

User Guide





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Audio Integration User Guide

PGi provides and integrates LotusLive Meetings with its industry-leading audio conferencing solutions. LotusLive works with PGI’s robust audio conferencing capabilities. This integration offers significantly enhanced functionality over the core LotusLive product, and demonstrates PGI’s commitment to providing greater value to our customers. The LotusLive call controls are accessible via an easy-to-use web interface that provides hosts with full desktop control of all elements of a virtual group meeting.

The converged solution empowers users to manage their audio conference call directly from the LotusLive Meetings interface with high-value features including

- > Dial-out capabilities to place attendees into the audio conference call.
- > Dial-out capabilities to add additional participants to the audio meeting.
- > Individual controls for mute and un-mute.
- > Additional presenter controls including mute all, un-mute all, rename user, and the ability to remove selected participants from the meeting.

PGi’s audio conferencing integration with LotusLive Meetings adds significant value to enterprise communications software and enables businesses to better connect people, information and business processes.

Configuring Audio Integration.

PGi audio integration is automatically configured for all meeting hosts. Audio information is passed to the LotusLive system when the host is provisioned through the PGI Meet Customer Site. Once the host logs into their LotusLive Meeting, the integration with PGI audio is already enabled and ready to use.

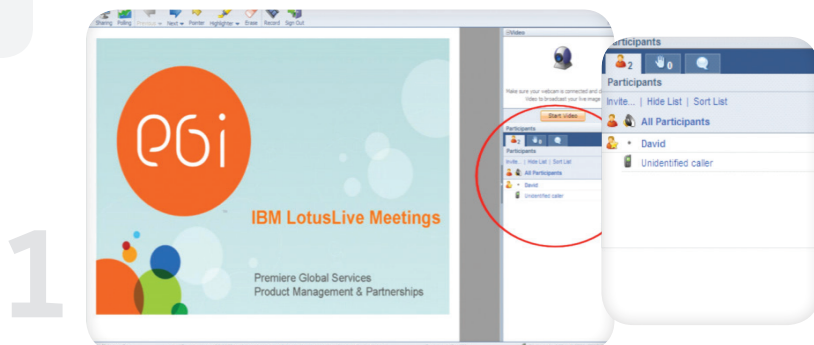
Using Audio Integration.

JOIN CONFERENCE (DIAL OUT) — HOST

Hosts can easily join the audio conference with a single click. You no longer have to remember or reference conference numbers and passcodes. Simply enter the number at which you would like to be called and the system places you directly into the audio conference.

As a host, you can have the system dial you and place you into the audio conference from inside the LotusLive Meetings web conference.

- 1 First locate your name in the participant roster.



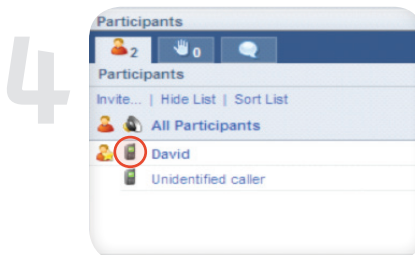
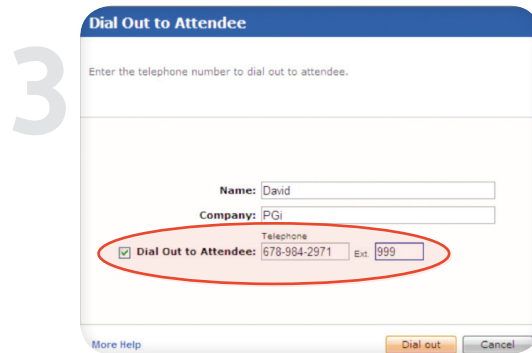
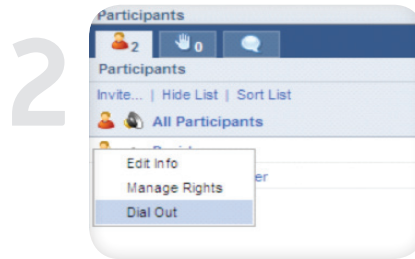
Using Audio Integration (cont.)

JOIN CONFERENCE (DIAL OUT) — HOST

2 Next, click on your name to expose the actions menu and select “dial out.”

3 You will then be prompted to enter your phone number and other optional information. Enter the telephone number at which you would like to be called. Select “Dial Out.”

4 After a few seconds, the selected telephone should ring. Answer the phone and follow the audio prompts to join the conference. Note the telephone icon next to your name that reflects the connection to the audio conference.



JOIN CONFERENCE — PARTICIPANT

Participants will use the PGI Custom Login page to join LotusLive Meetings web conferences. The PGI Custom Login page can be found at the url below.

<http://pgi.com/us/en/conferencing/web-conferencing/partner-products/ibmlotuslive/login.html>

To automatically join the audio conference, participants should enter their telephone number in the field provided on the login page. The PGI system will dial the designated number and place them into the audio conference.

