

GLOBALMEET AUDIO

GLOBALMEET® AUDIO USER GUIDE



Table of Contents

INTRODUCTION	1
GlobalMeet Audio Overview.....	2
Audio Controls.....	3
GlobalMeet for Outlook.....	4
GlobalMeet for Mobile Devices	5
GlobalMeet for Desktop.....	6
AUDIO CONFERENCING.....	7
GlobalMeet Audio Features.....	8
Getting Started.....	10
Start or Join a Meeting.....	10
Keypad Controls.....	11
Host a Meeting (Dial In).....	13
Invite Guests to Your Meeting	13
Schedule a Meeting.....	14
Host a Meeting (Audio Controls)	15
Start Your Meeting	15
Meeting Screen (Host).....	17
Meeting Toolbar.....	18
Invite Guests to Your Meeting	19
Work with Participants	20
GLOBALMEET FOR OUTLOOK.....	21
Overview	22
Install the Toolbar	23
Download the Toolbar	23
System Requirements.....	23
Getting Started.....	24
Setup.....	24
Access the Toolbar	24
Outlook Toolbar Options.....	25

Start Your Meeting	26
Audio Controls	27
Schedule a Meeting	28
Schedule an Audio Meeting	29
Schedule a Meeting for Another Person	31
Toolbar Settings.....	32
Default Meeting.....	32
Manage Multiple Accounts	34
GLOBALMEET FOR DESKTOP	35
Overview	36
Install GlobalMeet for Desktop	37
Download the App	37
System Requirements.....	37
Getting Started	37
Using GlobalMeet for Desktop	38
Pop-Up Menu	38
GlobalMeet Window	39
Start Your Meeting	40
Schedule a Meeting	41
GlobalMeet for Outlook.....	41
Add the Meeting to Your Calendar	41
Join a Meeting	42
GlobalMeet Settings.....	43
GLOBALMEET FOR ANDROID.....	44
Overview	45
Install GlobalMeet for Android.....	46
Download the App	46
System Requirements.....	46
Getting Started	47
Access the App.....	47
Setup.....	48
Host a Meeting	49

GlobalMeet Home Screen.....	49
Start Your Meeting	50
Audio Connection Notes.....	52
Meeting Screen (Host View).....	53
Meeting Toolbar	54
Invite Guests to Your Meeting	55
Meeting Volume	56
Work with Participants (Host).....	57
Participate in a Meeting (Guest).....	58
GlobalMeet Home Screen.....	58
Join a Meeting.....	59
Meeting Screen (Guest).....	60
Participant Details (Guest).....	61
GlobalMeet App Settings.....	62
Troubleshooting	63
GLOBALMEET FOR BLACKBERRY	64
Overview	65
Install GlobalMeet for BlackBerry.....	66
Download the App	66
System Requirements.....	66
Getting Started	67
Access the App.....	67
Setup.....	68
GlobalMeet Home Screen.....	69
Host a Meeting	70
Start Your Meeting	70
Audio Connection Notes.....	71
Meeting Screen (Host View).....	72
Meeting Menu	73
Help and Support Options	73
Meeting Toolbar	74

Invite Guests to Your Meeting	75
Work with Participants (Host).....	76
Participate in a Meeting (Guest).....	77
GlobalMeet Home Screen.....	77
Join a Meeting.....	78
Meeting Screen (Guest).....	79
Participant Details (Guest).....	80
GlobalMeet App Settings.....	81
Troubleshooting	82
GLOBALMEET FOR IPHONE.....	83
Overview	84
Install GlobalMeet for iPhone.....	85
Download the App	85
System Requirements.....	85
Getting Started	86
Access the App.....	86
Setup.....	87
Host a Meeting	88
GlobalMeet Home Screen.....	88
Start Your Meeting	89
Audio Connection Notes.....	91
Meeting Screen (Host View).....	92
Meeting Toolbar	93
Invite Guests to Your Meeting	94
Meeting Controls.....	95
Work with Participants (Host).....	96
Participate in a Meeting (Guest).....	97
GlobalMeet Home Screen.....	97
Join a Meeting.....	98
Meeting Screen (Guest).....	99
Participant Details (Guest).....	100
GlobalMeet App Settings.....	101

Troubleshooting 102

MEETING SETTINGS 103

Overview 104

 Access Meeting Settings 104

Update Your Profile 105

 Change Your Password 105

Meeting Preferences 106

 Manage Connect Me Numbers..... 106

Audio Meeting Settings..... 107

 Audio Options 107

 Change Your Audio Passcodes 108

 Manage Access Numbers..... 109

Introduction

GlobalMeet Audio is a cloud-based audio conferencing product that lets you host an audio conference or virtual meeting at anytime, anywhere in the world, on any mobile computing device or simply from any telephone. GlobalMeet Audio offers highly secure, enterprise grade audio conferencing with the reliability and quality you need in a business critical application.

This chapter contains the following sections:

GlobalMeet Audio Overview	2
Audio Controls.....	3
GlobalMeet for Outlook	4
GlobalMeet for Mobile Devices	5
GlobalMeet for Desktop	6

GLOBALMEET AUDIO OVERVIEW

GlobalMeet is different from the other audio conferencing products in the market because you can see and control your meeting right from your phone, tablet, or computer – all for one flat price. We have made audio conferencing easy with no phone numbers or passcodes to remember and fast access to schedule, start, and manage your meetings. If you don't have your computer, you can always access your meeting with the telephone.

GlobalMeet Audio is the perfect solution for all of your audio meetings whether you are meeting with customers or a prospects or having a team meeting. With your GlobalMeet Audio account, you get all of these features:

- Your own audio conference account that is always available – no advanced scheduling necessary.
- Global access with a single number set worldwide.
- Telephone keypad controls that let you manage and participate in a meeting.
- Easy, intuitive interfaces – visual Audio Controls let you manage your meeting from your desktop.
- Get alerts on your desktop in real time and join meetings with a click.
- One-click scheduling for Mac and Windows systems, and Microsoft® Outlook® integration.
- Mobile apps for Android, BlackBerry, and iPhone that let you host and participate in meetings while on the go.
- Seamless integration with your web meetings.

With your audio conference account, you get free productivity tools to help you make the most of your audio meetings:

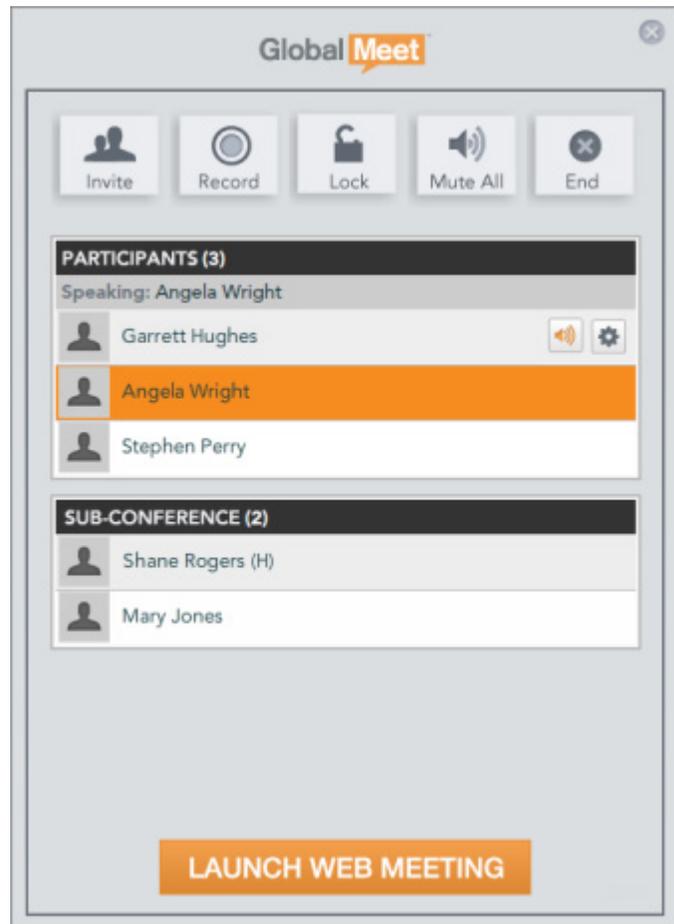
- GlobalMeet for Outlook
- GlobalMeet for Android
- GlobalMeet for BlackBerry
- GlobalMeet for iPhone
- GlobalMeet for Desktop (Windows and Mac)

AUDIO CONTROLS

The Audio Controls provide a user-friendly, visual way to host your phone-only meeting, right from your desktop. You can invite guests, see who's talking with active talker, and lock, mute, or record your meeting, right from the toolbar. Or switch to a sub-conference for more private communication.

The Audio Controls are displayed when you start a phone-only meeting from GlobalMeet for Outlook or GlobalMeet for Desktop.

The Audio Controls are available to meeting hosts and their guests.



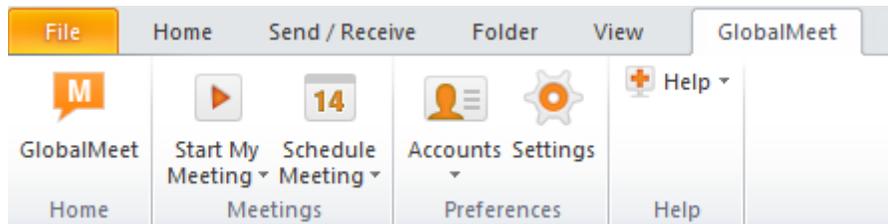
If you are a guest, click the Phone Only Controls link in a meeting invitation to use the Audio Controls in a browser.

BlackBerry®:	1-719-555-1414x406906#
iPhone®:	1-719-555-1414,,406906
Phone Only Controls:	http://bit.ly/RYQr1
Primary Access Number:	1-719-555-1414
Guest Passcode:	406906

GLOBALMEET FOR OUTLOOK

GlobalMeet for Outlook is a fully-integrated toolbar plug-in for Microsoft Outlook® that lets you start your phone-only meeting, schedule meetings, customize your meeting invitations, and track meeting responses via your Microsoft Outlook calendar.

GlobalMeet for Outlook is available for Outlook 2007, 2010, and 2013.



When you start a meeting, the Outlook Toolbar launches the Audio Controls and signs you in to your meeting.

See [GlobalMeet for Outlook on page 21](#) for more information.

GLOBALMEET FOR MOBILE DEVICES

With the industry's best mobile apps, GlobalMeet makes it easy to host or join meetings anywhere, anytime, and on any device. GlobalMeet for Android, BlackBerry, and iPhone are specially designed for mobile devices.



You can take command of every meeting, even when you're on the go, with your favorite GlobalMeet features right at your fingertips. Dial out to guests, record your meeting, and adjust participant volumes.

Plus, with the mobile apps, there are no access numbers to remember or passcodes to dial. GlobalMeet automatically connects you to the meeting.

See [GlobalMeet for Android on page 44](#), [GlobalMeet for BlackBerry on page 64](#), and [GlobalMeet for iPhone on page 83](#) to learn more.

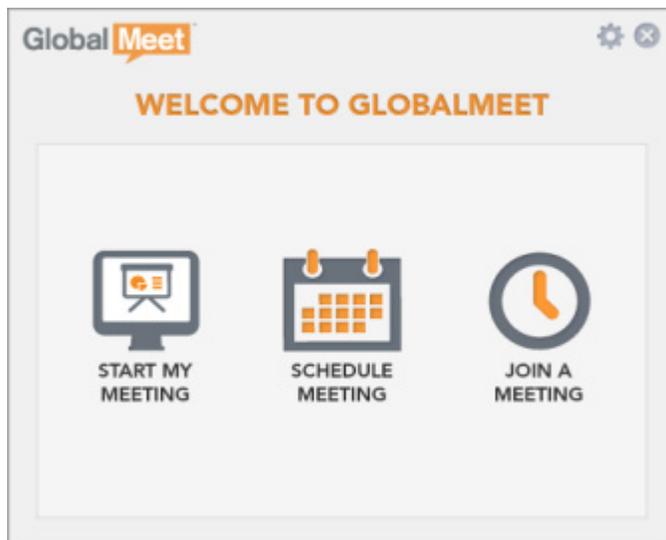
GLOBALMEET FOR DESKTOP

Available for Mac and Windows.

GlobalMeet for Desktop monitors your GlobalMeet meeting for visitors when you're not there. When someone dials in to your meeting, an alert message pops up on your screen, displaying the phone number of your guest.



Dial-In User (6785550606) ✕
has joined your meeting.



Just click the message - GlobalMeet launches the Audio Controls and signs you in to your meeting.

With GlobalMeet for Desktop, you can host or join a meeting with a few simple clicks, and schedule a meeting and have GlobalMeet send out invitations.

See [GlobalMeet for Desktop on page 35](#) for more information.

Audio Conferencing

GlobalMeet Audio lets you host an audio conference or virtual meeting at any time, anywhere in the world, on any mobile computing device or from any telephone. GlobalMeet Audio offers highly secure, enterprise grade audio conferencing with the reliability and quality you need in a business critical application.

This chapter contains the following sections:

GlobalMeet Audio Features	8
Getting Started	10
Host a Meeting (Dial In)	13
Host a Meeting (Audio Controls)	15

GLOBALMEET AUDIO FEATURES

GlobalMeet Audio offers you many choices for deciding which meeting features you want to enable. Features described in this section are configurable and let you customize the audio meeting experience for you and your guests.

You can view and update these options on the AUDIO SETTINGS tab of Meeting Settings or in the Administration Portal. See [Audio Meeting Settings on page 107](#) for more information.

Some features may not be available, depending on your audio conference account package.

Announce when Participants Join or Leave

By default, GlobalMeet Audio plays a tone when each participant joins or leaves the meeting. Set to Silent Entry to avoid interruptions or Announce Name to have each guest speak his or her name before joining. You can select different options for entry and exit. During a meeting, press *39 to stop notifications.

Meeting Roll Call

You can have each person speak his or her name as they join the meeting. The meeting records the names and plays music until you join. Have the meeting automatically play the roll call when you join, or save the recordings and press *92 to play the roll call later.

Meeting Passcodes

Passcodes are required and ensure only those invited to your meeting can join. Host and guest passcodes for your account are included in the welcome email. Depending on your company policy, you can update passcodes via Meeting Settings.

Meeting Security

These features allow you to control access to your meeting.

- Ask Me for My Client ID - Adds an additional validation step for meeting hosts. GlobalMeet Audio asks you to enter your client ID after you enter the host passcode.

- Play Music until I Join - Guests hear music and cannot talk to one another until the host joins. This option is automatically enabled for Ask for Client ID, Record Guests' Names, and End Meeting if I Don't Join.
- End Meeting When I Exit - Ends the meeting and disconnects all guests when you leave or hang up. You can activate the Override End Meeting feature (*38) and allow guests to continue the meeting after you hang up. No new guests are allowed to join after the host exits.
- End Meeting if I Don't Join - Ends the meeting if the host has not joined within roughly 10 minutes. This option provides increased security and saves you money by ensuring that a meeting does not remain "open" indefinitely.

Enhanced Authentication

Enhanced authentication (EA) helps prevent fraudulent use of GlobalMeet Audio accounts in high-risk locations like Brazil, India, China, Malaysia, the Philippines, and Taiwan. If you need local and/or ITFS access numbers in any of these countries, your account should have EA enabled.

Tracking Information and Reports

There are several options that allow you to track additional information with each meeting. This information is included in meeting reports and on your billing.

NOTE: Depending on your account setup, you may be prompted for one of these codes when you join your meeting.

- Billing Code - The meeting prompts you to enter a billing code, up to 25 digits.
- Client Number and Matter Number - Similar to Billing Code, asks for one or both tracking numbers.
- PIN Number - Prompts all guests to enter a PIN after entering the passcode. The PIN is informational only; it is not used to admit or deny a guest's access. If you use this option, tell your guests prior to the meeting what is expected. For example, you might want guests to enter their employee numbers or the last 4 digits of their phone number.
- Meeting Summary - Sends a meeting recap to you via email. Meeting summaries are always available online from the Admin Portal. The attendance recap includes information about your meeting like start and end times, elapsed time, number of guests, and passcode. It also provides details about participants, such as name, phone numbers, PIN entered, and how long they were connected the meeting.

GETTING STARTED

START OR JOIN A MEETING

Whether you are a host or a meeting guest, joining an audio meeting is easy. Just pick up the phone and dial in to the meeting using one of the provided access numbers.

When prompted, enter the host or guest passcode. GlobalMeet Audio signs you in to the meeting.

TIP: If your host sent a meeting invitation, you can also click the phone number links to join the meeting automatically from your smartphone. GlobalMeet Audio signs you in to the meeting - no passcodes to enter.

RELATED TASKS

Start Your Meeting (Audio Controls).....	15
Start Your Audio Meeting (Toolbar).....	26
Start Your Meeting (Desktop).....	40
Start Your Meeting (Android).....	50
Start Your Meeting (BlackBerry).....	70
Start Your Meeting (iPhone).....	89

KEYPAD CONTROLS

If you are participating via a telephone, you can use your telephone keypad to manage the meeting (hosts) and your own meeting experience (all participants). These "star" commands are always available.

Participant meeting controls are available to the host and all guests; they assist you in contributing to and listening to a meeting. If you are hosting a meeting, use the host controls to manage your meeting.

On your telephone keypad, press the star (*) key and then the command number.

Host Controls

The following options are available to hosts only.

Press...	To...
*91	Hear a participant count
*92	Hear a roll call of participants
*93	Disconnect all participant lines
*94	Lock or unlock the meeting
*96	Mute all participant lines
*97	Un-mute all participant lines
*99	Change your host security code
*21	Activate break-out sessions
*22	Start recording and pause recording
*31	Enable or disable the meeting security code
*32	Record a meeting introduction
*38	Extend a meeting without disconnecting guests
*39	Enable or disable entry and exit tones

Participant Controls

The following options are available to all meeting participants – host and guests.

Press...	To...
*1	Hear a help menu
*0	Reach an operator
*6	Mute or un-mute your line
*4	Increase the meeting volume
*7	Decrease the meeting volume
*5	Increase your mic volume
*8	Decrease your mic volume

HOST A MEETING (DIAL IN)

When your audio conference account was set up, you received a welcome message via email. The welcome message includes the dial-in access numbers and the host and guest passcodes for your account.

