™

User's Guide

www.imintouchmeeting.com
Your Ultimate Online Meeting Tool

Contents

1. Welcome

▶ What is I'm InTouch Meeting?

Building from its patent-protected technology platform (US Patents #6928479 and #6938076) and award-winning I'm InTouch remote access product line, I'm InTouch Meeting is one of the most powerful and secure but yet affordable online service allowing corporations of all sizes to host and conduct online meetings, collaborations, employee trainings, sales demonstrations, seminars, presentations, etc.

I'm InTouch Meeting has a very unique licensing sharing model which gives flexibility and affordability. For example a corporation with 20 employees can subscribe to just one I'm InTouch Meeting license. 20 different users each with his/her own login name and password can be created to share this one license. Login will be successful as long as the license is not in use by any other user at the time of login. This user-friendly and cost effective licensing model allows corporations to start with a small number of licenses and only need to add more when the licenses are being fully utilized.

With I'm InTouch Meeting, not only can save you a lot of traveling costs but also increase productivity by presenting your business plan or proposals on an interactive basis. Imagine the saving on one short business trip will let you subscribe to I'm InTouch Meeting for 2-3 years.

▶ System Requirements

For both the Moderator and Attendees:

- Windows XP (32-bit or 64-bit), Vista (32-bit or 64-bit), or 7 (32-bit or 64-bit)

- Minimum Pentium 233 with 512 MB RAM (minimum 1 GB of RAM if using Windows Vista or 7)

- Internet Explorer 6.0+; Mozilla Firefox 3.0+ (Java Script and Java enabled)

- "Always On" Internet connection (e.g. cable modem, DSL, ISDN, T1 or LAN)

- Microphone and speakers (if planning to use VoIP)

▶ **Feature List**

Unlimited usage

At a low monthly/annual subscription fee, subscribers can host unlimited meetings 24/7.

Sharable licensing model

You can create an unlimited number of users under your account even though there is only 1 subscribed license. Practically this allows corporate subscribers to start with a small number of licenses and add more when they see their existing licenses being fully utilized.

Real-time screen sharing

You can hold live meetings, share your desktop screen with all your Attendees and allow them to collaborate – all in real-time.

File transfer

I'm InTouch Meeting allows the Moderator and Attendees to exchange files during an online meeting session regardless of the file type and file size.

Remote printing

The Moderator can print documents to the Attendees' local printers simultaneously.

Chat, VoIP, Phone conference

The Moderator and Attendees can exchange ideas by using any of the following 3 ways: via a common text chat window, via VoIP (Mic/Speakers must be plugged to your local machine), or via Phone conference which support Toll-free numbers for USA and Canada only.

Whiteboard (drawing tools)

Allows the Moderator and Attendees to exchange ideas by drawing on the Moderator's screen. Attendees can select their preferred color of drawing to identify their ideas.

Attendees' access rights control

The Moderator can control each Attendee's access rights before or during the meeting session. (e.g. assign an Attendee the ability to control the Moderator's screen, etc.)

Support up to 15 Attendees

Allows up to 15 Attendees plus the Moderator to join your online meeting session. Everyone sees the screen of the Moderator and can exchange ideas in real-time.

Administrative/Statistics tools

Provide detailed reporting features and robust management tools: Schedule meetings, search current and previous meetings, restart adjourned meetings, customize your invitation email, generate statistical reports, create users, and access/manage your billing account.

▶ How to "Try It Free" before "Subscribe"?

From the www.imintouchmeeting.com page simply click the "**Try it Free!**" button and follow the step-by-step on screen instructions to obtain your free trial account. You can subscribe any time during or after your free trial period ends.

▶ How to Subscribe?

