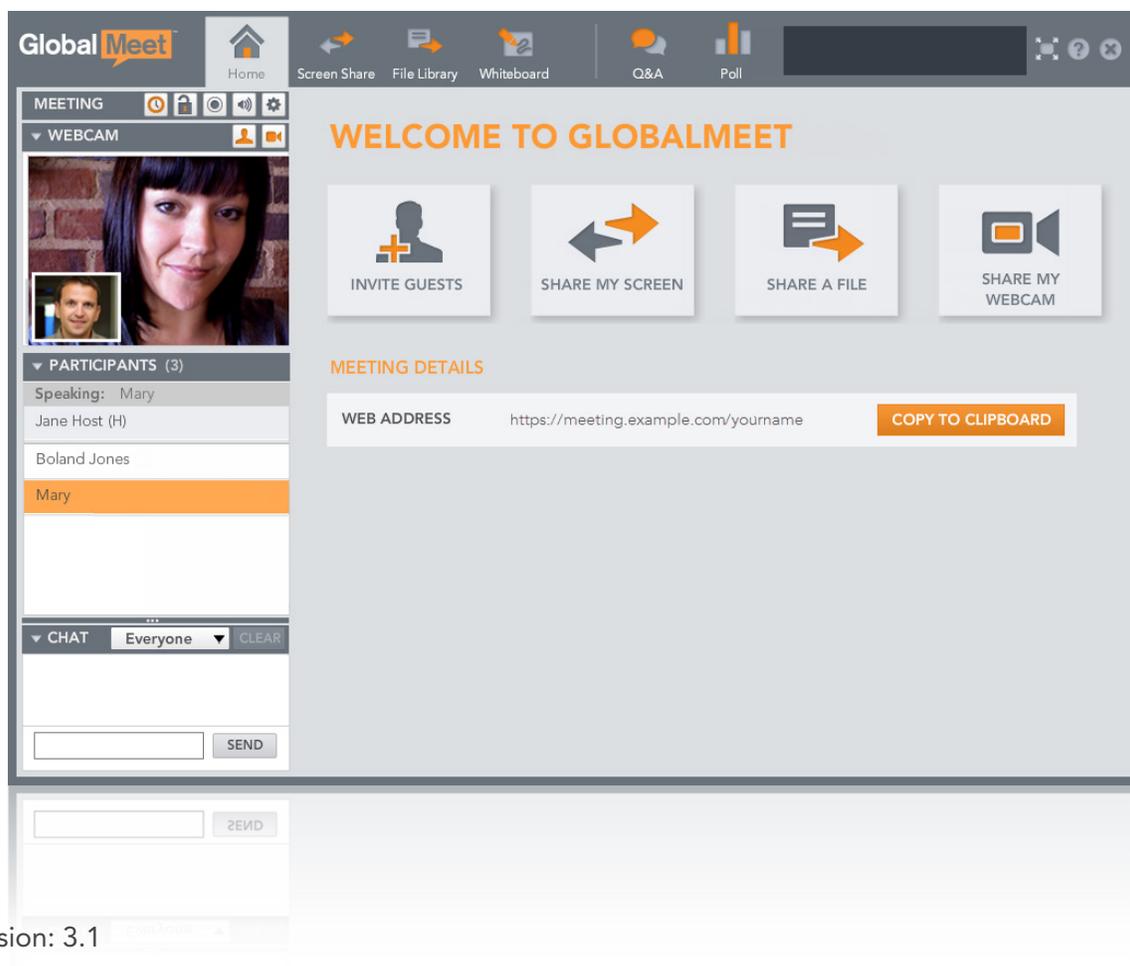


GLOBALMEET

GLOBALMEET® USER GUIDE



Version: 3.1

Document Date: July 2013

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Introduction

GlobalMeet is the most intuitive web conferencing solution in the market. We made web conferencing easy to use, from any device, anywhere in the world all with the reliability and quality you expect from market leader focused on meetings.

This chapter contains the following sections:

GlobalMeet Overview	2
GlobalMeet HD	3
GlobalMeet Toolbar for Outlook	4
GlobalMeet for Desktop	4

GLOBALMEET OVERVIEW

GlobalMeet is easy...no phone numbers or passcodes to remember and no downloads for your guests. GlobalMeet provides fast access to schedule, start, and manage your meetings from any device. Our full-featured mobile applications are designed for users that access meetings using smart phones or tablets as their primary devices. You can even share files from your cloud-based file library right from your iPad. All that with the world class reliability and crystal clear audio and screen share quality across the globe.

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

- Your own web meeting URL that is always available – no advanced scheduling necessary.
- Easy, intuitive interfaces – GlobalMeet lets you manage your meeting from a browser or tablet device.
- Meeting features like screen sharing, whiteboards, and a file library that lets you store your meeting documents, presentations, videos, and more in the cloud and then show them in a meeting.
- 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.
- An iPad app that lets you host and participate in meetings while on the go.

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

- GlobalMeet HD for iPad
- GlobalMeet Toolbar for Outlook
- GlobalMeet for Desktop (Windows and Mac)

GLOBALMEET HD

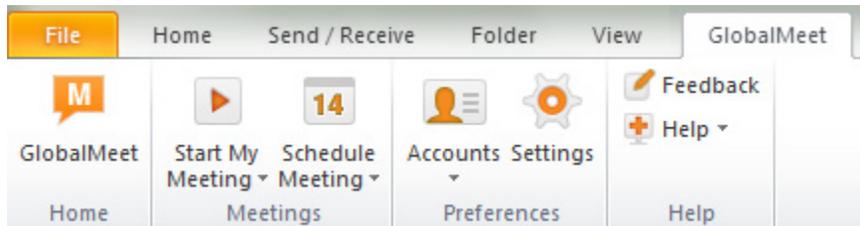
GlobalMeet HD is a special version of GlobalMeet built for the iPad®. The GlobalMeet app lets you instantly host, schedule, or join a meeting with a few taps on your screen.



See [GlobalMeet HD](#) on page 46 for more information.

GLOBALMEET TOOLBAR FOR OUTLOOK

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



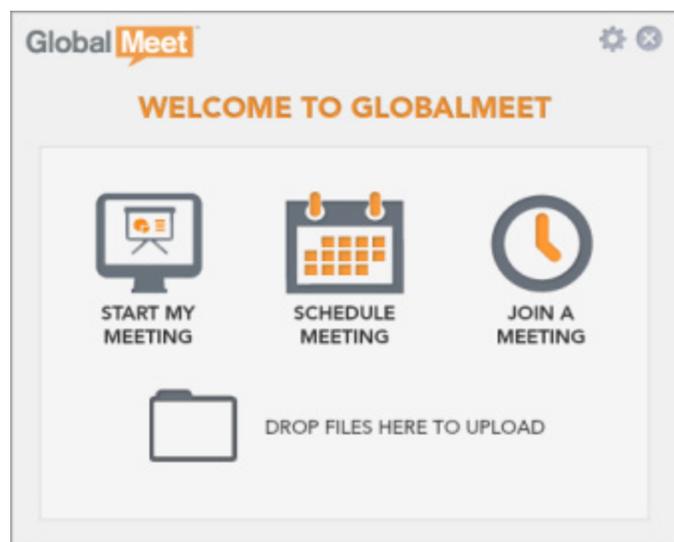
When you start a meeting, the Outlook Toolbar launches a browser window with your meeting (web meetings) or the Audio Controls (phone only meetings) and automatically signs you in to your meeting.

See [GlobalMeet Toolbar on page 62](#) for more information.

GLOBALMEET FOR DESKTOP

Available for Mac and Windows.

GlobalMeet for Desktop monitors your GlobalMeet meeting for visitors when you're not there. When someone enters your web meeting or dials in to your audio meeting, an alert message pops up on your screen, displaying the name or the phone number of your guest. Just click the message and GlobalMeet launches a browser window with your meeting (web meetings) or the Audio Controls (audio-only accounts) and signs you in to your meeting.



With GlobalMeet for Desktop, you can host or join a meeting with a few simple clicks, schedule a meeting and have GlobalMeet send out invitations, and upload files to your file library.

See [GlobalMeet for Desktop on page 78](#) for more information.

Web Conferencing

GlobalMeet offers easy, feature-rich web conferencing for you and your guests. With GlobalMeet, you get a personal, permanent web address with your name on it. Start your meeting and share your desktop, whiteboard ideas, show presentations and other documents, stream videos, and collect immediate feedback - all from your meeting.

This chapter contains the following sections:

Getting Started	6
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GETTING STARTED

START OR JOIN A MEETING

Whether you are a host or a meeting guest, joining a web meeting is easy.

STEP 1. Open a web browser and enter the meeting URL in the address bar.

The screenshot shows a web interface for joining a meeting. At the top, it says "WELCOME TO Jane's Meeting". Below this are two tabs: "REGISTERED USER" (which is selected) and "GUEST". Under the "REGISTERED USER" tab, there are four input fields arranged in a 2x2 grid: "First Name", "Last Name", "Email", and "Password". At the bottom of the form is an orange button labeled "JOIN MEETING".

STEP 2. On the Welcome page, sign in to the meeting.

For Hosts

Click the REGISTERED USER tab and enter your name, and the email address and password for your GlobalMeet account. If you have more than one GlobalMeet account, enter your client ID. Click Join Meeting.

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

For Guests

If you are a guest, click the GUEST tab and enter your name and email address. Click Join Meeting.

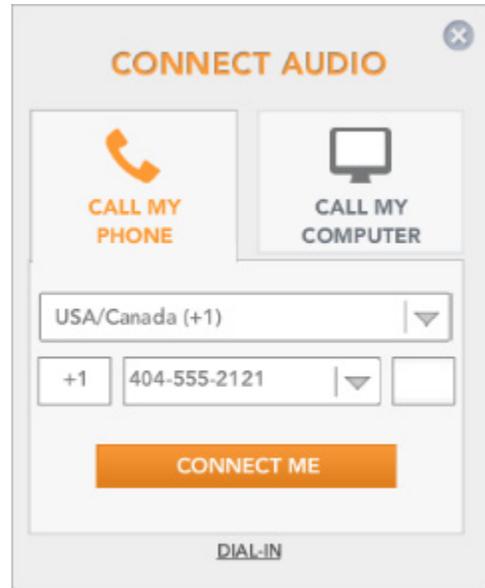
You can also register with GlobalMeet. Registering lets you better manage the phone numbers where meetings can call you and take advantage of our Auto-Connect feature in meetings where Call My Computer is available. The next time you join a meeting, use the REGISTERED USERS tab to sign in. See [Register with GlobalMeet on page 10](#) for more information.

STEP 3. The next step is adding your audio connection. Enter your phone number and click CONNECT to have the meeting call you.

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

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

NOTE: If you prefer, GlobalMeet can always use your Internet connection for audio. In Meeting Settings, on the MY PROFILE tab, select AUTO-CONNECT AUDIO.

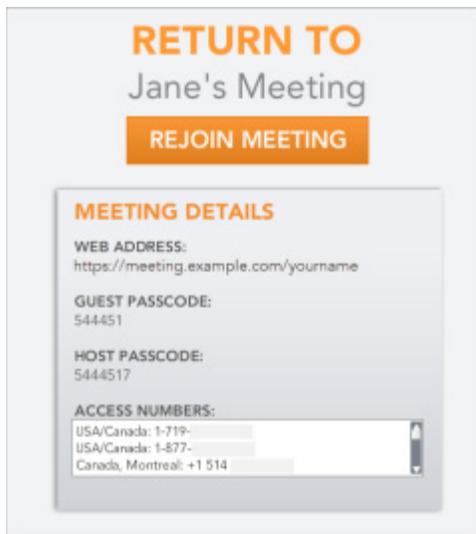


Allow Pop-Ups

GlobalMeet opens in its own browser window, so Web browsers treat it as a pop-up window. If your Web browser has a pop-up blocker, allow all pop-ups from the GlobalMeet site.

If your pop-up blocker does not let you allow all pop-ups from a site, turn off the pop-up blocker during your meeting. You can turn it back on after the meeting has ended.

Rejoin the Meeting



In the background, GlobalMeet also opens a new browser tab or window and displays the Rejoin Meeting page. This page contains your meeting details (meeting URL, access numbers, and passcodes), plus a Rejoin Meeting button.

The Rejoin Meeting page stays open in your browser until you close it.

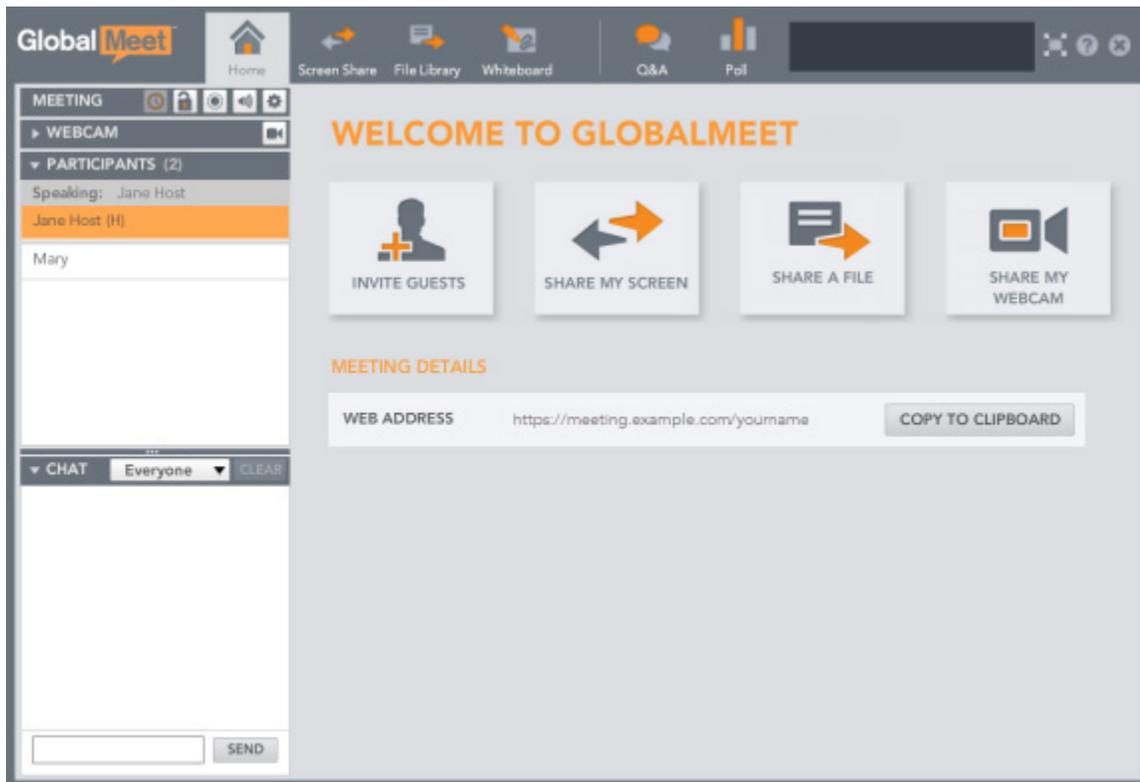
RELATED TASKS

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Start Your Meeting (Desktop)	84

THE MEETING SCREEN

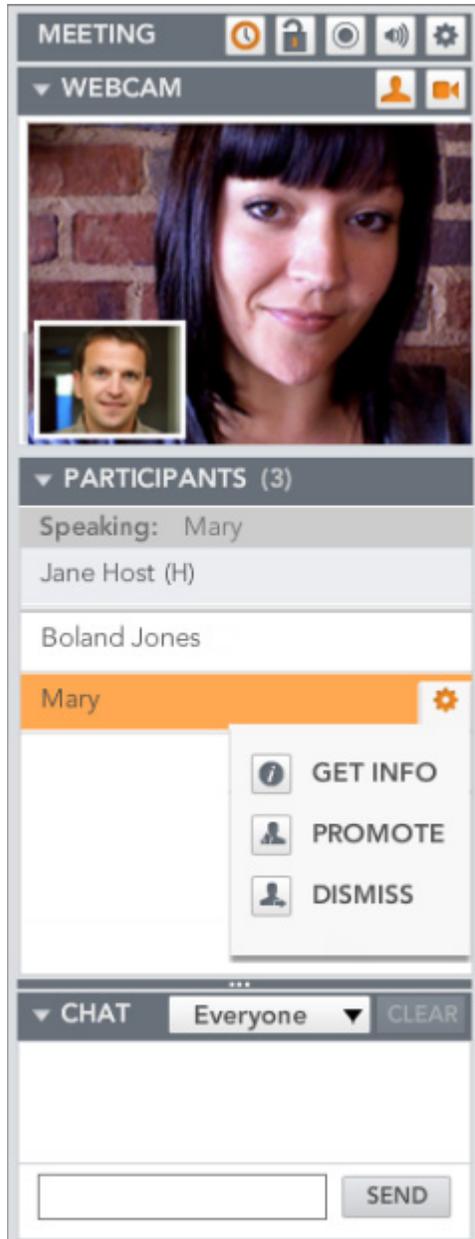
When you are hosting a meeting, you have full control of participants and meeting functions. The Home tab displays the web address for your meeting and lets you invite guests, share your screen, share files from your File Library, and share your webcam.