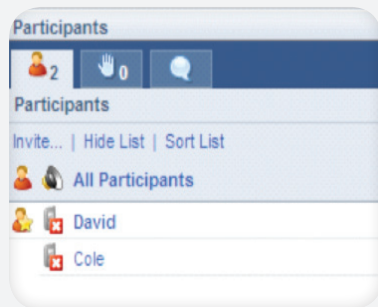
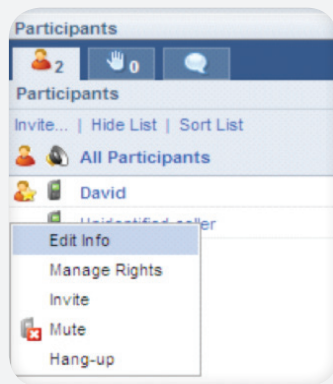
NOTE: Participants must enter their telephone number in the field above in order to take advantage of the dial out feature. Once the user is in the LotusLive Meetings web conference, they can no longer enable this feature and must dial directly into the audio conference.

Individual Audio Call Controls

As a host or participant, you can control your own audio by clicking on your name in the participant roster. You can mute and un-mute yourself as well as remove yourself from the audio call.

Participants can only perform these actions on themselves, while hosts can perform the above actions on any individual participant.

Call controls appear in a drop down when a participant is selected. Individuals can be muted, un-muted, and removed from the conference.



Note that the telephone icon is updated to reflect the participant's status. In the figure to the left, you can see that both participants have been muted.

Host Only Audio Controls

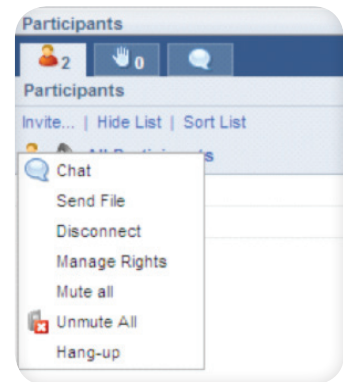
GLOBAL CALL CONTROLS

As a moderator you can also take larger scale action on the conference. This is done by clicking on the "All Participants" link in the participant roster shown below.



When you click on this link, the menu below will appear that will allow you to mute all participants, un-mute all participants or hang up all participants and end the audio call.

Call controls appear in a drop down when "All Participants" is selected. Mute all, un-mute all, and end conference are the available controls.



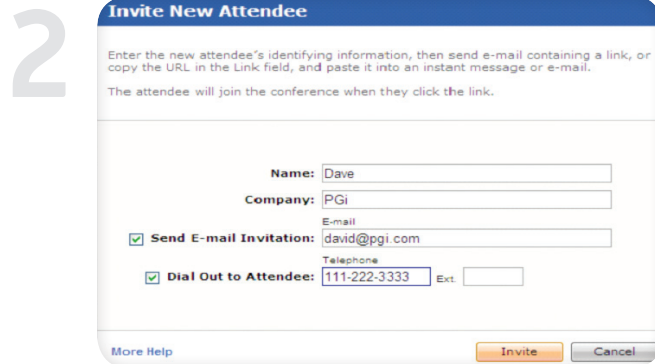
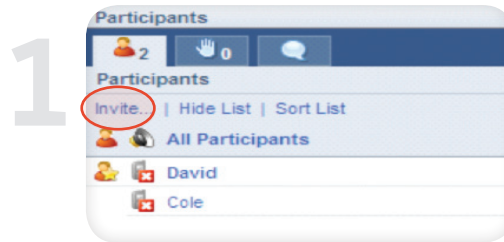
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Host Only Audio Controls (cont.)

INVITE NEW PARTICIPANT (DIAL OUT)

New audio participants may be added to the meeting from directly within the LotusLive Meetings web conference. The system will dial out to the individual's telephone and place them into the conference.

- 1 Click the "Invite" link in the participant roster.
- 2 The "Invite New Attendee" screen will open. Select the "dial out" option and enter the desired telephone number. The PGI conferencing system will dial the new participant and place him into the audio conference. Note that you may also send an email to the participant with a link to join the LotusLive Meeting as well. Enter the desired telephone number and click "Invite."