Subscribe without a trial account

From the www.imintouchmeeting.com page simply click the "**Buy Now**" button and follow the step-by-step on screen instructions to fill in your login credential, name, address, credit card information, etc.
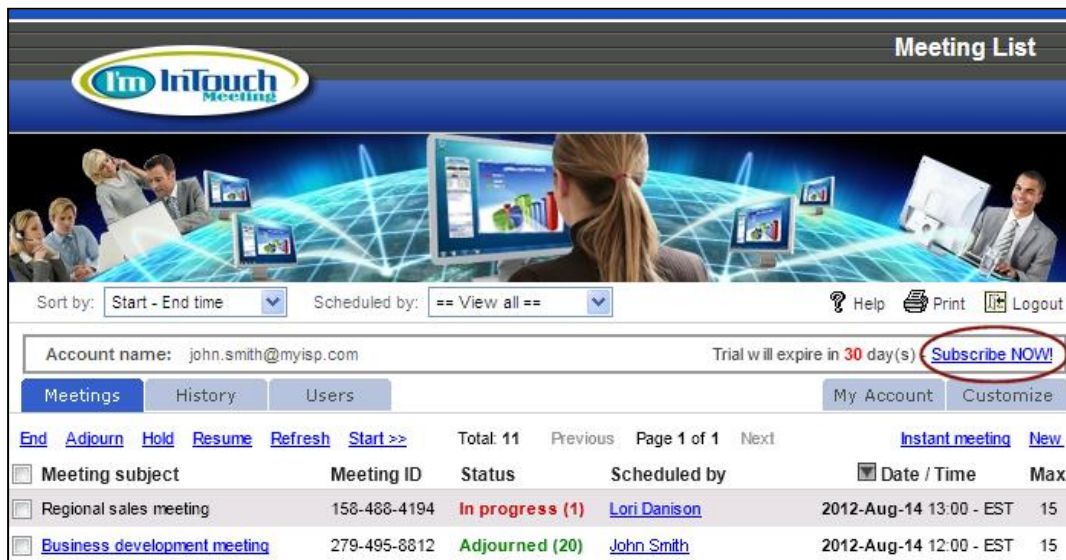
Subscribe with a trial account

1. Click the "Host a Meeting" button on the I'm InTouch Meeting home page.

2. Login to your I'm InTouch Meeting account as the Administrator.
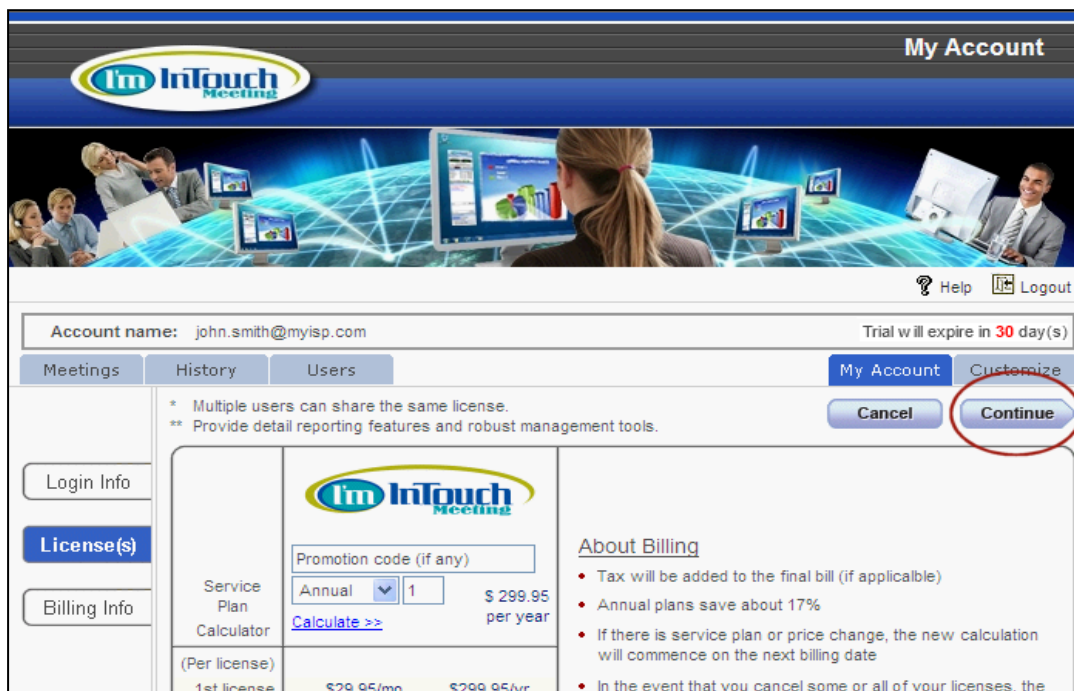
3. Click on the "Subscribe NOW!" link.

4. Choose to subscribe on a monthly or annual basis (saves about 17% for annual subscription).

5. Click "Continue" to fill in the user information as well as the credit card information.

► How to host or join a meeting?

It is very easy to host or join a meeting. Simply go to the www.imintouchmeeting.com page and click on either the "Host a Meeting" button or the "Join a Meeting" button.

You need to have an I'm InTouch Meeting account to host a meeting (if you do not have an account you can create one by either subscribing to an account or requesting a free trial account – refer to the previous section for more details).

If you are an invited Attendee and would like to join an I'm InTouch Meeting session, you do not need an I'm InTouch Meeting account. (Note: Even if you have an I'm InTouch Meeting account there is no need to login to your account to join an I'm InTouch Meeting session hosted by another person.)

► Next steps…

Refer to the **"Quick Start Guide"** section for more details about hosting and/or joining your first I'm InTouch Meeting session. This is strongly recommended for first time users or occasional users.