You can access GlobalMeet meeting features from the meeting toolbar at the top of the meeting screen. The left side of the screen contains the meeting controls for managing a successful meeting: record your meeting, lock or unlock it, mute all lines, and work with participants.



THE MEETING SIDEBAR

The meeting sidebar area is visible to all meeting participants. Here you can see who is speaking, share your webcam, text chat, and get information about other participants. If you are a host, GlobalMeet includes meeting controls and additional options for working with participants.



Meeting Controls

The MEETING section contains host controls that allow you to manage your meeting. Use the buttons to: see who is waiting to join the meeting, lock or record your meeting, mute all participant lines, enable video sharing (webcam), and invite guests to your meeting.

Webcam

The WEBCAM section allows you to share your webcam with the meeting and see other guests' webcams.

Participants List

The PARTICIPANTS section lists the participants in the meeting. GlobalMeet's active talker feature highlights the name of the participant who is currently speaking by turning the row orange.

Point to your name to manage your mic and speaker volumes. Or point to any participant row and click the gear button to display participant details.

Hosts can adjust their guests' volume, promote presenters, and dismiss a guest from the meeting.

TIP: For large public events or if you would like to keep guest names hidden, use the Guest Privacy feature.

Chat

In the CHAT section, you can send private or public instant messages to other meeting participants.

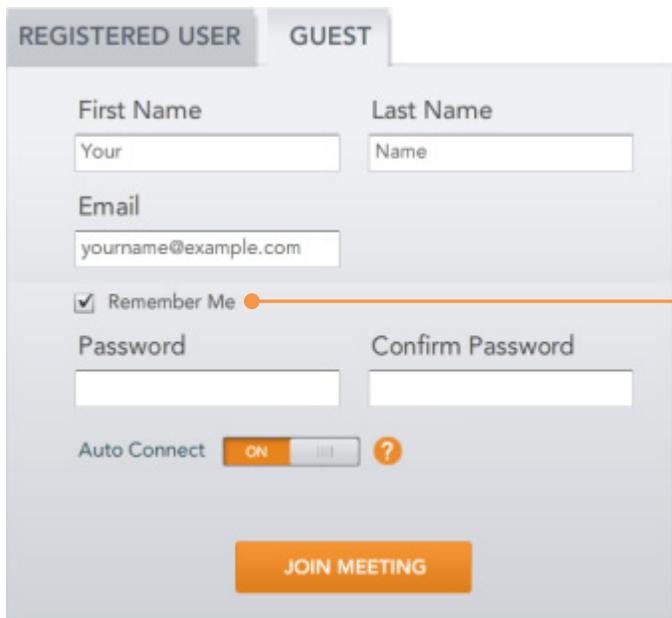
REGISTER WITH GLOBALMEET

If you are a meeting host, you are already a registered user. Meeting guests -- those who are not account holders -- can also register with GlobalMeet. Registering creates a simple user profile that includes:

- Your password
- Connect Me numbers - phone numbers (work, mobile, home, etc.) where the meeting can call you. When joining a meeting, just select from one of your saved numbers.
- Auto-Connect audio preference - simplifies your meeting experience by automatically connecting the audio to your computer's mic and speakers (in meetings where Call My Computer is available)

To register, open a browser window and access the meeting URL of the meeting you want to join. Click the GUEST tab, and then select Remember Me. GlobalMeet asks you to specify a password. Specify a password and then click JOIN MEETING. You are now registered!

Once registered, you can manage your profile in the meeting and enter Connect Me numbers.



The screenshot shows a registration form with two tabs: "REGISTERED USER" and "GUEST". The "GUEST" tab is selected. The form contains the following fields and controls:

- First Name:** Text input field with placeholder "Your".
- Last Name:** Text input field with placeholder "Name".
- Email:** Text input field with placeholder "yourname@example.com".
- Remember Me:** A checked checkbox with a label "Remember Me". An orange line points from this checkbox to the password fields.
- Password:** Text input field.
- Confirm Password:** Text input field.
- Auto Connect:** A toggle switch set to "ON" with a question mark icon.
- JOIN MEETING:** An orange button at the bottom.

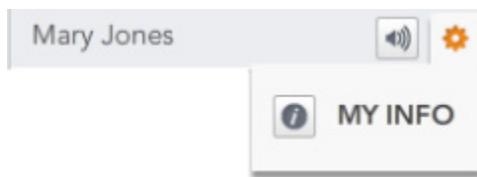
An annotation on the right side of the form reads: "Select Remember Me to show the password fields." with an orange line pointing to the "Remember Me" checkbox.

MANAGE YOUR PROFILE

GlobalMeet maintains a user profile for all registered users. Your user profile includes your name, password, your Auto-Connect preference, and Connect Me numbers. Profile settings apply to all meetings you join. You can update your profile while participating in a meeting, from the MY INFO screen.

If you are a meeting host, use Meeting Settings to update your profile.

To update your profile, sign in to a GlobalMeet meeting. In the Participants list, click the gear next to your name and then select My Info.



On the My Info screen, update your profile details and then click Save. Your changes take effect the next time you join a meeting.

 A screenshot of the 'MY INFO' profile management screen. The title 'MY INFO' is at the top in orange. Below it are several input fields:

- First Name: Text box containing 'Mary'
- Last Name: Text box containing 'Jones'
- Password: Text box with masked characters '*****'
- Confirm Password: Text box with masked characters '*****'
- Phone: A section with two rows. The first row has a dropdown for 'Office', a country code dropdown for '+1', a text box for '404-555-8432', and a '+' button. The second row has a dropdown for 'Mobile', a country code dropdown for '+1', a text box for '404-555-1007', and an 'X' button.
- Auto Connect: A toggle switch currently set to 'OFF' with a question mark icon to its right.

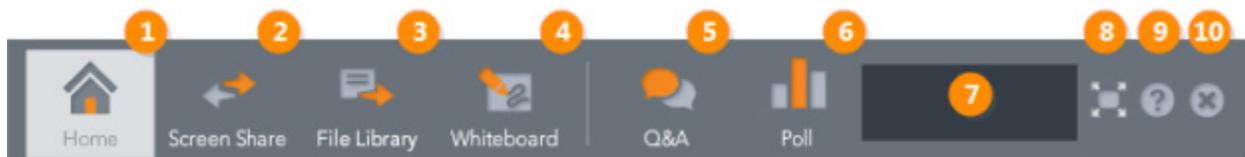
 At the bottom center is a large orange 'SAVE' button.

HOST A MEETING

GlobalMeet gives you the tools you need to host a successful meeting. For example, you can share applications or your entire desktop, show presentations and videos in the meeting, send files to your guests, and conduct polling or question and answer sessions.

THE MEETING TOOLBAR

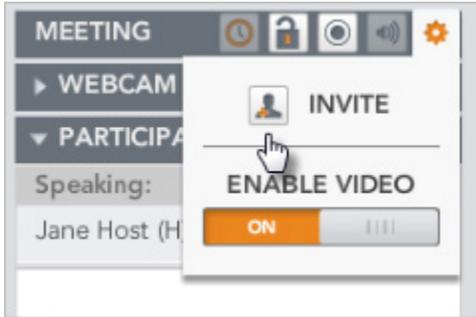
Web meeting features are available at the top of the meeting screen, on the meeting toolbar.



- 1. HOME** Go back to the main meeting window.
- 2. SCREEN SHARE** Share applications or your entire desktop with the meeting.
- 3. FILE LIBRARY** Open your File Library. Upload or delete files and share them with your meeting. You can stream videos and share images files, Microsoft PowerPoint, Word, and Excel files, and Adobe PDF documents in the meeting. You can also send files to your guests for download.
- 4. WHITEBOARD** Open a whiteboard with drawing tools so you and your meeting participants can collaborate.
- 5. Q&A** Guests can ask questions without interrupting the meeting. Click to see questions and answer them.
- 6. POLLS AND SURVEYS** Ask your guests a question, get answers in real time, and conduct surveys from a series of questions.
- 7. NOTIFICATIONS AREA** Displays short messages about events in your meeting, for example, when someone joins or leaves the meeting, or a guest shares her webcam.
- 8. FULL SCREEN** Hide the side menu and make the meeting space larger when viewing presentations or screen sharing. Click again to return to Normal mode.
- 9. HELP AND SUPPORT** View help and support options, display your meeting information, run system diagnostics, access host tools, and manage your profile and meeting settings.
- 10. END MEETING** End the meeting and dismiss all participants, or leave the meeting temporarily.

INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. On the Home tab, click the Invite Guests button, or in the Meeting section of the sidebar, click the gear icon and then click Invite.



Either let the meeting call your guest or have GlobalMeet send an email invitation that includes the meeting URL and dial-in information for your meeting.

INVITE GUESTS ✕

INVITE BY EMAIL

Attendee Email

Enter a single email address and GlobalMeet will send them your meeting details.

SEND EMAIL

INVITE BY PHONE

Name

Phone Number

USA/Canada(+1)

EXT

PHONE GUEST

COPY TO CLIPBOARD

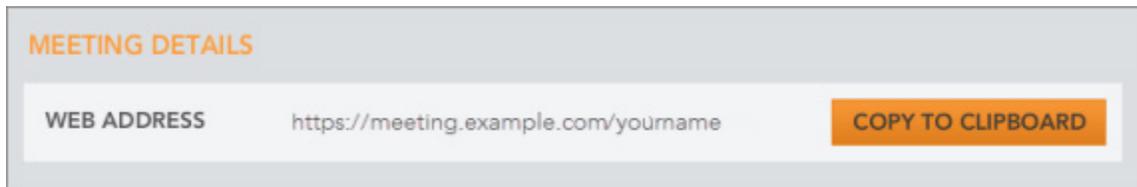
Copy the meeting details to your clipboard to send in an IM or email.

Web Address:
https://meeting.example.com/youname

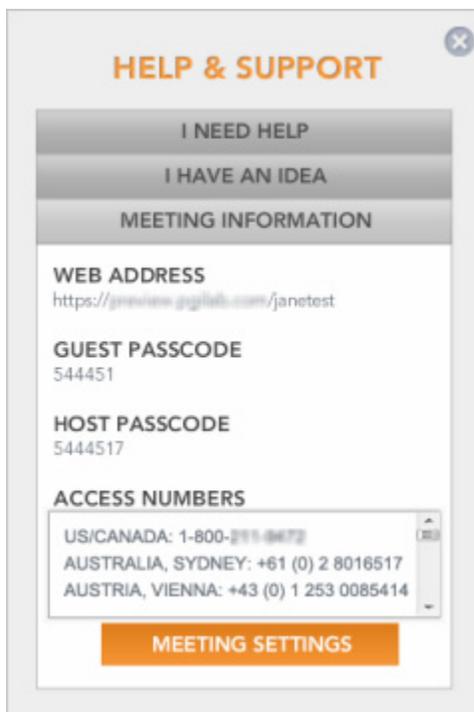
COPY TO CLIPBOARD

DISPLAY MEETING INFORMATION

The main meeting window displays the web address for your meeting. Click the COPY TO CLIPBOARD button to copy the meeting URL. You can then paste it into a text message or email to send to a guest who has not yet joined your meeting.



If you need the audio connection information, click the Help button on the meeting toolbar. The Meeting Information section of the Help and Support window includes the web address, dial-in access numbers, and passcodes. If you are the host or a presenter, the host passcode is displayed; when guests view Meeting Information, GlobalMeet hides the host passcode.



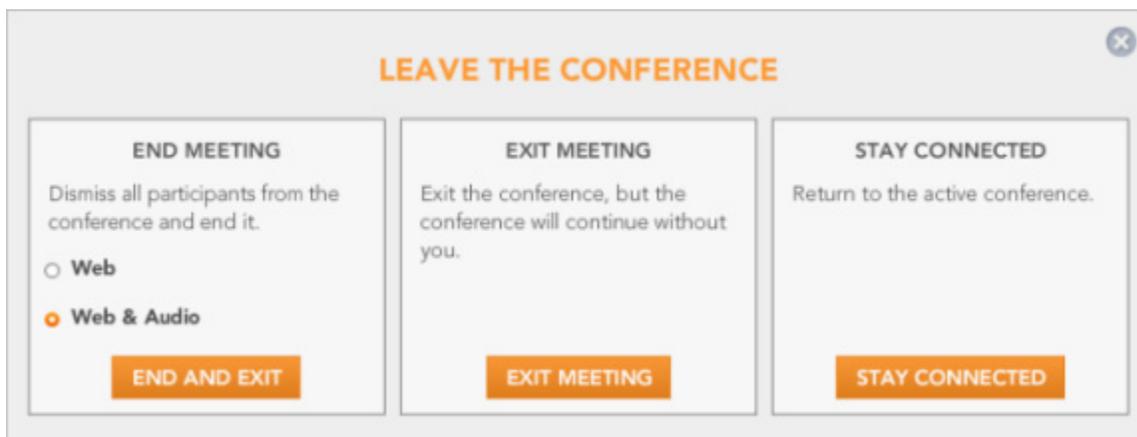
END THE MEETING

When you complete your meeting, click the "X" button at the right side of the meeting toolbar.



GlobalMeet asks whether you would like to end your meeting, exit your meeting (allowing others to continue meeting), or stay connected to your meeting.

TIP: To close the web portion of the meeting and continue with an audio conference, in the END MEETING section, select Web.



WEB MEETING FEATURES

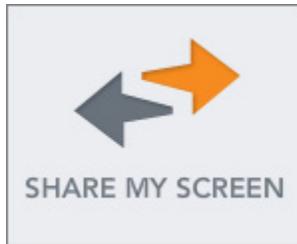
GlobalMeet gives you the tools you need to host a successful meeting. For example, you can share applications or your entire desktop, show presentations and videos in the meeting, send files to your guests, and conduct polling or question and answer sessions. These features are available at the top of the meeting screen, on the meeting toolbar.



This section explains the following features:

- [Screen Share on page 17](#)
- [File Library on page 19](#)
- [Whiteboard on page 21](#)
- [Question & Answer on page 22](#)
- [Polling and Surveys on page 23](#)

SCREEN SHARE



Screen Share can be used to share programs, websites, or even your entire desktop with your guests. Just start Screen Share and select what you want to share. Your meeting guests can follow along as you browse a website, conduct a demo, or show files on your computer.

You can grant access to your guests to control the application being shared, or you and others can make annotations while sharing.

TIP: To prevent delays, download and install Screen Share before your meeting begins. Screen Share is available from Help & Support, from the DOWNLOAD TOOLS link. Screen Share is also included as part of the GlobalMeet Toolbar for Outlook and GlobalMeet for Desktop installation programs on the GlobalMeet tools page (www.globalmeet.com/tools).

Share an Application or Your Desktop

To use Screen Share, first open the application you wish to share, and then switch back to your meeting and click SHARE MY SCREEN. From the list of applications, select the application you want to share. To share your whole desktop, select Share My Screen.



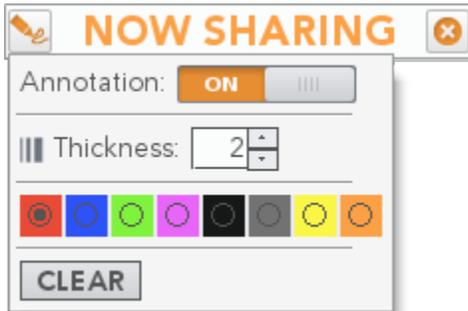
Select a guest and click GRANT to let them control a shared app or your desktop.

To share a different application or stop sharing your screen, click the Stop (X) button at the top of the shared area. Then, on the Screen Share window, either select a different app to share or close the Screen Share window (click the Exit button (X)).

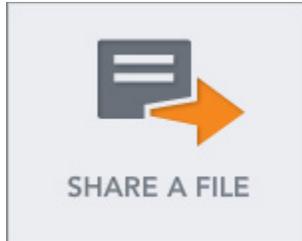


Annotation Tools

You can annotate any application you are sharing, including your desktop. This is similar to the drawing tools available on the Whiteboard and when showing a presentation. At the top of the shared area, click the Annotate button (the pencil) to display the annotation tools.

