

One-Click Meeting User's Guide



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About This Guide

InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides MeetingCentre, TrainingCentre and EventCentre web conferencing services. Because MeetingCentre, TrainingCentre and EventCentre are powered by WebEx, this guide makes several references to the company name, platform and features.

What is One-Click?

One-Click is a simple way to start and join meetings and send meeting invitations without logging in to your MeetingCentre, TrainingCentre and EventCentre service site or navigating Web pages.

One-Click lets you start meetings instantly from your desktop, Microsoft Office applications or Microsoft Internet Explorer. It also integrates with your Microsoft Outlook address books, making it easy for you to send meeting invitations to those with whom you communicate regularly.

At any time, you can change your shortcut preferences as well as many meeting details by setting options in the One-Click panel. For details, see Shortcuts tab on page 17, in the About the Preferences dialog box section.

System Requirements

One-Click lets you start a meeting using the One-Click panel or a One-Click shortcut.

Before installing One-Click, ensure that your computer meets the minimum system requirements:

- + Windows 98, Me, 2000, or XP
- + Intel x86 (Pentium 400MHZ +) or compatible processor
- + Microsoft Internet Explorer 5, 6, Mozilla 1.6 or later, Netscape 7.x, or Firefox 1.0
- + JavaScript and cookies enabled in the browser

Setting Up a One-Click Meeting

At any time, you can set up advanced options as well as meeting details for your One-Click Meeting. To set up a One-Click Meeting, you use the One-Click Meeting Setup Wizard, which asks you to specify the options you want for your meeting.

The One-Click Meeting Setup Wizard allows you to specify a password, set up a voice conference, assign attendee privileges, and so on.

Note: A One-Click Meeting initially contains default settings. You do not have to specify settings to start a One-Click Meeting.

The One-Click Meeting Setup Wizard guides you through the process of setting up a One-Click Meeting. You can return to the wizard at any time to modify your meeting.

To set up a One-Click Meeting:

- 1 Log in to your MeetingCentre, TrainingCentre or EventCentre site.
- 2 Click My WebEx > One-Click (on the left navigation bar) or One-Click Meeting tab.
 - a. The Edit Setup screen appears.
- 3 Provide meeting information in the One-Click Meeting Setup Wizard. On the last screen, click Finished.
 - a. For details about the options in the One-Click Meeting Setup Wizard, see About the One-Click Meeting Setup Wizard on page 3.
 - b. The Download One-Click screen appears. On this screen, you can download the WebEx One-Click to install the WebEx One-Click panel and One-Click shortcuts, if you have not already done so.
- 4 You can return to the One-Click Meeting Setup Wizard whenever you want to change advanced options for your One-Click Meeting.

About the One-Click Meeting Setup Wizard

How to access this page:

On your MeetingCentre, TrainingCentre or EventCentre site, click My WebEx > One-Click (on the left navigation bar) or One-Click Meeting tab.

What you can do here:

- + Set options for your One-Click Meeting by following steps 1-5
- + Download the WebEx One-Click installation program

Topic, Service Type, and Access

Use this option...	To...
Set meeting password	Specify the topic, or name, for the meeting.
Confirm password	Specify the password for the meeting. Type the password again to prevent typing errors.
Unlisted on service home pages	Specify that the meeting does not appear on the publicly accessible calendar or other pages on your site. An unlisted meeting prevents anyone who visits your site from viewing information about the meeting, such as its host, topic, and starting time; and helps to prevent unauthorised access to the meeting. To join an unlisted meeting, an attendee must provide a unique meeting number.
Listed for all	Available for meetings and sales meetings only. Specify that the training session appears for any users who visit the Live Sessions page on your site. Available for training sessions only.
Listed for authorised users only	
Unlisted on service home pages	Specify that the training session appears on the Live Sessions page for only users who have user accounts and have logged in to your site. Available for training sessions only.
Service type	Specify that the training session does not appear on the Live Sessions page on your site. An unlisted training session prevents anyone from viewing information about the session, such as its host, topic, and starting time; and helps to prevent unauthorised access to the session. To join an unlisted training session, an attendee must provide a unique meeting number.
Set options using template	Available for training sessions only. Select the type of online session for which you want to create a One-Click Meeting. This option lists only the session types available for your site and user account. Select the meeting template you want to use to set options for your One-Click Meeting. The drop-down list of templates includes: <ul style="list-style-type: none"> + Standard templates: Templates that your site administrator set up for your account. + My Templates: Any personal templates that you created by saving the settings for a meeting you previously scheduled, using the scheduling options on your site.

