Call Manager
Frequently Asked Questions

Available for Windows

Call Manager, a free online meeting tool for our Reservationless-Plus® audio service, is an application for your desktop available for download or to run in your browser putting you in complete control of all aspects of your meeting including scheduling, participant management and security. It turns your meeting into an integrated experience that adds impact to your message, increases conference participation and puts you in control with a click of your mouse.

Below you will find frequently asked questions and answers about Call Manager.

General

Q: What is Call Manager?

A: Call Manager is a web based tool that puts you in complete control of all aspects of your meeting—including scheduling, managing and securing your meetings. You have access to a simple, browser-only version, which gives you call management and security features, or an installed desktop version which gives you access to scheduling, Voice over IP, recordings and active directory integration. Whether you are collaborating online or simply using audio to meet, Call Manager improves your meeting experience with intuitive and powerful productivity enhancements that are available to you with a click of your mouse.

Q: How many people can join Call Manager?

A: By default, Call Manager supports meetings with up to 150 connections including moderator, presenters and participants. Please contact your sales representative if more participants are required for your meeting.

Q: Where can I download Call Manager?

A: Call Manager is available as a free download from www.meetingconnect.net/callmanagergo. Additionally, when starting or joining a call in your browser, the option will appear to download Call Manager to your computer. This enables you to start, join and schedule meetings directly from the program on your desktop.

Q: Do I need a Reservationless-Plus account to download and use Call Manager?

A: No. You do not need a Reservationless-Plus account to download and join meetings using Call Manager. However, to schedule, start and host meetings through Call Manager, a Reservationless-Plus account is required.

Q: What languages does Call Manager currently support?

A: Call Manager is currently available in English, Simplified Chinese, Traditional Chinese, Dutch, French, Italian, Japanese, Korean, Portuguese, Russian, Spanish, and Swedish. Support for additional languages will be available in future releases.

Q: Which accounts does Call Manager support?

A: Call manager supports Reservationless-Plus accounts with a conference code and leader PIN, Reservationless-Plus accounts with a conference code and password or Reservationless-Plus accounts with dual passcodes (leader conference

code and participant conference code). Call Manager does not support Reservationless-Express accounts. Certain features are only available on our IICP proprietary infrastructure. If you have questions or need assistance, please contact customer service at 877.769.7229. A complete list of regional support numbers can be found at www.meetingconnect.net.

Q: Where do I find my conference code/leader conference code, password and/or leader PIN/participant conference code?

A: Your conference code/ leader conference code, password and/or leader PIN/participant conference code can be found in the welcome email or packet you received when you signed up for an account. If you need to have your welcome email resent, please contact customer service at 877.769.7229. Additional regional support numbers can be found at www.meetingconnect.net.

Q: How do I request my welcome email?

A: To request your welcome email, go to the Info icon within Call Manager and select **Forgot account details** and enter the email address associated to your account. Once validated, a new welcome email will be sent to you.

You can also resend your welcome email via TCC Online at www.tcconline.com. Once you are logged in, select **Resend Welcome Email** within the Quick Links section.

Lastly, you can contact customer service at 877.769.7229. Additional regional support numbers can be found at www.meetingconnect.net.

Q: What should I do if I don't have an account?

A: If you do not have an account, you can still download and use Call Manager to join meetings. For more information about obtaining an account, contact your sales representative or visit www.meetingconnect.net.

Q: Which smartphones does Call Manager support?

A: Non-desktop meetings scheduled with Call Manager are handled by SmartMeet, our state of the art mobile application that enables you to access and manage Reservationless-Plus audio meetings from your iPhone or Android smartphone. Please visit www.meetingconnect.net/smartmeet for more information.

Q: Which tablets does Call Manager support?

A: The version of Call Manager you download to your computer is not currently supported for iPads and Android tablets. This support will be available in a future release. However, you can use the browser version of Call Manager on your tablet.

Q: Does Call Manager support BlackBerry devices?

A: No. Call Manager does not currently support BlackBerry devices. However, you may still download Mobile Assistant, a program for BlackBerry to join Reservationless-Plus meetings.

Account Settings

Q: Why does Call Manager require a display name?

A: The display name is required when a leader/moderator or participants joins a Call Manager meeting. It identifies you within a meeting and can be changed on the fly before or during a meeting.

Q: What is Call Me?

A: If enabled, Call Me will dial the number you have selected so you can join your audio meeting conveniently, without having to enter conference codes and PINs. You and your participants just need to accept the call back from the bridge to your selected number.