You can host a meeting from any telephone or mobile device. Just pick up the phone and dial in to the meeting using one of the provided access numbers. When prompted, enter your host passcode. GlobalMeet Audio signs you in to the meeting.

When you're dialed in to a meeting, manage your meeting using the keypad ("star") controls.

INVITE GUESTS TO YOUR MEETING

There is no keypad control available to dial out to guests and bring them in to your meeting.

If you need this feature, there are several no-cost options for dialing out and bringing guests into your meeting. GlobalMeet apps all include an Invite by Phone feature that gives you an easy way to dial out, without the need to remember star codes or additional passcodes. Just enter your guest's name and phone number, and GlobalMeet does the rest.



RELATED TASKS

Invite Guests (Audio Controls).....	19
Invite Guests (Android)	55
Invite Guests (BlackBerry)	75
Invite Guests (iPhone)	94

SCHEDULE A MEETING

You can use the Administration Portal to schedule a meeting and send email invitations to your guests. On the Home page of the Admin Portal, look for the Start/Schedule meetings box. Under Audio Meeting, click Schedule.

Just pick the date and time of your meeting and enter your guests' email addresses. GlobalMeet Audio sends everyone a meeting invitation that includes the dial-in information and passcodes for your meeting.

You can also use GlobalMeet for Outlook and GlobalMeet for Desktop to schedule a meeting.

RELATED TASKS

Schedule a Meeting (Toolbar)	28
Schedule an Audio Meeting (Toolbar)	29
Schedule a Meeting (Desktop)	41

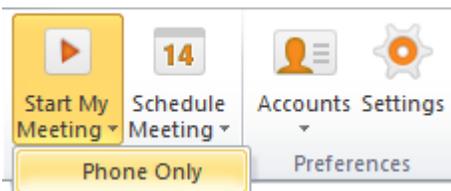
HOST A MEETING (AUDIO CONTROLS)

START YOUR MEETING

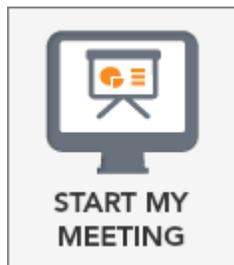
If you would like to use the Audio Controls, start your meeting from the GlobalMeet for Outlook or GlobalMeet for Desktop.

GlobalMeet for Outlook

On the Outlook Toolbar, click Start My Meeting > Phone Only. If your account has more than one meeting, select the meeting you want to join.



GlobalMeet for Desktop



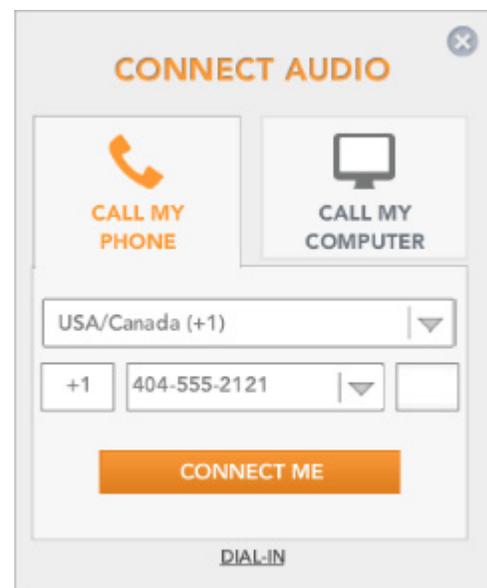
On the pop-up menu or GlobalMeet screen, click Start My Meeting.

Connect Your Audio

GlobalMeet Audio opens the Audio Controls. The next step is adding your audio connection.

Choose one of your recently used numbers, or enter your phone number to have the meeting call you.

Or, click Call My Computer (if available) to talk and listen through your computer's mic and speakers, over your Internet connection.



You can also click Dial In to get a list of access numbers and the passcode for the meeting.

RELATED TASKS

Start Your Meeting (Dial In)	10
Start Your Audio Meeting (Toolbar)	26
Start Your Meeting (Desktop).....	40
Start Your Meeting (Android)	50
Start Your Meeting (BlackBerry)	70
Start Your Meeting (iPhone)	89

MEETING SCREEN (HOST)

When you are hosting a meeting, you have full control of participants and meeting functions.

Participants

The participant list shows all of your meeting guests. Point to a participant's row to see a volume control and to view details. Click the gear icon to view the participant's phone number, send an email, and to disconnect the guest. For more information, see [Work with Participants on page 20](#).

Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Meeting Toolbar

Across the top of the meeting screen is a toolbar that provides all meeting functions: Invite Guests, Record, Lock Meeting, Mute All, and End Meeting.

Sub-Conference

Switch to a sub-conference for more private communication. Click the gear button and move yourself or any participant into or out of the sub-conference; your guests can only move themselves into a sub-conference after you set it up.

NOTE: You cannot record a sub-conference; only the main meeting is recorded.



Point to a participant and adjust volume or display meeting controls

MEETING TOOLBAR

Across the top of the meeting screen is a toolbar with various controls for managing a successful meeting.



1. INVITE

Have the meeting call your guest or send an email invitation that includes the meeting dial-in information and passcode.

2. RECORD

Start recording the meeting. Click Record again to stop recording. Recordings are available in your file library a few minutes after you complete the recording.

3. LOCK

Allows you to lock the meeting, preventing additional guests from dialing in to your meeting.

4. MUTE ALL

Mute (silence) all participant lines in the call. To unmute, just click Mute All again.

5. END

End the meeting and disconnect all participants.

INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. To invite a guest, click the Invite button on the meeting toolbar, and then select whether you want to:

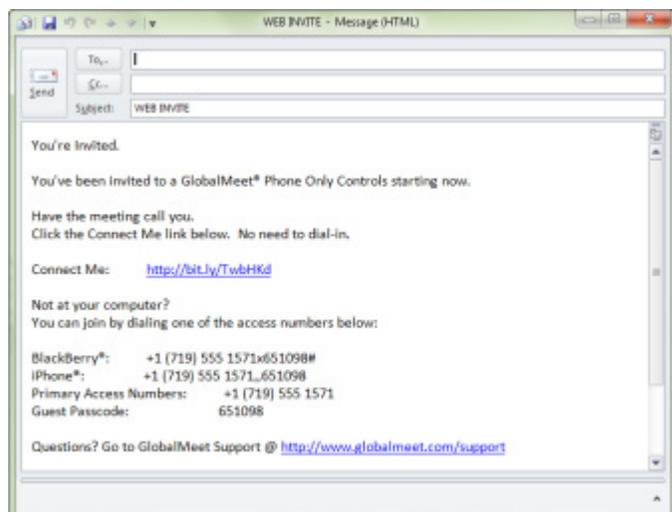
- Invite By Phone - let the meeting call your guest
- Invite By Email - send an email invitation that includes the dial-in information for your meeting

Invite by Phone

When inviting by phone, enter your guest's name, email address, and phone number to call, and then click **CONNECT GUEST**.

Invite by Email

When inviting by email, GlobalMeet opens your mail program and creates a new message. You can select recipients from your address book, or just enter guest email addresses.



WORK WITH PARTICIPANTS

The participant list shows all of your meeting guests. Point to a participant's row to see a volume control and to view details. Click the gear icon to view the participant's phone number, move to a sub-conference, and to disconnect the guest.



Edit a Participant's Name

When you invite a guest by phone, the participant list shows the name and phone number you entered. If a participant dials in to the meeting, the guest's phone number is shown. Click the row and then enter a more descriptive title or name.



Start a Sub-Conference

You can switch to a sub-conference for more private communication. Click the gear button and move yourself or any participant into or out of the sub-conference; your guests can only move themselves into a sub-conference after you set it up.

GlobalMeet for Outlook

GlobalMeet for Microsoft Outlook® is a fully-integrated toolbar plug-in for Outlook that lets you schedule and track meeting invitations via your Outlook calendar, start a phone-only meeting, and customize your meeting invitations.

This chapter contains the following sections:

Overview	22
Install the Toolbar	23
Getting Started.....	24
Start Your Meeting	26
Schedule a Meeting	28
Toolbar Settings	32

OVERVIEW

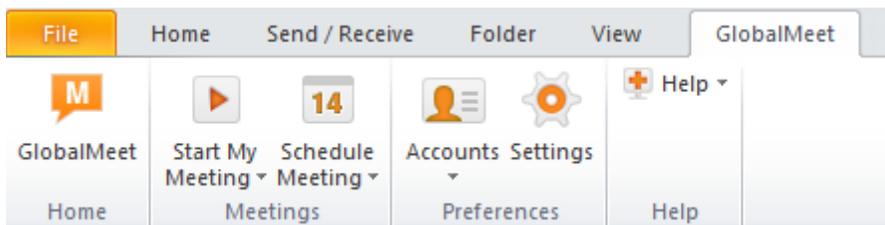
The GlobalMeet Toolbar for Microsoft Outlook® is a fully-integrated toolbar plug-in for Outlook that lets you schedule and track meeting invitations via your Outlook calendar, start a phone-only meeting, and customize your meeting invitations. Just download it from the [GlobalMeet Tools](#) page and go!

When you start a meeting, the Outlook Toolbar launches the Audio Controls and signs you in to your account.

Highlights:

- Available for Microsoft Outlook 2007, 2010, and 2013.
- Quickly start an audio meeting.
- Schedule a meeting and have GlobalMeet send an email invitation to your guests with your meeting dial-in information.
- Manage meeting invitations and access numbers.

GlobalMeet for Outlook is available for meeting hosts only.



INSTALL THE TOOLBAR

DOWNLOAD THE TOOLBAR

The toolbar can be downloaded directly from the GlobalMeet Tools page.

1. Open a browser window and go to www.globalmeet.com/tools.
2. Click Windows, and then scroll to the GlobalMeet for Outlook section.
3. Click DOWNLOAD NOW and follow instructions to install the toolbar.

SYSTEM REQUIREMENTS

GlobalMeet for Outlook is available for Microsoft Outlook 2007, 2010, and 2013 (Windows computers only). It requires:

- Windows XP, Windows 7, or Windows 8 (Outlook 2010 and 2013)
- Flash version 10 or higher; version 10.3 or higher is required for computer audio
- Microsoft Outlook 2013
- Microsoft Outlook 2010 SP1 or higher
- Microsoft Outlook 2007 SP2 or higher

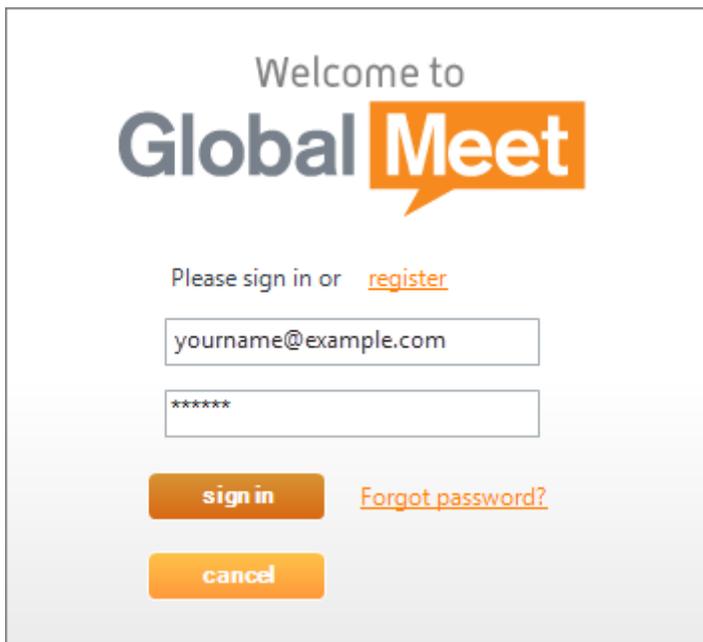
Be sure your computer has all the necessary operating system updates installed.

GETTING STARTED

After you install the toolbar, open Outlook. The Setup screen is displayed.

SETUP

Just enter the email and password for your account, and then click Sign In. If you have more than one meeting, GlobalMeet prompts you to enter your client ID.

The image shows a login screen for GlobalMeet. At the top, it says "Welcome to Global Meet" with "Global" in grey and "Meet" in white on an orange speech bubble. Below this, it says "Please sign in or [register](#)". There are two input fields: the first contains "yourname@example.com" and the second contains "*****". Below the fields are three buttons: a dark orange "sign in" button, a light orange "cancel" button, and a light orange link "Forgot password?".

Welcome to
Global Meet

Please sign in or [register](#)

[sign in](#) [Forgot password?](#)

[cancel](#)

The toolbar signs in to your GlobalMeet account and displays the main Outlook window.

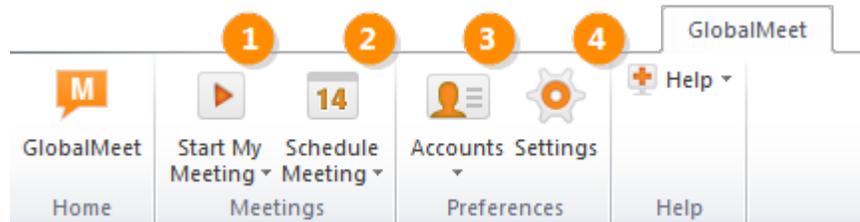
ACCESS THE TOOLBAR

The toolbar is always available in Outlook. To open the toolbar:

- Outlook 2010 and 2013 - click the GlobalMeet tab
- Outlook 2007 - the toolbar is added below the standard Outlook buttons

OUTLOOK TOOLBAR OPTIONS

There are four main options on the toolbar.



1. START MY MEETING

To start a meeting using your own GlobalMeet account, click Start My Meeting. If you have more than one meeting, select which meeting you want to host.

2. SCHEDULE MEETING

Schedule a meeting and have GlobalMeet send an email invitation to your guests that includes the meeting dial-in information.

3. ACCOUNTS

If you have multiple accounts (with different client IDs), add them here.

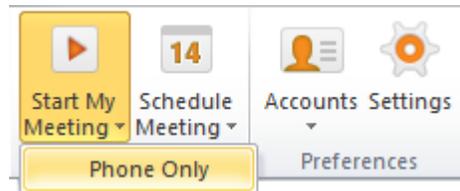
4. SETTINGS

Click the Settings button to manage your toolbar settings, your audio meeting settings, your account profile, and your password.

You can also click Help to get help using the Outlook Toolbar.

START YOUR MEETING

When you start a phone meeting from the Outlook Toolbar, the toolbar opens the Audio Controls and signs you in to your meeting.



STEP 1. Click Start My Meeting > Phone Only.

If your account has more than one meeting, select the meeting you want to join.

GlobalMeet signs you in to your meeting and displays the Audio Controls.

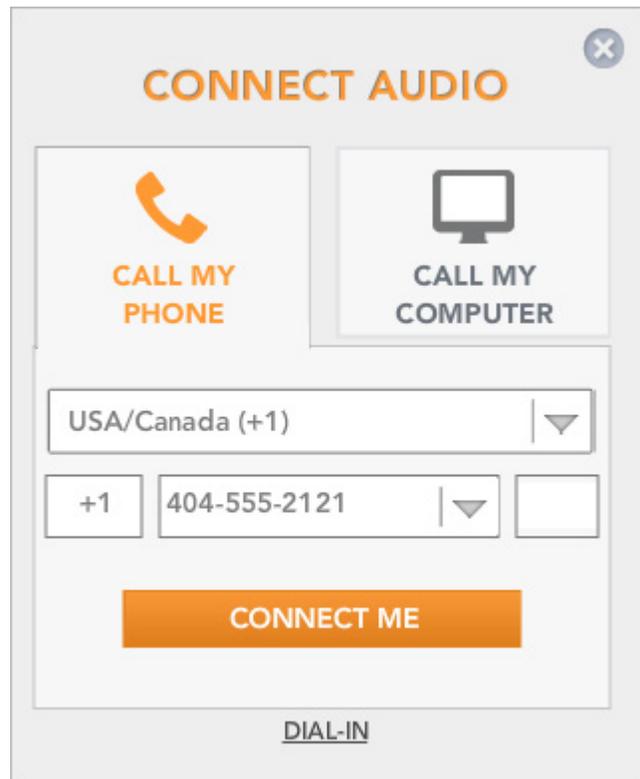
STEP 2. The next step is adding your audio connection.

Choose one of your recently used numbers, or enter your phone number, and then click CONNECT ME to have the meeting call you.

Or, click Call My Computer (if available) to talk and listen through your computer’s mic and speakers, over your Internet connection.

You can also click Dial In to get a list of access numbers and the passcode for the meeting.

STEP 3. GlobalMeet calls you at the number you select. Answer the call and GlobalMeet displays the Audio Controls screen.



RELATED TASKS

Start Your Meeting (Dial In)	10
Start Your Meeting (Audio Controls).....	15
Start Your Meeting (Desktop).....	40
Start Your Meeting (Android)	50
Start Your Meeting (BlackBerry)	70
Start Your Meeting (iPhone)	89

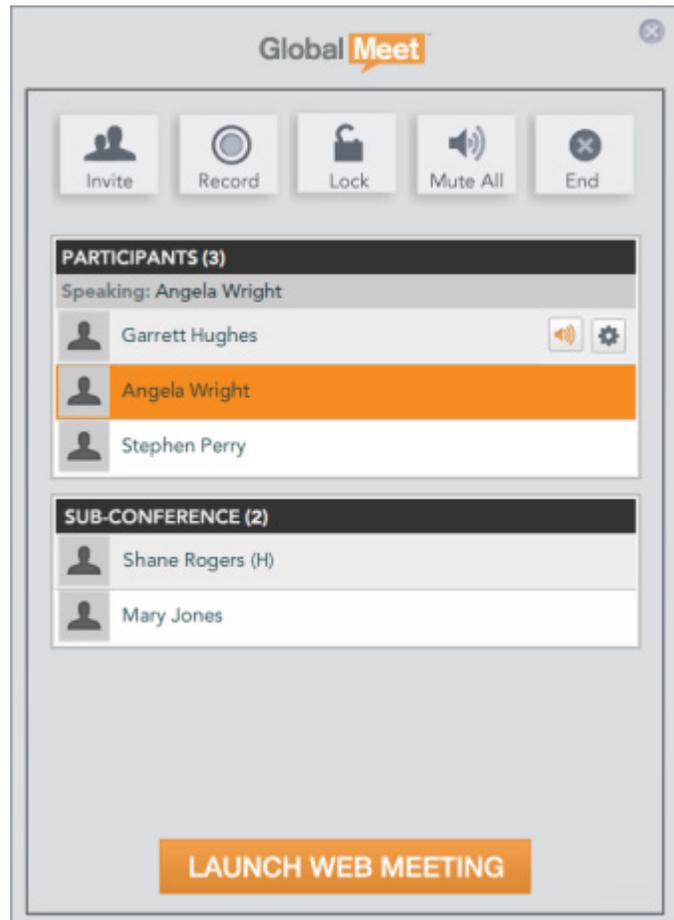
AUDIO CONTROLS

When you start an audio meeting, GlobalMeet opens the Audio Controls and connects you to your meeting. The Audio Controls provide a user-friendly, visual way to host your phone-only meeting, right from your computer screen:

- Invite guests via email or just dial out to your guests.
- See who's talking with GlobalMeet active talker.
- Lock, mute, or record your meeting. Adjust participant volumes and mute noisy lines.
- Switch to a sub-conference for more private communication. Click the gear button and move yourself or any participant into or out of the sub-conference; your guests can only move themselves into a sub-conference after you set it up.