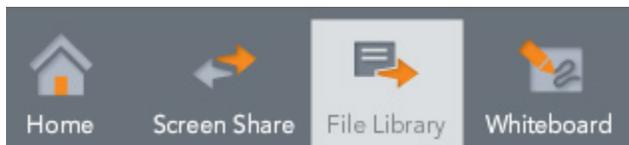


FILE LIBRARY



The File Library contains all files you previously uploaded to your meeting and all meeting recordings. You can open a variety of files from your File Library - PowerPoint presentations, PDF and Microsoft Word documents, Microsoft Excel spreadsheets, graphics, and even videos - and share them in your meeting. You can also send files to your guests for download.

To access your File Library, either click SHARE A FILE or the File Library tab on the meeting toolbar.



The File Library shows all of the material that you uploaded into your meeting. Click the NAME heading to sort the files by name, or click All Files and then select the type of files you would like to display.

NAME	All Files	DETAILS
Client Demo	All Files	
Management Presentation.pptx	Presentations	
meeting.png	Images	
Request for Deliverables.docx	Spreadsheets	
Request for Deliverables.pdf	Documents	
Resource List.xlsx	Recordings	
update notes.txt	Other files	

Click the gear button to see file details.

Share Files in the Meeting

You can open many types of files directly from your File Library and show them to your meeting guests. Stream uploaded videos, share presentations, or present documents - all without starting Screen Share. To share a file, open the File Library and then click the file name. GlobalMeet opens the file in the main meeting window.

TIP: The cursor turns to a hand if the file can be presented in the meeting.

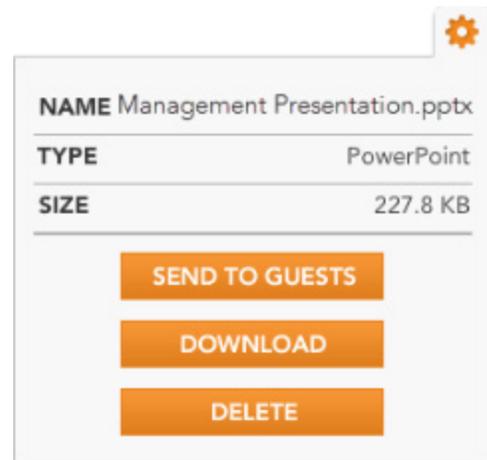
You can share the following types of files from the File Library:

- Videos – MP4, MOV, FLV, M4V, and F4V
- Adobe Acrobat – PDF
- Microsoft PowerPoint – PPT, PPTX
- Microsoft Word – DOC, DOCX
- Microsoft Excel – XLS, XLSX
- Image files – JPG, PNG

You can also send these files to your guests for download.

Working with Files

Click the gear next to a file to display file details. From here, you can send the file to guests for download, download the file to your computer, or remove it from your File Library.



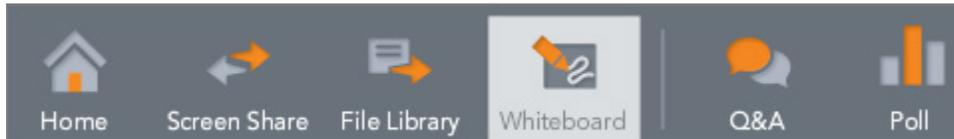
The screenshot shows a file details panel for a PowerPoint presentation. At the top right is a gear icon. Below it, the file name is "NAME Management Presentation.pptx". The panel contains a table with the following information:

NAME	Management Presentation.pptx
TYPE	PowerPoint
SIZE	227.8 KB

Below the table are three orange buttons: "SEND TO GUESTS", "DOWNLOAD", and "DELETE".

WHITEBOARD

A whiteboard is like a blank slide that you can draw or write on using the provided annotation tools. To access the whiteboard, click the Whiteboard tab on the meeting toolbar.

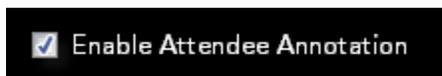


Whiteboards are useful for sketching ideas, brainstorming sessions, meeting summaries, and listing action items.



Let Your Guests Contribute

With the Enable Attendee Annotation option, you can grant guests the ability to annotate on your whiteboard. The drawing and annotation tools used with the whiteboard are the same as those used when sharing a file from the File Library.

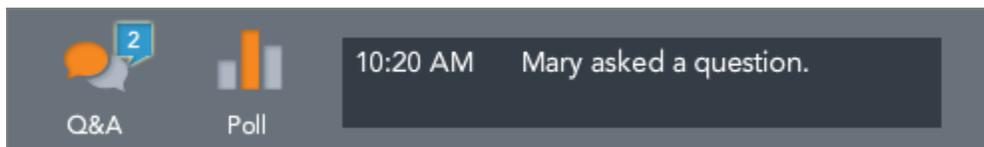


QUESTION & ANSWER

The question and answer (Q&A) feature allows guests to ask questions of the host and presenters during the meeting. The host and all presenters can answer questions. You can let the questions queue up and answer them later or click the Q&A button to answer each question immediately. All of the meeting's questions and answers will be stored in the meeting transcript at the end of a meeting.

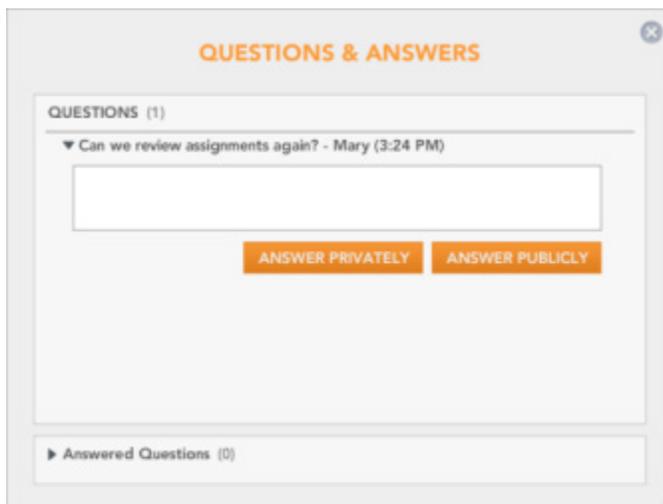
Ask a Question

To ask a question, click the Q&A button on the meeting toolbar, and then enter your question. When a new question is posted, GlobalMeet alerts the host and presenters: the Q&A button on the toolbar shows the number of new, unanswered questions.



Answer a Question

Hosts and presenters can answer questions. Click the Q&A button to open the QUESTIONS & ANSWERS window. The top section lists new questions and the names of the guests who asked them. Click the arrow next to the question you want to answer.



In the space provided, enter your answer, and then click ANSWER PUBLICLY to send the question and your answer to everyone. Click ANSWER PRIVATELY to send the answer only to the person who asked the question.

The question and your answer are included in the Answered Questions section. The QUESTIONS & ANSWERS window is opened on your guests' screens.

Update an Answer

To correct an answer or to add more information to it, open the answered question and enter a new response. If you answered a question privately, you can make your answer public. Open the answered question, enter a new response, and then click ANSWER PUBLICLY.

POLLING AND SURVEYS

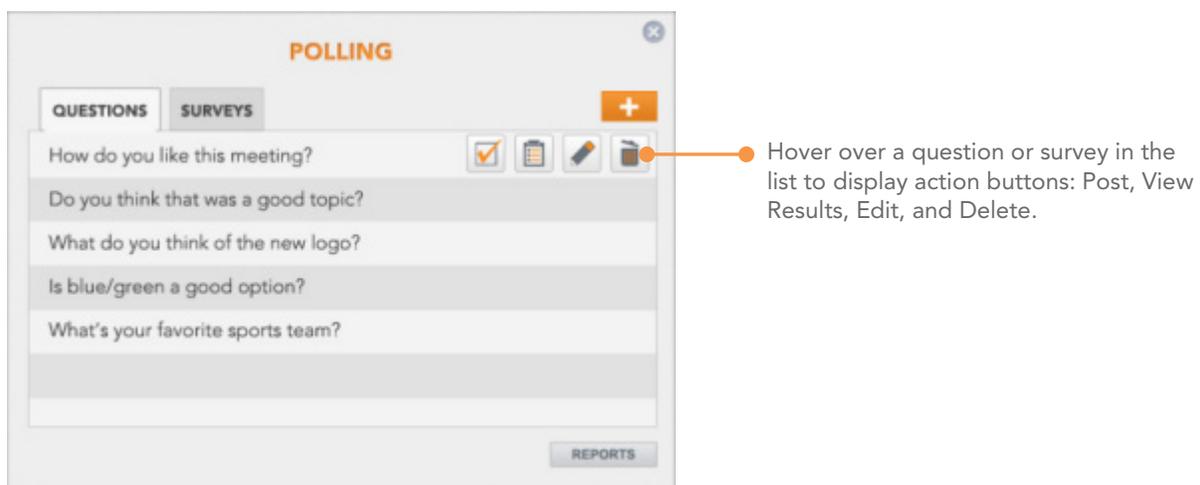
Polls allow you to get ask a question and get instant feedback from your participants during a meeting. You can ask a question you created before your meeting, or create a quick poll question during the meeting. All questions you create are saved with your meeting so that you can use them again. For more detailed input, create a *survey*. A survey is a set of questions that you can present to your meeting participants.

With polls and surveys, you can ask your guests a question (multiple questions in the case of a survey), view results as charts or percentages, publish results to all participants, and save questions to ask again in another meeting. You can also download poll or survey results to a file.

To poll your guests or to create poll questions or a survey, click the Poll button on the meeting toolbar.



The Polling window is divided into two tabs: Questions and Surveys. The first step is to create a question. On the Questions tab, click the plus button. Once you have several questions created, you can combine them into a survey.



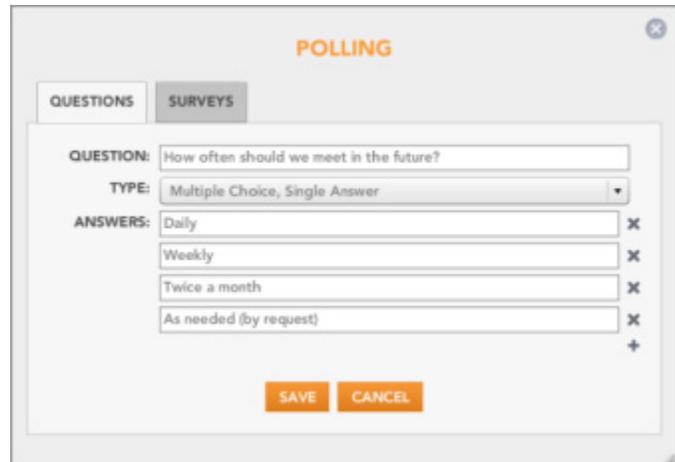
POLL YOUR GUESTS

You can create Yes/No, multiple choice, and essay questions. Once you create a question, you can poll your meeting guests and then view the results.

Add a Question

On the meeting toolbar, click the Poll button. The Polling window opens with the Questions tab displayed. It lists all the questions saved with your account.

Above the list, click the plus button. Enter the question to ask and select the type of question. For multiple choice questions, specify the answer choices. Then, click SAVE.



The screenshot shows a 'POLLING' window with two tabs: 'QUESTIONS' and 'SURVEYS'. The 'QUESTIONS' tab is active. The form contains the following fields:

- QUESTION:** How often should we meet in the future?
- TYPE:** Multiple Choice, Single Answer
- ANSWERS:**
 - Daily
 - Weekly
 - Twice a month
 - As needed (by request)

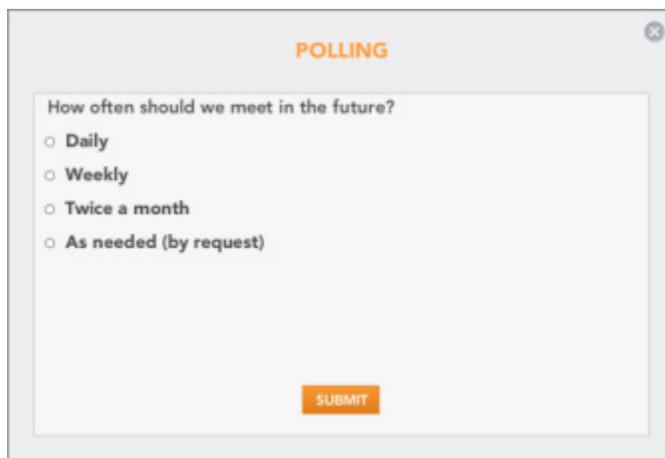
At the bottom of the form are two buttons: 'SAVE' and 'CANCEL'.

Poll Your Meeting

On the meeting toolbar, click the Poll button. Hover over the question to ask, and then click the Post button.



The question is posted immediately to your participants, who can answer it.



The screenshot shows a 'POLLING' window with the question 'How often should we meet in the future?' and four radio button options:

- Daily
- Weekly
- Twice a month
- As needed (by request)

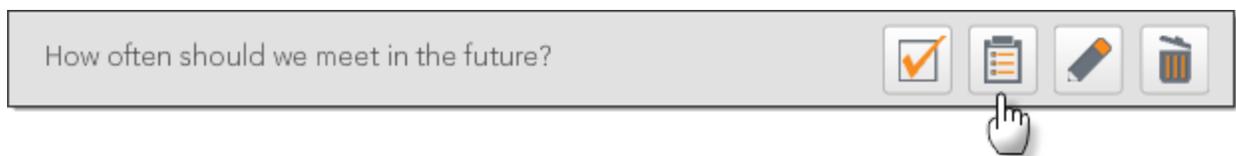
A 'SUBMIT' button is located at the bottom center of the window.

Close the Poll and View Results

Once you have asked your polling question and received responses, you can review and publish your results to your meeting guests. Poll results can be displayed as bar graphs, pie charts, or numeric results.

On the meeting toolbar, click the Poll button. The Polling window opens with the current question and results displayed. If you are finished with the poll, click Close Poll to stop accepting responses and decide whether you want to publish results to your guests.

After you close the poll, you can go back and display results later. Hover over the poll you conducted, and then click the Results button.



CONDUCT A SURVEY

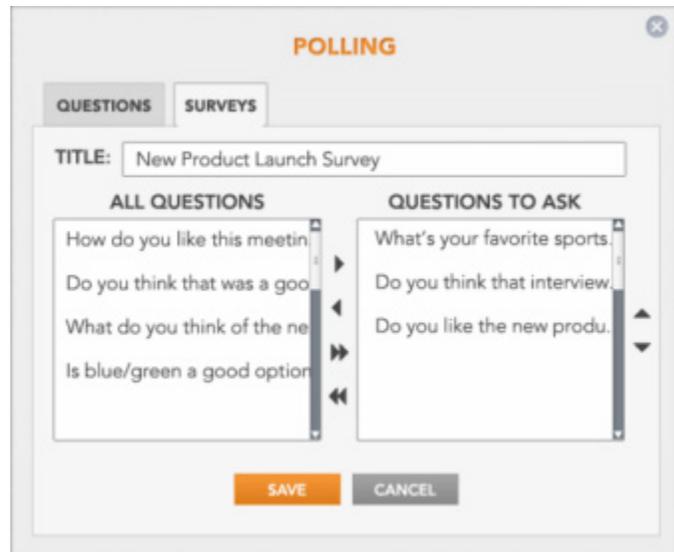
After you create several questions, you can combine them into a survey. You can then post the survey in your meeting and view results.

Add the Survey

On the meeting toolbar, click the Poll button and then click the Surveys tab. The Polling window displays all surveys saved with your account.

Above the list, click the plus button.

Name the survey and choose the questions to ask. Use the up and down arrows to the right of the QUESTIONS TO ASK list to set the order of the questions in the survey. Then, click SAVE.

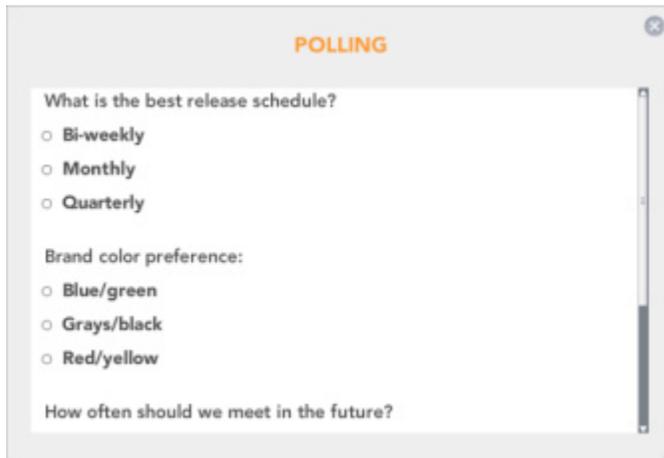


Post the Survey

On the meeting toolbar, click the Poll button. Hover over the survey, and then click the Post button.