Q: Are there additional charges associated with Call Me?

A: Depending on your conference account contract, there may be additional charges.

Q: What is Voice over Internet Protocol (VoIP)?

A: Voice over Internet Protocol (VoIP) is the voice tool used to transport communication via an IP network rather than through a traditional cellular signal.

Q: How can I use Voice over Internet Protocol (VoIP) with Call Manager?

A: To use VoIP with Call Manager, it must be enabled within your Reservationless-Plus account. To request this feature, please contact customer service at 877.769.7229 or the number listed on your welcome email. Additional regional support numbers can be found at www.meetingconnect.net. Moderators and participants must also be using the installed desktop version of Call Manager. To download, please visit www.meetingconnect.net/callmanagergo.

Q: Is Voice over Internet Protocol (VoIP) supported in my country?

A: Due to regulatory requirements, VoIP is currently unavailable in the following countries: Algeria, Armenia, Azerbaijan, Bahrain, Belarus, China, Egypt, Estonia, Georgia, India, Iran, Iraq, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Latvia, Lebanon, Lithuania, Moldova, North Korea, Oman, Qatar, Russia, Saudi Arabia , Syria, Tajikistan, Turkey, Turkmenistan, UAE, Ukraine, Uzbekistan and Yemen.

Q: Due to security concerns, my company uses a firewall that does not allow traffic through certain ports. Will I still be able to use VoIP?

A: To meet these different infrastructure requirements, the VoIP client will include a component for tunneling. This will allow the VoIP client to try different connection methods and choose the best one for each call. It will utilize known ports that should be open in every company's infrastructure for Internet traffic.

Q: Why am I unable to log into Call Manager?

A: Please contact customer service at 877.769.7229 to check your account details if the issue persists. Additional regional support numbers can be found at www.meetingconnect.net.

Q: How do I change my Call Manager login and password?

A: To change your conference code/leader conference code, password or leader PIN/participant conference code, please contact customer service at 877.769.7229 or go to TCC Online at www.tcconline.com.

Q: Can I add multiple accounts to Call Manager?

A: No. Support for multiple accounts is coming in a future release.

Q: Does Call Manager support the use of Project Accounting Codes (PAC) for billing?

A: Yes. Call Manager allows you to enter a numeric client number or cost center when starting your Reservationless-Plus meetings with the Call Me feature and Voice over Internet Protocol (VoIP). Additional PAC support is coming soon.

Q: What is the default dial-in number?

A: The default dial-in number is the number displayed and provided to conference participants to dial in order to connect to an audio meeting.

Q: If a primary dial-in number is updated or changed, will the new dial-in number information on my account and future invites be automatically updated or changed?

A: Yes. Call Manager will update dial-in information based on what is currently associated with your account. If this information gets updated, the dial-in number to be added to your future meeting invites will change as long as they are sent after your software is updated.

Q: Are desktop notifications available for Call Manager?

A: No. This feature will be available in future releases. In the meantime, smartphone users can also download our SmartMeet app. When utilizing SmartMeet you will receive notifications on your iOS or Android phone. Please visit www.meetingconnect.net/smartmeet for more information.

Q: Can I mute myself without having my meeting experience interrupted with messages around the mute feature?

A: Yes. Call Manager supports Silent Mute, allowing you to mute any pre-recorded bridge messages (i.e., the meeting hasn't started; your line has been muted or unmuted, etc.). For an extended list of prompts or to request this feature, please contact your sales representative or customer service at 877.769.7229.

Scheduling and Invites

Q: How do I send a meeting invitation?

A: **For Windows users:** From the Call Manager desktop icon toolbar, select **Schedule Meeting**. The Call Manager scheduling plug-in will open in your Outlook mail client. Select the Meeting Center icon and your meeting information will be aggregated into an email.

For Mac users: Click **Create Meeting Invitation** from the Meeting Center application in the Menu bar. Call Manager scheduling will open iCal and you will be able to create a new event with the Call Manager information aggregated to the event.

Q: Can I choose the language for my meeting invitation?

A: Yes. Below the Meeting Center icon, select the arrow and a list of languages will appear. Select the language you would like for your invitation and select the Meeting Center icon. Your meeting information will be aggregated into an email.

Q: Who can I invite to my meeting from Call Manager?

A: When scheduling a meeting, you can add invitees from your active directory or manually by typing their email address. When logged into Call Manager, leaders can invite additional participant by clicking **Quick Invite** in the toolbar.

Q: Which email address are invitations sent from?

