet connection and headset with microphone connected to your computer. No telephone needed.

How are you joining the meeting?

**Dial Me Now**

Select your Telephone Number or select a Country and enter a new Telephone Number with area code:

Country: Telephone Number: Ext.:

United States (1) 7037492546

**Already Dialed In**

**Dial In Now**

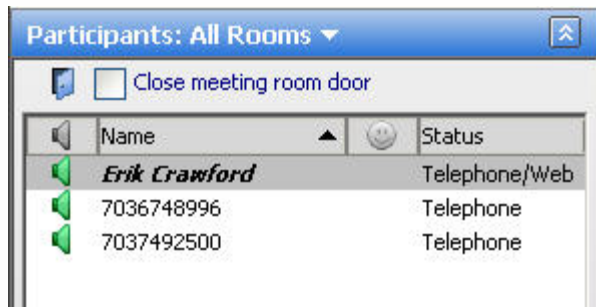
**Connect via Desktop VoIP**

***NO RESERVATION REQUIRED  
AVAILABLE 24 x 7 x 365***



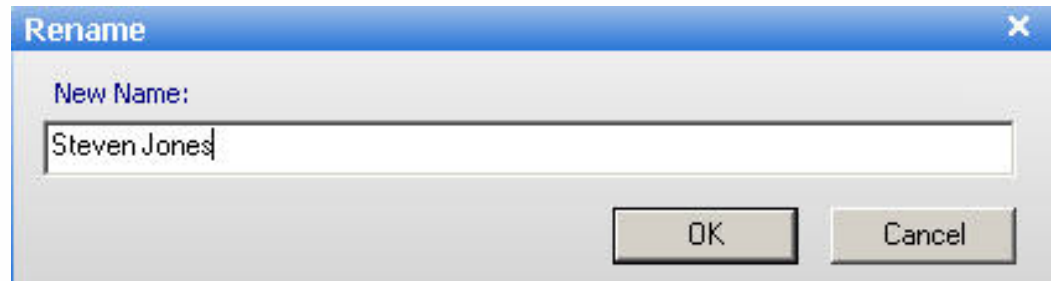
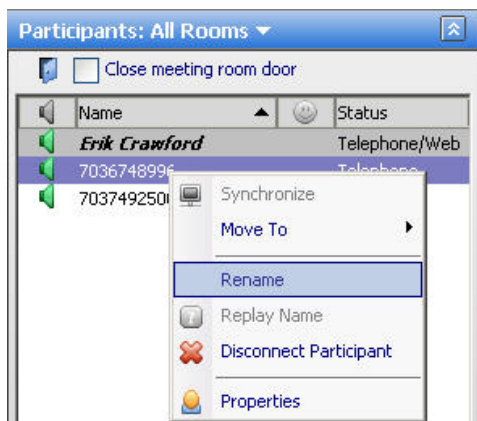
## Understanding the Interface

While logged into the Meeting Center the moderator can see the connections and voice status of the participants through the online voice management interface.



As participants dial into the conference, their connections will appear in the web interface. The participant's line will appear as the phone # from which they are dialing in.

You can rename the participants simply by right clicking on the phone # , selecting **Rename** and then enter their name.





## Understanding the Interface

If a participant's voice and web connections are not synchronized, you will see their Name and phone number.

Once a participant synchronizes, you will only see their name and a speaker icon next to it.

Name	Speaker Icon	Status
<i>Erik Crawford</i>		Telephone/Web
7037492500		Telephone
Steve Jones		Web

***Unsynchronized***

Name	Speaker Icon	Status
<i>Erik Crawford</i>		Telephone/Web
Steve Jones		Telephone/Web

***Synchronized***



## Understanding the Interface

There are 2 methods for participants to synchronize their voice and web connections

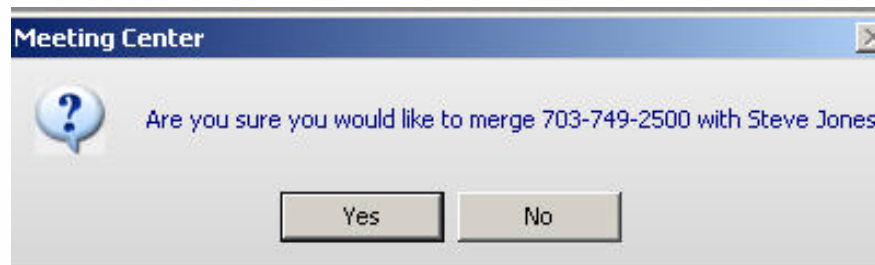
1. Participants can synchronize themselves by entering the 5 digit “Identify Yourself” code (include \* keys) on their telephone keypad.