The survey is posted immediately to your participants, who can respond to it.



The screenshot shows a window titled "POLLING" with a close button in the top right corner. The survey content is as follows:

What is the best release schedule?

- Bi-weekly
- Monthly
- Quarterly

Brand color preference:

- Blue/green
- Grays/black
- Red/yellow

How often should we meet in the future?

Close the Survey and View Results

While the survey is open, you can check the number of responses. On the meeting toolbar, click the Poll button and then click the Surveys tab. GlobalMeet displays the number of participants and the response rate (how many people have completed the survey). If you are finished with the survey, click Close Survey to stop accepting responses.

GlobalMeet saves survey results in a spreadsheet, with answers grouped by respondent. After you close the survey, you can download and save the results. At the bottom of the Surveys tab, click the REPORTS button.

Although survey results cannot be published to your meeting guests during the meeting, you can send the results spreadsheet to them.

PARTICIPATE IN A MEETING

The GlobalMeet meeting sidebar area contains meeting and participant controls for hosts, as well as features that let all participants manage their meeting experience. The meeting controls in the MEETING section are available to hosts only. The other sections of the sidebar are available to all meeting participants; use:

- **WEBCAM** to share your webcam with all meeting participants and see other guests' webcams.
- **PARTICIPANTS** to see who is in the meeting and the active talker.
- **CHAT** to send text messages in the meeting.

This section explains the following meeting controls and meeting features:

- [Meeting Controls \(Host\) on page 29](#)
- [Webcam on page 35](#)
- [Work with Participants on page 31](#)
- [About Guest Privacy on page 34](#)
- [Meeting Chat on page 36](#)

MEETING CONTROLS (HOST)

At the top of the sidebar, the MEETING section contains host controls that allow you to manage your meeting.

Lock Your Meeting

You can lock your meeting at any time during the meeting to prevent additional participants from joining. When a meeting is locked, GlobalMeet displays an informational web page to guests who try to join via the web and plays a short message to anyone who tries to dial in.

Click the lock button to lock your meeting. To unlock your meeting, click the lock button again.



Record Your Meeting

The Recording feature lets you record your meeting - both web and audio, or only the web or audio portions of the meeting. Meeting recordings are available in your File Library, several minutes after you complete the recording.

To start recording, click the record button.



The Recording Options window opens, allowing you to specify the parts of the meeting you would like to record. Name the recording (optional) and then click the **Record** button. The recording icon switches to red and GlobalMeet starts recording your meeting. To pause or stop recording, click the record icon again.

Mute All Participants

During a meeting, you may need to mute all guest lines in your meeting while a presentation is being made or due to an open line that bringing noise into the meeting. When you mute all the lines in the meeting, your microphone is not muted.

Click the speaker icon to mute all participant lines. An audio prompt is played, stating that all guests are muted. To unmute your meeting, click the speaker icon again.



TIP: You or your guests can mute their own microphones by hovering over their names in the meeting, then clicking on the speaker icon.

Waiting Room

The waiting room feature prevents guests from entering your meeting until you join. The feature is available in [Web Meeting Settings on page 44](#). You can choose to admit each guest individually or have GlobalMeet admit all waiting guests when you join.

To see who is waiting to be admitted and to approve guests for your meeting, click the clock button.



WORK WITH PARTICIPANTS

The Participants list shows all meeting participants. Use this section to perform basic functions with meeting participants, such as controlling audio, promoting or demoting, viewing basic information about a guest, or dismissing a guest from the meeting. In addition to the host, there are two other types of participants in a meeting - **guests** and **presenters**.

- **Guests** can ask questions, share their webcams, and control their own audio. If the host gives permission, guests can chat and use the annotation tools. As a host, you can *promote* a guest to be a presenter.
- **Presenters** can use Screen Share to share their own screens or applications on their computers with the meeting.

Most of the functions that you can perform with participants are the same whether the participant is a guest or a presenter. Point to a guest or your own name to display volume controls and participant controls.

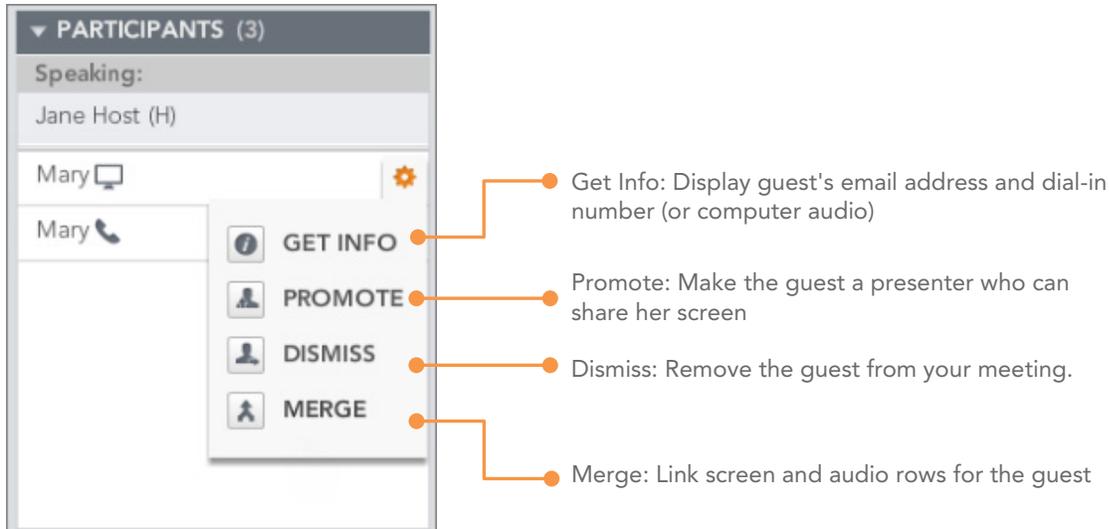
Active Speaker

In the Participants list, GlobalMeet highlights the person currently speaking by turning the row orange.



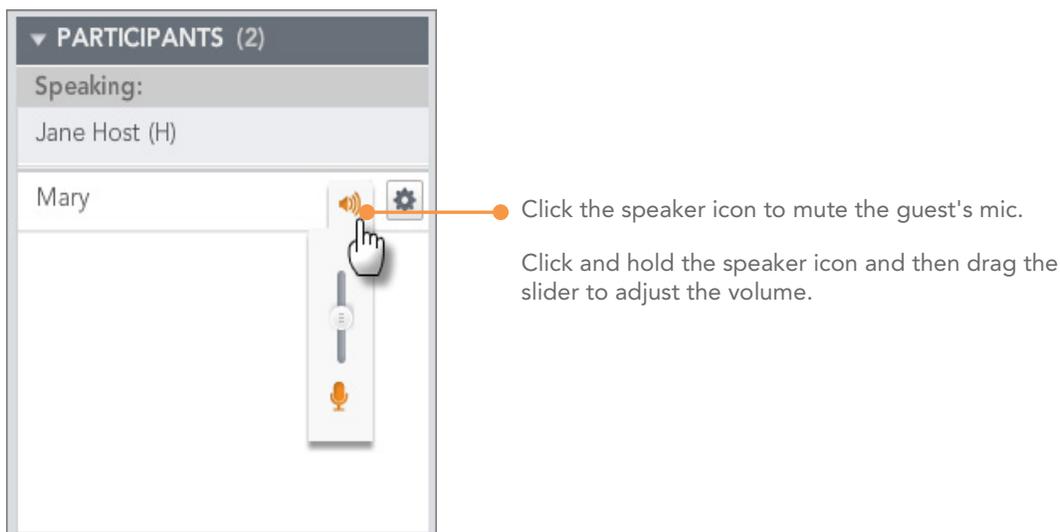
Participant Controls

Point to your own name or another participant's name and then click the gear icon to display participant controls. If a guest dials in for audio, there are two rows for the guest: one with a screen icon and another with a phone icon. Click Merge to link the two rows. This helps others in your meeting know who is in the meeting and who is speaking.



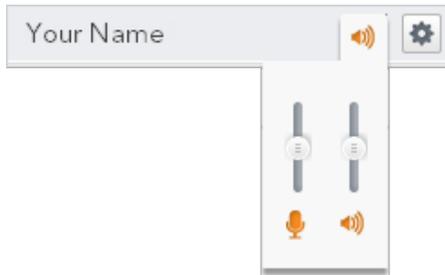
Adjust a Participant's Volume (host)

As the meeting host, you can manage your participants' mic volumes whether they are guests or co-presenters. Point to the participant's name and then click the speaker icon to display volume controls. You can also manage your own mic and speaker volumes.



Your Controls

Point to your name and then click the speaker to manage your own mic (speaking) and listening volumes.



ABOUT GUEST PRIVACY

The Guest Privacy feature allows hosts to hide the identity of guests from the other guests in the meeting. This is particularly useful for larger public events, where a long Participants list can become unwieldy or you may not want guests from other organizations to be able to identify one another.

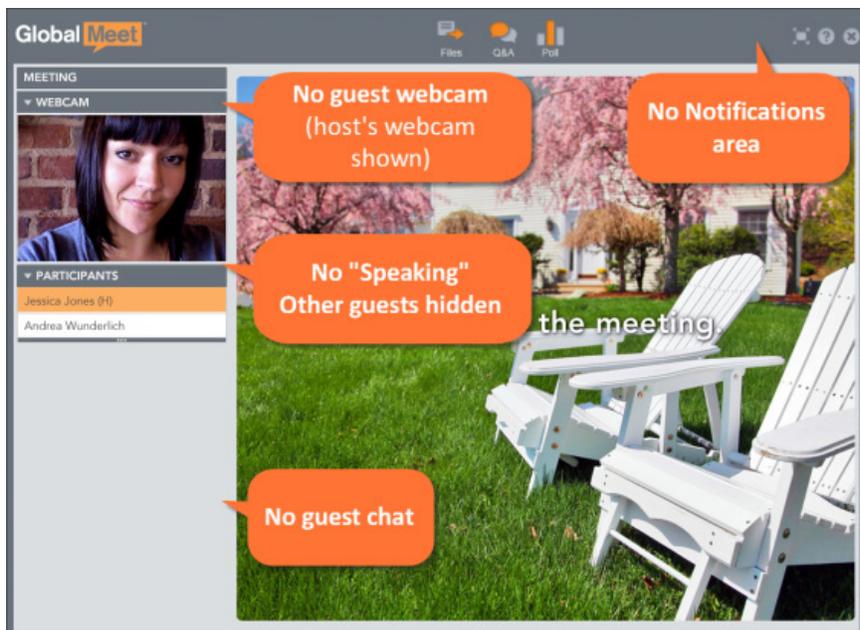
When Guest Privacy is enabled, it changes the guests' view of the meeting:

- Guests see only the names of the host, presenters, and their own names; all other guest names are hidden.
- The Speaking line - with the speaker's name - is hidden.
- Active talker is highlighted only when the host, presenters, or current guest is speaking.
- Meeting notifications are hidden.
- Guest webcams and chat are disabled.

These features remain available to you, the host.

NOTE: You must enable this option in [Web Meeting Settings on page 44](#) before you conduct the meeting.

The following example shows the guest's view when you use the Guest Privacy feature.



WEBCAM

Both hosts and participants can share webcam video with the meeting. Others see your video feed in the Webcam section near the top of the side menu in GlobalMeet. You can share your webcam with your meeting. When you turn on your webcam, your video is immediately displayed to your guests.

To share your webcam, click the camera icon on the Webcam bar in the sidebar.



The camera icon switches to orange and the Webcam section opens and displays the video from your webcam. Your guests can now see your image.

Picture in Picture

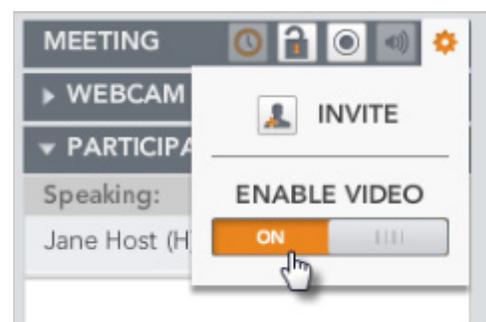
If you enabled video for your guests, they can share their webcams. Click the picture-in-picture (PIP) icon to see the active talker in the main webcam window and your webcam video in a smaller window.



Picture-in-picture shows the active talker in the main window.

Allow Guests to Share

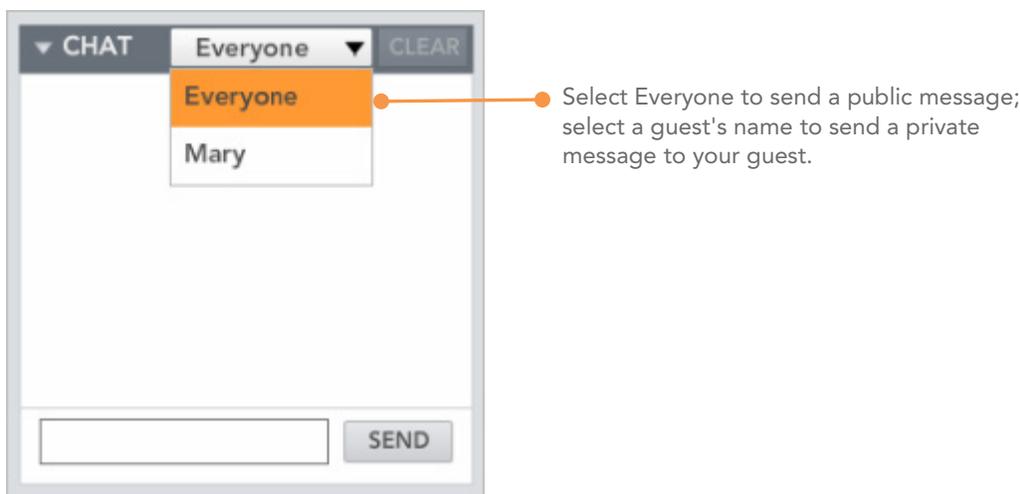
If you would like your guests to share their webcams, make sure video sharing is enabled for your meeting. In the Meeting section of the side menu, click the gear icon and then set Enable Video to ON.



MEETING CHAT

The Chat feature allows you and your guests to exchange text messages during a meeting. You can send messages to all participants, or chat privately with an individual guest. All public chat messages are included in meeting logs (which are available from your Admin Portal). Private chat messages are not saved.

Chat is located at the bottom of the side menu, under the Participants section. In the Chat section of the side menu, choose whether your message is public or private, and then type your message in the text box.



Limit Chat to Presenters

You can disable chat for larger meetings and for other situations where you think that granting chatting capabilities to all meeting guests will be distracting. Open [Web Meeting Settings on page 44](#) and set the ENABLE GUEST CHAT option to OFF.



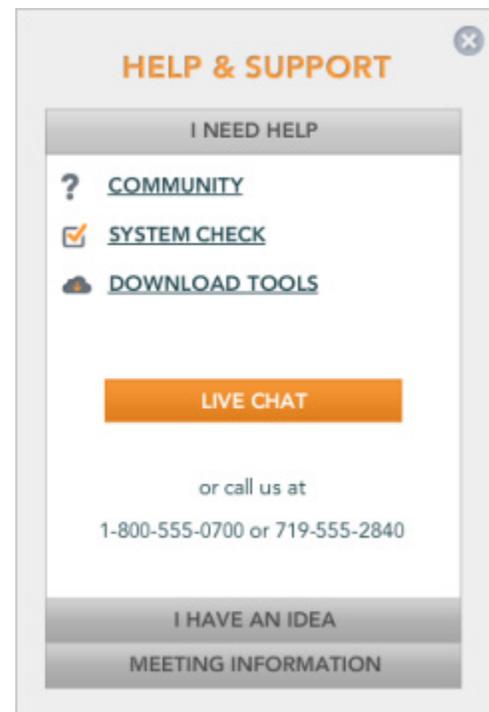
GETTING HELP

You can quickly access help while using GlobalMeet by clicking the Help button on the right side of the meeting toolbar.



From the Help and Support window, you can:

- Visit the GlobalMeet community, where you can read knowledge base articles and user guides, ask questions, share ideas, and get to know GlobalMeet.
- Run a SYSTEM CHECK.
- Download host tools like Screen Share.
- Get options for contacting support.
- Click MEETING INFORMATION to view [meeting details](#) (the meeting's web address, access numbers, and passcodes) and to access Meeting Settings.



