Advanced and Customized Net Conference Powered by Cisco WebEx Technology

Installing and Using Productivity Tools

To utilize your WebEx Net Conferencing Service from applications you use every day:

You can install WebEx Productivity Tools to start or join meetings instantly using One-Click, Microsoft Office, Web browsers, Microsoft Outlook, IBM Lotus Notes, and instant messengers; or to schedule meetings using Microsoft Outlook or IBM Lotus Notes, without going to your WebEx service site. After you install WebEx Productivity Tools, you can log in and set options for your WebEx account, set meeting options for instant meetings and scheduled meetings, set preferences for the One-Click panel, and select which Productivity Tools you will use with WebEx.

This user guide is intended to instruct you on how to Download and use the Productivity Tools Plug-In. The Productivity Tools Plug-In provides you with the ability to schedule your Net Conferences (including audio integration) from applications you use everyday.

Note: Please follow the instructions in the Advanced and Customized Net Conference User Guide to establish your Advanced and/or Customized Net Conference subscription in order to schedule and conduct net conferences from Manage My Meetings or your WebEx homepage.

Productivity Tools include integration with WebEx services via:

- Microsoft Outlook
- Lotus Notes
- One-Click
- Instant messengers:
 - Yahoo Messenger
 - o Google Talk
 - o Skype
 - o AOL
 - Windows Messenger
 - o Lotus Sametime
- Microsoft Office applications:
 - o Word
 - Excel
 - o PowerPoint
- Microsoft Internet Explorer
- Mozilla Firefox

Productivity Tools Download:

Before installing WebEx Productivity Tools, ensure that your computer meets the following minimum system requirements:

- Microsoft Windows 2000, XP, 2003, Vista
- Microsoft Internet Explorer 6.0 SP1 or 7.0, or Firefox 2.0 or 3.0
- Intel x86 (Pentium 400MHZ +) or compatible processor
- JavaScript and cookies enabled in the browser

To install the Productivity Tools software please, following these instructions:

- Go to: <u>https://www.mymeetings.com/</u>
- Go to Leader Tools and click on the Net Conferencing Plug-Ins in the drop down menu

Down load the Download Productivity Tools Plug-In:

- o Click on Run and follow the instructions
- After the installation is complete, WebEx integration options appear in Microsoft Outlook allowing you to quickly schedule an online meeting.

🔅 🍚 One-Click Meeting 🛛 🚟 Schedule Meeting 🖉 WebEx 🔻

The following table describes the WebEx Integration toolbar buttons.

| Button | Description |
|-------------------|--|
| One-Click Meeting | Starts a One-Click meeting. A One-Click meeting is an instant meeting that you can start at any time, without having to schedule the meeting in advance. For details, refer to the <i>One-Click User's Guide</i> on your WebEx service Web site. You can specify options for instant meetings on the Instant Meetings tab of the WebEx Settings dialog box |
| Schedule Meeting | Clicking this button opens the Outlook Appointment window, which contains Integration to Outlook options for scheduling an online meeting. You can specify options for scheduled meetings on the Scheduled Meetings tab of the WebEx Settings dialog box. Note: the Meeting window in Outlook also contains the WebEx integration options. |
| WebEx Settings | Clicking this button opens a menu that provides the following options: |
| | My WebEx —Lets you access My WebEx, in which you can manage your account information and the meetings that you scheduled, on your WebEx service Web site. For details about My WebEx, refer to the online Help on your site. |
| | Account Settings—Opens the Account tab of the WebEx Settings dialog box and lets you specify your WebEx user account information—that is, the URL of your WebEx service Web site and your user name and password. You can also specify additional options in the WebEx Settings dialog box, such as options for instant meetings and scheduled meetings. |
| | Meeting Templates —Lets you view templates that you or your site administrator saved on your WebEx service Web site. The templates contain meeting settings. You can select the template that meets your needs. Meeting templates are available only if site administration settings allow hosts to use templates for Outlook. |
| | Set Scheduling Permission —Opens the My WebEx Profile page on which you can assign a delegate to schedule or edit meetings on your behalf. |
| | Help—Lets you look up instructions for using WebEx Integration to Outlook. |
| | About —Lets you view the version number and license and patent information about WebEx Integration to Outlook. |

Productivity Tools Setup

- Go To your Microsoft Outlook page
 - Under the WebEx drop down menu, go to Account Settings

| 🕒 Inbox - Microsoft Outlook | | |
|--|------|---------------------------|
| 🔅 🍚 One-Click Meeting 🏢 Schedule Meeting | WebB | x • _ |
| | | Start Audio Only Meeting |
| | | Start a Scheduled Meeting |
| | | Join a Meeting |
| | | My WebEx |
| | | Account Settings |
| | | Meeting Templates |
| | | Set Scheduling Permission |
| | | Help |
| | | About |

Account

Account options allow you to log in to your WebEx service site with your user name and password.