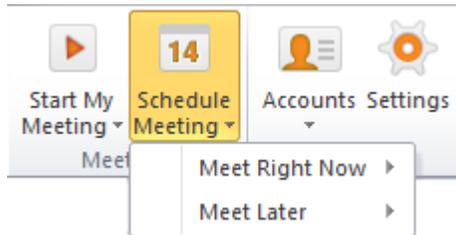
NOTE: You cannot record a sub-conference; only the main meeting is recorded.

Point to a participant and adjust volume or display meeting controls



SCHEDULE A MEETING

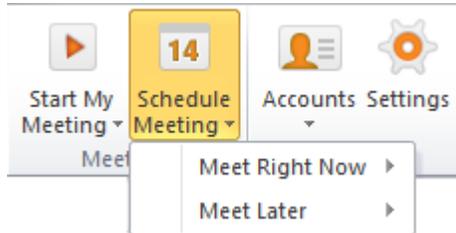
You can schedule a meeting and have GlobalMeet send an email invitation. Just pick the date and time of your meeting and enter your guests' email addresses. GlobalMeet sends everyone a meeting invitation that includes the dial-in information for your meeting.



Choose whether you want to Meet Right Now or Meet Later. Both options create a meeting invitation that you can edit and send to your guests.

- Meet Right Now - to send a quick invitation and immediately start your meeting. The invitation is not saved in your Outlook Calendar.
- Meet Later - to select which access numbers to include in your invitation, and which audio meeting to use (if you have multiple meetings). The invitation is saved in your Outlook Calendar, where you can track responses and reschedule or update, as needed.

SCHEDULE AN AUDIO MEETING

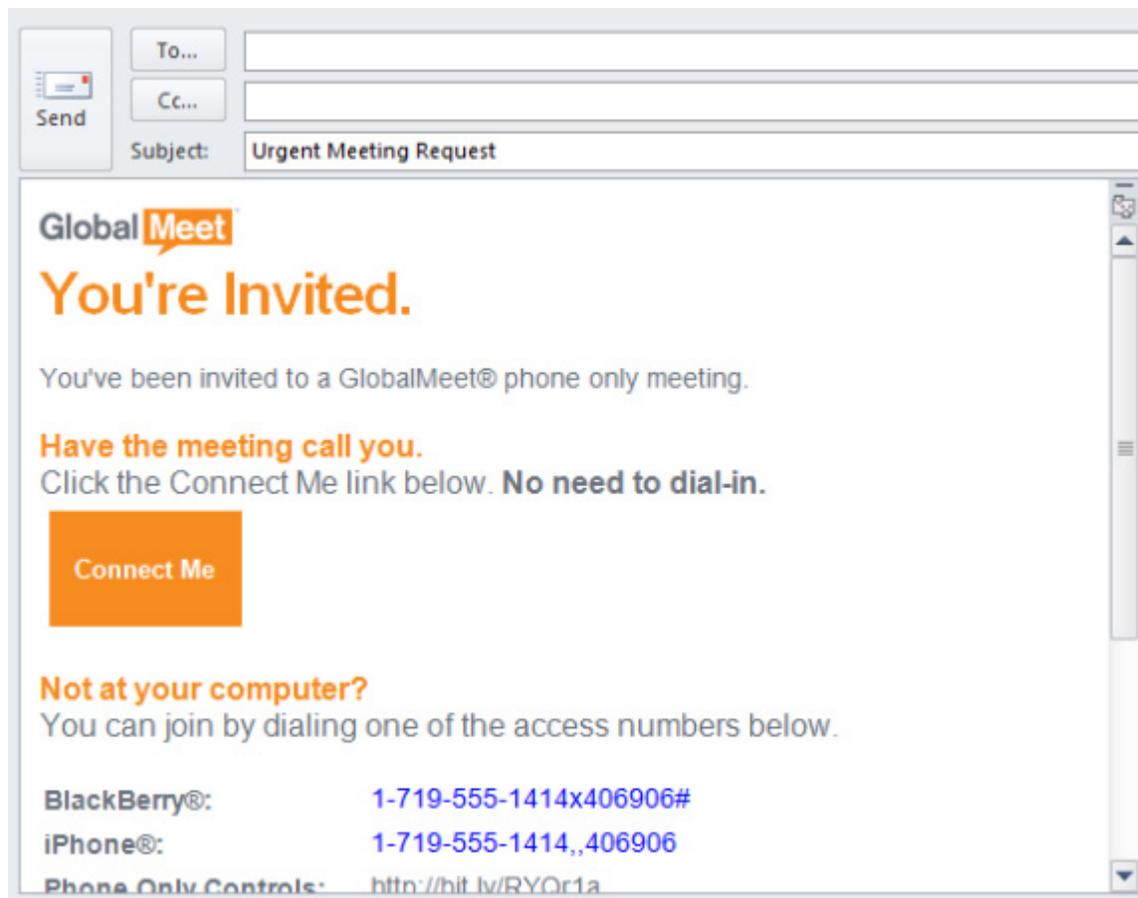


STEP 1. Click Schedule Meeting and select whether you want to Meet Right Now or Meet Later.

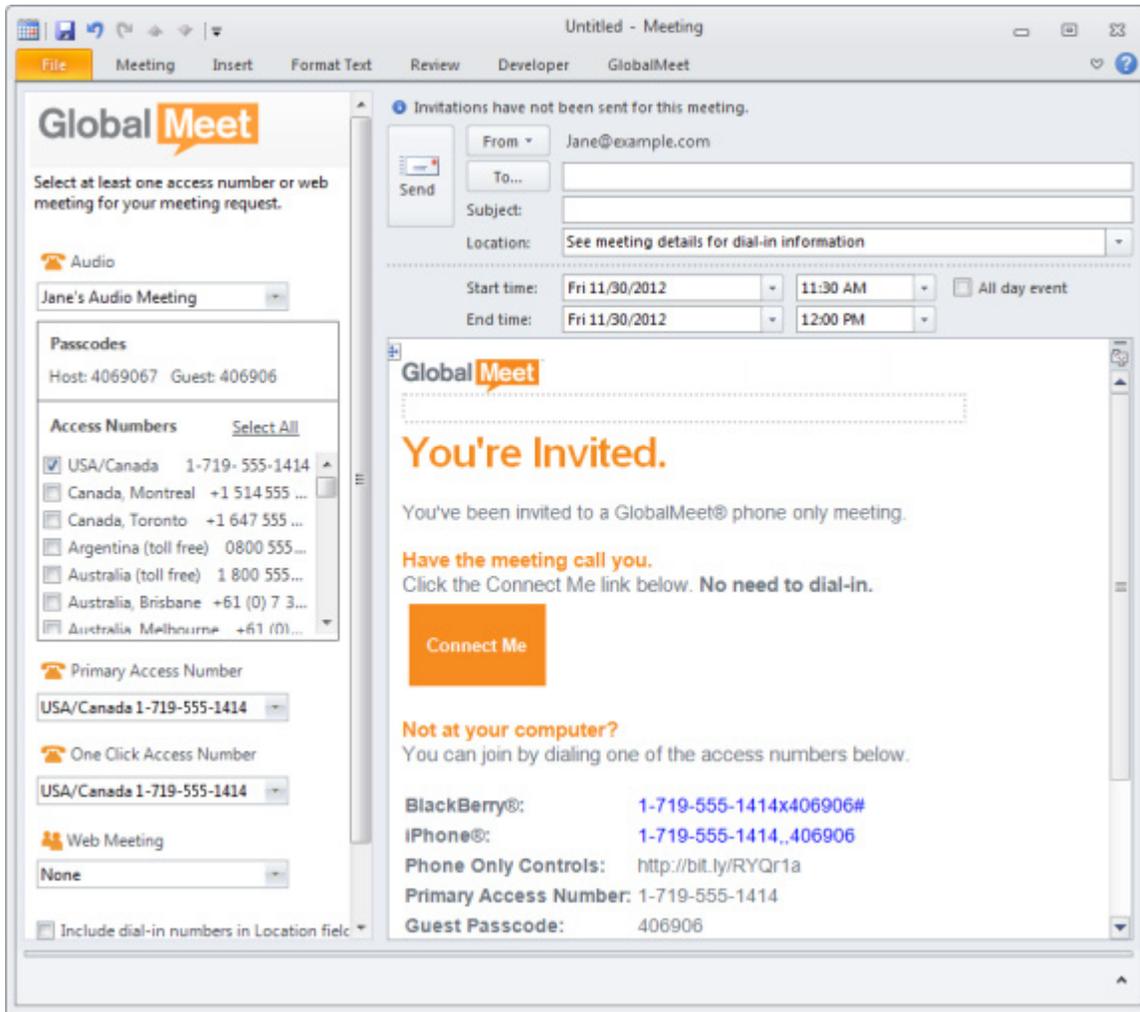
Select the type of meeting you are scheduling: Phone Only.

The Outlook Toolbar opens a meeting invitation.

STEP 2. Enter the email addresses of your guests and a meeting subject.



STEP 3. If you selected Meet Later, use the calendar to select the meeting date and the start and end times for your meeting. On the left side of the meeting invitation, select the access numbers to include in the invitation.



STEP 4. Click Send.

If you selected:

- Meet Right Now - you're already signed in to your meeting. Switch to the Audio Controls and host your meeting.
- Meet Later - the meeting is saved in your Outlook Calendar. At the scheduled time, use Start My Meeting > Phone Only to open the Audio Controls and sign in to your meeting.

RELATED TASKS

Schedule a Meeting (Admin Portal)..... 14

Schedule a Meeting (Toolbar) 28

Schedule a Meeting (Desktop) 41

SCHEDULE A MEETING FOR ANOTHER PERSON

If you have been authorized by your supervisor or another user to manage their Outlook Calendar, you can send meeting requests with the proper meeting room information on that person's behalf.

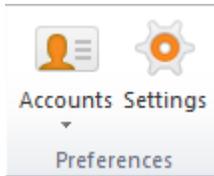
The meeting will be saved in the Outlook Calendar of the other person, and those invited will get the proper dial-in information and/or web meeting room URL in their invitations to the meeting.

To schedule a meeting in another person's calendar:

1. On the Outlook toolbar, click Accounts > Sign In As... and sign in to the person's account.
2. In Outlook, select the other person's calendar.

To add another person's calendar, on the File menu, select Open > Other User's Folder. Enter the other user's name and then select Calendar.
3. On the other person's calendar, select New > Meeting Request. (Do not use the Outlook toolbar yet.)
4. At the top of the Meeting Invitation, click the GlobalMeet tab.
5. Click Show GlobalMeet Settings to show all toolbar scheduling options.
6. Enter the email addresses of your guests and a meeting subject and update other meeting options.
7. Click Send.

TOOLBAR SETTINGS

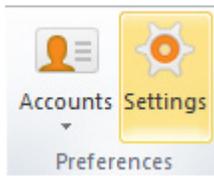


The Preferences group on the toolbar has two options: Accounts and Settings.

Use the Accounts button to add a new account (with a different client ID) to your toolbar or to sign in to any of your saved accounts.

Use the Settings button to select which access numbers are included in meeting invitations and other meeting defaults. If you have more than one audio conference account, you should select your default meeting.

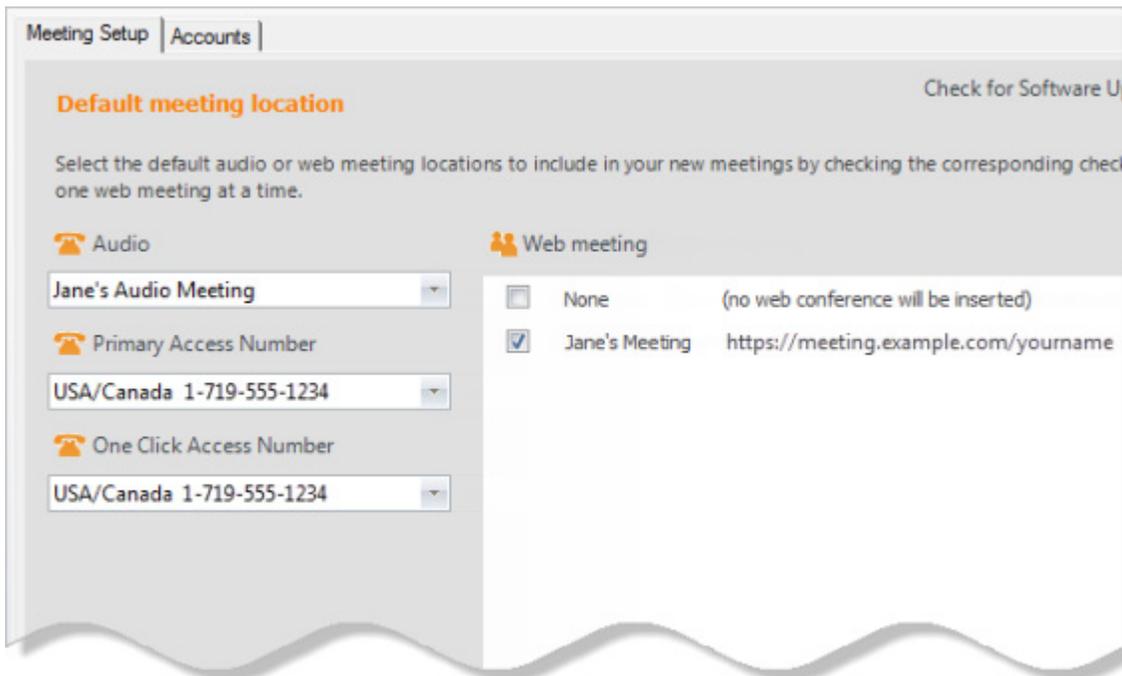
DEFAULT MEETING



When you Start or Meet Now (from Schedule a Meeting), GlobalMeet signs you in to your default meeting; it also includes the dial-in information for the default meeting in the meeting invitation.

TIP: Use Schedule a Meeting > Meet Later if you would like to choose the meeting to use and customize the meeting invitation.

Click the Meeting Setup tab to select your default audio meeting and select which access numbers to include in meeting invitations.

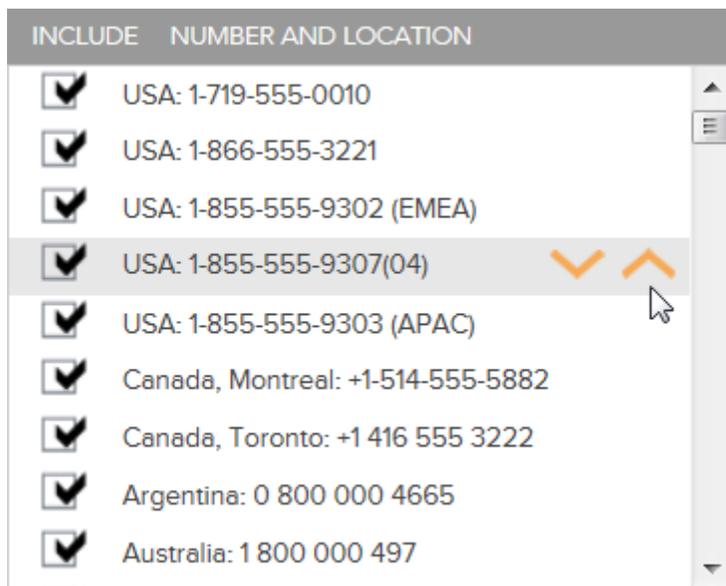


Select Default Numbers to Include in Invitations

To choose the access numbers to include in meeting invitations, go to Meeting Settings. You can also change the order in which dial-in numbers associated with each audio account are displayed.

At the bottom of the Meeting Setup tab, click Meeting Settings. On the AUDIO SETTINGS tab, next to ACCESS NUMBERS, click VIEW AND MANAGE.

At first, each access number is selected and will be included in meeting invitations.



- Clear the check box if you do not want to include an access number.
- Point to a row and use the arrows to move an access number up or down in the list.

MANAGE MULTIPLE ACCOUNTS

You can use the Outlook toolbar to manage multiple GlobalMeet accounts (each with a unique client ID). These meeting accounts could be your own, or accounts that belong to other people. For example, if you manage your supervisor's Outlook calendar, add the supervisor's GlobalMeet account to your Outlook toolbar. Then you can use the Schedule Meeting feature to send meeting invitations on behalf of that person.

Use the Accounts button to add a new account to your toolbar or to sign in to any of your saved accounts.

When you Start or Schedule a Meeting, the toolbar uses your signed-in account.



To add an account, just enter the email address or client ID and the account password.

GlobalMeet for Desktop

GlobalMeet® for Desktop monitors your GlobalMeet meeting for visitors when you're not there. The app lets you host, schedule, or join a meeting with a few simple clicks.