System Check

If you are having issues with your meeting, the SYSTEM CHECK tests three areas that can affect your meetings:

- System Compatibility - ensures browser, operating system, and Adobe Flash versions are compatible and verify that required browser features (pop-ups and JavaScript) are enabled.
- Audio and Video - test your webcam, microphone, and speakers.
- Screen Share - download and install Screen Share or verify that it is installed correctly.

Meeting Settings

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

This chapter contains the following sections:

Overview	39
Access Meeting Settings.....	39
Update Your Profile	40
Audio Meeting Settings.....	41
Web Meeting Settings.....	44

OVERVIEW

The Meeting Settings feature allows meeting hosts to view and update their user profiles, web meeting preferences, 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 web meetings and audio conference accounts, not just the meeting to which you signed in and its associated audio conference account.

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

ACCESS MEETING SETTINGS

Meeting Settings is available from:

- GlobalMeet - from the Help and Support window. On the meeting toolbar, click the Help button. On the Help & Support window, click to expand the MEETING INFORMATION section, and then click the MEETING SETTINGS button.
- GlobalMeet HD - on the main window or when in a meeting, tap the gear button and then tap Meeting Settings.
- GlobalMeet Toolbar 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 contact information for your account, and global preferences for your meetings and meetings you attend as a guest. Profile settings apply to all your meetings – web and audio – even if you have multiple web meeting rooms and/or 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 the GlobalMeet Toolbar for Outlook and any other GlobalMeet apps you use, if applicable.

- The default language for GlobalMeet meetings and 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.

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 Toolbar 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 top right of the page, click Change Password.
3. On the Change Password screen, 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.

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 MY PROFILE tab.

The MEETING PREFERENCES section includes three rows for Connect Me numbers.

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.

WORK ▼	+1 ▼	404-555-1212		✕
MOBILE ▼	+1 ▼	719-555-9900		✕
SELECT ▼	Code ▼	PHONE NUMBER		

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. You can also delete the selected audio conference.

Audio Account 2 ▼	✕
---------------------	---

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 43 .
(Alert) When a Guest Joins or Leaves	Notifies you (and your guests) when each participant joins or leaves the audio portion of the meeting. Select Silent Entry to avoid interruptions.
Ask Guests for PIN Number	<p>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.</p> <p>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.</p>
Ask Me for My Client ID	The meeting will ask you for your client ID before establishing an audio connection. When you select this option, GlobalMeet plays music until you join.
Play Music until I Join	Plays music until you join your meeting. Guests hear music and cannot talk to one another until you join.
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.
End Meeting if I Don't Join	Ends the meeting and disconnects all guests if you do not join within approximately seven minutes.
Send Attendance to My Email	<p>Sends a meeting summary to you via email. This is optional; meeting summaries are always available via the Admin Portal.</p> <p>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.</p>

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 Toolbar 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 Audio Account, 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.

WEB MEETING SETTINGS

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

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

If you have more than one web meeting, click the Meeting Title list to view settings for another web meeting. You can also delete the selected meeting or add a new one.



WEB MEETING OPTIONS

This section describes the various web options.

Option	Description
Meeting Title	<p>A descriptive name for your meeting. The meeting title is shown on your meeting's "Welcome" page.</p> <p>If you have more than one web meeting, the Meeting Title field is a drop-down list box. Click the arrow to switch to a different web meeting. You can also delete the selected meeting or add a new one.</p>
Web Address	<p>The URL of the meeting. Be sure to let people know your new web address. If you frequently host meetings with this web address or have distributed the meeting URL widely, you can also add a new web meeting. See Add or Delete a Web Meeting on page .</p>
Audio Account	<p>The audio conference used for the audio portion of the meeting.</p> <p>Click the information icon next to the audio name to see dial-in numbers and passcodes for the audio conference. If you have more than one audio conference, you can select which one to use for this meeting.</p>
Waiting Room	<p>Places guests in a waiting area until you join your meeting. You can admit each guest individually, or have GlobalMeet admit all waiting guests when you join.</p>
Guest Privacy	<p>Hides the names of guests and other identifying information from meeting participants. This feature is useful for larger public events, where a long Participants list might be distracting, or for meetings where you may not want guests from other organizations to be able to identify one another. For more information, see About Guest Privacy on page 34.</p>
Chat for Guests	<p>Controls whether guests can chat within the meeting. Set this option to OFF to restrict chat to host and presenters. For more information, see Meeting Chat on page 36.</p>

ENABLE GUEST PRIVACY

The Guest Privacy feature allows hosts to hide the identity of guests from the other guests in the meeting. You must enable this option in Meeting Settings before you conduct the meeting.

To enable Guest Privacy:

1. Open Meeting Settings and display the WEB SETTINGS tab.
2. Set GUEST PRIVACY MODE to ON.



3. Click Save and then close Meeting Settings.
4. Exit the meeting.

The next time you host a meeting, the Guest Privacy feature is on.

GlobalMeet HD

GlobalMeet® HD is a special version of GlobalMeet built for the iPad®. The GlobalMeet app lets you instantly host, schedule, or join a meeting with a few taps on your screen.

This chapter contains the following sections:

- Overview 47**
- Install GlobalMeet HD..... 48**
- Getting Started..... 49**
- Using GlobalMeet HD..... 51**
- Host a Meeting 52**
- File Library 58**
- Schedule a Meeting 59**
- Join a Meeting..... 60**
- GlobalMeet Settings..... 61**

OVERVIEW

GlobalMeet® HD is a special version of GlobalMeet built for the iPad®. The GlobalMeet app lets you instantly host, schedule, or join a meeting with a few taps on your screen. Just download from the App StoreSM and go.

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

It's so simple, it's hard to imagine why no one thought of it before.

- Easily host or join a meeting.
- Talk and listen right through your iPad's mic and speakers. Or have the meeting call you.
- During the 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 meeting. Adjust participant volumes and mute noisy lines.
- Chat with all participants, or chat privately with an individual guest.
- View all GlobalMeet meetings you recently attended and tap to join.
- Save meetings you attend often as Favorites.
- Schedule a meeting and have GlobalMeet send an email invitation to your guests with the meeting URL and dial-in information.
- Share PowerPoint presentations and PDF documents within the meeting.
- Send a file from the file library to your meeting guests so they can download the file.

GlobalMeet HD is available for meeting hosts and their guests.

INSTALL GLOBALMEET HD

DOWNLOAD THE APP

The GlobalMeet HD app can be downloaded directly from the Apple App Store.

1. On your iPad Home screen, tap the App Store icon.
2. In the Search bar, type the word GlobalMeet.
3. Download and install the app.

SYSTEM REQUIREMENTS

GlobalMeet HD can be used on iPad devices running iOS 5 or later, including the new iPad and its high-resolution Retina display.

GETTING STARTED

ACCESS THE APP

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



GlobalMeet icon
Tap to get started.

SETUP

The first step is to set up the app with your account info. On the Setup screen, tap HOST if you have a GlobalMeet account, or tap GUEST if you do not.

For Hosts

Just enter your name, and the email address and password for your GlobalMeet account. The app signs you in to your GlobalMeet account and displays the GlobalMeet home screen.



The app saves your account information so you don't have to enter it again. To change your login info later, tap the Settings (gear) icon at the top right of the home or meeting screens, and then tap Application Settings.

WELCOME TO GLOBALMEET

HOST GUEST

NAME
Name

EMAIL **PASSWORD**
Email or Client ID Password

Login

For Guests

Tap GUEST and then enter your name, email address, and the web address of the meeting you want to join.

USING GLOBALMEET HD

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

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

4. SETTINGS Tap the gear button to manage your GlobalMeet app settings, web and audio meeting settings, your account profile, and your password.

HOST A MEETING

START YOUR MEETING



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

STEP 2. The next step is adding your audio connection. Enter your phone number and tap Connect Me to have the meeting call you.

 A screenshot of a mobile application dialog box titled "LET THE MEETING CALL YOU" in orange text. Below the title is a section titled "CALL MY PHONE" in black text. This section contains a dropdown menu with "USA/Canada(+1)" selected, a text input field for "Phone Number", and a smaller input field for "Ext.". Below these fields is a large orange button labeled "Connect Me". At the bottom of the dialog, there are two links: "Dial In" and "Call My Device".

Or, tap Call My Device to talk and listen right through your iPad's mic and speakers, over your Internet connection.

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

TIP: You can configure GlobalMeet to automatically use your Internet connection for audio. In Meeting Settings, on the MY PROFILE tab, select AUTO-CONNECT AUDIO.

RELATED TASKS

Start Your Meeting (Web).....	6
Start Your Audio Meeting (Toolbar).....	68
Start Your Web Meeting (Toolbar).....	67
Start Your Meeting (Desktop).....	84

MEETING SCREEN

When you are hosting a meeting, you have full control of participants and meeting functions. The Home tab displays the web address for your meeting and lets you invite guests.



PARTICIPANT LIST The participant list shows all of your meeting guests. Tap a participant's row to see a volume control and to view details.

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, Lock Meeting, Record, Mute All, and Settings.



Tap the gear button to view settings and end the meeting.

MEETING TOOLBAR

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



1. WAITING ROOM Tap to see who is waiting to join your meeting.

2. INVITE GUESTS Have the meeting call your guest or send an email invitation that includes the meeting URL and dial-in information. You can select guests to invite from your Contacts and the app automatically fills in email addresses or phone numbers.

3. LOCK THE MEETING Allows you to lock the meeting, preventing additional guests from joining the audio and web portions of your meeting.

4. RECORD Start recording the meeting. You can record the web only, audio only, or both web and audio portions of your meeting. Tap Record again to pause recording or to stop recording. Recordings are available in your file library a few minutes after you complete the recording.

5. MUTE ALL Mute (silence) all participant lines in the call. To unmute, just tap Mute All again.

6. HELP Display help for the app and for running your meeting.

7. SETTINGS View and update app settings and your GlobalMeet meeting settings. Tap here to end the meeting.

Active Indicators

The toolbar icons change colors to show when they are selected (or "active").



INVITE GUESTS TO YOUR MEETING

You can add guests at any time during your meeting. On the meeting toolbar, tap the Invite Guests icon.

Either let the meeting call your guest or have GlobalMeet send an email invitation that includes the meeting URL and dial-in information for your meeting.

You can also invite guests from your saved contacts. Next to the Guest Email or Name fields, tap the contacts icon. Find the person you want to invite, tap his or her name, and then select the email address or phone number you want to use. GlobalMeet fills it in.

TIP: When inviting by email, you can select more than one guest. Keep selecting from your saved contacts, and then tap Send Invite.

INVITE GUESTS

INVITE BY EMAIL

Guest Email

awright@abccompany.com

stephen@example.com

Send Invite

INVITE BY PHONE

Name

Phone Number

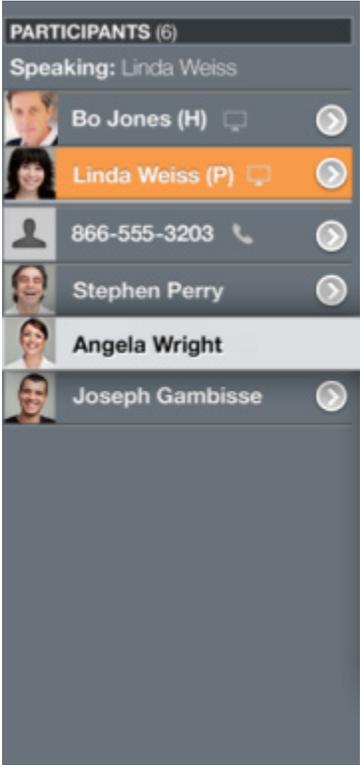
USA/Canada (+1)

Ext.

Call Guest

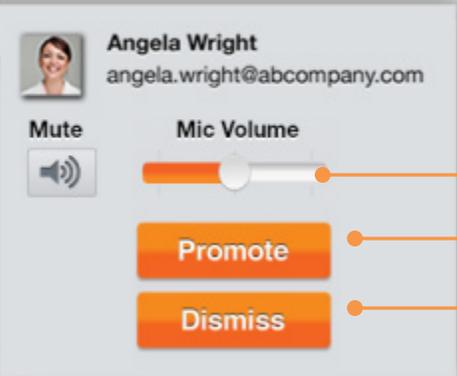
WORK WITH PARTICIPANTS

The participant list shows all meeting participants.



Tap the arrow button  next to a guest or your own name to display contact details and meeting controls.

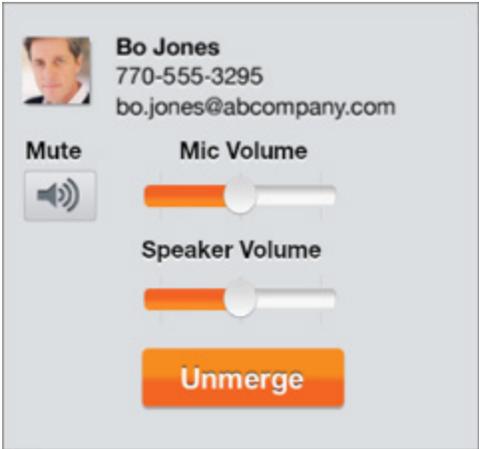
If a guest dials in for audio, there are two rows for the guest – one with a screen icon and another with a phone icon. Tap Merge to link the two rows.



- Adjust or mute guest's speaking volume
- Make the guest a presenter who can share her screen
- Remove the guest from your meeting

Your Controls

Tap your own name to see controls for your mic and speaker. If you dialed in separately or you're not connected on audio yet, you will see Connect and Merge buttons.



LIVE CHAT

The Chat feature allows you and your guests to exchange text messages during a meeting. You can send messages to all participants, or chat privately with an individual guest. Chat is located under the Participants section. An indicator shows how many new messages have been received.

TIP: Make sure the feature is enabled for guests in Meeting Settings (WEB SETTINGS tab).



To open the Chat window, just tap the Chat bar below the Participants list.

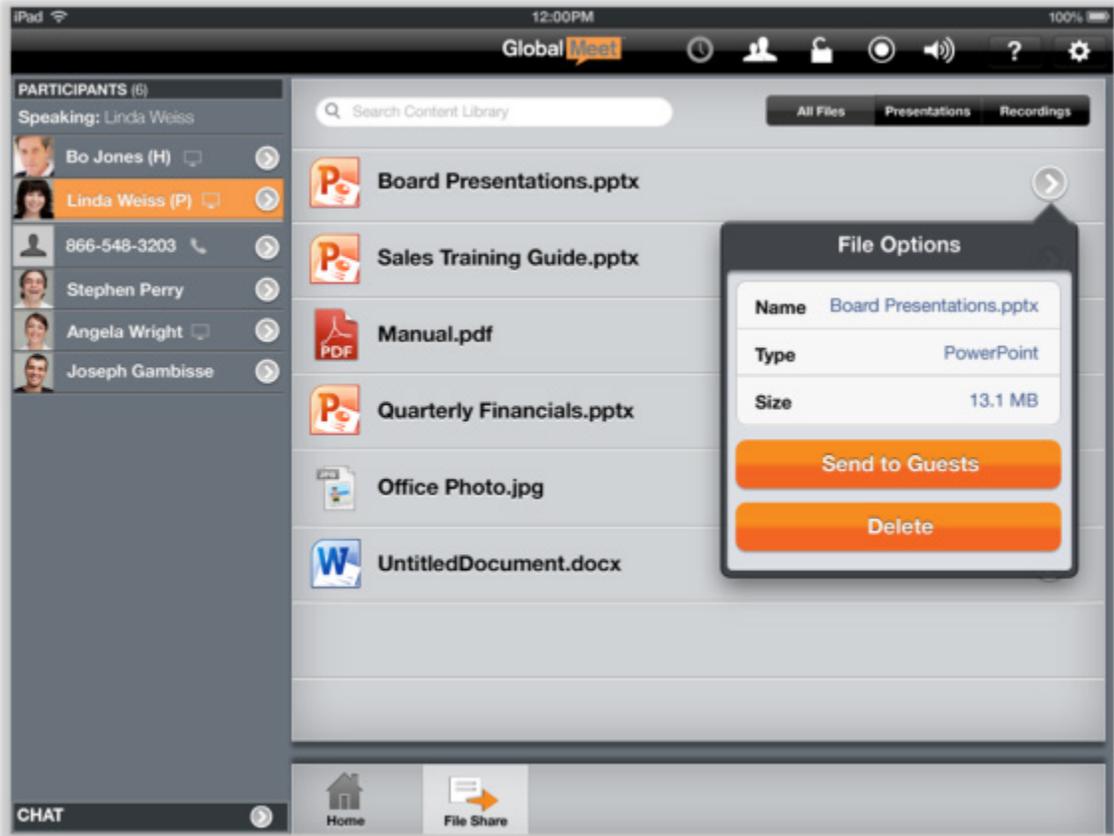


FILE LIBRARY

The file library contains all files you previously uploaded to your meeting. You can share PowerPoint presentations and PDF documents in your meeting and send a file to your Web guests for download.