A: Email invitations will be sent from the default email address as determined by your mail client.

Q: Will my invited participants need to use Call Manger to join my calls?

A: No. Participants can have an audio only or an audio and web connection. Participants have the option to join via audio only by dialing in from a landline or cellular telephone. Smartphone users can also download our SmartMeet app. Please visit

www.meetingconnect.net/smartmeet for more information. Participants wanting to join via the Call Manager web interface can also do so by clicking on the invitation link or going to www.meetingconnect.net.

Q: What is the invite URL?

A: The invite URL is the web link that connects you to a meeting and is sent in a meeting invitation email. It can also be seen in the Call Manager user interface by clicking the Info tab.

Q: Can a leader/moderator invite additional participants during a meeting?

A: Yes. To invite additional participants to a meeting, select **Invite** from the toolbar on the meeting screen.

Q: Can I dial out to a participant during a meeting?

A: Yes. To dial out to a participant click **Audio** in the toolbar and select **Call Participant**. Please note the participant will hear a recorded message inviting them to join the call. Be sure to advise your participants to listen to the prompts to join your call.

Q: Can a participant invite additional participants into a meeting?

A: This feature is only available for leaders/moderators.

Q: Why can't I see the Call Participant(s) Now button in Call Manager?

A: In order to add participants to an ongoing meeting by calling them directly, your Reservationless-Plus account must be enabled with dial-out. Please contact your sales representative or customer service at 877.769.7229 to enable this feature.

Starting and Joining a Meeting

Q: Why do I see Join Meeting as the only option within my Call Manager toolbar menu?

A: Join Meeting is the only option if you do not have an account or haven't added an account to Call Manager. To add an account, from the toolbar menu, click **Sign In** and enter your conference code and leader PIN or leader conference code and participant conference code.

Q: How do I join a meeting as a participant?

A: After selecting **Join Meeting** from the toolbar, enter the conference code of the meeting you would like to join and select **Join as a Participant**. Select the right arrow and you'll be connected to your meeting. Alternatively, by clicking the invite URL sent in your email invitation, you will be automatically connected to the specified meeting.

Q: How do I start a meeting as a leader/moderator?

A: To start a meeting, select **Start Meeting** from the Meeting Center toolbar icon or in your Conference Manager, confirm your Call Me number, dial-in number or if enabled, Voice over IP and select **Start Meeting**. If you are using the browser version, you can start a meeting from www.meetingconnect.net/callmanagergo or from TCC Online at www.tcconline.com. Additionally, you can start your meeting by clicking the join URL in your meeting invite. And lastly, you also have the option to start and manage your meeting from your smartphone via the SmartMeet app. Please go to www.meetingconnect.net/smartmeet for more information.

Q: How do I start an instant meeting?

A: To start your meeting, right click the Meeting Center toolbar icon and select **Start Meeting**. Choose **Call Me**, **Dial-In** or if enabled, **Voice over IP** and select **Start Meeting**. Alternatively, within Conference Manager, from the welcome screen, select **Start Meeting**. Choose **Call Me, Dial-In** or if enabled, **Voice over IP** and select **Start Meeting**. If you are using the browser version, you can start a meeting from www.meetingconnect.net/callmanagergo or from TCC Online at www.tcconline.com. You also have the option to start and manage your meeting from your smartphone via the SmartMeet app. Please go to www.meetingconnect.net/smartmeet for more information.

Call Management

Q: How do I identify if participants are connected to my meeting?

A: Individual meeting participants are identified by an avatar on the Call Manager main screen. They can be joined via audio only, web only or both.

Q: Can I change the avatar image for myself or other participants?

A: You can change your own avatar by uploading a file, taking a photo, using an existing image or uploading your Facebook or LinkedIn profile picture and basic information. If the Call Manager application was downloaded onto your computer, your avatar will be saved for future use. You cannot change other participants' avatars, but they can change their own if connected to the Call Manager via the web interface.

Q: How can I change the display name in Call Manager?

A: To change your own display name, click on the card over your name. As a moderator, to change a participant's display name, click on the card over the name currently displayed and edit. Or, you can select **More** on the back of the user card of the desired moderator/participant and choose **Rename Participant** in the pop-up screen. When complete, click outside of the name area and the new name will display.

Q: Can anyone rename a participant?

A: Only the leader/moderator can rename anyone. The participant can only rename themselves. Changes made to participants' names are reflected in reporting available (i.e., Post-Conference Emails).

Q: Can a participant rename themselves after a moderator has changed their name?