This chapter contains the following sections:

Overview	36
Install GlobalMeet for Desktop.....	37
Getting Started.....	37
Using GlobalMeet for Desktop	38
Start Your Meeting	40
Schedule a Meeting	41
Join a Meeting.....	42
GlobalMeet Settings.....	43

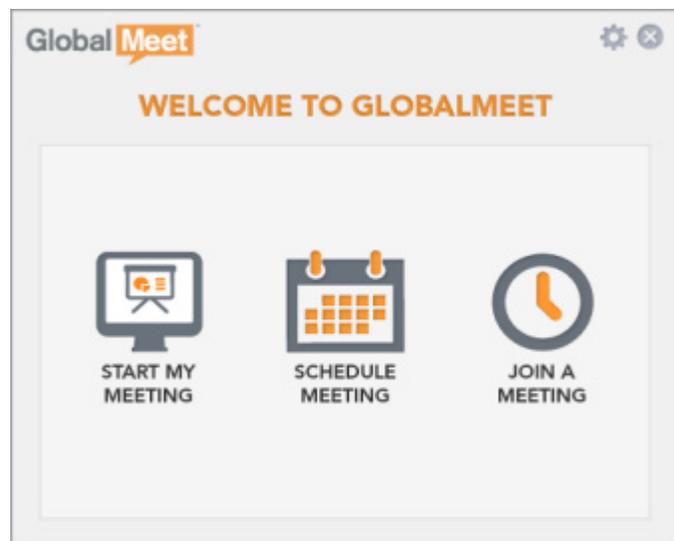
OVERVIEW

GlobalMeet® for Desktop is an app that monitors your GlobalMeet meeting for visitors when you're not there. When someone dials in to your audio meeting, an alert message pops up on your screen, displaying the phone number of your guest. Just click the message and GlobalMeet signs you in to your meeting.

GlobalMeet for Desktop lets you host or join a meeting with a few simple clicks. Just download it from the GlobalMeet Tools page and go.

- Monitor your GlobalMeet audio meeting, without actually being in it.
- Quickly jump into your GlobalMeet meeting.
- Talk and listen over your computer's Internet connection, or have the meeting call you.
- Schedule a meeting and have GlobalMeet send an email invitation to your guests with the dial-in information.
- Get pop-up and audible alerts when guests enter or leave your meeting.
- View all GlobalMeet meetings you attended recently and click to join.
- Save meetings you attend often as Favorites.

GlobalMeet for Desktop is available for meeting hosts only.



INSTALL GLOBALMEET FOR DESKTOP

DOWNLOAD THE APP

The app can be downloaded directly from the GlobalMeet Tools page.

1. On your PC or Mac, open a browser window and go to www.globalmeet.com/tools.
2. Click Mac or Windows, and then scroll to the GlobalMeet for Desktop section.
3. Click Download and follow instructions to install the app.

SYSTEM REQUIREMENTS

GlobalMeet for Desktop is available for Windows and Mac computers. It supports Windows 7 and Windows 8, and Mac OS X Snow Leopard, Lion, and Mountain Lion.

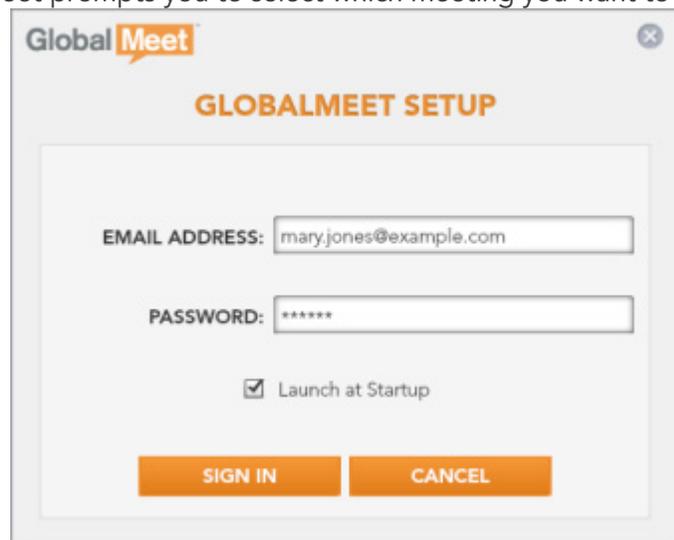
Be sure your computer has all the necessary operating system updates installed.

GETTING STARTED

After GlobalMeet is installed, it starts automatically. On the Setup screen, enter the Email Address or Client ID and Password for your GlobalMeet account. Be sure to select the Launch at Startup option to ensure GlobalMeet is always watching your meeting.

If you have more than one meeting, GlobalMeet prompts you to select which meeting you want to monitor. You can only monitor one meeting at a time.

The app signs in to your GlobalMeet account and starts watching your GlobalMeet meeting for visitors.



GlobalMeet

GLOBALMEET SETUP

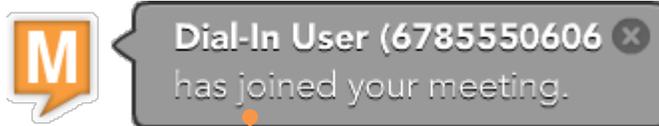
EMAIL ADDRESS:

PASSWORD:

Launch at Startup

USING GLOBALMEET FOR DESKTOP

Most of the time, you won't think about the app until it displays an alert. It runs quietly in the background. When someone enters your meeting, an alert pops up on your screen.



Click the message to enter your meeting

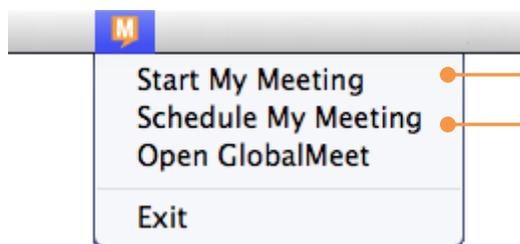
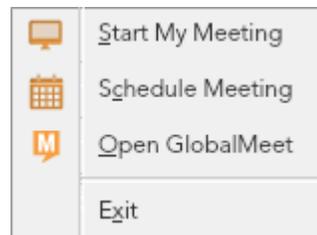
Just click the message and GlobalMeet signs you in to your meeting and displays the Audio Controls.

POP-UP MENU

GlobalMeet for Desktop has a simple pop-up menu where you can start your meeting or schedule a meeting.

Open the GlobalMeet window to join someone else's meeting or to update your settings.

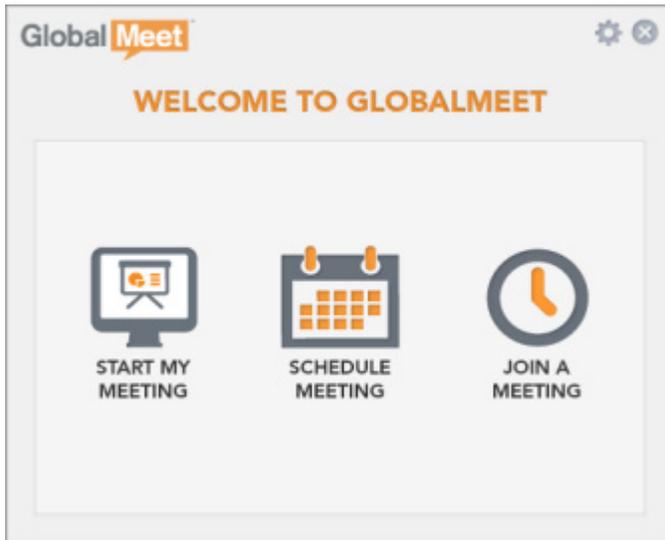
In the Windows taskbar or the Mac status bar, click the "M" icon to display the pop-up menu.



- Enter your meeting
- Pick a date and time and send an email invitation

GLOBALMEET WINDOW

To open the GlobalMeet window, click the "M" icon in the Windows task bar or Mac dock bar and then select Open GlobalMeet. This section explains the options on the window.



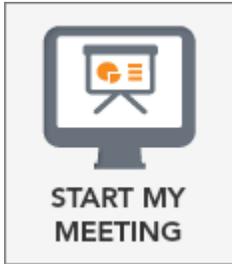
1. START MY MEETING To start a meeting using your own GlobalMeet account, click Start My Meeting. If someone is waiting in your meeting, this link says ENTER MY MEETING.

2. SCHEDULE MEETING Schedule a meeting and have GlobalMeet send an email invitation to your guests with the meeting dial-in information.

3. JOIN A MEETING Join another person's meeting. View the meetings that you recently attended and join any of them. Save meetings that you attend often as Favorites.

4. SETTINGS Click the Settings button to manage your GlobalMeet app settings, your audio meeting settings, your account profile, and your password.

START YOUR MEETING



GlobalMeet for Desktop offers a fast way to start your audio meeting. On the pop-up menu or home screen, select Start My Meeting.

GlobalMeet opens the Audio Controls and connects you to your meeting. The Audio Controls provide a user-friendly, visual way to host your phone-only meeting, right from your computer screen:

- Invite guests via email or just dial out to your guests.
- See who's talking with GlobalMeet active talker.
- Lock, mute, or record your meeting. Adjust participant volumes and mute noisy lines.
- Switch to a sub-conference for more private communication. Click the gear button and move yourself or any participant into or out of the sub-conference; your guests can only move themselves into a sub-conference after you set it up.

NOTE: You cannot record a sub-conference; only the main meeting is recorded.



RELATED TASKS

Start Your Meeting (Dial In)	10
Start Your Meeting (Audio Controls).....	15
Start Your Audio Meeting (Toolbar).....	26
Start Your Meeting (Android).....	50
Start Your Meeting (BlackBerry)	70
Start Your Meeting (iPhone).....	89

SCHEDULE A MEETING



You can schedule a meeting and have GlobalMeet send an email invitation. Just pick the date and time of your meeting and your guests' email addresses. GlobalMeet sends everyone a meeting invitation that includes the dial-in information for your meeting.

STEP 1. On the pop-up menu or home screen, select Schedule Meeting.

STEP 2. Enter the email addresses of your guests and a meeting subject, and then use the calendar to select the meeting date and the start and end times for your meeting.

STEP 3. Click CREATE INVITE.

GLOBALMEET FOR OUTLOOK

If you have GlobalMeet for Outlook installed, the app opens Outlook so that you can schedule your meeting.

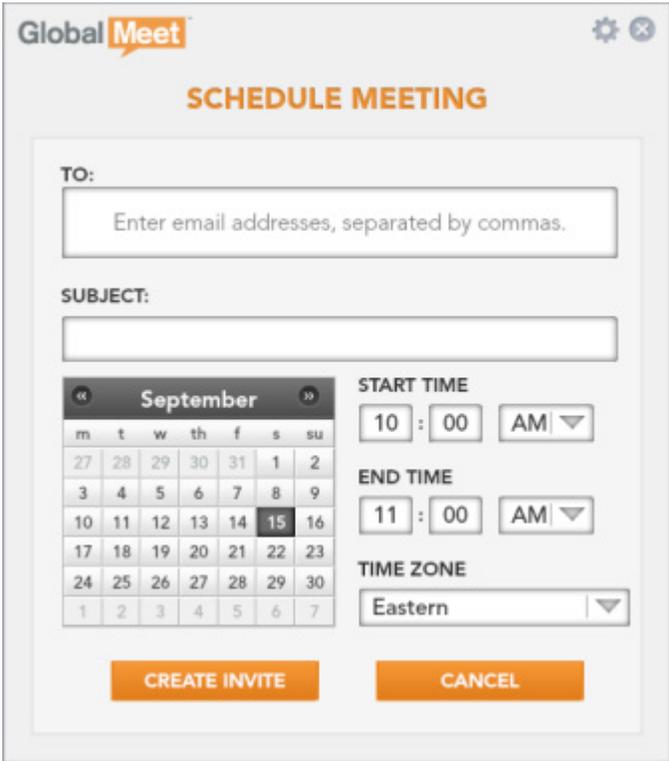
The Outlook Toolbar lets you select guests from your Outlook Contacts. Plus, meeting invitations are automatically saved in the Outlook Calendar, where you can track responses and reschedule or update, as needed.

ADD THE MEETING TO YOUR CALENDAR

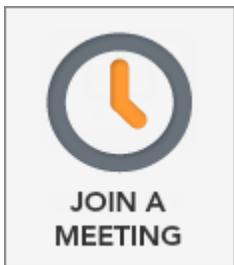
The meeting invitation includes an iCalendar attachment. To add the meeting to your calendar, open the invitation and then click or tap the attachment (depends on your mail and calendar programs).

RELATED TASKS

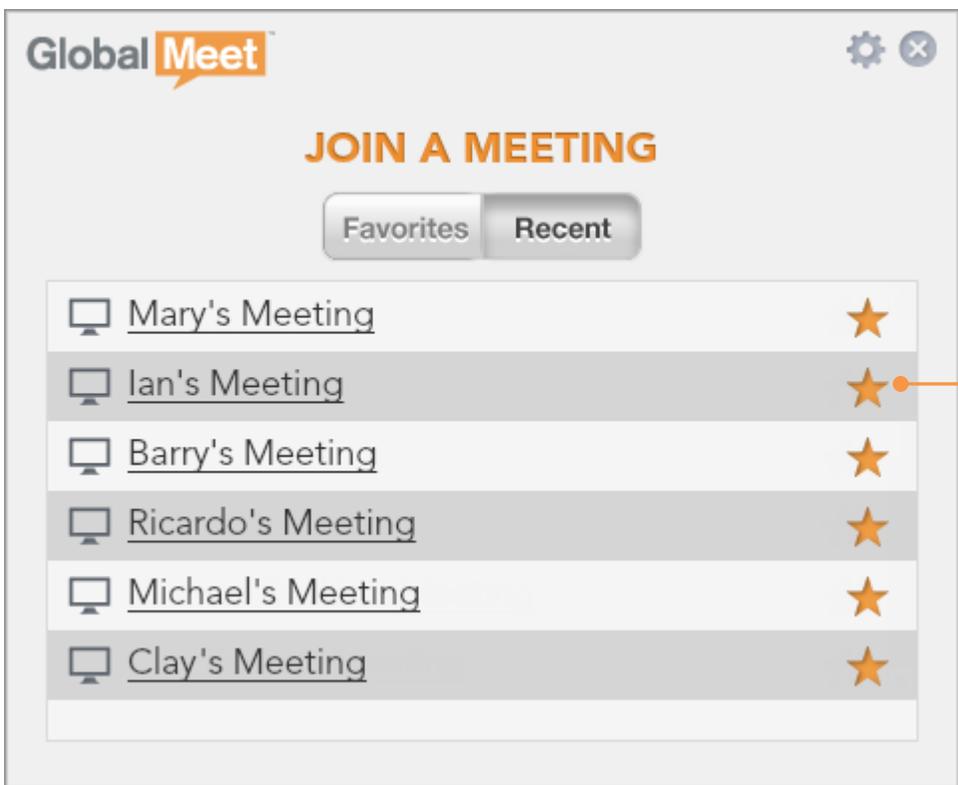
- Schedule a Meeting (Admin Portal)..... 14
- Schedule a Meeting (Toolbar)28
- Schedule an Audio Meeting (Toolbar)29



JOIN A MEETING



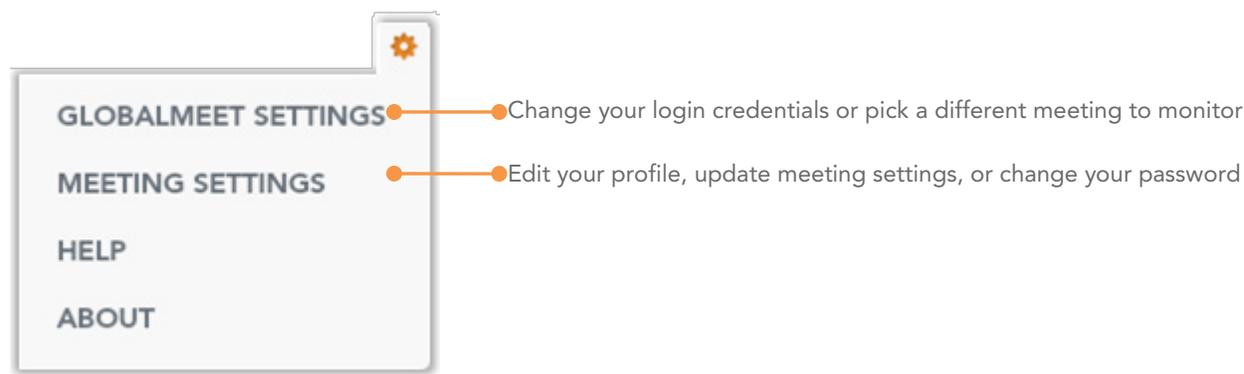
On the main window, click JOIN A MEETING to view the meetings that you recently attended. You can join any meeting with a click, or save meetings that you attend on a regular basis as Favorites.



Save to Favorites

GLOBALMEET SETTINGS

On the main window, click the gear button to open the Settings menu. From here, you can update your app settings, your account profile, your audio meeting settings, and change your password. Click Help to Visit the GlobalMeet community, where you can read knowledge base articles and user guides, ask questions, share ideas, and get to know GlobalMeet.



See [Meeting Settings on page 103](#) to learn more about updating your GlobalMeet profile and meeting preferences.

GlobalMeet for Android

GlobalMeet® for Android™ is a special version of GlobalMeet built specifically for Android. The app lets you instantly host or join a meeting by making a few touches on your screen. Just download GlobalMeet using the Google Play™ Store app and go.

This chapter contains the following sections:

Overview	45
Install GlobalMeet for Android	46
Getting Started.....	47
Host a Meeting	49
Participate in a Meeting (Guest)	58
GlobalMeet App Settings	62
Troubleshooting.....	63

OVERVIEW

GlobalMeet® for Android™ is designed especially for your Android device. It lets you instantly host or join a meeting with just a few taps on your screen. Just download using the Google Play™ Store app and go.

No access numbers to remember or passcodes to dial. GlobalMeet automatically connects you to the meeting with one touch on your Android.

With GlobalMeet for Android, you can take command of every meeting, even when you're on the go, with your favorite GlobalMeet features right at your fingertips:

- Host meetings with your GlobalMeet account or join a GlobalMeet meeting as a guest.
- Talk and listen over your device's data connection (Wi-Fi or 3G/4G), or have the meeting call your Android phone or other phone.
- Invite guests via email, or dial out to your guests.
- See who's talking with GlobalMeet active talker.
- Lock, mute or record your call with one touch.
- Adjust participant volumes and mute noisy lines.
- Get one-touch access to participant profile and contact information.



GlobalMeet for Android is available for meeting hosts and their guests.