### Identify Yourself

Be sure to identify yourself, dial: **\*20012\*** (include \* keys)

Note: Dial this number even if you hear the call in progress.

2. Moderator can synchronize the participant by dragging the participant’s name onto the corresponding phone number, or dragging the phone number onto the participant’s name.





**Next to each voice connection is a speaker icon. The moderator can see the voice status of the participants through the web meeting interface.**



**Standard Voice Icon:** The participant (or moderator) is connected to the voice portion of the meeting



**Active Speaker Icon:** The participant (or moderator) is currently speaking or has background noise coming from their line.




**Muted Icon:** The participant's (or moderator) line is muted

If you do not see a speaker icon next to the participant's name, that participant is not connected to the voice portion of the meeting.



## Mute / Unmute Individual Lines

Click the speaker icon to mute and unmute individual participants. The participant who has been muted will hear an enunciator indicating their line has been muted or unmuted and will appear as the  icon

*This is a useful feature for people who place 'music on hold' into the conference or for individuals dialing in from a cell phone with a poor connection.*



Participants or moderator may press **\*6\*** on their telephone keypads to mute / unmute their lines.





## Mute / Unmute All Participants

To mute or unmute all participants during a meeting, select the drop down arrow next to the “Unmute All” button located at the top of the moderator interface (Advanced View).

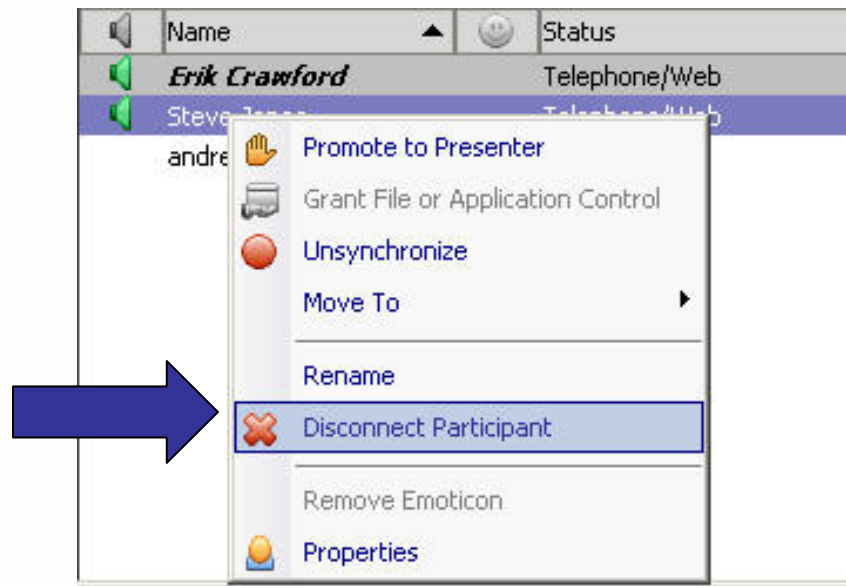


The moderator may press \*51\* on the telephone keypad to activate/deactivate the “Listen Only” mode (mute all participants).



## Dismissing Participants

To disconnect participant(s) in the voice conference, simply right-click on the participant's name and select **Disconnect Participant**



By pressing \*9\* on the telephone keypad the moderator disconnects ALL participants in the conference.



## Other Common Telephone Commands

**\*10\***: Access the 24 x 7 Global Helpdesk

**\*74\***: Activates / Deactivates Roll Call and Name Capture (done on a per call basis). Upon activation, participants are prompted to record their name which will be played back to the conference upon entry and exit

**\*78\***: Prompts all participants who entered room prior to \*74\* activation to record names

**\*007\***: If Roll Call enabled, plays name of each participant and number in conference.  
If Roll Call NOT enabled, plays number of participants in conference

**\*73\***: Deactivates / Activates entry and exit tones (entry tones are activated by default)



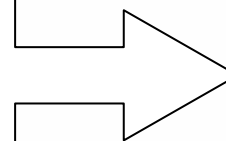
## Lock/Unlock Meeting

The moderator can screen participants in a virtual waiting room by locking the conference.