Tracking Codes

Note: This must be enabled by the site administrator to be active.

Use this option...	To...
Tracking code	<p>Identify your department, project, or other information that your organisation wants to associate with your meetings. Tracking codes can be optional or required, depending on how your site administrator set them up.</p> <p>If your site administrator requires you to select a code from a predefined list, click the link Select Code, and then select a code from the list.</p>

Audio Conference Setup

This option is available for MeetingCentre and TrainingCentre only

Under Audio Conference Set Up choose one of the following options:

- + No teleconference service
- + Reservationless-PlusSM from InterCall
- + Other teleconference service

1 No Teleconference Service.

If you do not require a teleconference for your meeting, click on the radio button next to None.

2 Reservationless-PlusSM from InterCall

IMPORTANT: This is the option that is linked with Reservationless-Plus audio controls. To use your InterCall Reservationless-Plus account, click on the radio button next to Reservationless-Plus from InterCall. Then click on the radio button next to the appropriate account (e.g. Account1, Account2, Account3) if necessary.

If you would like...	Then...
Attendees to call in	Click on the radio button next to this option.
Attendees to receive a call back	Click on the radio button next to this option.

NOTE: If you select the call in option, it will show the participants' names as well as reference to a "Call-in User" on the participant list.

3 Other teleconference service

If you would prefer to use either InterCall's Operator Assisted or our Automated audio conferencing service, click on the radio button next to Other teleconference service, and type the Dial-In information, Conference Code and passcode (if applicable) in the Instructions box that appears.

To Use Reservationless-Plus from InterCall:

▼ **Host a Session**

- Schedule Training
- Instant Session
- Hands-On Lab
- Test Library
- Add / Edit

Teleconference

Options: None Reservationless-Plus from InterCall

Add teleconference account...

1 Choose the radio button titled "Reservationless-Plus from InterCall and select Add Teleconferencing Account.

2 In the Add Teleconferencing Account window, enter:

- a. Your toll-free Reservationless-Plus telephone number into the Toll-free call-in number field.
- b. Your toll Reservationless-Plus telephone number into the Toll call-in number field.
- c. Your Conference Code into the Conference Code field.

IMPORTANT: If you do not have a toll Reservationless-Plus telephone number, enter zeros (0) into the toll call-in number field.

3 Your Leader PIN into the Leader PIN field.

4 Click OK.

Meeting Options (MeetingCentre only)

Use this option...	To...
Chat	Specify that the Chat panel is available in the Meeting window during the meeting.
Video	<p>Specify that the Video panel is available in the Meeting window during the meeting. Only the presenter or one participant can send video at one time.</p> <ul style="list-style-type: none"> + Single-point: Lets only the presenter or one participant send live video during the meeting. + Multipoint: Lets the presenter and up to three other participants send live video during the meeting <p>Note: Single-point and Multipoint options appear only if your WebEx service site has the multipoint video option.</p>
Notes	<p>Specify that the Notes panel is available in the Meeting window during the meeting.</p> <ul style="list-style-type: none"> + Allow participants to take notes: Lets all participants take their own notes during the meeting, and save them to their computers. + Single note taker: Lets only one participant take notes during the meeting. By default, the host is the note-taker, but can designate another participant as the note-taker during the meeting. A note-taker can publish notes in all participants' Meeting windows at any time during the meeting. The host can send a transcript of the notes to participants at any time.
Enable closed captioning	Lets one participant—the closed captionist—transcribe notes during the meeting. Closed captioning is useful if hearing-impaired participants are attending the meeting. By default, the host is the closed captionist, but can designate another participant as the closed captionist during the meeting. Meeting Manager publishes closed captions in all participants' Meeting windows once the closed captionist presses the Enter key on his or her keyboard. Thus, captions are usually published one line at a time. The host can send a transcript of the closed captions to participants at any time.
Recording	Specify that recording options are available during a meeting—that is, the host and presenter can record the meeting, and attendees can record the meeting if they have recording privileges.
Send feedback form to host	Send all Feedback forms that any participants fill out to your email address. The Feedback form automatically appears on each participant's screen after the meeting ends.
Enable UCF rich media for attendees	<p>Let attendees share Universal Communications Format (UCF) media files during the meeting, either in a UCF multimedia presentation or as standalone UCF media files.</p> <p>Note: A meeting host who is also the presenter can always share UCF media files, whether or not you select this check box.</p>