Refer to the **"Usage Tips"** section for tips about how you can quickly get familiar with your I'm InTouch Meeting beyond a first time user. This section contains the most common situations you may encounter when using I'm InTouch Meeting as the Account Administrator, the Meeting Moderator, and a regular Meeting Attendee.

Refer to the **"Advanced Features (Account Administrator)"**, **"Advanced Features (Meeting Moderator)"**, and the **"Advanced Features (Meeting Attendees)"** sections for detailed information about all the advanced features I'm InTouch Meeting.

Refer to the **"FAQs"** section if you have questions. You should be able to find answers to most of the common questions in this section. In the unlikely situation where answers to your questions cannot be found in the "FAQs" section, please refer to the **"Support"** section to contact our professional technical support team.

2. Quick Start Guide

### ▶ To Host a Meeting

Starting an I'm InTouch Meeting session

To host an I'm InTouch Meeting session simply follow the steps below:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click on the "Host a Meeting" button

3. Enter your Login ID (Account name), password, and select the "Quickly host an instant meeting" option. Click the "Go >>" button to start the meeting. *(If you do not have an I'm InTouch Meeting account, please refer to the "Welcome" section on how to subscribe or request a free trial account.)*

> **Note:** "Quickly Host an instant meeting" option is designed to start a meeting immediately using all the factory-default settings. If you select the "Schedule new meetings and manage my account" option instead, you will need to schedule a meeting and start it at the desired date/time.

4. After logging in, the Temporary Host Application will automatically be downloaded and installed on your PC *(please select "Yes" or "Grant" if your browser is asking for permission to download the Temporary Host Application)*. Your I'm InTouch Meeting session will start and the Presenter Control Panel will be displayed on your PC. Attendees can now join your meeting session. You may also send invitation email out or call to invite Attendees at this point.
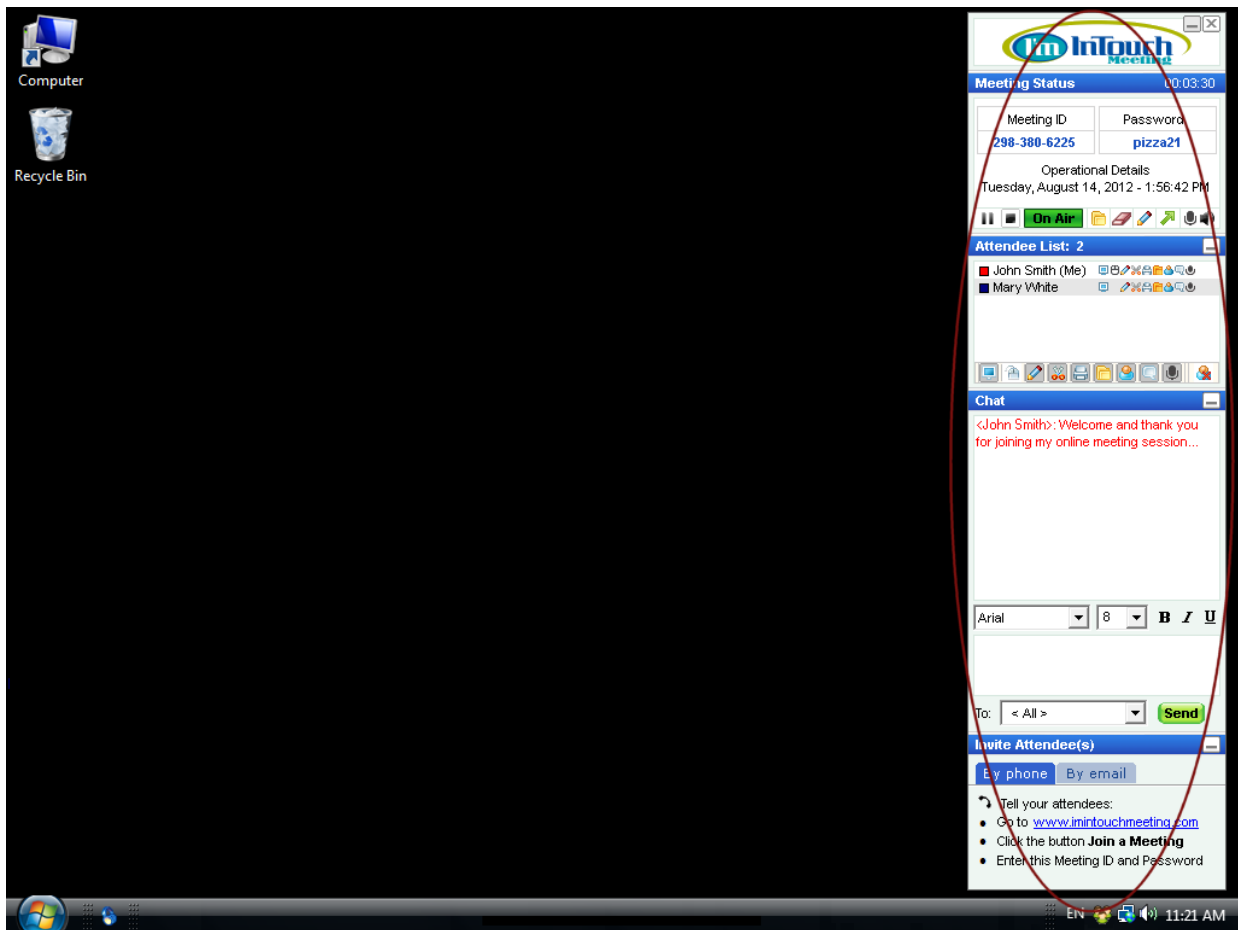
Presenter Control Panel: This allows you as the Moderator to control various aspects of the I'm InTouch Meeting session (e.g. sharing your screen, assigning access rights for each Attendee, invite Attendees, etc.). Refer to the Presenter Control Panel section for details.