- Go to the Account tab within the WebEx Account Settings options
- Insert the URL for your Advanced Net or Customized Net conference server in the Site URL field.
- Enter your Manage My Meetings username and password
- Click Remember my password. This will store 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.
- Language. Verify the language that is currently selected for your WebEx service site.
- Locale. Verify the country or locale that is currently selected for your WebEx service site.
- **Time Zone**. Verify the time zone that is currently selected for your WebEx service site.
- Change settings for WebEx service site. Open the My WebEx > My Profile page on your WebEx service site, and make changes to your profile.
- Refresh. Refresh the WebEx Settings dialog box with the most recent settings from the WebEx service site. If you have already setup your preferred settings on your Advanced or Customized Net WebEx site, those settings will populate the WebEx Settings within the Productivity Tools.
- Click Apply and then OK.

| 🕜 WebEx Settings | | | | × | | |
|--|--|---------------|-------|-----------------------------------|---|---|
| Account Instant Meetings | Scheduled Meetings One-Click | k Tools | | 1 | | |
| Login Information Please enter your We Site URL: | bEx account information. | - | | Advanced | RL for your server Net: https://mman.web d Net: https:// <compar< th=""><th></th></compar<> | |
| User name: Password: | Example: meetingcenter.webex. | com | - | our Manage ne and passv | My Meetings word |] |
| | Remember my password. Eorgot your password? Change password. | | | | | |
| Language and Location - | | | | | | |
| Language; | | | | | | |
| Locale: Time zone: | | e, GMT-04:00) | | | | |
| To see the most recent o | Change settings for WebEx ser hanges on the WebEx service W | | R | efresh | | |
| * Required fields | | ок | Apply | Cancel | | |

Instant Meetings:

Instant meeting options s affect meetings started instantly from the One-Click panel, Microsoft Office, browsers, instant messengers, right-click menus, and from Microsoft Outlook or IBM Lotus Notes.

- Instant Meeting options affect meetings started instantly from the One-Click panel, Microsoft Office, browsers, instant
 messengers, right-click menus, and from Microsoft Outlook or IBM Lotus Notes
- Service type Select the service type for your Instant Meetings from the drop down menu

| -Meeti | ng Information | | |
|----------|-------------------|---|---|
| 2 | | Meeting Center Pro Meeting | • |
| <u> </u> | Meeting Topic: | Meeting Center Pro Meeting Training Center Training session Support Center Remote Support Session Sales Center Sales session | |
| | Meeting password: | Support Center Remote Support Session Sales Center Sales session | |

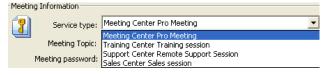
- Meeting Topic and Meeting Password are required fields
- Audio Conference:
 - Your Audio Conference information will pre-populate once you have set it up in My Audio on the WebEx homepage.
 - Select Conference Type from the drop down menu
 - o Leader may select to have Participants receive a call back
 - o Leader may select to Allow access to global numbers

| 🗃 WebEx Setting | s | | | | | K |
|---|------------|--|-----------------------|--|--------|---|
| Account Instant Meeti | ings Sche | duled Meetings One-Click | Tools | | | |
| These settings affect r instant messengers, br | | arted instantly from One-Cli | ck, Microsoft Office, | | | |
| Meeting Information | | | | | | |
| Ser Ser | vice type: | Meeting Center Pro meeting | 9 | | • | |
| Meet | ing Topic: | General Meetings | | | * | |
| Meeting p | password: | testing | | | * | |
| | | List this meeting on the | WebEx site | | | |
| | | Ask for my approval wh | nen someone joins | | | |
| | | | | | | |
| | | | | | | |
| -Audio Conference | | | | | | |
| Conference | type: | Teleconferencing Service - A | account 1 | | • | |
| ~> | C F | Call-in toll-free number (Veriz Call-in number (Verizon-UAT) Host access code Htendee access code | on-UAT) | 1-800-555-3456 1-210-555-5678 56778 87765 | | |
| | Ŀ | Participants receive call | | | | |
| | l' L | Allow access to global nu Attendees can also join I | | re starting time | | |
| Entry & e | xit tone: | | | io soarang amo | | |
| | | | | | | |
| Tracking code Tracking code: | None | | | | | |
| | | Select T | racking Code | | | |
| * Required fields | | | ок | Apply | Cancel | |