Attendee Privileges (MeetingCentre only)

With this privilege...	Attendees can...
Save	Save any shared documents, presentations, or whiteboards that appear in their content viewers.
Print	Print any shared documents, presentations, or whiteboards that appear in their content viewers.
Annotate	Annotate any shared documents or presentations, or write and draw on shared whiteboards that appear in their content viewers, using the toolbar that appears above the viewer. An attendee's annotations are visible to all participants.
View participant list	View the participant list on the Participants panel.
View thumbnails	Display miniatures of any pages, slides, or whiteboards in any document, presentation, or whiteboard that appear in their content viewers. However, attendees with this privilege cannot display a miniature at full size unless they also have the View any page privilege.
Control applications, Web browser or desktop remotely	Request that the presenter grant them remote control of a browser or desktop.
View any document	View any document, presentation, or whiteboard that appears in the content viewer, and navigate to any pages or slides in documents or presentations.
View any page	View any pages, slides, or whiteboards that appear in their content viewers. This privilege allows attendees to navigate independently through pages, slides, or whiteboards.
Contact operator privately	Dial 00 at any time during a teleconference to contact the operator for your teleconferencing service. Available only if your site includes the private operator option.
Participate in private chat with	Send private chat messages to another participant. Private chat messages appear only in the recipient's Chat viewer <ul style="list-style-type: none"> + Host: Chat privately with the meeting host. + Presenter: Chat privately with only the presenter. + All attendees: Chat privately with any other attendee.

Meeting Options (TrainingCentre Only)

Use this option...	To...
Save	Let attendees save any shared documents, presentations, or whiteboards that appear in their content viewers.
Print	Let attendees print any shared documents, presentations, or whiteboards that appear in their content viewers.
Annotate	Let attendees annotate any shared documents or presentations, or write and draw on shared whiteboards that appear in their content viewers, using the toolbar that appears above the viewer. An attendee's annotations are visible to all participants.
Attendee list	Let attendees see the list of all attendees on the Participants panel
Video	Make the Video panel available during the session.
Thumbnails	Let attendees display miniatures of any pages, slides, or whiteboards in any document, presentation, or whiteboard that appear in their content viewers. However, attendees with this privilege cannot display a miniature at full size unless they also have the Next or previous page privilege.

Next or previous page	Let attendees view any pages, slides, or whiteboards that appear in their content viewers. This privilege allows attendees to navigate independently through pages, slides, or whiteboards.
Chat	Make the Chat panel available during the session.
File transfer	Make the File Transfer option available during the session. This option lets the presenter publish files during the session, which attendees can download to their computers.
Recording	Make recording options available during the session—that is, the host and presenter can record the session, and attendees can record the session if they have recording privileges.
Exclude password from email invitation	Prevent the session password from appearing in email invitations, if you invite attendees using the Invite by Email option during the session. In this case, you must provide the password to attendees by another means, such as by phone.
Attendees must have an account on this service to attend	Require that all attendees must have a user account on your site to attend the session. The account can be either a host or attendee account session.
Allow attendees to share UCF objects	Let attendees share Universal Communications Format (UCF) media files during the session, either in a UCF multimedia presentation or as standalone UCF media files. A session host who is also the presenter can always share UCF media files, whether or not you select this check box.