Tap the File Library tab to open the file library.

NOTE: Be sure to upload files before your meeting. Either sign in to your meeting on the Web or use GlobalMeet for Desktop to upload files.



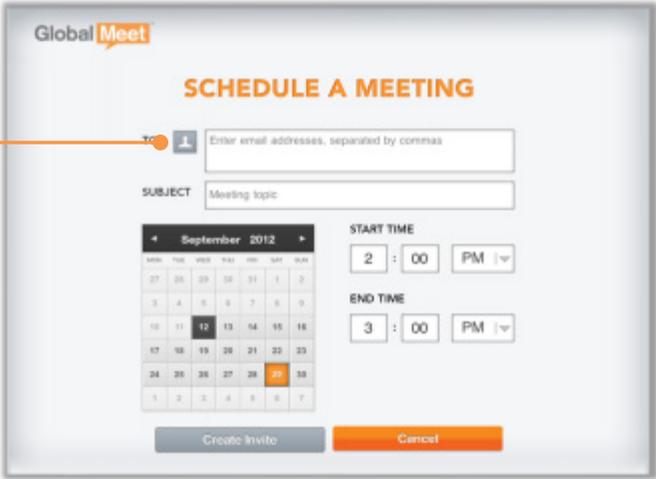
SCHEDULE A MEETING



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 meeting URL and dial-in information for your meeting.

- STEP 1.** On the home screen, tap Schedule a Meeting.
- STEP 2.** Enter the email addresses of your guests and a meeting subject. Or, tap the contacts icon to invite guests from your saved contacts.
- STEP 3.** Use the calendar to select the meeting date and the start and end times for your meeting.
- STEP 4.** Tap Create Invite.

Tap the contacts icon to view saved contacts and invite guests



RELATED TASKS

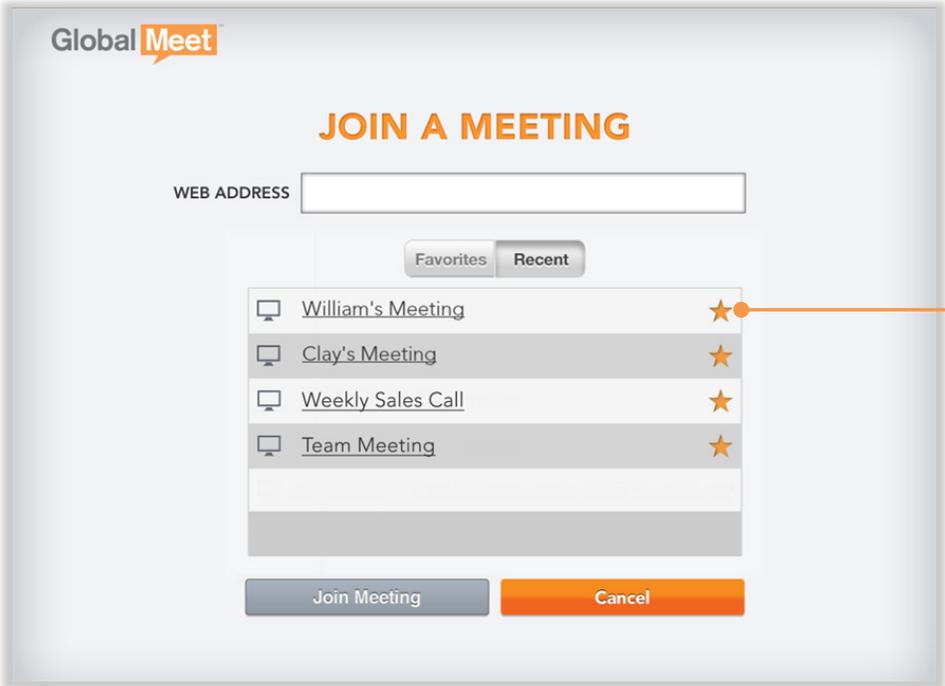
- Schedule a Meeting (Toolbar)69
- Schedule an Audio Meeting (Toolbar)72
- Schedule a Web Meeting (Toolbar).....70
- Schedule a Meeting (Desktop)85

JOIN A MEETING



On the GlobalMeet home screen, tap Join a Meeting to view the meetings that you recently attended.

You can join any meeting with a tap, or save meetings that you attend on a regular basis as Favorites.



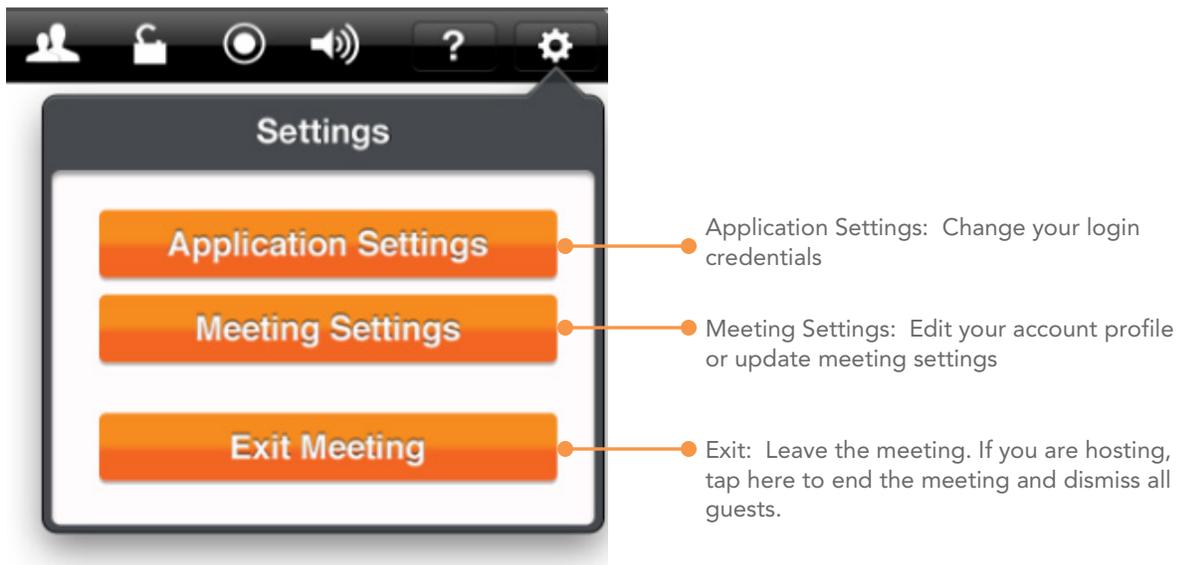
Tap to join a meeting or enter the web address of the meeting you want to join

Tap the star to save to Favorites

GLOBALMEET SETTINGS

The Settings menu is available from the app's Home screen or on the meeting screen. Tap the gear button to open the Settings menu. From here, you can update your app settings, your account profile and password, and your web and audio meeting settings.

When accessed from the meeting screen, the Settings menu includes an option to end the meeting.



GlobalMeet Toolbar

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 web or phone-only meeting, and customize your meeting invitations.

This chapter contains the following sections:

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Install the Toolbar	64
Getting Started.....	65
Start Your Meeting (Web).....	67
Start Your Meeting (Audio).....	68
Schedule a Meeting and Send Invitations	69
Toolbar Settings	75

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 web or 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 a browser window with your meeting (web meetings) or the Audio Controls (phone-only meetings) and signs you in to your account.

Highlights:

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

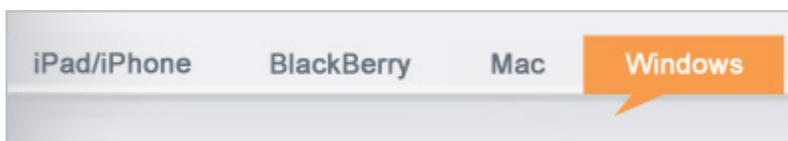
The GlobalMeet Toolbar for Outlook is available for meeting hosts only.

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 and follow instructions to install the toolbar.

SYSTEM REQUIREMENTS

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

- Windows XP or Windows 7
- Flash version 10 or higher; version 10.3 or higher is required to connect audio using computer ("softphone")
- Microsoft Outlook 2007 SP2 or higher
- Microsoft Outlook 2010 SP1 or higher

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

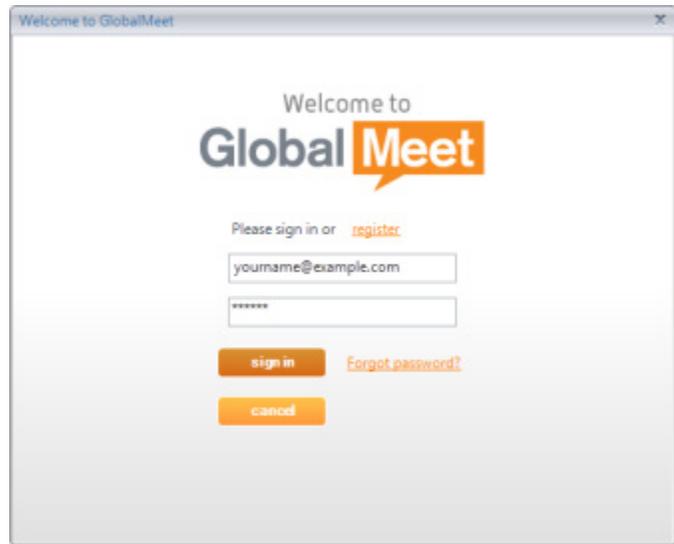
GETTING STARTED

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



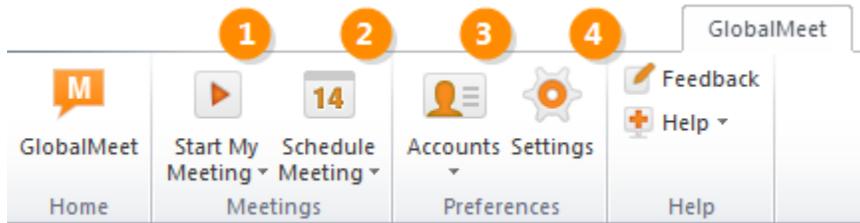
ACCESS THE TOOLBAR

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

- Outlook 2010 - 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 and then choose whether you want to host a web meeting or a phone-only meeting. If you have more than one meeting, select which meeting you want to host.

- Web meeting - opens a browser and signs you in to the meeting automatically.
- Phone only meeting - opens the Audio Controls, where you can host your meeting.

2. SCHEDULE MEETING

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

3. ACCOUNTS

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

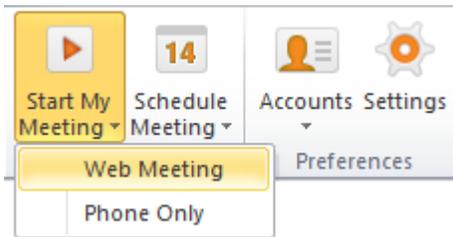
4. SETTINGS

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

You can also click Home to visit the GlobalMeet website or click Help to get help using the Outlook Toolbar.

START YOUR MEETING (WEB)

When you start a meeting from the Outlook Toolbar, the toolbar opens a new browser window and signs you in to your meeting.



STEP 1. On the Outlook Toolbar, click Start My Meeting > Web Meeting.

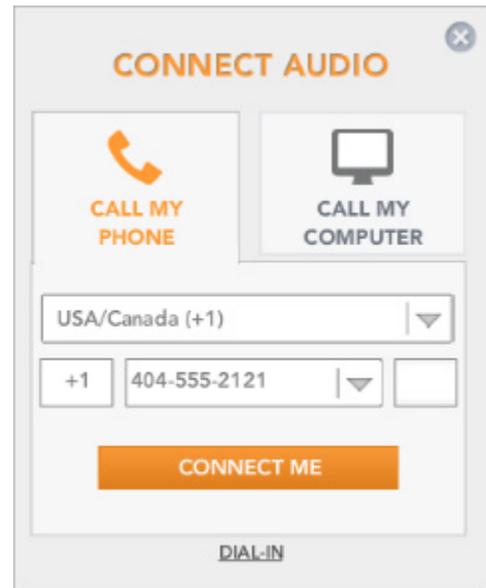
If your account has more than one meeting, select the meeting you want to join.

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

STEP 2. The next step is adding your audio connection. Enter your phone number and click CONNECT to have the meeting call you.

Or, click Call My Computer to talk and listen right 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.

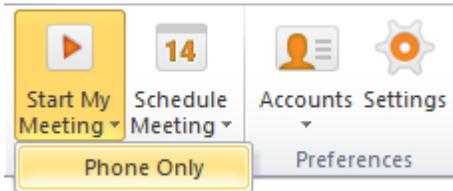


RELATED TASKS

Start Your Meeting (Web).....	6
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Start Your Meeting (Desktop).....	84

START YOUR MEETING (AUDIO)

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. On the Outlook Toolbar, click Start My Meeting > Phone Only.

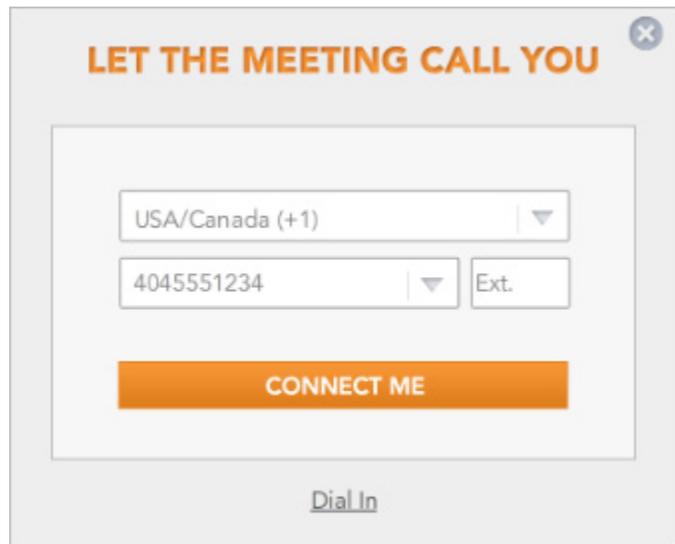
If your account has more than one meeting, select the meeting you want to join.

STEP 2. GlobalMeet opens the Audio Controls and allows you to enter the number for GlobalMeet to call you.

Choose one of your recently used numbers, or enter your phone number. Click **CONNECT ME**.

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

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

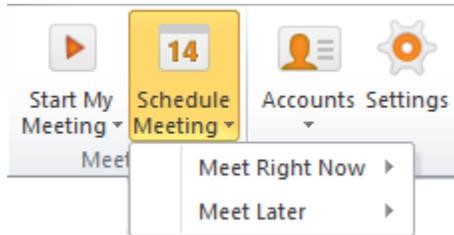


RELATED TASKS

Start Your Meeting (Web).....	6
Start Your Meeting (iPad)	52
Start Your Web Meeting (Toolbar).....	67
Start Your Meeting (Desktop).....	84

SCHEDULE A MEETING AND SEND INVITATIONS

Use the Outlook Toolbar to schedule a meeting and have the toolbar send email invitations to your guests. Just pick the date and time of your meeting and your guests' email addresses. GlobalMeet sends everyone a meeting invitation that includes the meeting URL and dial-in information for your meeting.



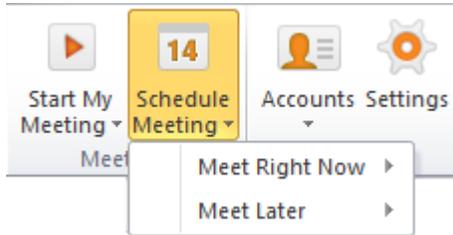
The Outlook Toolbar lets you choose whether you want to Meet Right Now or Meet Later. Both options create a meeting invitation that you can edit and send to your guests. Select:

- Meet Right Now - to send a quick invitation and immediately start your meeting. The toolbar opens a browser or the Audio Controls and signs you in to your meeting. The meeting invitation is an email message only; it is not saved in your Outlook Calendar.
- Meet Later - to select which access numbers to include in your invitation, and which audio and/or web meeting to use (if you have multiple meetings). The meeting invitation is saved in the Outlook Calendar, where you can track responses and reschedule or update, as needed.