Scheduled Meetings:

Scheduled meeting options affect meetings scheduled from Microsoft Office or IBM Lotus Notes.

- Scheduled Meetings options affect meetings from Microsoft Office or IBM Lotus Notes
- Service type Select the service type for your Scheduled Meetings from the drop down menu. This option lists only the session types available for your site and user account.



- Meeting password. Require participants to enter the password you set to join your meeting. Your site may require that all
 passwords comply with security criteria, such as a minimum length and a minimum number of letters, numbers or special
 characters.
- Exclude password from email invitation. Exclude the meeting password from the email message that is sent to everyone who is invited to your meeting.
- List this meeting on the WebEx site. Include this meeting in the meeting calendars on the WebEx service site. Available
 for meetings, sales meetings, events, and training sessions only.
- Audio Conference:
 - Your Audio Conference information will pre-populate once you have set it up in My Audio on the WebEx homepage.
 - o Leader may select to have Participants receive a call back
 - Leader may select Allow access to global numbers
 - o Leader may select Attendees can also join teleconference before starting time
- **Tracking Code** The Leader may enter their Tracking Code for billing purposes. Identify your department, project, or other information that your organization wants to associate with your meetings.
- Registration Leader may select options that affect how attendee registrations are approved
- Resources Leader may select options that control how resources are used in meetings. (Info tab and presentation plays prior to host joining)

| ccount Instant Meetings Sch | eduled Meetings One-Click Tools | |
|-----------------------------------|---|----------------------------------|
| bese settings affect meetings | ou schedule with Microsoft Outlook or IBM Loti | is Notes. |
| Meeting Information | | |
| | | |
| Service type: | Meeting Center Pro meeting | • |
| Meeting password | : | * |
| | Exclude password from email invitation | |
| | $\fbox{}$ List this meeting on the WebEx site | |
| | Attendees can join meeting | minutes before starting time |
| | | |
| | | |
| | ,, | |
| Audio & Tracking Registration | Resources | |
| Audio Conference | | |
| Conference type: | Teleconferencing Service - Account 1 | _ |
| | Call-in toll-free number (Verizon-UAT) Call-in number (Verizon-UAT) | 1-800-555-3456 1-210-555-5678 |
| | Host access code | 56778 |
| | Attendee access code | 87765 |
| | Participants receive call back | |
| | Allow access to global numbers Attendees can also join teleconference biological | efore starting time |
| | | and a scaling and |
| Entry & exit tone: | Beep | |
| | | |
| Tracking code | | |
| Tracking code Tracking code: None | at it is a first of the | |
| | Select Tracking Code | |

One Click

One-Click options affect the features of the One-Click panel.

- One-Click options affect the features of the One-Click panel
- Program Behavior: (select)
 - o Always stays on top of every application open on your computer
 - o Start One-Click with Windows
 - o Show One-click on taskbar
 - o Show scheduling function Start Scheduled Meeting and Schedule Meeting
- Default Address Book:
 - o Select an email and scheduling program for a default address book either Microsoft Outlook or IBM Lotus Notes.
 - Select the email program you wish to obtain your contacts' email addresses. Clicking on the WebEx One-Click panel opens an address book from the email program you select here.
- Start Meeting Options:
 - o Select Allow me to change meeting topic when meeting starts
 - o Select Allow me to change meeting password when meeting starts

| 🕞 WebEx Settings 📃 🔀 |
|--|
| Account Instant Meetings Scheduled Meetings One-Click Tools |
| Program Behavior |
| Always stay on top of desktop |
| Start WebEx One-Click when Windows starts |
| Show One-Click icon on taskbar |
| Show scheduling function in One-Click window |
| Default Address Book |
| Microsoft Outlook |
| C IBM Lotus Notes |
| Allow me to change meeting topic when meeting starts Allow me to change meeting password when meeting starts |
| * Required fields OK Apply Cancel |

Tools

Tools options determine which programs include WebEx integrations and shortcuts.