Download One-Click

Link or option	Description
Download One-Click	<p>Downloads the One-Click installation program. The installation program installs the One-Click panel, which you can use to quickly start a One-Click meeting from your desktop.</p> <p>The One-Click installation program also sets up One-Click shortcuts in the following locations:</p> <ul style="list-style-type: none"> + Your web browser toolbar (Internet Explorer only) + Microsoft Office applications, including Word, PowerPoint and Excel (available for MeetingCentre and TrainingCentre only). + The shortcut (right-click) menu for all applications and files on your desktop available for MeetingCentre and TrainingCentre only).

Using One-Click

Once you finish downloading One-Click and setting up One-Click Meeting, the One-Click panel and shortcuts are installed on your computer.

The One-Click panel allows you to do the following:

- + Start a One-Click Meeting and invite attendees to the meeting at the same time.
- + Join an in-progress meeting on your MeetingCentre, TrainingCentre or EventCentre service site.

- + Modify the settings for your One-Click Meeting.
- + Quickly go to your MeetingCentre, TrainingCentre or EventCentre service site to start a scheduled meeting or schedule a meeting.

The shortcuts allow you to start a One-Click Meeting from the following:

- + Your Web browser (Internet Explorer only)
- + Microsoft Office applications (available for MeetingCentre and TrainingCentre only).
- + The shortcut (right-click) menu for applications or document files (available for MeetingCentre and TrainingCentre only).

You must have a host account on MeetingCentre, TrainingCentre or EventCentre service site to use One-Click meetings.

Managing the One-Click panel

You can manage the One-Click panel by doing the following:

- + Open and close the panel.
- + Log in to and out of the panel.
- + Modify the login settings for the panel.

Opening the One-Click panel

If you closed the One-Click panel for any reason, you can open it by doing one of the following:

- + Double-click the WebEx One-Click icon on your desktop.
- + Go to Start > Programs > WebEx > WebEx One-Click > WebEx One-Click.

If you did not specify automatic login, enter the required account information in the dialog box, and then click Log In.

Closing the One-Click panel



To close the One-Click panel, do the following:

- + Right-click the One-Click icon on the taskbar of your desktop, and then choose Exit.

Logging in to the One-Click panel



If you logged out of the One-Click panel, you must log in again to access the panel.

To log in to the One-Click panel:

- + Right-click the One-Click icon on the taskbar of your desktop, and then choose Log In.

Changing the login settings for the One-Click panel

If you want to change login settings for the One-Click panel or log in to the panel with a different host account, you must first log out of the current One-Click panel.

To change the login settings for the One-Click panel:

- 1 Log out of the panel, if you have not done so.
- 2 Log back in to the panel.



- 3 Make your changes to the options.
- 4 To save the new settings, click Log In.

About the login dialog box for the One-Click panel

How to access this dialog box

- 1 Log out of the One-Click panel, if you have not done so.
- 2 Right-click the One-Click icon on the taskbar of your desktop, and then choose Log In.



What you can do in this dialog box

You can change the settings for logging in to the One-Click panel at any time:

Option	Description
Site URL	the URL to the WebEx service site from which you installed One-Click
User name	the user name for a host account on your MeetingCentre, TrainingCentre or EventCentre service site.
Password	the password for the host account that you specified above
Remember my WebEx site and user name	Selecting this option stores the user name and password you entered so that you do not need to enter your user name and site URL next time you log in.
	Selecting this option allows you to open the One-Click panel bypassing the login process

Logging out of the One-Click panel

To log out of the One-Click panel, do the following:

- + Right-click the One-Click icon on the taskbar of your desktop, and then choose Log Out.



Starting a meeting from the One-Click panel

You can use the One-Click panel to start a One-Click Meeting and to send invitation email messages to those whom you want to invite to the meeting.