**Checking the box next to “Close Meeting Door” will block any participants from joining the meeting.**

Once the moderator has locked the conference, any participant dialing into the conference will be displayed in the waiting room. A message alert will ask the moderator to Accept, Reject or Greet the participant.




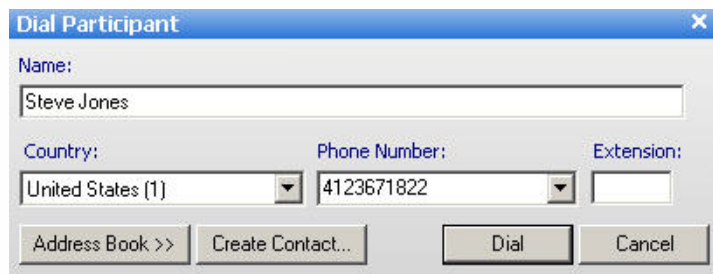
**The moderator can open and close the door to the main conference room by pressing \*7\* on the telephone keypad.**



## Dialing Out

From the Genesys Meeting Center web interface the moderator may dial out to herself/himself or a participant.

Click on the dial out icon :  Dial Out top of the interface (Advanced View).  
Enter the participant's name, phone number and click the "Dial" button.



If your conference is open and you would like to dial out to someone using the telephone commands:



- \*1 + phone #\***: Dial out to participants in North America
- \*011+ phone #\***: Dial out to international participants
- \*2\***: Disconnect last participant (i.e. if voicemail is reached).



# Question & Answer Feature

## Question & Answer Feature

The moderator can initiate a Q&A session where participants request permission to speak by using their telephones keypad.

Follow the below steps to conduct a Q&A session:

**Step 1:** Select the Unmute All drop down menu at the top of the interface and click the Audio Q&A option (Advanced View). Participants will be informed that their lines have been muted.



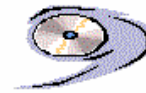
**Step 2:** Instruct participants to hit the \* (asterisk) key on their telephone keypads if they have a question.

**Step 3:** As participants queue up for questions, a hand icon will appear next to their name. Simply unmute their line by clicking on the hand icon.



To conduct a Q&A session using the telephone keypad only:

- \*50\*:** Activates / Deactivates "Listen Only" and Q&A
- \***: Participants request the floor
- \*5\*:** Grants the floor to a participant



## Recording / Archiving

Genesys Meeting Center conferences can be recorded. Below are steps on how to record voice and/or web portion of your conference call.

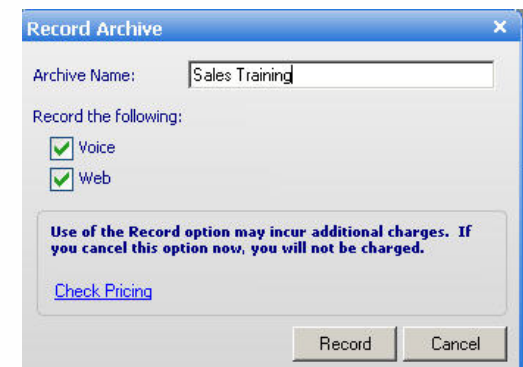
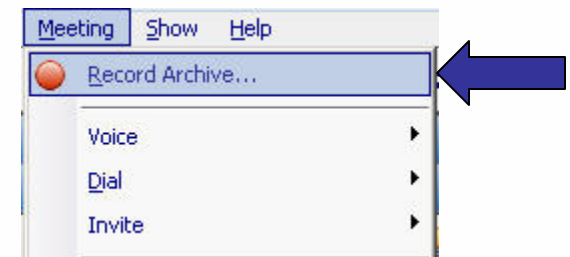
**Note:** Additional fees may apply.

**Step 1:** From the *Meeting* menu select Record Archive

**Step 2:** Name the archive (optional) and ensure the Voice and/or Web box is checked.

**Step 3:** Click the Record button. The recording will be accessible in your Genesys Meeting Center online account.

**Step 4:** Click Stop to finish recording and select how you want to receive your archive (downloadable zip file, CD, hosted for 90 days)



An voice recording can also be initiated through the telephone keypad by pressing \*17\* to activate and stop the recording.



**Thank you for taking the time  
to learn about the  
Genesys Meeting Center Feature:**

**Voice Management**