INSTALL GLOBALMEET FOR ANDROID

DOWNLOAD THE APP

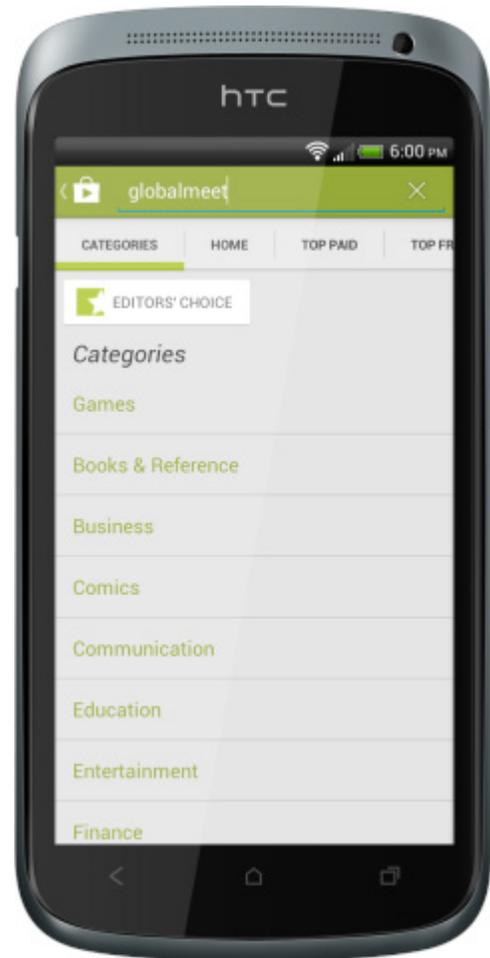
GlobalMeet Android can be downloaded directly from the Google Play™ Store.

1. Open the Google Play Store app on your device.
2. In the Search bar, type the word GlobalMeet.
3. Download and install the app.

SYSTEM REQUIREMENTS

The GlobalMeet app supports devices running Android platform versions 2.3 (Gingerbread), 4.0 (Ice Cream Sandwich), and 4.1 and 4.2 (Jelly Bean).

You must have an active data connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.



GETTING STARTED

ACCESS THE APP

Once the application has been installed, touch the GlobalMeet icon to get started.

GlobalMeet icon
Touch to get started.



SETUP

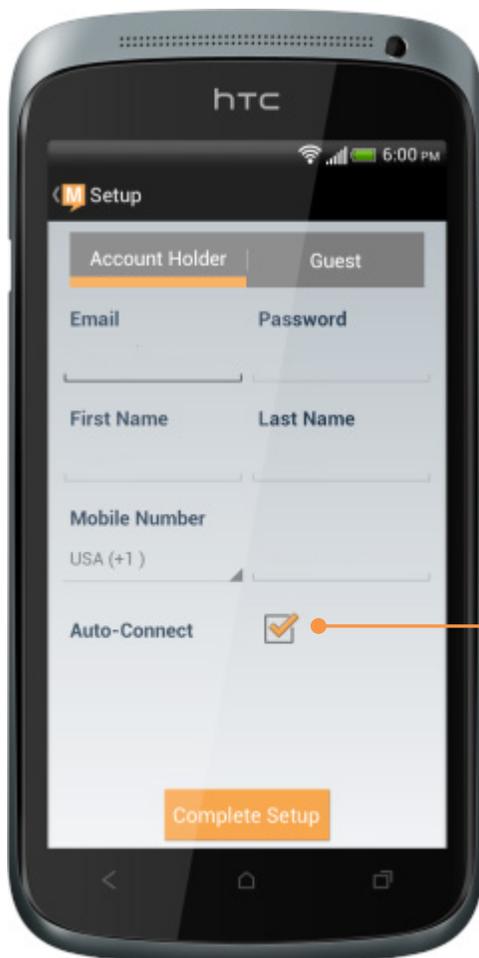
The first step is to set up the app with your account info. On the Setup screen, select Account Holder if you have a GlobalMeet account, or select Guest if you do not.

For Account Holders

Enter your email address or Client ID, Password, First and Last Name, and your Mobile Number. Touch Complete Setup. The app signs you in to your GlobalMeet account and displays the GlobalMeet home screen.

TIP: Select Auto-Connect to always use your data connection (3G/4G or Wi-Fi) for audio.

The app saves your account information so that you do not have to enter it again. To change your login information later, go to the Home screen and touch Edit Settings, and then change Application Settings.



For Guests

If you do not have a GlobalMeet account, touch the Guest toggle and enter your First and Last Name and Android Number. Touch Complete Setup and the app displays the GlobalMeet home screen.

Always connect audio over your data connection

HOST A MEETING

GLOBALMEET HOME SCREEN

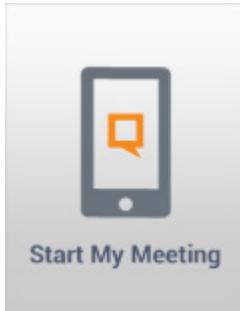
After you start the app, GlobalMeet displays the home screen.

The home screen has four options.

- 1. START MY MEETING** To start a meeting using your own GlobalMeet account, touch Start My Meeting. If you have more than one meeting, select which meeting you want to host.
- 2. JOIN A MEETING** Join someone else's meeting. You can save up to 20 meetings that you join on a regular basis.
- 3. INVITE GUESTS** Send a quick invitation via email and immediately start your meeting. GlobalMeet sends the email invitation to the email addresses you enter, and then signs you in to your meeting.
- 4. EDIT SETTINGS** Manage your GlobalMeet for Android app settings: your profile, saved meetings, and saved phone numbers.



START YOUR MEETING



STEP 1. To start a meeting using your own GlobalMeet account, tap Start My Meeting.

STEP 2. From there you will see a list of all meetings associated with your account (if you have one meeting you will go straight to Step 3).

Scroll through the list and select your meeting.

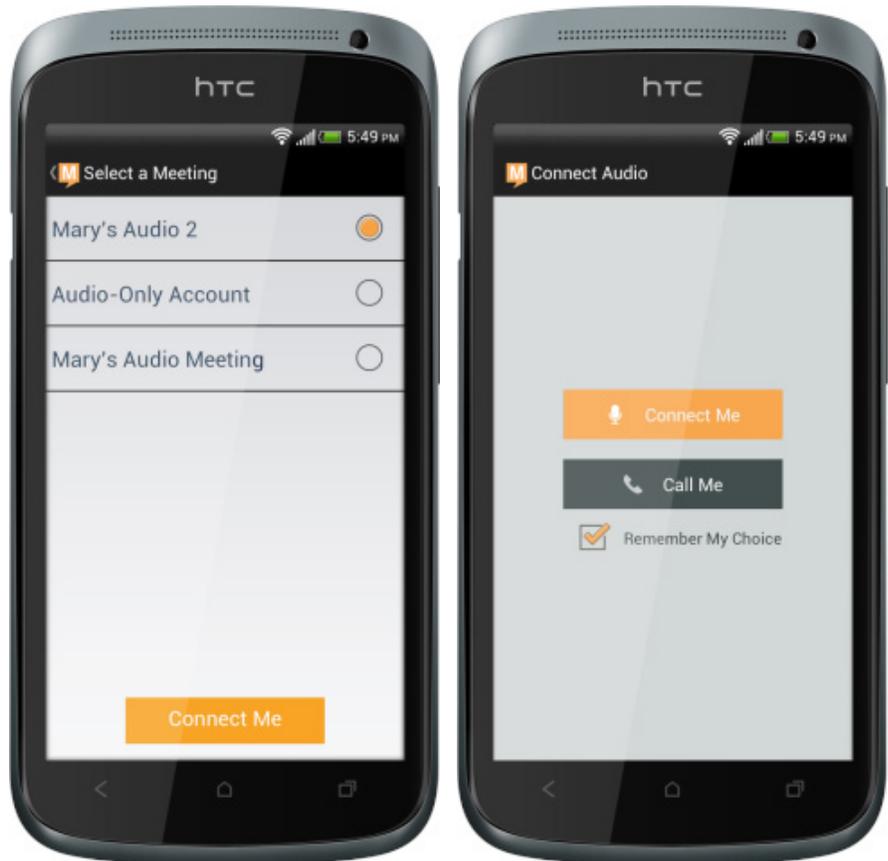
STEP 3. The next step is adding your audio connection. You can connect audio over your device's data connection (either Wi-Fi or your mobile provider's 3G/4G network), or have the app call your phone directly.

Touch Connect Me to connect audio over your data connection.

Or, touch Call Me to have the meeting call your Android phone (the number you entered when you set up the app) or another phone number.

TIP: You can configure GlobalMeet to always use your data connection for audio. Access your Application Settings (from Edit Settings) and select Auto-Connect.

GlobalMeet signs you in to your meeting and displays the meeting screen.



RELATED TASKS

Start Your Meeting (Dial In) 10

Start Your Meeting (Audio Controls)..... 15

Start Your Audio Meeting (Toolbar)26

Start Your Meeting (Desktop).....40

Start Your Meeting (BlackBerry)70

Start Your Meeting (iPhone)89

AUDIO CONNECTION NOTES

You must have an active data connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.

If you would like the meeting to call your Android phone, your phone must support separate voice and data signals ("talk and surf"). CDMA Android devices keep the voice and data signals together.

When the meeting calls your Android

If you have the meeting call your Android, first answer the call. Then, display the recent apps screen.



Swipe up or down and locate the GlobalMeet for Android app, and then touch to switch to the meeting screen.

For CDMA Android users

If you are using a CDMA Android phone, either connect audio using your data connection (Connect Me) or have the meeting call a different phone (Call Me).

Some wireless carriers that use the CDMA network include Verizon and Sprint.

MEETING SCREEN (HOST VIEW)

When you are hosting a meeting, you have full control of participants and meeting functions.

Participant List

The participant list shows all of your meeting participants.

Participant Details

Touch the name of a guest or your own name to display contact details and volume controls. If you are a host, the details page includes controls that let you adjust the participant's volume level or mute the guest.

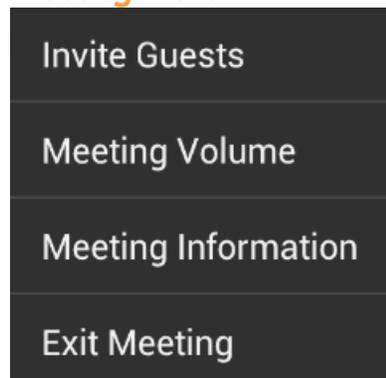
Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

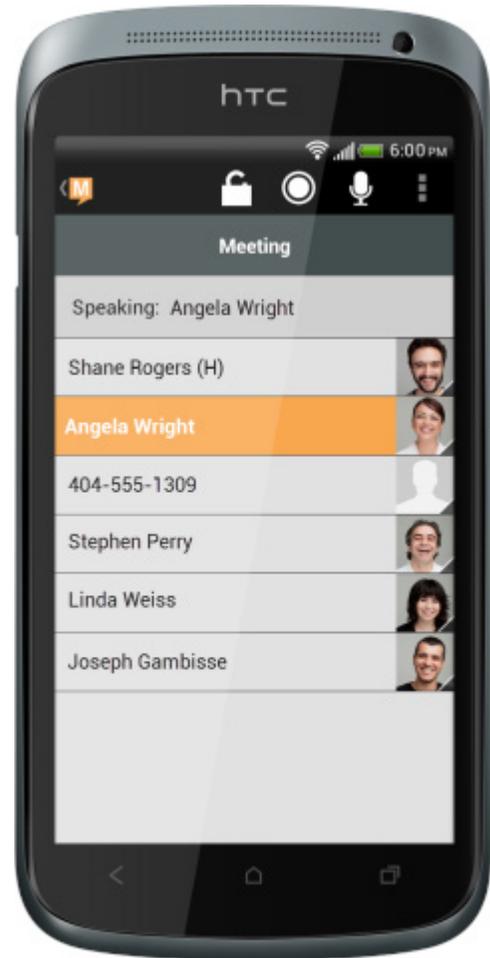
Meeting Toolbar

The meeting toolbar provides all meeting functions: Lock, Record, Mute All, and the meeting menu where you can Invite Guests and Exit Meeting.

Meeting Menu

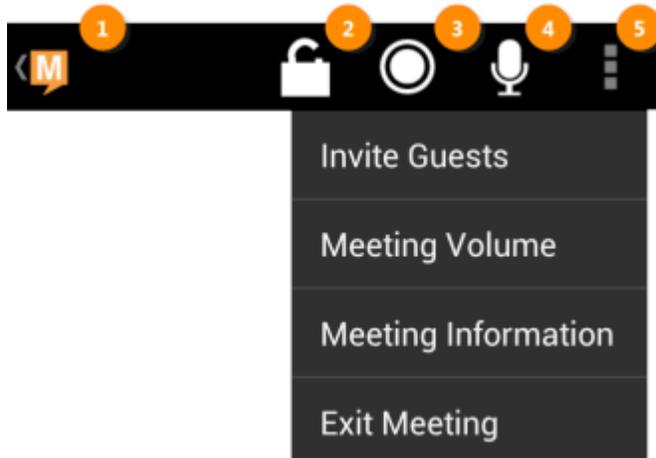


Touch the menu button to open the Meeting menu. The Meeting menu provides additional meeting functions: Invite Guests, adjust Meeting Volume, display dial-in information and passcodes, and Exit Meeting.



MEETING TOOLBAR

Across the bottom of the main meeting screen is a toolbar with various controls for managing a successful meeting.



- 1. HOME** Return to the Home screen and end the meeting.
- 2. LOCK** Lock your meeting and prevent others from joining. To unlock, touch Lock again.
- 3. RECORD** Start recording your meeting. To stop recording, touch Record again.
- 4. ACTIONS** Mute (silence) all participant lines in the call. To unmute, touch Mute All again.
- 5. MEETING MENU** Access additional options for inviting guests, adjusting the meeting volume, displaying dial-in numbers and passcodes, and ending the meeting.

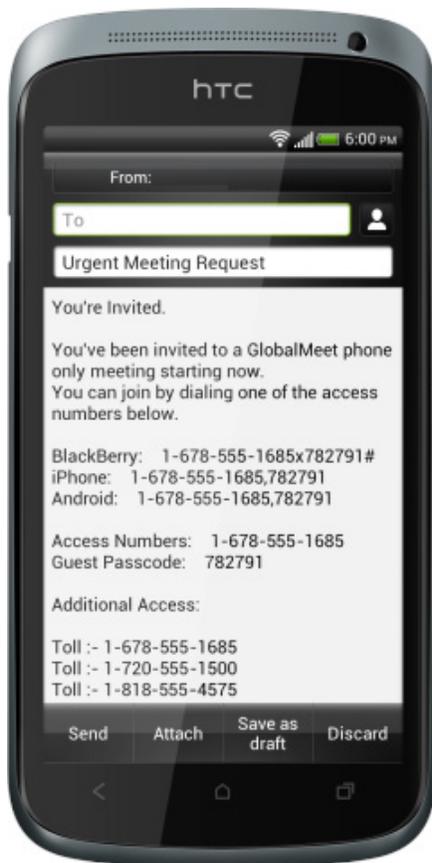
INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. To invite a guest, touch the menu button on the meeting toolbar, and then select Invite Guests. You can Invite by Phone or by Email.

Invite by Phone

Select Invite by Phone to let the meeting call your guest. You can either enter a number to call and then touch the Call button, or select the contacts icon to look up a number from your contacts.

When selecting from your contacts, make sure the phone number has the international dialing prefix - for example, +1 for the United States and Canada and +33 for France.



Invite by Email

Select Invite by Email to have GlobalMeet send an email invitation that includes the dial-in information for your meeting. You can select a recipient from your contact list, or type in one or more email addresses.

TIP: You can also send an email invitation first, and then start your meeting. On the Home screen, click the Invite Guests button to open a new meeting invitation and enter guest email addresses.



RELATED TASKS

Invite Guests (Dial In)..... 13

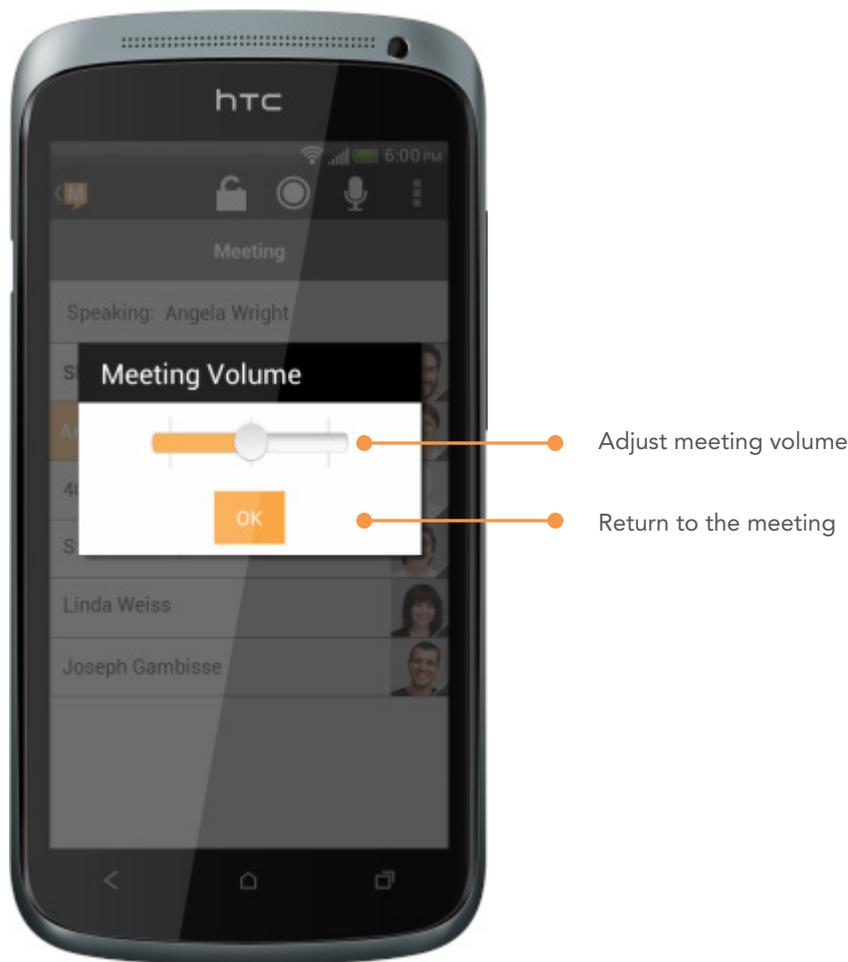
Invite Guests (Audio Controls)..... 19

Invite Guests (BlackBerry) 75

Invite Guests (iPhone) 94

MEETING VOLUME

While hosting a meeting, you can adjust the meeting volume. On the meeting toolbar, touch the menu button and select Meeting Volume. Adjust settings, and then touch the OK button to return to the meeting.