Before you start a meeting, you can review or modify your meeting options in the Preferences dialog box. For details, see About the Preferences dialog box on page 14.

To start a meeting from the One-Click panel:

- 1 Open your One-Click panel.
 - a. For more information, see Opening the One-Click panel on page 10.
- 2 Optional. Invite attendees to the meeting by entering contacts from your Microsoft Outlook address book or typing their email addresses in the text box.
 - a. For more information, see Obtaining email addresses when starting or joining a meeting on page 13.

Tip: You can invite 16 attendees at one time. Use semicolons to separate email addresses. You can invite additional attendees after you start the meeting. For more information, see Inviting attendees to a meeting in progress on page 13.

- 3 Click Start Meeting.

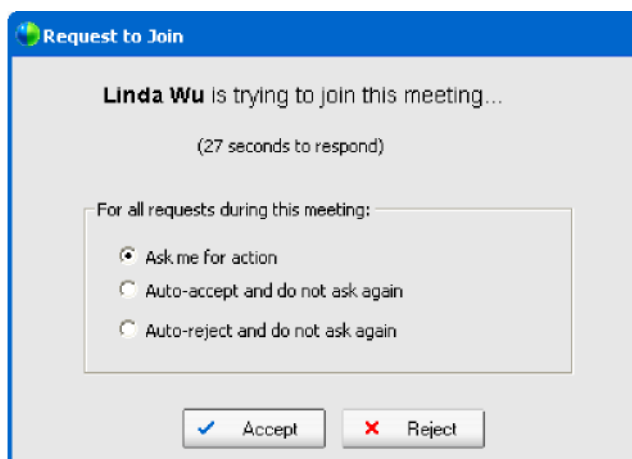
After a brief setup, you are in the meeting; and invited attendees receive their invitation email messages.

If you invited an attendee using the attendee's email address, the attendee must enter his or her name on the Join Meeting page before joining the meeting.

If you invited an attendee using the attendee's name from your Microsoft Outlook address book, One-Click identifies the attendee, and the attendee can then join the meeting immediately.

- 4 Depending on your settings, the Request to Join dialog box may appear, asking for your approval for the joining requests. Select one of the three approval options, and then click Accept or Reject, as appropriate.

Note: If your site administrator specifies that your approval is required for each of your One-Click meetings, the Request to Join dialog box shows only the Accept and Reject options.



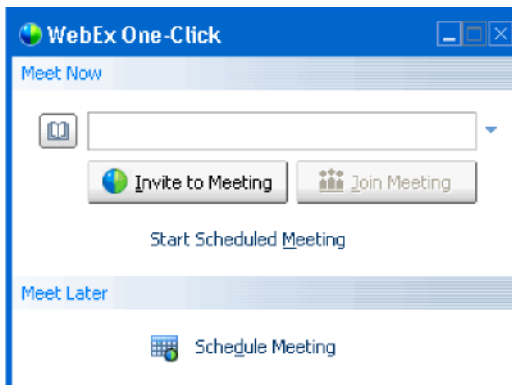


Inviting attendees to a meeting in progress

After you start a One-Click Meeting, you can invite attendees using the One-Click panel.

To invite attendees to a meeting in progress:

On the One-Click panel, enter the contacts from your Outlook address book or type their email addresses in the text box, and then click Invite to Meeting.



Obtaining email addresses when starting or joining a meeting

Whether you are starting or joining a meeting, the WebEx One-Click panel lets you quickly obtain and enter the email addresses you need.

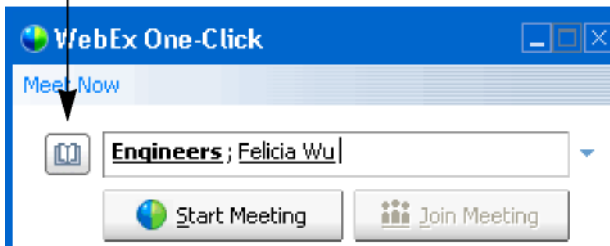
Microsoft Outlook integration

If you have Microsoft Outlook 2000 SP4 or a later version on your computer, the WebEx One-Click panel provides a shortcut to your address books in the Outlook program.