RELATED TASKS

Schedule a Meeting (iPad).....	59
Schedule an Audio Meeting (Toolbar)	72
Schedule a Web Meeting (Toolbar).....	70
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SCHEDULE A MEETING (WEB)

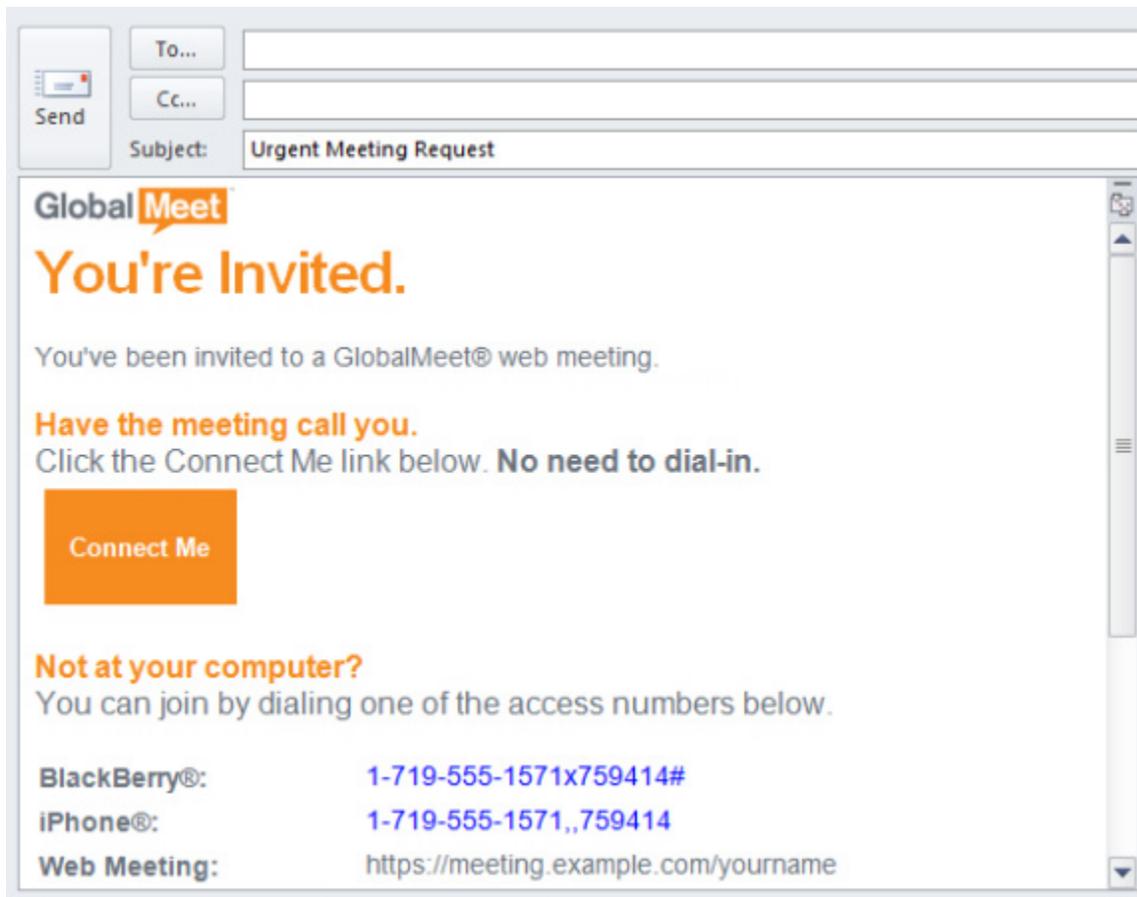


STEP 1. On the Outlook Toolbar, click Schedule Meeting and select whether you want to Meet Right Now or Meet Later.

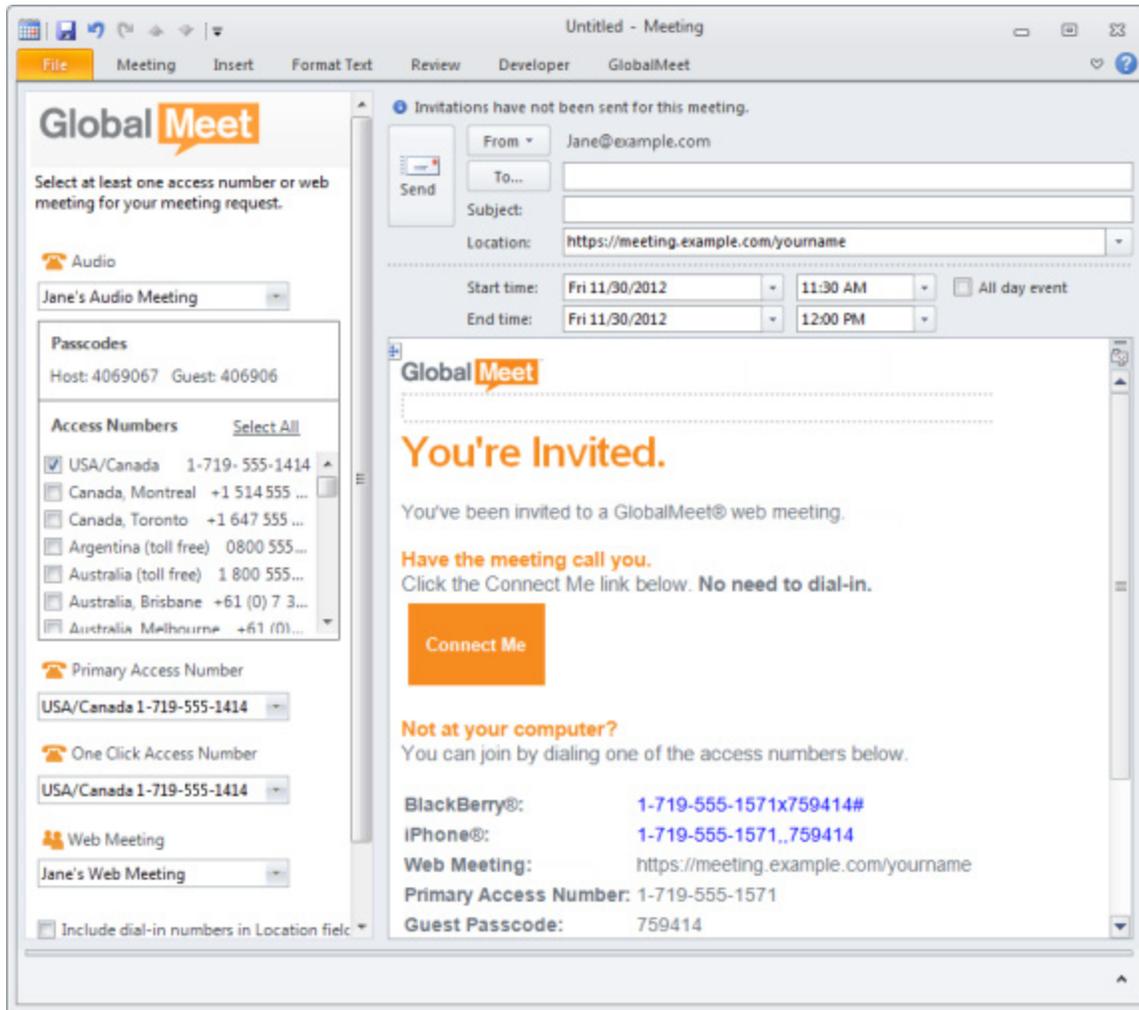
Select the type of meeting you are scheduling: Web Meeting.

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 browser window and host your meeting.
- Meet Later - the meeting is saved in your Outlook Calendar. At the scheduled time, use Start My Meeting > Web Meeting to open a browser window and sign in to your meeting.

RELATED TASKS

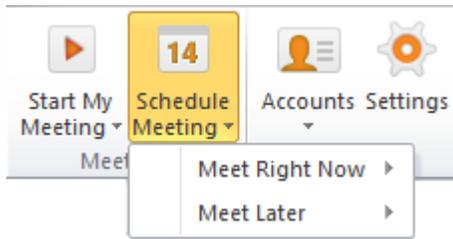
Schedule a Meeting (iPad).....59

Schedule a Meeting (Toolbar)69

Schedule an Audio Meeting (Toolbar)72

Schedule a Meeting (Desktop)85

SCHEDULE A MEETING (AUDIO)

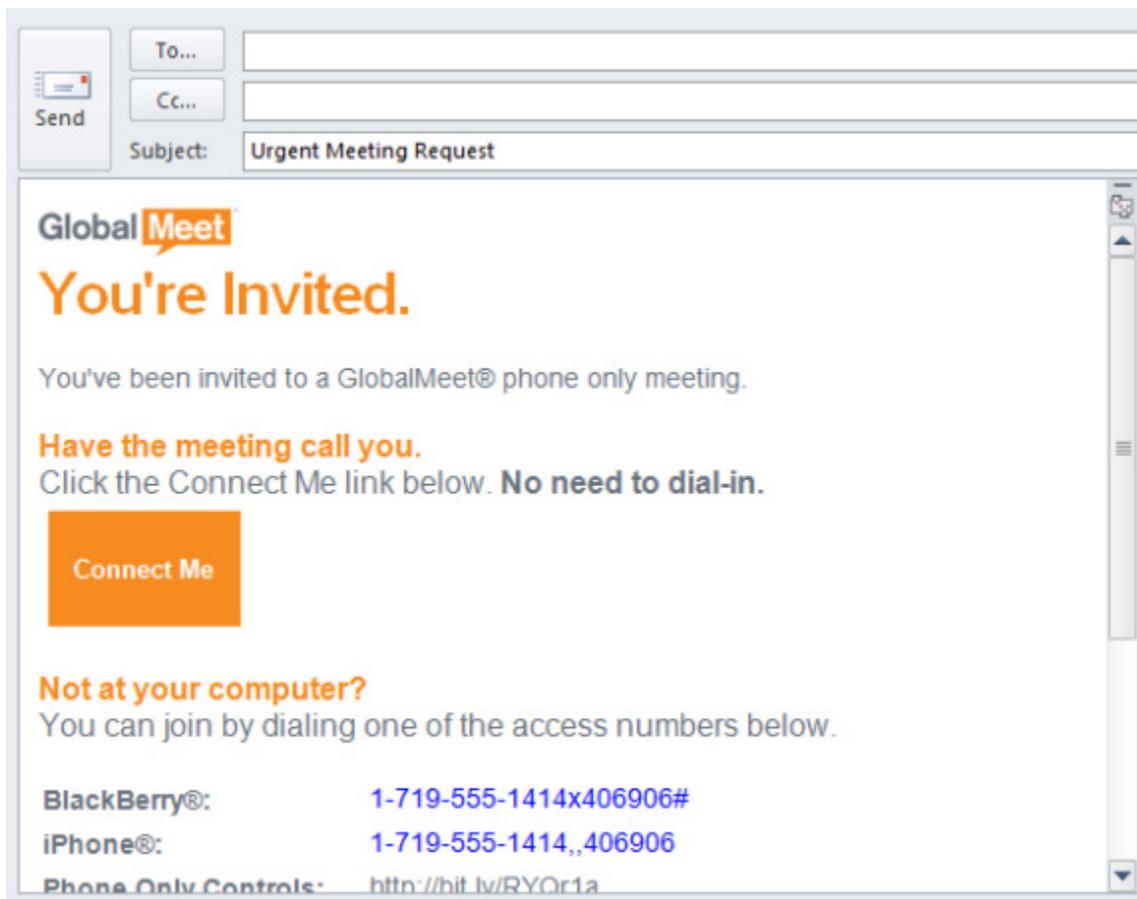


STEP 1. On the Outlook Toolbar, click Schedule Meeting and select whether you want to Meet Right Now or Meet Later.

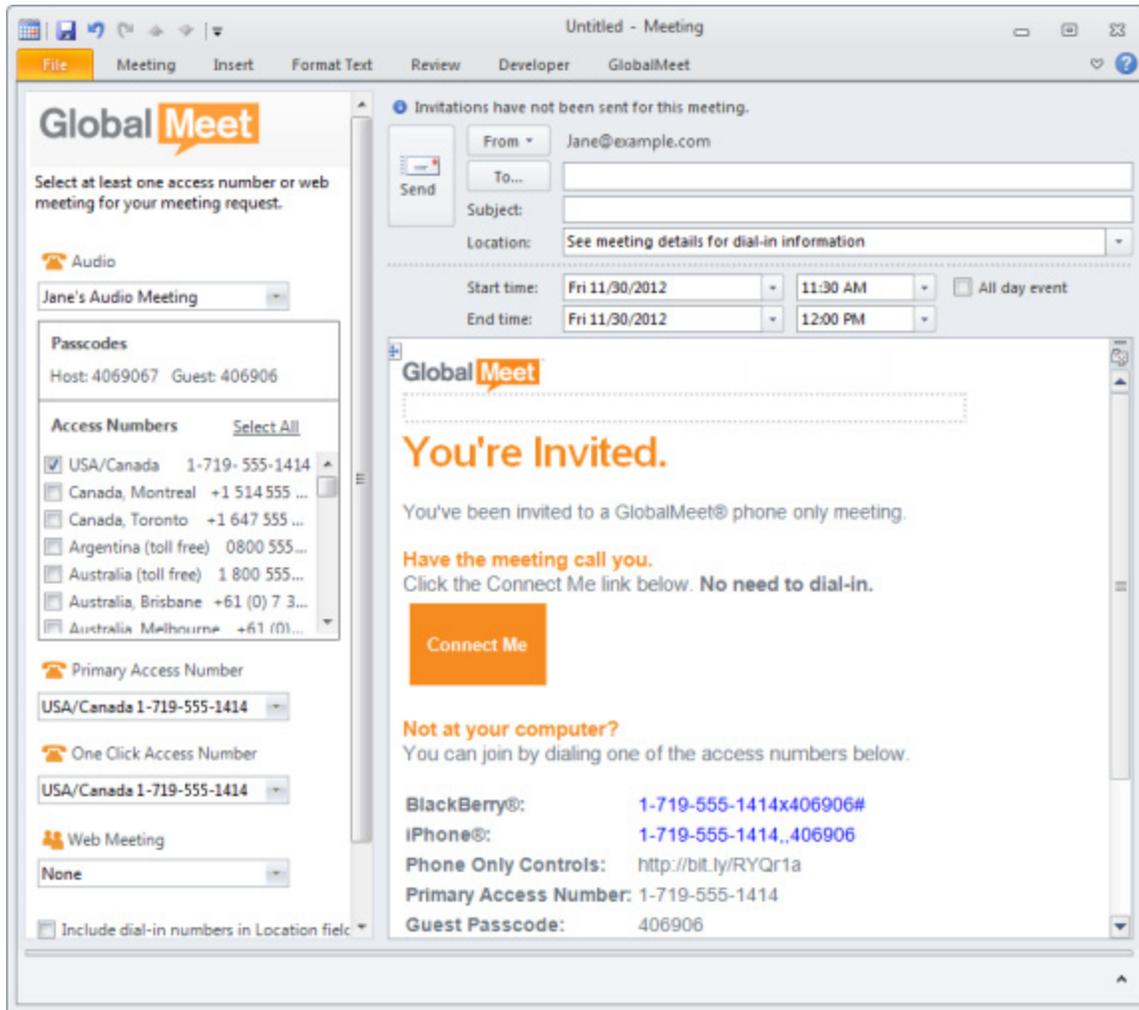
Select the type of meeting you are scheduling: Phone Only.

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 (iPad).....59

Schedule a Meeting (Toolbar)69

Schedule a Web Meeting (Toolbar).....70

Schedule a Meeting (Desktop)85

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.

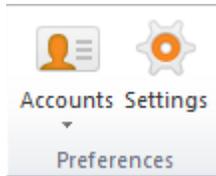
The meeting will be saved in the Outlook Calendar of the other person, and those invited will get the proper dial-in information and/or web meeting room URL in their invitations to the meeting.

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

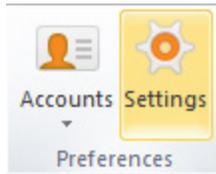


The Preferences group on the toolbar has two options: Accounts and Settings.

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 web meeting or audio conference account, you should select your default meeting.

SET MEETING DEFAULTS



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

When you Start or Schedule a Meeting, the Outlook Toolbar uses the default meeting as follows:

- Start a Meeting - GlobalMeet signs you in to your default meeting.
- Schedule a Meeting and Meet Now - GlobalMeet includes the web address and dial-in information for the default meeting in the meeting invitation, and signs you in to that meeting.

When you Schedule > Meet Later, you can choose the meeting to use and customize the meeting invitation.

Meeting Setup

Click the Meeting Setup tab to select your default audio meeting, associate a web meeting with your audio account, and select which access numbers to include in meeting invitations.