WORK WITH PARTICIPANTS (HOST)

The participant list shows all meeting participants. Touch the name of a guest or your own name to display contact details and meeting controls.

If a person is saved in your Android contacts, GlobalMeet displays additional details from the contact, such as a profile picture (or avatar).



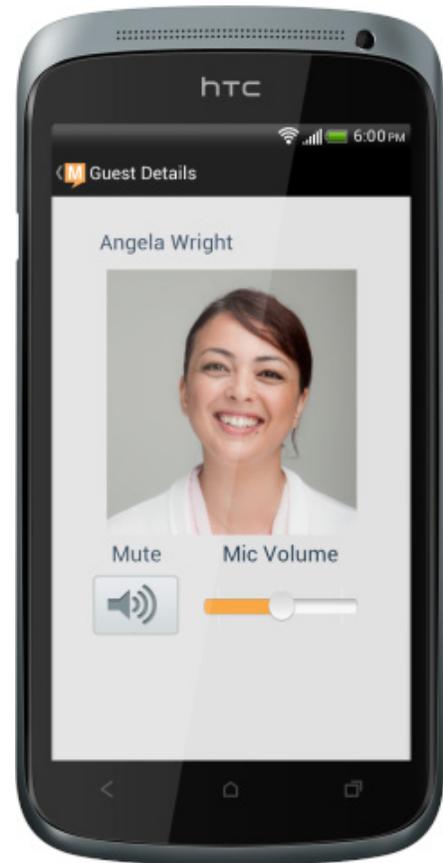
Your Controls

On the meeting screen, touch your own name to see controls for your mic and speaker volume.

Guest Details

Any meeting participant can view another participant's profile by touching that participant's name.

If you are the host, you can also adjust or mute the guest's speaking volume.



PARTICIPATE IN A MEETING (GUEST)

If you do not have a GlobalMeet account, you can still use the Android app to participate in a meeting.

GLOBALMEET HOME SCREEN

If you signed in as a guest, there are two options on the home screen.

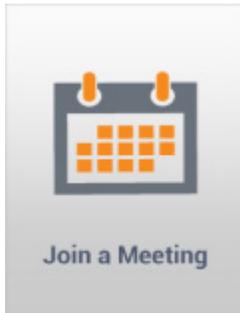
1. JOIN A MEETING Join another person's meeting. You can save up to 20 meetings that you join on a regular basis.

2. EDIT SETTINGS Manage your GlobalMeet for Android app settings: your profile, saved meetings, and saved phone numbers.



JOIN A MEETING

You can join another person's meeting - whether you are a host or guest.

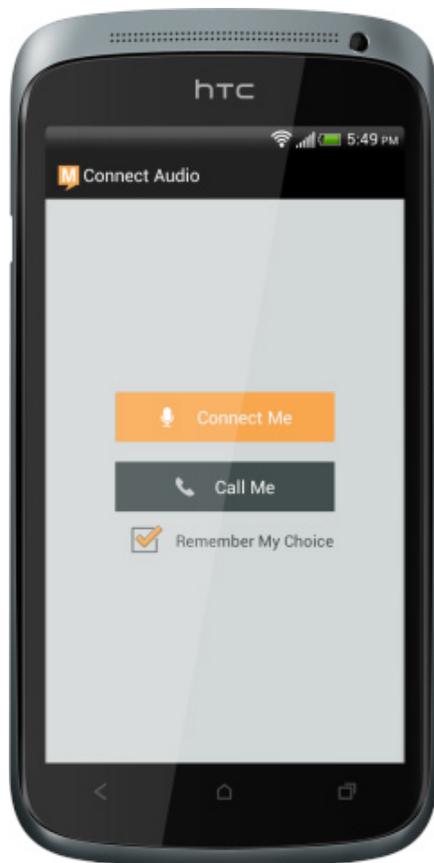


STEP 1. To join a meeting, touch Join a Meeting.

STEP 2. Enter the meeting dial-in information and the guest passcode, and then touch Save.

TIP: Meeting Label will help you identify it later in your meeting list. Type a short description or even the name of the host who invited you (for example, "David's Staff Call").

If you have at least one meeting saved, GlobalMeet displays the Select a Meeting screen. Scroll the list and select the meeting to join.



STEP 3. The next step is adding your audio connection.

Touch Connect Me to connect audio over your data connection. Or, touch Call Me to have the meeting call your Android phone or another phone number.

GlobalMeet calls you at the number you chose or connects audio over your data connection. Answer the call and GlobalMeet displays the meeting screen.



MEETING SCREEN (GUEST)

If you join a meeting as a guest (whether an account holder or guest), the main meeting screen on GlobalMeet for Android shows the participant list. As a guest, you are not allowed to lock the call or mute other users.

Participant List

The participant list shows everyone in the meeting.

Active Talker

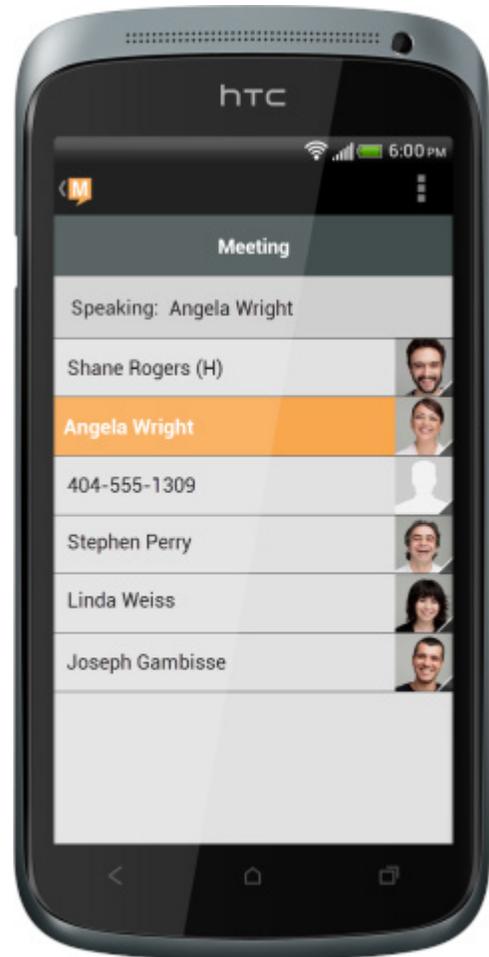
GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Participant Details

Touch the name of another participant to see guest details. Touch your own name to see controls for your mic and meeting volume.

Meeting Menu

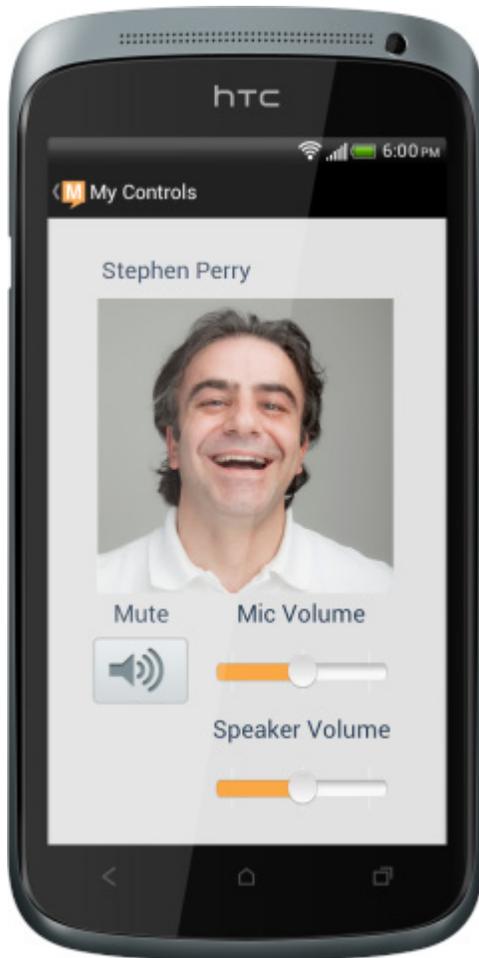
Touch the menu button to exit the meeting.



PARTICIPANT DETAILS (GUEST)

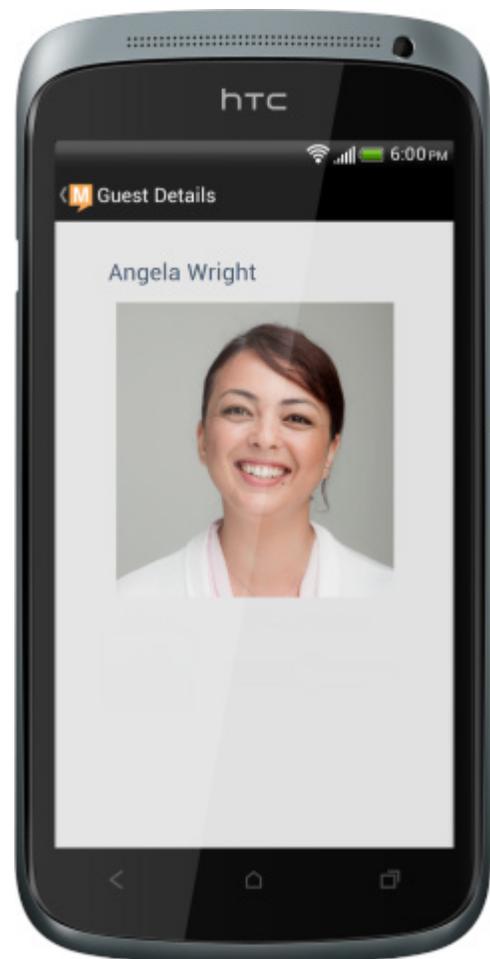
On the meeting screen, touch your own name to see controls for your mic and meeting volume. Or, touch another participant's name to see contact details.

If a person is saved in your Android contacts, GlobalMeet displays additional details from the contact, such as a profile picture (or avatar).



Your Controls

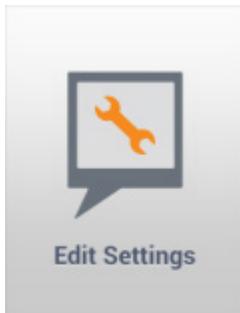
On the meeting screen, touch your own name to see controls for your mic and meeting volume.



Guest Details

Any meeting participant can view another participant's profile by touching that participant's name.

GLOBALMEET APP SETTINGS

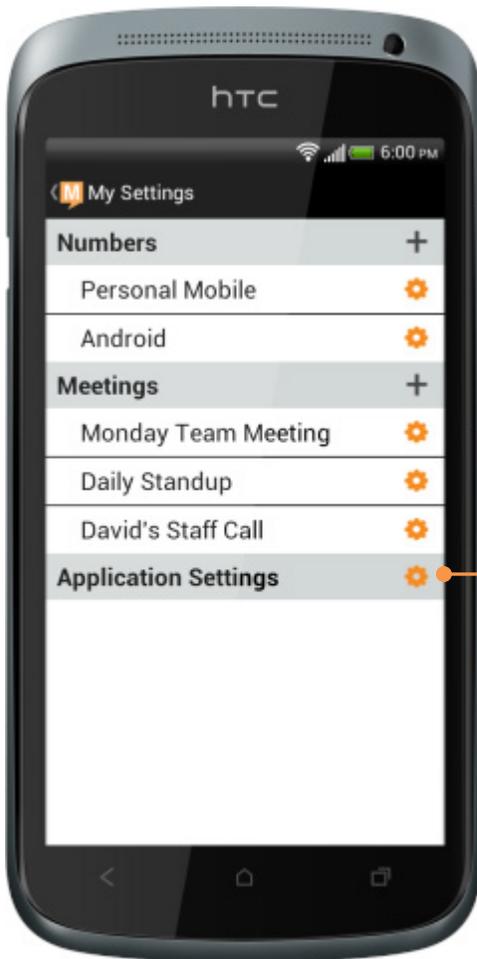


GlobalMeet saves your phone numbers, meetings, and your app profile in its app settings. You can view and update your app settings from the Edit Settings button on the home screen.

The My Settings screen lists your saved numbers, meetings you attend as a guest, and a link to Application Settings.

 Touch the gear next to any item to edit it.

The My Settings screen lists your saved numbers, meetings you attend as a guest, and your profile.



 Update your login settings

TROUBLESHOOTING

Account Not Found

Check that your email address (or client ID) and password were entered correctly and that you have an active data connection, either Wi-Fi or 3G/4G.

1. On the home screen, select Edit Settings and then view your Application Settings. Verify that you entered your client ID and password correctly.
2. Verify you have an active data connection. Start Chrome or another browser and try to open www.google.com or another web page. If you cannot access the page, then you do not have an active data connection. Open Settings and check mobile data or Wi-Fi settings.

Meetings Missing from List

The GlobalMeet for Android app is designed to return all meetings associated with your GlobalMeet account. If an audio account does not appear on the list, please verify that your Android has not lost its data connection.

Invalid Password Error

If you changed your password in Meeting Settings or the Admin Portal, then the password you saved in the GlobalMeet for Android app is no longer valid. When starting GlobalMeet, you will be prompted to enter your client ID and password before you can use the app. This updates the saved password.

GlobalMeet App Is Locked

If the GlobalMeet for Android app locks up, display the Recent Apps screen.



Locate the GlobalMeet for Android app, and then swipe it to the left to remove it from the list. This will end the app without restarting the smartphone.



GlobalMeet for BlackBerry

GlobalMeet® for BlackBerry is an application for your BlackBerry® device allowing you to instantly host or join a meeting with a few simple clicks. Just download from BlackBerry App World™ and go.

This chapter contains the following sections:

Overview	65
Install GlobalMeet for BlackBerry	66
Getting Started.....	67
GlobalMeet Home Screen.....	69
Participate in a Meeting (Guest)	77
GlobalMeet App Settings	81
Troubleshooting.....	82

OVERVIEW

GlobalMeet® for BlackBerry is an application for your BlackBerry® device allowing you to instantly host or join a meeting with a few simple clicks. Just download from BlackBerry App World™ and go.

No access numbers to remember or passcodes to dial. GlobalMeet automatically connects you to the meeting with one click on your BlackBerry.

With GlobalMeet for BlackBerry, you can take command of every meeting, even when you're on the go, with your favorite GlobalMeet features right at your fingertips:

- Easily host or join a meeting.
- Invite guests via email or just dial out to your guests.
- See who's talking with GlobalMeet active talker.
- Lock, mute, or record your call with a click.
- Adjust participant volumes and mute noisy lines.
- Get one click access to participant profile and contact information.

GlobalMeet for BlackBerry is available for meeting hosts and their guests.



INSTALL GLOBALMEET FOR BLACKBERRY

DOWNLOAD THE APP

GlobalMeet for BlackBerry can be downloaded directly from BlackBerry App World.

1. On your BlackBerry home screen, click the BlackBerry App World icon.
2. In the Search bar, type the word GlobalMeet.
3. Download and install the app.

SYSTEM REQUIREMENTS

The GlobalMeet app can be used on most BlackBerry smartphones running BlackBerry Device Software v5.0, 6 OS, or 7 OS.

You must have an active data connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.



GETTING STARTED

ACCESS THE APP

Once the application has been installed, it can be accessed from the BlackBerry Downloads folder.

GlobalMeet for BlackBerry icon
Tap or click to get started.



SETUP

The first step is to set up the app with your account info. On the Setup screen, select Account Holder if you have a GlobalMeet account, or select Visitor if you do not.

For Account Holders

Enter your email address or Client ID, Password, First and Last Name, and your BlackBerry Phone Number. Tap Complete Setup. The app signs you in to your GlobalMeet account and displays the GlobalMeet home screen.

The app saves your account information so that you do not have to enter it again. To change your login info later, go to the Home screen and click Edit Settings.



For Guests

If you do not have a GlobalMeet account, tap the Visitor toggle and enter your First and Last Name and your BlackBerry Phone Number. Click Complete Setup and the app displays the GlobalMeet home screen.

GLOBALMEET HOME SCREEN

After you start the app, GlobalMeet displays the home screen.

The home screen has four options.

1. START MY MEETING To start a meeting using your own GlobalMeet account, tap Start My Meeting. If you have more than one meeting, select which meeting you want to host.

2. JOIN A MEETING Join someone else's meeting. You can save up to 20 meetings that you join on a regular basis.

3. INVITE GUESTS Send a quick invitation via email and immediately start your meeting. GlobalMeet sends the email invitation to the email addresses you enter, and then signs you in to your meeting.

4. EDIT SETTINGS Manage your GlobalMeet for BlackBerry app settings: your profile, saved meetings, and saved phone numbers.



HOST A MEETING

Start Your Meeting



STEP 1. To start a meeting using your own GlobalMeet account, tap Start My Meeting.

STEP 2. From there you will see a list of all meetings associated with your account (if you have one meeting you will go straight to Step 3).

Scroll through the list and select your meeting.

STEP 3. The next step is adding your audio connection.

Choose one of your saved numbers, or click Enter Number to use another phone number for this meeting only.

GlobalMeet calls you at the number you select. Answer the call and GlobalMeet signs you in to your meeting and displays the meeting screen.



RELATED TASKS

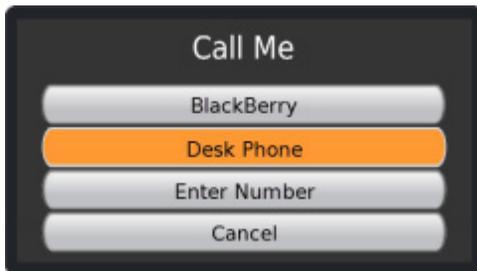
Start Your Meeting (Dial In)	10
Start Your Meeting (Audio Controls).....	15
Start Your Audio Meeting (Toolbar).....	26
Start Your Meeting (Desktop).....	40
Start Your Meeting (Android).....	50
Start Your Meeting (iPhone).....	89

AUDIO CONNECTION NOTES

You must have an active data connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.