This integration with Outlook allows you to quickly select contacts or a distribution list from your company's Global Address List, instead of having to manually enter their email addresses. Each invited attendee will receive an invitation email message, even if he or she is on a distribution list.

From this integration, you can also quickly select email addresses from another address book in your Microsoft Outlook.

Clicking the address book icon takes you to the address books in your Microsoft Outlook. For example, to enter a contact or distribution list at your company, select it in the Global Address List, and then click OK.

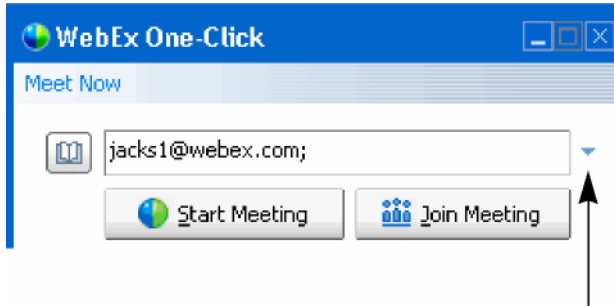


Meeting history

The panel "remembers" the last eight email addresses of the hosts whose meetings you joined using the One-Click panel. You can use the meeting history drop-down list to obtain the email addresses of the persons you meet with regularly.



Clicking this downward-pointing arrow displays the meeting history, which includes the last eight email addresses you used when joining a meeting. To enter an email address, choose it in the drop-down list.



About the Preferences dialog box

How to access this dialog box

Right-click the WebEx One-Click icon on the taskbar of your desktop, and then choose Preferences.

What you can do in this dialog box

You can change the settings or options for your One-Click Meeting at any time:

General Tab	
Automatically run at start-up	Automatically open the One-Click panel whenever you turn on your computer.
Always stay on top of desktop	Have the One-Click panel appear on top of every applications or program that is open on your computer.
Show scheduling function	Show or hide the links 'Start Scheduled Meeting' and 'Schedule Meeting' on the panel. Clicking either of the links takes you to the appropriate pages on your MeetingCentre, TrainingCentre or EventCentre service site.
Clear History of Meetings	Remove the history of last eight email addresses that you used when joining a meeting.
One-Click Tab	
Topic	Specify the topic of your One-Click Meeting
Meeting password	Specify the password for your meeting.
Confirm password	Confirm the password
Unlisted on service home pages	Make your One-Click Meeting unlisted so it does not appear in the calendar on your MeetingCentre, TrainingCentre or EventCentre service site.
Ask for my approval whenever someone joins	Specify that the Request to Join dialog box appears on your screen when someone tries to join your meeting.
Service Type	Select the MeetingCentre, TrainingCentre or EventCentre service in which you want to start a One-Click Meeting.
One-Click Setup Wizard	Modify One-Click Meeting settings such as the meeting options and attendee privileges. Clicking the One-Click Setup Wizard link takes you to the Edit Setup screen in the My WebEx section on your MeetingCentre, TrainingCentre or EventCentre service site.
Teleconference Tab	
Internet phone	Change the Integrated VoIP option for your One-Click Meeting.
Teleconference	Change the Teleconference options for your One-Click Meeting.