- Tools options determine which programs include WebEx integrations and shortcuts
- Email and Scheduling using Microsoft Outlook or IBM Lotus Notes. Show WebEx buttons and commands for scheduling
 meetings or starting One-Click meetings with Microsoft Outlook or IBM Lotus Notes using the contacts and calendar from
 Microsoft Outlook.
- Microsoft applications to be used with One-Click: Show WebEx buttons for starting a One-Click meeting and automatically sharing a selected file or document from the following Microsoft Office applications:
 - o Excel, PowerPoint, Word
 - o Internet Explorer
 - Windows right-click menus (requires reboot)
- Show button in Internet Explorer. Show a WebEx button that allows you to start One-Click meetings from the Microsoft Internet Explorer toolbar.
- Show in Windows right-click menus (requires reboot). Show a WebEx command that allows you to start a One-Click
 meeting and automatically share a selected file or document from the right-click shortcut windows available in Windows
 Explorer.
- Instant Messengers to be used with One-Click. Shows WebEx buttons and commands that allow you to start a One-Click meeting from an instant messenger. You can select one or more of the following instant messengers:
 - o Yahoo, Skype, AOL, Lotus Sametime, Windows Messenger, Yahoo Messenger
- Show button in Firefox. Shows a WebEx button that allows you to start instant meetings from the Firefox toolbar.

| 🔴 WebEx Settings | | | X | |
|--|-------------------|-------|--------|--|
| Account Instant Meetings Scheduled Meetings One-Click | Tools | | | |
| You can use WebEx Productivity Tools with the following prog | | | | |
| Email and Scheduling | | | | |
| Microsoft Outlook | | | | |
| | | | | |
| Microsoft | | | | |
| Use WebEx with Microsoft Office | | | | |
| Excel | | | | |
| PowerPoint Word | | | | |
| ₩ word | | | | |
| Show toolbar in Internet Explorer | | | | |
| Show in Windows right-click menus (requires reboo | | | | |
| Note: Please close and restart the programs for chang | es to take effect | | | |
| Instant Messengers | | | | |
| Use WebEx with instant messenger | | | | |
| Skype (not detected) | | ^ | | |
| AOL (not detected) | | | | |
| Vindows Messenaer | | | | |
| IIV windows messenger | | | | |
| Mozilla Firefox | | | | |
| Show toolbar in Firefox | | | | |
| | | | | |
| | | | | |
| | | | | |
| * Required fields | ок | Apply | Cancel | |

Scheduling a Meeting from the Productivity Tools

You may begin scheduling meetings via the Outlook toolbar.

- To do this, simply click: Schedule Meeting
- Click Add WebEx Meeting

| 🕴 🌑 One-Click Meeting 📔 🧱 Schedule Meeting 🗍 WebEx 👻 |
|--|
| |
| IIII Untitled - Appointment |
| Eile Edit View Insert Format Tools Actions Help |
| System - 9 - A B |
| 🗄 🔄 Save and Close 🎒 🌒 🕂 Recurrence 🛗 Invite Attendees 📍 🌲 🗙 🔹 🔹 🚽 |
| |
| . Add WebEx Meeting |
| Appointment Scheduling |
| Adjacent to another appointment on your Calendar. |
| |
| Subject: |
| Location: |
| |
| Start time <u>:</u> Fri 11/21/2008 💉 5:00 PM 🔽 🗌 All da <u>v</u> event |
| Eng time: Fri 11/21/2008 💌 5:30 PM 💌 |
| Reminder: 15 minutes 💽 🕼 Show time as: 🗖 Busy |

- The WebEx Settings box will appear and your Manage My Meetings defaults will appear
- Select the Service type
- Enter the Meeting password (required)
- Change any defaults for this specific meeting (if applicable)
- Click OK

| 🕜 WebEx Settings | X |
|--|-----|
| Meeting Information | |
| Service type: Meeting Center Pro meeting |] |
| Meeting password: | - * |
| Exclude password from email invitation | |
| ✓ List this meeting on the WebEx site | |
| Attendees can join meeting 15 💌 minutes before starting time | |
| | |
| Audio & Tracking Registration Resources | |
| Audio Conference | _ 1 |
| Conference type: Teleconferencing Service - Account 1 | 1 |
| | 1 |
| Call-in toll-free number (Verizon-UAT) 1-800-555-5555 Call-in number (Verizon-UAT) 1-210-555-5555 | |
| Host access code 12345 Attendee access code 54467 | |
| Participants receive call back | |
| Allow access to global numbers | |
| Attendees can also join teleconference before starting time | |
| Entry & exit tone: Beep | |
| | |
| | |
| | |
| | |
| Required fields OK Cance OK | : |
| | |