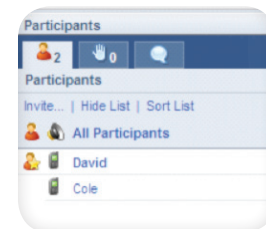
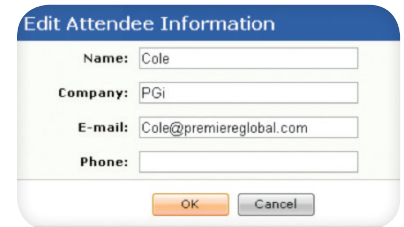
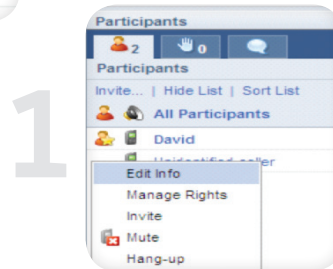


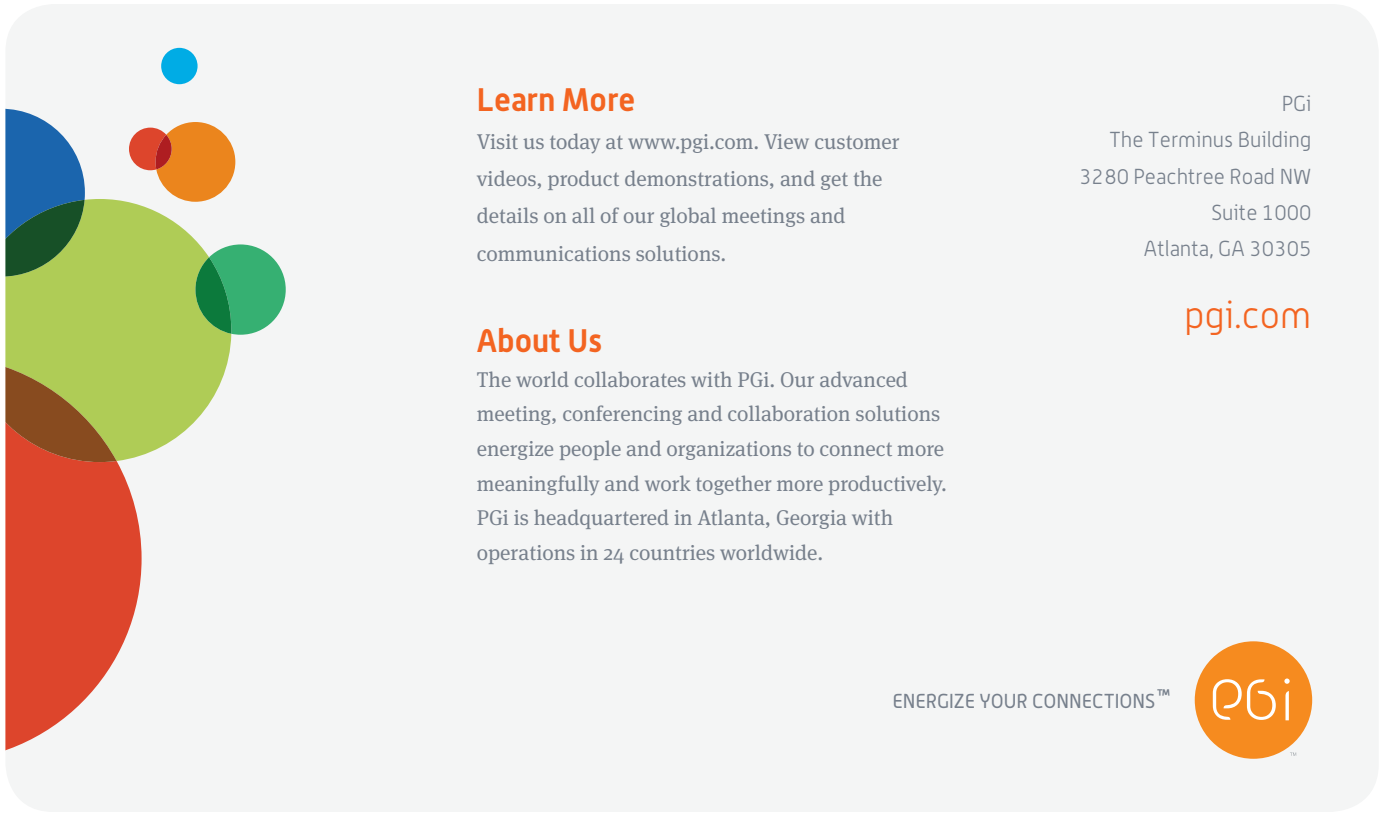
RENAME USER

If you look at the Participant roster to the right, you will notice an unidentified caller is in the conference. This will happen when an individual dials into the audio conference, but has not joined the LotusLive Meetings conference or did not use the dial out feature to initially join the conference.

As a host, you can edit this participant to clarify his/her identity.

- 1 First click on the desired participant in the roster and select "Edit Info."
- 2 After selecting "Edit Info", you will be presented with a screen to edit the participant's name and enter other pertinent information
- 3 The update is reflected in the participant roster.





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The world collaborates with PGI. Our advanced meeting, conferencing and collaboration solutions energize people and organizations to connect more meaningfully and work together more productively. PGI is headquartered in Atlanta, Georgia with operations in 24 countries worldwide.

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