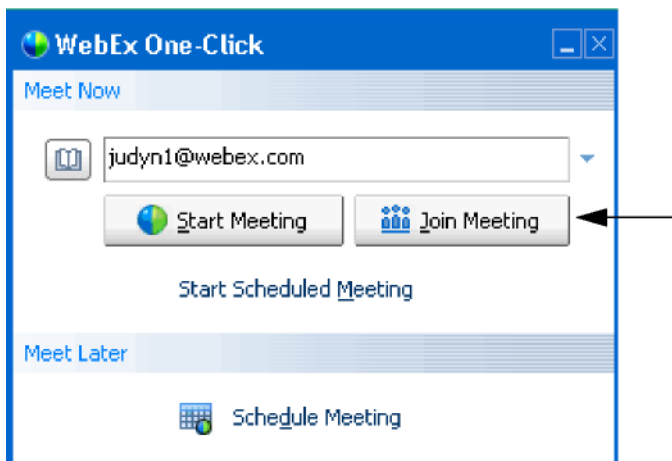
Shortcuts Tab	
Internet Explorer	Install or uninstall the shortcut to your One-Click Meeting on the Web browser's standard buttons toolbar. Available for Microsoft Internet Explorer only. Note: After you make the change, you must close and then reopen the browser for it to take effect.
Microsoft Office	Install or uninstall the shortcut to your One-Click Meeting on the menu bar in Microsoft Office applications such as Word, PowerPoint, Excel and FrontPage. Note: After you make the change, you must close and then reopen the browser for it to take effect.

Joining a meeting from the One-Click panel

You can join meetings on your WebEx service site using the WebEx One-Click panel.

To join a meeting from your WebEx One-Click panel:

- 1 Open your WebEx One-Click panel.
 - a. For more information, see [Opening the WebEx One-Click panel](#) on page 10.
- 2 Enter the host's email address in the text box, and then click Join Meeting.
 - a. After you enter the host's email address or contact name from your Microsoft Outlook address book, click Join Meeting.



- b. For more information, see [Obtaining email addresses when starting or joining a meeting](#) on page 13.
- 3 Depending on the host's settings, either wait for the host's approval or enter the password for joining the meeting. Once you join the meeting, the controls on your WebEx One-Click panel become unavailable. You cannot start a meeting or join another meeting from the panel.



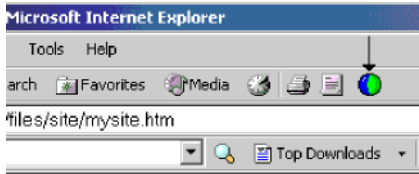
Note: If your site administrator turns off One-Click Meeting for unlisted meetings for security reasons, you cannot join an unlisted meeting from the One-Click panel. In this case, join an unlisted meeting by providing the meeting number on your WebEx service site or at the meeting URL provided by your host.

Starting a One-Click Meeting using a shortcut

You can start a meeting at any time by clicking a One-Click shortcut. The shortcuts were automatically installed when you were setting up One-Click Meeting.

To start a One-Click Meeting using a One-Click shortcut: Click one of the following shortcuts:

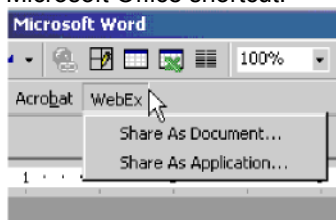
Web browser shortcut:



Click this icon to start your meeting.

Note: If you previously customised your Internet Explorer toolbar, the shortcut button does not automatically appear on the toolbar. Instead, it is added to the list of available toolbar buttons in Internet Explorer. In this case, you must add the button to the toolbar, using the Internet Explorer Customise option. To access this option, on the View menu, point to Toolbars, and then choose Customise.

Microsoft Office shortcut:

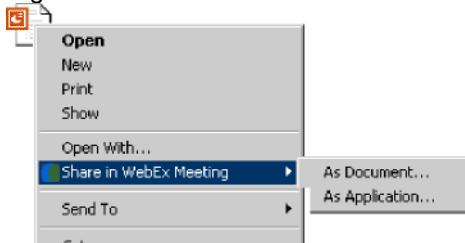


On the WebEx menu in any Microsoft Office application, choose a sharing option:

- + Share as Document: Starts the meeting and automatically shares the document. This option lets you share the document as a presentation in the content viewer.
- + Share as Application: Starts the meeting and automatically shares the application you are using. This option lets you work in the application during the meeting.

Available only for MeetingCentre, TrainingCentre and EventCentre.

Right-Click menu shortcut:



Right-click the icon for an application or document file on your computer, and then point to Share in WebEx Meeting.