- This will bring you back to the meeting invitation.
- Complete the **To**, **Subject and Location** lines
- Click Send.
- This will contact your WebEx Service Web Site, add the scheduled meeting to your Outlook calendar and to your list of Meetings on your My WebEx Meetings page and send your meeting invitation to your participants.

| | III Untitled - Meeting |
|---|--|
| | Eile Edit View Insert Format Tools Actions Help |
| Ľ | System V Sys |
| L | 🗄 🖃 Send Accounts 🕶 🎒 🕕 🛄 🍇 🔂 Recurrence 🎆 Cancel Invitation 📍 🌲 🗙 🦓 @ |
| | |
| | 🕴 🕒 Add WebEx Meeting 💂 |
| | Appointment Scheduling |
| | Invitations have not been sent for this meeting. |
| | This appointment occurs in the past. |
| | То |
| | Subject: |
| | Location: |
| | |
| | Start time <u>:</u> Mon 9/29/2008 💉 8:00 AM 🔽 🗌 All da <u>v</u> event |
| | En <u>d</u> time: Mon 9/29/2008 🛛 8:30 AM |
| | |
| | Reminder: 15 minutes Show time as: Busy |
| | Meeting Workspace This is an online meeting using: Microsoft NetMeeting |
| | Meeting Workspace This is an online meeting using: Microsoft NetMeeting |

Launch your Meeting

To launch your Net Conference, simply click the Meeting Reminder that has populated in your Outlook Calendar

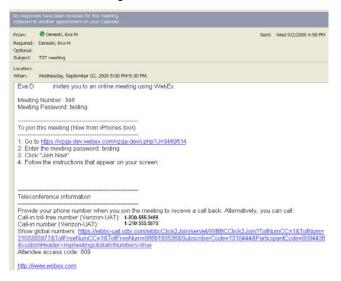
- Click the link located under To start this meeting and Login to your account
- Click Start Now and your meeting will be launched.

| Appointment | Scheduling Tracking |
|---------------------|---|
| | have been received for this meeting. another appointment on your Calendar. |
| То <u>.</u> | Ted Smith |
| Subject: | test |
| Location: | my net |
| | |
| Start time <u>:</u> | Wed 10/1/2008 💉 2:00 PM 💌 🗌 All day event |
| En <u>d</u> time: | Wed 10/1/2008 🕜 2:30 PM 💌 |
| Reminder | 15 minutes 💽 🐠 Show time as: 🗖 Busy 💌 |
| Meeting Work | space This is an online meeting using: Microsoft NetMeeting |
| To start thi | s meeting |
| 1. Go to 🖞 | tps://van.webex.com./j.php=75889 |
| | your account. |
| 3. Click "S | art Now". |

4. Follow the instructions that appear on your screen to join the teleconference.

Join a Meeting (participants)

- Click the link located under To join this meeting and Enter the meeting password
- Click Join Now and the meeting will be launched



Quick Tips for Presenting

- Upload the slides in advance
- Rehearse the presentation
- Have an agenda and checklist
- Conduct the meeting in a quiet place
- Use a headset to keep your hands free
- Use polls to engage your attendees
- Use the Q&A tool to allow attendees to submit questions to maximize interaction
- Use the annotation tools to enhance the presentation

Contact Us

If you would like technical assistance with Net Conferencing, please contact us at (866) 449-0701 or (773) 864-4972.

Our e-mail address is nettech@verizonbusiness.com.

If you would like to speak to someone immediately, contact a Conferencing Specialist.

To schedule or change a reservation, please call your nearest reservation center.

- U.S. 1-800-475-5000
- Europe +44-207-950-9950
- Hong Kong +852-2802-5100
- Japan +813-5539-5100
- Australia 1-800-505-020
- Singapore +65-6883-9144

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