For CDMA BlackBerry users

CDMA BlackBerry devices keep the voice and data signals together. If you are using a CDMA BlackBerry, have the meeting call a different phone number.



Select a saved number...
...or enter a new number for this meeting only.

Some wireless carriers that use the CDMA network: Verizon and Sprint.

MEETING SCREEN (HOST VIEW)

When you are hosting a meeting, you have full control of participants and meeting functions.

Participant List

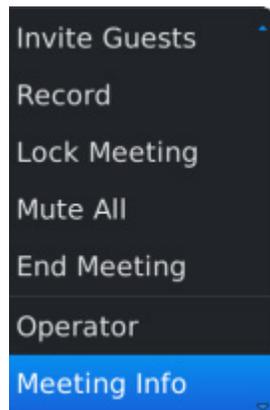
The participant list shows all of your meeting participants.

When you click the participant, the participant's profile is displayed. If you are a host, the profile page includes controls that let you adjust the participant's volume level and disconnect the guest.

Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Meeting Menu



Press the  key to open the Meeting pop-up menu. The Meeting menu provides all meeting functions: Invite Guests, Record, Lock Meeting, Mute All, and End Meeting.

Plus options for muting your own line, displaying meeting dial-in and passcodes, help information, and how to reach an operator.



Meeting Toolbar (Touchscreen)

If you have a BlackBerry running OS 7, GlobalMeet displays the meeting toolbar at the bottom of the meeting screen.



MEETING MENU

Press the  key to open the meeting menu with various controls for managing a successful meeting. This page focuses on the meeting controls.

1. MUTE ME Allows the host or guests to mute their microphones.

2. INVITE GUESTS Invite guests to the meeting in progress. You can invite guests via email or have the meeting call your guests.

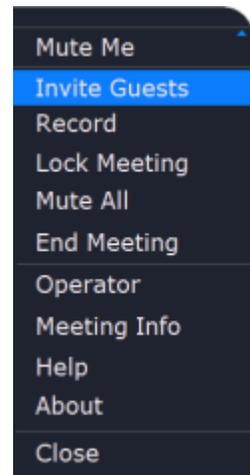
3. RECORD Start recording your meeting. To stop recording, press the  key > Stop Recording.

4. LOCK MEETING Lock the meeting, preventing additional guests from joining. To unlock, press the  key > Unlock Meeting.

5. MUTE ALL Mute (silence) all participant lines in the call. To unmute, press the  key > Unmute All.

6. END MEETING End the meeting and disconnect all participants. As a host, you can exit the meeting without ending it for everyone: just click the End  key to hang up.

7. MEETING INFO Display the dial-in number and guest passcode for the meeting.

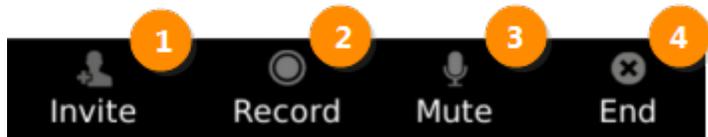


Help and Support Options

From the bottom section of the meeting menu, you can view FAQs, get instructions for reaching an operator, and display the version information for the app.

MEETING TOOLBAR

If you have a touchscreen BlackBerry device (requires OS 7), a meeting toolbar is included at the bottom of the meeting screen. The toolbar contains the four most frequently used controls; to lock or display meeting details, press the  key and use the full meeting menu.



- 1. INVITE** Invite guests to the meeting in progress. You can invite guests via email or have the meeting call your guests.
- 2. RECORD** Start recording your meeting. To stop recording, just tap Record again.
- 3. MUTE** Mute (silence) all participant lines in the call. To unmute, just tap Mute again.
- 4. END** End the meeting and disconnect all participants. As the host, you can exit the meeting without ending it for everyone: just click the End  key to hang up.

INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. To invite a guest, press the  key > Invite Guests, or tap the Invite button on the meeting toolbar, and then select whether you want to Invite by Phone or by Email.



Invite by Phone

Invite by Phone to have the meeting call your guest. You can either enter a number to call and then select Call, or select Contacts to look up a number from your contacts.

When selecting from your contacts, make sure the phone number has the international dialing prefix - for example, +1 for the United States and Canada and +33 for France.

Invite by Email

Invite by Email to have GlobalMeet send an email invitation that includes the dial-in information for your

meeting. You can select a recipient from your contact list, or type in one or more email addresses.

TIP: You can also send an email invitation first, and then start your meeting. On the home screen, click the Invite Guests button to open a new meeting invitation and enter guest email addresses.



RELATED TASKS

Invite Guests (Dial In)	13
Invite Guests (Audio Controls).....	19
Invite Guests (Android)	55
Invite Guests (iPhone)	94

WORK WITH PARTICIPANTS (HOST)

The participant list shows all meeting participants. Tap the name of a guest or your own name to display contact details and meeting controls.

If a person is saved in your BlackBerry Contacts, GlobalMeet displays additional details from the contact, such as a company name and profile picture (or avatar).



Your Controls

On the meeting screen, tap your own name to see controls for your mic and speaker volume.

Adjust or mute your microphone



Guest Details

Any meeting participant can view another participant's details by clicking that participant's name.

If you are the host, you can also adjust or mute the guest's speaking volume, or click Disconnect to dismiss the guest from the meeting.

PARTICIPATE IN A MEETING (GUEST)

If you do not have a GlobalMeet account, you can still use the BlackBerry app to participate in a meeting.

GLOBALMEET HOME SCREEN

If you signed in as a guest, there are two options on the home screen.

1. JOIN A MEETING Join someone else's meeting. You can save up to 20 meetings that you join on a regular basis.

2. EDIT SETTINGS Manage your GlobalMeet for BlackBerry app settings: your profile, saved meetings, and saved phone numbers.



JOIN A MEETING



You can join another person's meeting - whether you are a host or guest.

STEP 1. Tap Join a Meeting.

STEP 2. Enter the meeting dial-in information and the guest passcode, and then tap Save.

TIP: Meeting Label will help you identify it later in your meeting list. Type a short description or even the name of the host who invited you (for example, "David's Staff Call").

If you have at least one meeting saved, GlobalMeet displays the Join Meeting screen. Scroll through the list and click the meeting to join.



STEP 3. The next step is adding your audio connection.

Choose one of your saved numbers, or click Enter Number to use another phone number for this meeting only.

GlobalMeet calls you at the number you select. Answer the call and GlobalMeet displays the meeting screen.



MEETING SCREEN (GUEST)

If you join a meeting as a guest (whether an account holder or visitor), the main meeting screen shows the participant list. As a guest, you are not allowed to lock the call or mute other users.



Participant List

The participant list shows everyone in the meeting.

On the meeting screen, click your own name to see controls for your mic and speaker volume. Or, click another participant's name to see contact details.

Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Meeting Menu

Press the  key to open the meeting menu, where you can manage your volume and exit the meeting.

PARTICIPANT DETAILS (GUEST)

On the meeting screen, tap your own name to see controls for your mic and speakers. Or, tap another participant's name to see contact details.

If a person is saved in your BlackBerry Contacts, GlobalMeet displays additional details from the contact, such as a company name and profile picture (or avatar).



Your Controls

On the meeting screen, tap your own name to see controls for your mic and speaker volume.

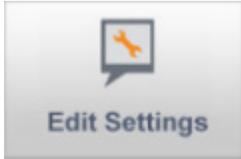
Adjust or mute your microphone

Guest Details

Any meeting participant can view another participant's profile by tapping on that participant's name.



GLOBALMEET APP SETTINGS



GlobalMeet saves your phone numbers, meetings, and your app profile in its app settings. You can view and update your app settings from the Edit Settings button on the home screen.

Update your login settings



TROUBLESHOOTING

Account Not Found

Check that your email address (or client ID) and password were entered correctly and that you have an active data connection, either Wi-Fi or 3G/4G.

1. On the home screen, select Edit Settings and then edit your profile. Verify that you entered your email address and password correctly.
2. Verify you have an Internet or data connection. Start the Browser and try to open www.google.com or another web page. If you cannot access the page, then you do not have an active data connection. Open your BlackBerry settings and check your mobile data or Wi-Fi settings.

Meetings Missing from List

The GlobalMeet for BlackBerry app is designed to return all meetings associated with your account. If an audio account does not appear on the list, verify that your BlackBerry has not lost its data connection.

Invalid Password Error

If you changed your password in Meeting Settings or the Admin Portal, then the password you saved in the GlobalMeet for BlackBerry app is no longer valid. When starting up the app, you will be prompted to enter your email address and password before you can use the app. This updates the saved password.

GlobalMeet App Is Locked

If the GlobalMeet for BlackBerry app locks up, click the  key > Close. This will end the app without restarting the phone.

GlobalMeet App Freezes while Connecting

If your BlackBerry smartphone freezes while the GlobalMeet app displays the “connecting” spinner, you must do a hard reset of your BlackBerry. Remove the back cover, remove the battery, and then reinsert the battery after a few seconds. This process kills all running apps and restarts your smartphone.

GlobalMeet for iPhone

GlobalMeet® for iPhone is designed especially for your iPhone. It lets you instantly host or join a meeting with just a few taps on your screen. Just download from the App StoreSM and go.

This chapter contains the following sections:

Overview	84
Install GlobalMeet for iPhone	85
Getting Started.....	86
Host a Meeting	88
Participate in a Meeting (Guest)	97
GlobalMeet App Settings	101
Troubleshooting.....	102

OVERVIEW

GlobalMeet® for iPhone is designed especially for your iPhone. It lets you instantly host or join a meeting with just a few taps on your screen. Just download from the App Store and go.

No access numbers to remember or passcodes to dial. GlobalMeet automatically connects you to the meeting with one touch on your iPhone.

With GlobalMeet for iPhone, you can take command of every meeting, even when you're on the go, with your favorite GlobalMeet features right at your fingertips:

- Easily host or join a meeting.
- Talk and listen over your device's data connection (Wi-Fi or 3G/4G), or have the meeting call your iPhone.
- Invite guests via email, or dial out to your guests.
- See who's talking with GlobalMeet active talker.
- Lock, mute or record your call.
- Adjust participant volumes and mute noisy lines.
- Get one tap access to participant profile and contact information.

GlobalMeet for iPhone is available for meeting hosts and their guests.



INSTALL GLOBALMEET FOR IPHONE

DOWNLOAD THE APP

GlobalMeet for iPhone can be downloaded directly from the Apple App Store.

1. Open the App Store on your iPhone.
2. In the Search bar, type the word GlobalMeet.
3. Download and install the app.

SYSTEM REQUIREMENTS

The GlobalMeet app can be used on iPhone and iPod Touch devices running iOS 4.0 and above, including the iPhone 5.

You must have an active Internet connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.



GETTING STARTED

ACCESS THE APP

Once the application has been installed, it can be accessed from the iPhone home screen.



SETUP

The first step is to set up the app with your account info. On the Setup screen, select Account Holder if you have a GlobalMeet account, or select Visitor if you do not.

For Account Holders

Enter your email address or Client ID, Password, First and Last Name, and your iPhone Number. Tap Complete Setup. The app signs you in to your GlobalMeet account and displays the GlobalMeet home screen.



TIP: Select Auto-Connect My Device to always use your data connection (3G/4G or Wi-Fi) for audio.

The app saves your account information so that you do not have to enter it again. To change your login info later, go to the Home screen and tap Edit Settings, and then change Application Settings.

For Guests

If you do not have a GlobalMeet account, tap the Visitor toggle and enter your First and Last Name and iPhone Number. Tap Complete Setup and the app displays the GlobalMeet home screen.

Always connect audio over your data connection

HOST A MEETING

GLOBALMEET HOME SCREEN

After you start the app, GlobalMeet displays the home screen.

The home screen has four options.

- 1. START MY MEETING** To start a meeting using your own GlobalMeet account, tap Start My Meeting. If you have more than one meeting, select which meeting you want to host.
- 2. JOIN A MEETING** Join someone else's meeting. You can save up to 20 meetings that you join on a regular basis.
- 3. INVITE GUESTS** Send a quick invitation via email and immediately start your meeting. GlobalMeet sends the invitation to the email addresses you enter, and then signs you in to your meeting.
- 4. EDIT SETTINGS** Manage your GlobalMeet for iPhone app settings: your profile, saved meetings, and saved phone numbers.



START YOUR MEETING



STEP 1. To start a meeting using your own GlobalMeet account, tap Start My Meeting.

STEP 2. From there you will see a list of all meetings associated with your account (if you have one meeting you will go straight to Step 3).

Scroll through the list and select your meeting, then tap the Connect Me button.



STEP 3. The next step is adding your audio connection. You can connect audio over your device's data connection (either Wi-Fi or your mobile provider's 3G/4G network), or have the app call your phone directly.

Tap Connect Me to connect audio over your data connection.

Or, tap Call Me to have the meeting call your iPhone (the number you entered when you set up the app) or another phone number.

TIP: You can configure GlobalMeet to always use your data connection for audio. Access your Application Settings (from Edit Settings) and select Auto-Connect My Device.



GlobalMeet signs you in to your meeting and displays the meeting screen.

RELATED TASKS

Start Your Meeting (Dial In) 10

Start Your Meeting (Audio Controls)..... 15

Start Your Audio Meeting (Toolbar)26

Start Your Meeting (Desktop).....40

Start Your Meeting (Android) 50

Start Your Meeting (BlackBerry) 70

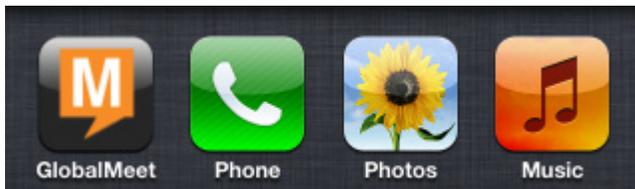
AUDIO CONNECTION NOTES

You must have an active data connection to use the GlobalMeet app, either through your wireless carrier's 3G/4G network or via Wi-Fi.

If you would like the meeting to call your iPhone, your phone must support separate voice and data signals ("talk and surf"). CDMA iPhone devices keep the voice and data signals together.

When the meeting calls your iPhone

If you have the meeting call your iPhone, first answer the call. Then, double-click the Home button to display recently used apps.



Swipe left or right and locate the GlobalMeet for iPhone app, and then tap to switch to the meeting screen.

For CDMA iPhone users

If you are using a CDMA iPhone, either connect audio using your data connection (Connect Me) or have the meeting call a different phone (Call Me).

Some wireless carriers that use the CDMA network include Verizon and Sprint.

MEETING SCREEN (HOST VIEW)

When you are hosting a meeting, you have full control of participants and meeting functions.

Participant List

The participant list shows all of your meeting participants.

Participant Details

Tap the name of a guest or your own name to display contact details and meeting controls. If you are a host, the contact page includes controls that let you adjust the participant's volume level and disconnect the guest.

Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Meeting Toolbar

The meeting toolbar provides all meeting functions: Invite Guests, Record, Mute All, Controls, and End Meeting.



MEETING TOOLBAR

Across the bottom of the main meeting screen is a toolbar with various controls for managing a successful meeting.



- 1. INVITE** Invite guests to the meeting in progress. You can invite guests via email or have the meeting call your guests.
- 2. RECORD** Start recording your meeting. To stop recording, just tap Record again.
- 3. MUTE ALL** Mute (silence) all participant lines in the call. To unmute, just tap Mute All again.
- 4. CONTROLS** Access additional meeting level controls for locking the meeting or adjusting the meeting volume.
- 5. END** End the meeting and disconnect all participants. As the host, you can exit the meeting without ending it for everyone: just hang up the phone by tapping the red End button on your iPhone keypad.

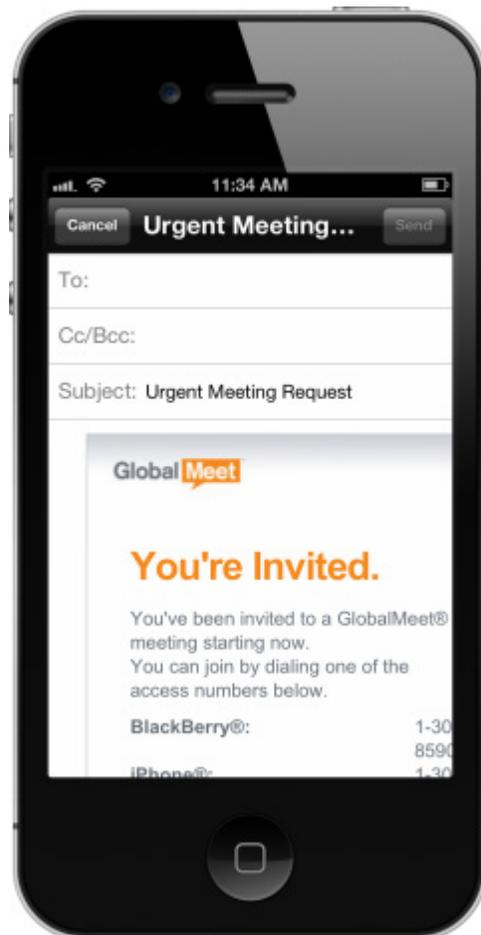
INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. To invite a guest, tap the Invite button on the meeting toolbar, and then select whether you want to whether you want to Invite by Phone or by Email.

Invite by Phone

Invite by Phone to have the meeting call your guest. You can either enter a number to call and then tap the Call button, or select the contacts icon to look up a number from your contacts.

When selecting from your contacts, make sure the phone number has the international dialing prefix - for example, +1 for the United States and Canada and +33 for France.



Invite by Email

Invite by Email to have GlobalMeet send an invitation that includes the dial-in information for your meeting. You can select a recipient from your contact list, or type in one or more email addresses.

TIP: You can also send an email invitation first, and then start your meeting. On the Home screen, click the Invite Guests button to open a new meeting invitation and enter guest email addresses.

RELATED TASKS

- Invite Guests (Dial In)..... 13
- Invite Guests (Audio Controls) 19
- Invite Guests (Android)..... 55
- Invite Guests (BlackBerry)..... 75

MEETING CONTROLS

While hosting a meeting, you can adjust the meeting volume, mute or unmute all participants, and lock or unlock the meeting. On the meeting toolbar, tap the Controls button to open the Meeting Controls screen. Adjust settings, and then tap the Back button to return to the meeting screen.