A: Yes. Multiple renames are possible during an ongoing meeting.

Q: Does an in-meeting rename remain across all future meetings?

A: The rename of a participant is only for the ongoing meeting. The rename of a moderator will be saved for future use.

Q: Does Call Manager support sub-conferences/breakout rooms?

A: Yes. Call Manager supports sub-conferences. To move yourself or a participant to a sub-conference, select **More** of the desired moderator/participant and select **Move to** in the pop-up screen. After selecting a room, yourself or the participant will be moved.

Q: Does Call Manager support a chat feature?

A: Yes. When enabled, chat is available between a leader/moderator and all participants, a leader/moderator and select participants and/or participants and select participants.

Q: Can the chat feature be disabled for my account?

A: Yes. The chat feature can be disabled. For an extended list of features or to request this feature be disabled, please contact your sales representative or customer service at 877.769.7229.

Q: What is application sharing?

A: If enabled on your account, you can present an application or web browser from your computer during a meeting. You can share a specific file or your entire desktop for other participants to view and annotate. If given permission, a participant can do the same. You can also select an annotation tool to draw on any application when sharing. For additional information about enabling this feature and pricing, please contact your sales representative or customer service at 877.769.7229.

Q: How do I enable application sharing?

A: If enabled on your account, a prompt will appear indicating the ability to share content and applications with a message stating additional fees will apply for the duration of that meeting. For additional information about enabling this feature and pricing, please contact your sales representative or customer service at 877.769.7229.

Q: Can more than one person simultaneously share?

A: Yes. If given presenter rights by the moderator or co-moderator, more than one person can share applications and documents.

Q: What is the maximum size of a presentation that can be shared?

A: PowerPoint presentations up to 150 MBs can be shared in Call Manager.

Q: Can you share video in Call Manager?

A: If enabled on your account, the Call Manager video feature runs with a maximum two broadcasts. Each person is able to broadcast up to one stream and can only watch one stream at a time. The bandwidth is capped at 30 Kb/stream.

Q: How do I enable video?

A: If enabled on your account, a prompt will appear indicating the ability to share video with a message stating additional fees will apply for the duration of that meeting. For additional information about enabling this feature and pricing, please contact your sales representative or customer service at 877.769.7229.

Q: Can I share multiple monitor screens if setup on my desktop?

A: Yes. If enabled, Call Manager by default will share both of your monitors side-by-side.

Q: Does Call Manager support sharing on tablets and smartphones?

A: Moderators or participants who started and joined meetings through a mobile browser can view shared content, but cannot share content from their devices. SmartMeet, the smartphone app for Call Manager, does not currently support content sharing or viewing.

Q: What does the Record button do?

A: Recording is a feature available for leaders/moderators allowing you to start and stop an audio recording of your meeting. Regular recording charges will apply and the recording archives are accessible via TCC Online or Conference Manager.

Q: What does the Lock and Unlock button do?

A: When a meeting is locked, no additional participants may dial into your call. This is helpful to ensure security of your meeting or to avoid overlapping. If you have the Waiting Room feature on your account, participants who dial in while a meeting is locked will be kept in the waiting room.

Q: Who can see who is in the Call Manager waiting room?   WAITING (2)

A: Only the leader/moderator is able to see who is in the waiting room.

Q: How do I end my meeting?

A: To end a meeting, select the X icon in the upper right hand of the screen and disconnect all.

Q: Is my meeting encrypted?

A: Yes. Call Manager uses Secure Socket Layer (SSL). It will encrypt the information displayed in an online meeting. SSL offers 128-bit encryption, which is the highest level of encryption that is offered to the consumer in the market being the same level of security that banks and online shopping companies use.

Q: What is the difference between End Meeting and Hang Up?

A: End Meeting disconnects everyone in the call. Hang Up only disconnects your individual line. If Auto Continuation or Leader Grace Period is enabled, your participants will not be automatically disconnected for a certain amount of time based on your account settings.

Q: How do I improve the sound quality of my call?

A: As a leader/moderator, you may use the mute/unmute functionality in order to mute participants and minimize background noise during your meeting. Please call customer service if sound quality issues persist.

Q: What happens if my VoIP connection fails?

A: The auto-reconnect feature will be supported in case an online connection is interrupted for a short time period; the user moves between different wireless networks or the user switches from wireless to carrier service.

Q: What should I do if I am disconnected from a meeting?

A: If disconnected from a meeting, you will need to rejoin the call via Call Me or Voice over IP, Dial-In. Please call customer service if the problem persists.