The screenshot displays the 'Meeting Setup' window with the 'Accounts' tab selected. At the top right, there is a 'Check for Software Updates' section with a dropdown set to 'weekly', a 'Refresh list' button, and a 'Why?' link. Below this is the 'Default meeting location' section, which includes a descriptive paragraph and two main columns: 'Audio' and 'Web meeting'.

Audio Section:

- A dropdown menu is set to 'Jane's Audio Meeting'.
- Passcodes:** Host: 7827910, Guest: 782791.
- Access Numbers:** A table with checkboxes and a 'Select All' link.

Access Number	Number
<input checked="" type="checkbox"/> USA/Canada	1-719-555-1685
<input checked="" type="checkbox"/> USA/Canada	1-719-555-1500
<input checked="" type="checkbox"/> USA/Canada	1-719-555-4575
<input type="checkbox"/> USA/Canada	1-719-555-0471
<input type="checkbox"/> USA/Canada	1-800-555-1123
<input type="checkbox"/> USA/Canada	1-800-555-8590
- Primary Access Number:** USA/Canada 1-720-555-1500.
- One Click Access Number:** USA/Canada 1-720-555-1500.

Web meeting Section:

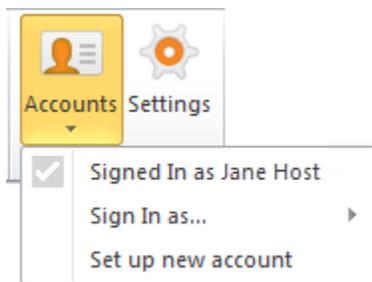
- A dropdown menu is set to 'Jane's Meeting'.
- Options include 'None (no web conference will be inserted)' and 'Jane's Meeting http://meeting.example.com/jane'.
- The 'Jane's Meeting' option is selected with a checkbox.

At the bottom of the window, there is a 'Use Plain Text Only' checkbox, a 'Preferred Invitation Language' dropdown set to 'English', and three buttons: 'More Options', 'Save', and 'Cancel'.

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.



To add an account:

1. On the Outlook Toolbar, click Accounts > Set up a new account.
2. Enter the email or client ID and the account password.
3. Optionally, enter a nickname to identify the account.
4. Click Sign In.

GlobalMeet signs in to the account. When you Start or Schedule a Meeting, the Outlook Toolbar will use this meeting account unless you sign in to a different account.

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:

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Getting Started.....	81
Using GlobalMeet for Desktop	82
Start Your Meeting	84
Schedule a Meeting	85
Join a Meeting.....	86
Upload a File to Your Meeting.....	87
GlobalMeet Settings.....	88

OVERVIEW

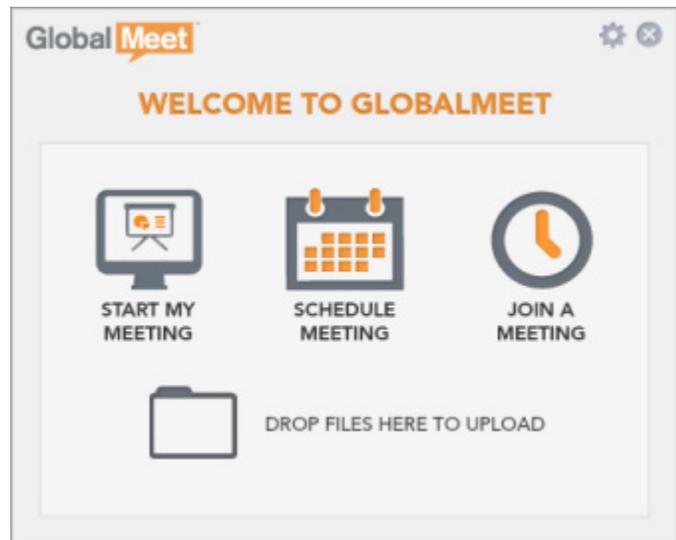
GlobalMeet® for Desktop is an app that monitors your GlobalMeet meeting for visitors when you're not there. When someone enters your web meeting or dials in to your audio meeting, an alert message pops up on your screen, displaying the name or dial-in number of your guest. Just click the message and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

Highlights:

- Monitor your GlobalMeet web or audio meeting, without actually being in it. Quickly jump into your GlobalMeet meeting.
- Schedule a meeting and have GlobalMeet send an email invitation to your guests with the meeting URL and dial-in information.
- Get pop-up and audible alerts when guests enter or leave your meeting.
- Drop files onto the GlobalMeet window to upload them to your file library (web meetings only).
- 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.

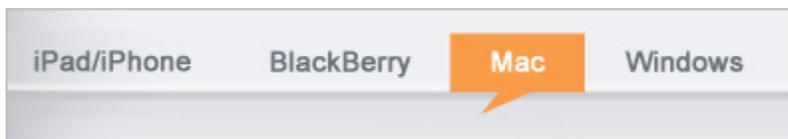


INSTALL GLOBALMEET FOR DESKTOP

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

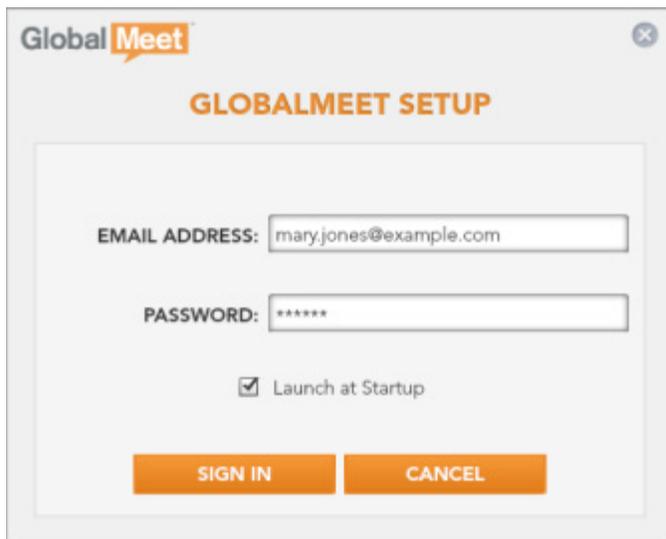
GlobalMeet for Desktop is available for Windows and Mac computers. It requires Windows 7 or 8, or Mac OS X Snow Leopard, Lion, or Mountain Lion.

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

GETTING STARTED

After GlobalMeet for Desktop is installed, it starts automatically and displays the Setup screen. Just enter the email address 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.

TIP: Be sure to select the Launch at Startup option to ensure GlobalMeet is always watching your meeting.

A screenshot of the GlobalMeet Setup dialog box. The dialog has a title bar with the GlobalMeet logo and a close button. The main content area is titled "GLOBALMEET SETUP" and contains two input fields: "EMAIL ADDRESS:" with the value "mary.jones@example.com" and "PASSWORD:" with masked characters "*****". Below the password field is a checkbox labeled "Launch at Startup" which is checked. At the bottom of the dialog are two orange buttons: "SIGN IN" and "CANCEL".

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.

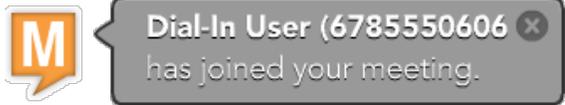
The app signs in to your GlobalMeet account and starts watching your GlobalMeet meeting for visitors.

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 joins your meeting, an alert pops up on your screen.



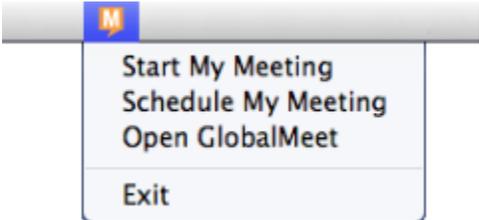
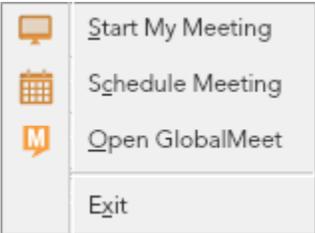
Just click the message and GlobalMeet signs you in to your meeting and displays your meeting screen or the Audio Controls.



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.

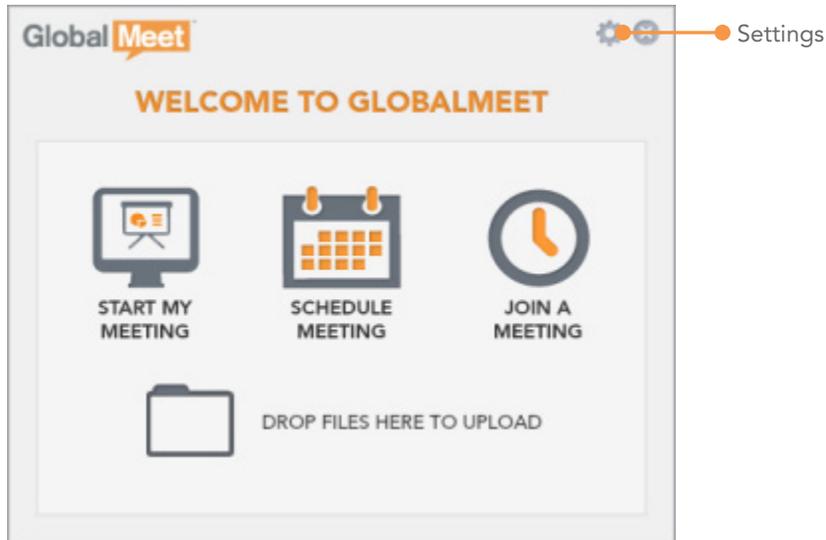
In the Windows taskbar or the Mac status bar, click the "M" icon to display the pop-up menu.



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.

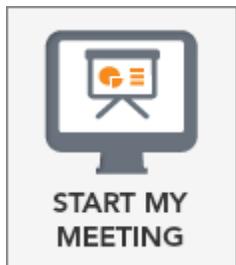
2. SCHEDULE MEETING Schedule a meeting and have GlobalMeet send an email invitation to your guests that includes your meeting URL and dial-in information.

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. DROP FILES HERE (Web meetings only.) Upload files to your file library, without having to enter your meeting. Just drop the file on the window.

5. SETTINGS Click the gear button to manage your GlobalMeet for Desktop app settings, and to update your web and audio meeting settings, your account profile, and your password.

START YOUR MEETING



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

Web Meetings

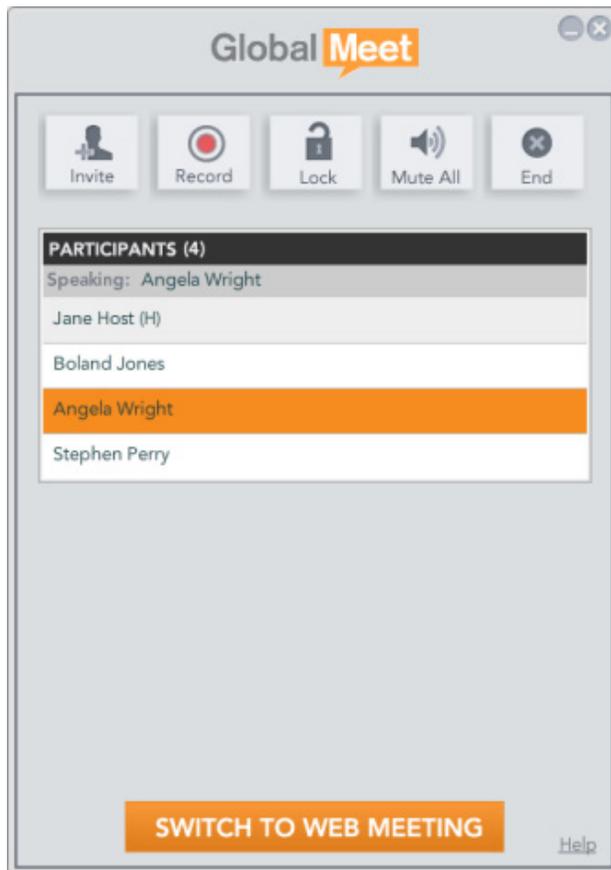
When you start a web meeting, GlobalMeet opens a browser window and connects you to your meeting. GlobalMeet makes it easy to host a web meeting - invite guests, share your screen, stream a video, and more. See [Web Conferencing on page 5](#) to learn more about hosting a web meeting.

Audio Meetings

If you are monitoring an audio-only account, 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.

RELATED TASKS

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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 meeting URL and 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.

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).

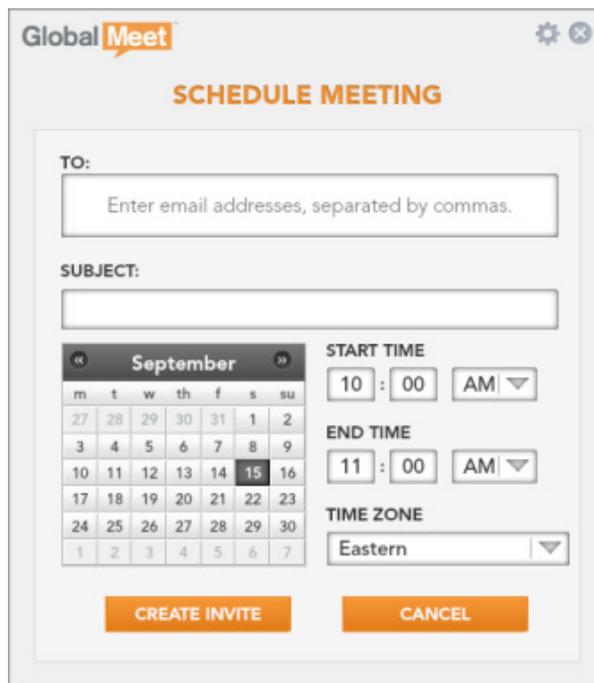
GLOBALMEET TOOLBAR FOR OUTLOOK

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

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

RELATED TASKS

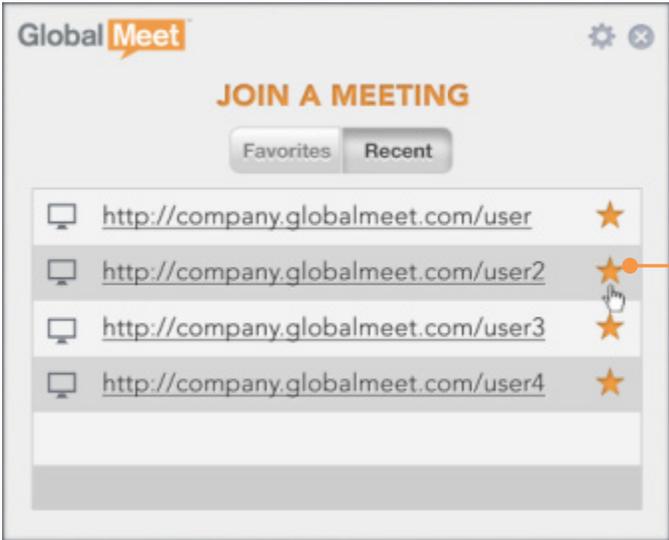
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JOIN A MEETING



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.

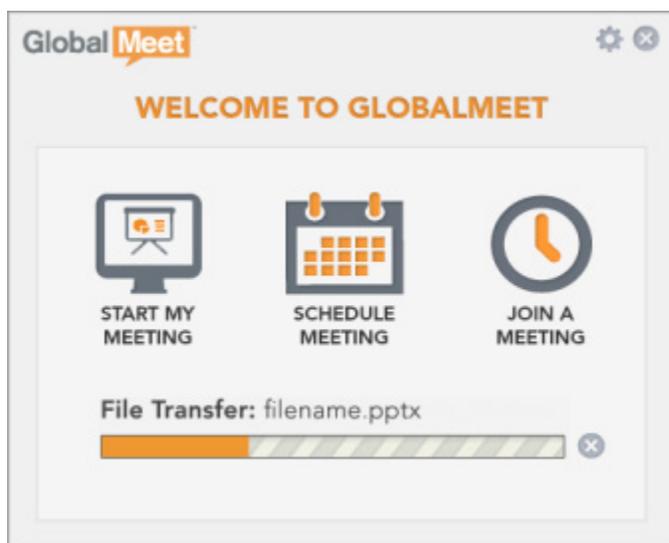


Click the star to add the meeting to your Favorites list.

UPLOAD A FILE TO YOUR MEETING

(Web meetings only.) You can upload files to your file library, without having to enter your meeting. Just drag the file over the GlobalMeet window or the desktop icon and drop it there. The app displays a progress message while your file is being uploaded.

Your uploaded file will be available in your meeting after a few minutes.



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 web and audio meeting settings, and change your password.



See [Meeting Settings on page 38](#) to learn more about updating your GlobalMeet profile and meeting preferences.