Adjust meeting volume

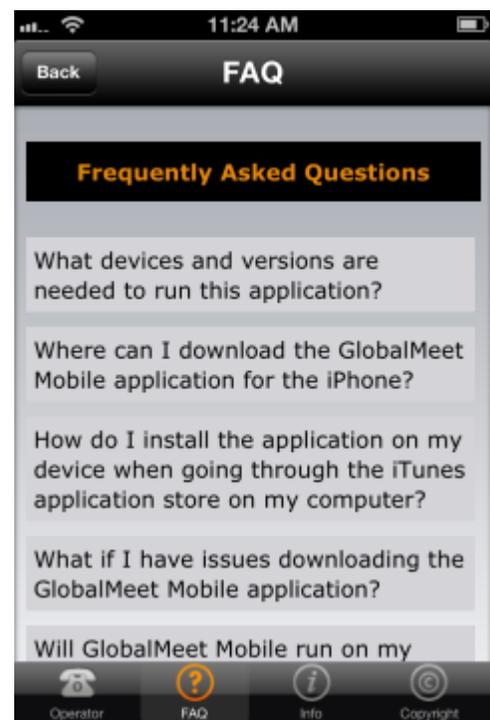
Mute all participants

Lock the meeting

Get Help

Tap the Help button to view FAQs, display the access number and passcodes for the meeting, and to get instructions for reaching an operator.

GlobalMeet displays the FAQs first. Just tap the buttons at the bottom of the FAQs screen to navigate.



WORK WITH PARTICIPANTS (HOST)

The participant list shows all meeting participants. Tap the name of a guest or your own name to display contact details and meeting controls.

If a person is saved in your iPhone Contacts, GlobalMeet displays additional details from the contact, such as a profile picture (or avatar).



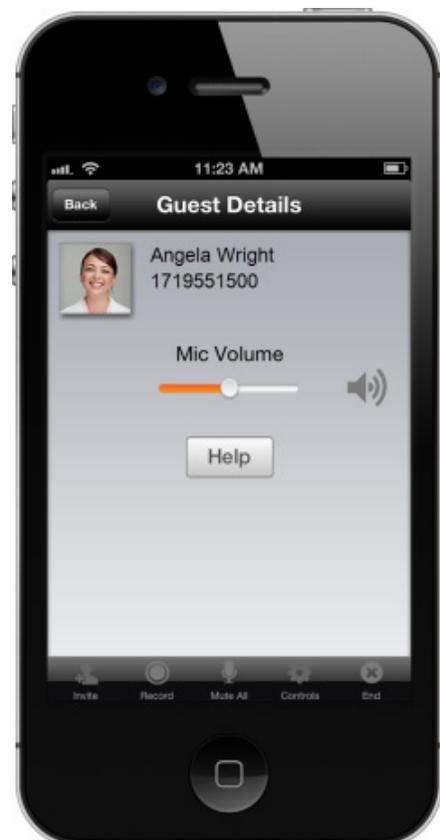
Your Controls

On the meeting screen, tap your own name to see controls for your mic and speaker volume. If you are the host of the meeting, the meeting toolbar is available.

Guest Details

Any meeting participant can view another participant's profile by tapping on that participant's name.

If you are the host, you can also adjust or mute the guest's speaking volume.



PARTICIPATE IN A MEETING (GUEST)

If you do not have a GlobalMeet account, you can still use the iPhone app to participate in a meeting.

GLOBALMEET HOME SCREEN

If you signed in as a guest, there are two options on the home screen.

1. JOIN A MEETING Join another person's meeting. You can save up to 20 meetings that you join on a regular basis.

2. EDIT SETTINGS Manage your GlobalMeet for iPhone app settings: your profile, saved meetings, and saved phone numbers.



JOIN A MEETING

You can join another person's meeting - whether you are a host or guest.



STEP 1. Tap Join a Meeting.

STEP 2. Enter the meeting dial-in information and the guest passcode, and then tap Save.

TIP: Enter a Meeting Label that will help you identify it later in your meeting list. Type a short description or even the name of the host who invited you (for example, "Monday Team Meeting").

If you have at least one meeting saved, GlobalMeet displays the Select a Meeting screen. Scroll the list and select a meeting, and then tap the Connect Me button to join the meeting.



STEP 3. The next step is adding your audio connection.

Tap Connect Me to connect audio over your data connection. Or, tap Call Me to have the meeting call your iPhone or another phone number.

GlobalMeet calls your phone or connects audio over your data connection. Answer the call and GlobalMeet displays the meeting screen.



MEETING SCREEN (GUEST)

If you join a meeting as a guest (whether an account holder or visitor), the main meeting screen shows the participant list. As a guest, you are not allowed to lock the call or mute other users.

On the meeting screen, tap your own name to see controls for your mic and speaker volume. Or, tap another participant's name to see contact details.



Participant List

The participant list shows everyone in the meeting.

Participant Details

Tap the name of another participant to see guest details. Tap your own name to see controls for your mic and speaker volume.

Active Talker

GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

End button

Tap the End button to leave the meeting and disconnect your audio.

PARTICIPANT DETAILS (GUEST)

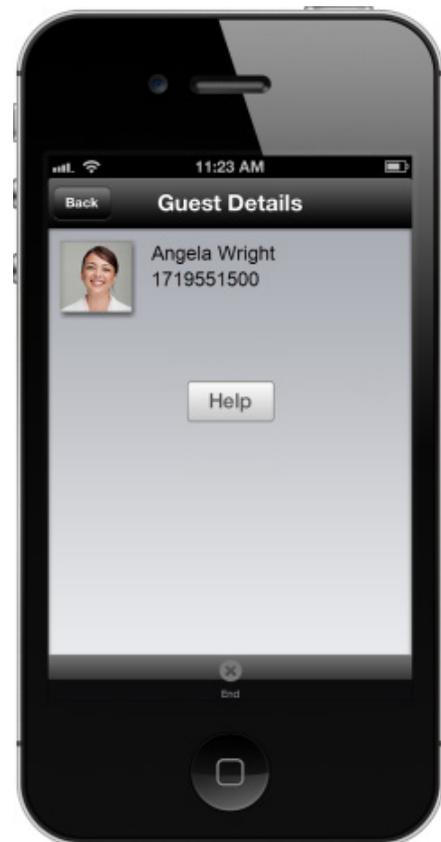
On the meeting screen, tap your own name to see controls for your mic and speaker volume. Or, tap another participant's name to see contact details.

If a person is saved in your iPhone Contacts, GlobalMeet displays additional details from the contact, such as a profile picture (or avatar).



Your Controls

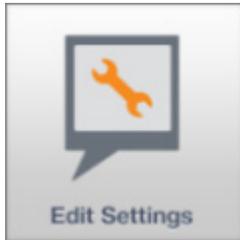
On the meeting screen, tap your own name to see controls for your mic and speakers.



Guest Details

Any meeting participant can view another participant's details by tapping on that participant's name.

GLOBALMEET APP SETTINGS



GlobalMeet saves your phone numbers, meetings, and your app profile in its app settings. You can view and update your app settings from the Edit Settings button on the home screen.

The My Settings screen lists your saved numbers, meetings you attend as a guest, and a link to Application Settings.

 Tap the gear next to any item to edit it.



 Update your login settings

TROUBLESHOOTING

Account Not Found

Check that your email address (or client ID) and password were entered correctly and that you have an active data connection, either Wi-Fi or 3G/4G.

1. On the home screen, select Edit Settings and then edit your profile. Verify that you entered your client ID and password correctly.
2. Verify you have an Internet or data connection. Start Safari or another browser and try to open www.apple.com or another web page. If you cannot access the page, then you do not have an active data connection. Open Settings and check your mobile data or Wi-Fi settings.

Meetings Missing from List

The GlobalMeet for iPhone app is designed to return all meetings associated with your GlobalMeet account. If an audio account does not appear on the list, please verify that your iPhone has not lost its data connection.

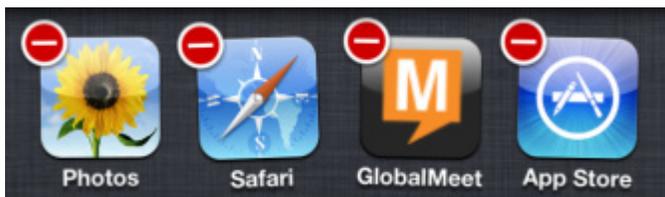
Invalid Password Error

If you changed your password in Meeting Settings or the Admin Portal, then the password you saved in the GlobalMeet for iPhone app is no longer valid. When starting GlobalMeet, you will be prompted to enter your client ID and password before you can use the app. This updates the saved password.

GlobalMeet App Is Locked

If the GlobalMeet for iPhone app locks up, press the Home button to go to the iPhone home screen. Then, double-click the Home button to display recently used apps.

Touch and hold the GlobalMeet app icon until it begins to jiggle, then tap  to close the app.



Meeting Settings

The Meeting Settings feature allows meeting hosts to view and update their user profiles and audio meeting preferences.

This chapter contains the following sections:

Overview	104
Access Meeting Settings.....	104
Update Your Profile	105
Meeting Preferences.....	106
Audio Meeting Settings.....	107

OVERVIEW

The Meeting Settings feature allows meeting hosts to view and update their user profiles and audio meeting preferences.

NOTE: Only hosts in a meeting can see these setting screens, participants in a meeting cannot access them.

You can manage all your audio conference accounts, not just the meeting to which you signed in.

Meeting settings are grouped according to their purpose: MY PROFILE, meeting PREFERENCES, and AUDIO SETTINGS. Each is covered in more detail in this section.

ACCESS MEETING SETTINGS

Meeting Settings is available from:

- GlobalMeet for Outlook - on the toolbar, click Settings and then at the bottom of the Meeting Setup tab, click Meeting Settings.
- GlobalMeet for Desktop - on the main window, click the gear button and then select Meeting Settings.

UPDATE YOUR PROFILE

Your account profile includes your contact information and login credentials for your account. Profile settings apply to all your meetings, even if you have multiple audio conference accounts. On the MY PROFILE tab, you can change:

- Contact information - your contact name, address, and contact telephone number
- Login information - your email address (also your login name) and password

NOTE: If you change your email address or password, be sure to update your saved login credentials in GlobalMeet for Outlook and any other GlobalMeet apps you use, if applicable.

Changes you make take effect the *next time* you join your meeting.

CHANGE YOUR PASSWORD

You can change your account password on the MY PROFILE tab. After you change your password, be sure to update the saved password in the GlobalMeet for Outlook and any other GlobalMeet apps you use, if applicable.

To change your password:

1. Open Meeting Settings and display the MY PROFILE tab.
2. At the bottom left of the page, click CHANGE PASSWORD.
3. Enter your old (current) password.
4. Enter a new password and confirm the password by entering it again.
5. Click SAVE.

Your password is updated. The next time you sign in to your meeting, use the new password.

MEETING PREFERENCES

On the PREFERENCES tab, you can set global preferences for your meetings and meetings you attend as a guest. Your preferences apply to all your meetings – web and audio – even if you have multiple web meeting rooms and/or audio conference accounts. On the PREFERENCES tab, you can change:

- The default language for GlobalMeet meetings
- Your time zone
- Audio connection preferences - save up to three telephone numbers where GlobalMeet can call you, or always connect audio using your computer's mic and speakers

Changes you make take effect the *next time* you join your meeting.

MANAGE CONNECT ME NUMBERS

With GlobalMeet, you can have the meeting call you. In Meeting Settings, you can save several "Connect Me" phone numbers - for example, work, mobile, and home phone numbers. Then, when you join a meeting, just select from one of your saved numbers.

To add and update Connect Me numbers:

1. Open Meeting Settings and display the PREFERENCES tab.
2. Select the type of number you are adding (WORK, MOBILE, etc.), select the country code, and then enter the phone number. In the following example, two numbers are defined.

TELEPHONE*		PHONE NUMBER*	EXT.
Work	USA/Canada(+1)	404-555-2121	<input type="text"/> <input type="button" value="x"/>
Mobile	USA/Canada(+1)	719-555-0070	<input type="text"/> <input type="button" value="x"/>
SELECT	SELECT COUNTRY CODE	<input type="text"/>	<input type="text"/>

3. Click the delete icon next to a number to delete it or to clear the fields if you make a mistake.
4. When finished, click SAVE.

AUDIO MEETING SETTINGS

Audio meeting settings control the audio meeting experience for you and your guests. You can view and update these options on the AUDIO SETTINGS tab.

If you have more than one audio conference, click the Meeting Title list to view settings for another audio meeting.

NOTE: Depending on certain settings set by an administrator, some audio options might be locked for you and not editable.

AUDIO OPTIONS

This section describes the various audio options.

Option	Description
Meeting Title	A descriptive name for your meeting. This title is used as the subject line in audio-only meeting invitations and to identify the meeting account in reports.
Access Numbers	Click VIEW AND MANAGE to view the dial-in numbers for your audio account, and to select which access numbers to include in your meeting invitations and the order in which the numbers are listed. For instructions, see Manage Access Numbers on page 109 .
Passcodes	The host and guest passcodes for this meeting. Click CHANGE to update your passcodes. For instructions, see Change Your Audio Passcodes on page 108 .
(Alert) When a Guest Joins or Leaves	Notifies everyone when each participant joins or leaves the audio portion of the meeting. Select Silent Entry to avoid interruptions.
Ask Guests for PIN Number	Prompts all guests to enter a PIN after entering the passcode. The PIN is informational only; it is not used to admit or deny a guest's access. PINs are included in the attendance report (below) sent to your email and available on the Admin Portal. If you use this option, tell your guests prior to the meeting what is expected. For example, you might want guests to enter their employee numbers or the last 4 digits of their phone number.
Ask Me for My Client ID	The meeting will ask you for your client ID after you enter the host passcode. When you select this option, GlobalMeet plays music until you join.

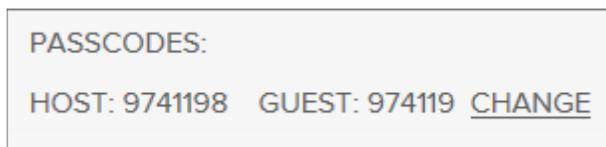
Option	Description
Play Music until I Join	Guests hear music and cannot talk to one another until the host joins.
Send Attendance to My Email	Sends a meeting summary to you via email. This is optional; meeting summaries are always available via the Admin Portal. The attendance recap includes information about your meeting like start and end times, elapsed time, number of guests, and passcode. It also provides details about participants, such as name, phone numbers, and how long they were connected the meeting.
Record Guests' Names	Asks guests to state their names when joining the meeting and records them. You can have GlobalMeet play all recorded names (a "roll call") when you join the meeting, or just save the recording.
End Meeting When I Exit	Ends the meeting and disconnects all guests when you leave (or hang up).
End Meeting if I Don't Join	Ends the meeting and disconnects all guests if you do not join within approximately seven minutes.

CHANGE YOUR AUDIO PASSCODES

You can change your audio passcodes on the AUDIO SETTINGS tab.

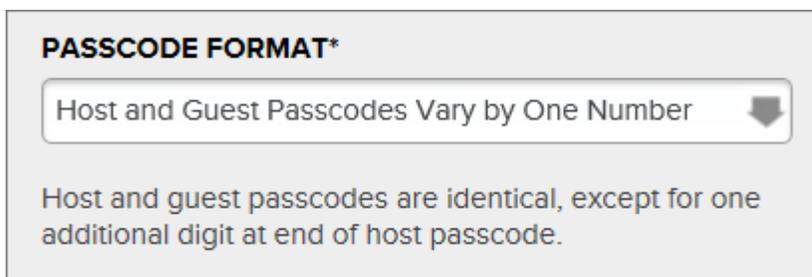
To change your passcodes:

1. Open Meeting Settings and display the AUDIO SETTINGS tab.
2. Next to your current passcodes, click CHANGE.



3. On the CHANGE PASSCODES screen, select the passcode format.

TIP: To learn more about a format, select it and review the description.



4. Follow instructions on the screen, and then click SAVE.

Your new passcodes are displayed on the AUDIO SETTINGS tab.

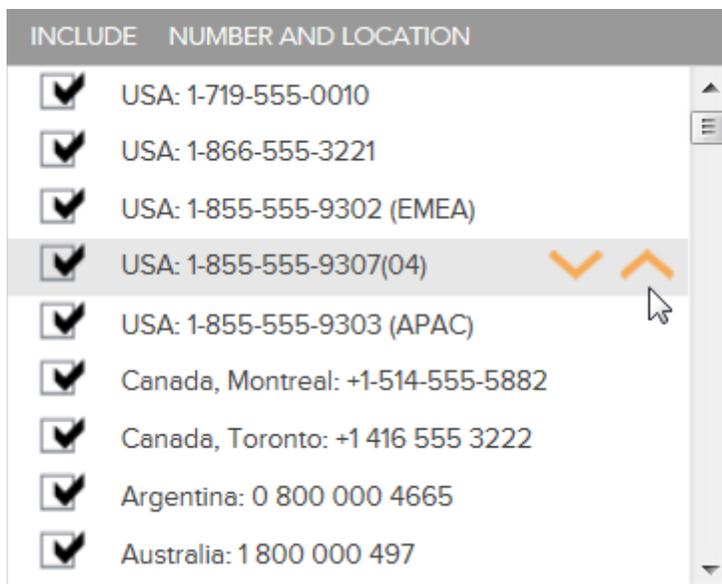
MANAGE ACCESS NUMBERS

Your audio conference includes a complete set of dial-in or access numbers for you and your guests to call in to your meeting. When you schedule a meeting via the GlobalMeet for Outlook or Admin Portal, these access numbers are included in the invitation sent to your guests.

By default, meeting invitations list all access numbers, sorted alphabetically. On the AUDIO SETTINGS tab, you can select which access numbers to include in your meeting invitations and set the order in which the numbers are listed.

To work with your access numbers:

1. Open Meeting Settings and display the AUDIO SETTINGS tab.
2. Next to Access Numbers, click VIEW AND MANAGE.
3. The MY ACCESS NUMBERS screen opens and lists all access numbers. At first, each access number is selected and will be included in meeting invitations.
 - Clear the check box if you do not want to include an access number.
 - Point to a row and use the arrows to move an access number up or down in the list.



4. When finished, click SAVE.