Inviting Attendees

There are 3 ways to invite Attendees after you have started an I'm InTouch Meeting session:

1. **By phone:** On the Presenter Control Panel, select the "By phone" tab.

   Follow the instructions shown on the screen. Call your targeted Attendee(s) by phone. Then verbally tell them to go to the www.imintouchmeeting.com page. Click the "Join a Meeting" button and enter the Meeting ID. (No password is required for an instant meeting.)
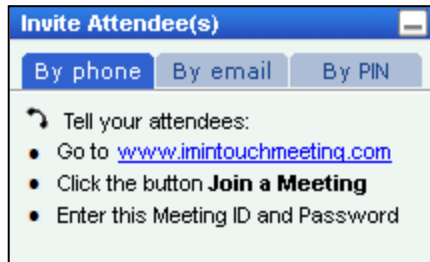
2. **By email:** On the Presenter Control Panel, select the "By email" tab.

   To quickly invite one or more Attendees:

   1. Enter the Attendees' email addresses in the text field (separated by semi-colon).
   2. Click "Invite Now!" – an invitation email with a link to join your meeting session will be sent.
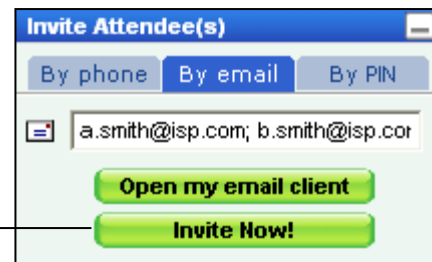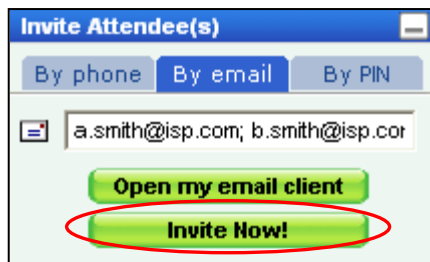
   To modify the email subject line or preview the invitation email before sending:

   1. Leave the text field blank.
   2. Click "Invite Now!" - The Invite Attendee(s) by email window will open.
   3. Enter the email addresses of your targeted Attendees (separated by semi-colon) and click "Send".

   To invite Attendees using your own email program (e.g. Outlook, Lotus, etc.):

   1. Click "Open my email client".
   2. Create a new email with the meeting information. Enter the email addresses of your targeted Attendees and send the invitation the same way you are sending a regular email.

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3. **By PIN:** On the Presenter Control Panel, select the "By PIN" tab.

Use this option to invite attendees, who don't have computers available, to join the current meeting by phone.

1. Click on the "Generate a unique PIN" button to open the "PIN Generator" screen.

2. Enter the attendee's name and then click on the "Generate a unique PIN" button. A unique PIN will be displayed on the screen.

3. Give your attendee both the unique PIN and the phone conference number so he/she can join the meeting by phone.

Note: *The "PIN Generator" screen provides an "Email it" button that allows the moderator to email the meeting information to the attendee which the unique PIN was generated for.*
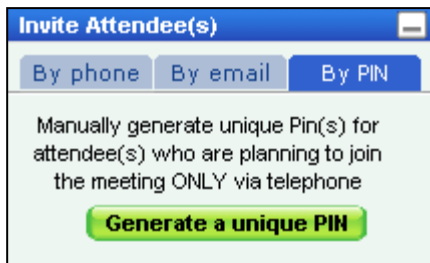
Presenter Control Panel

Following is a description of the different functions on the Presenter Control Panel:
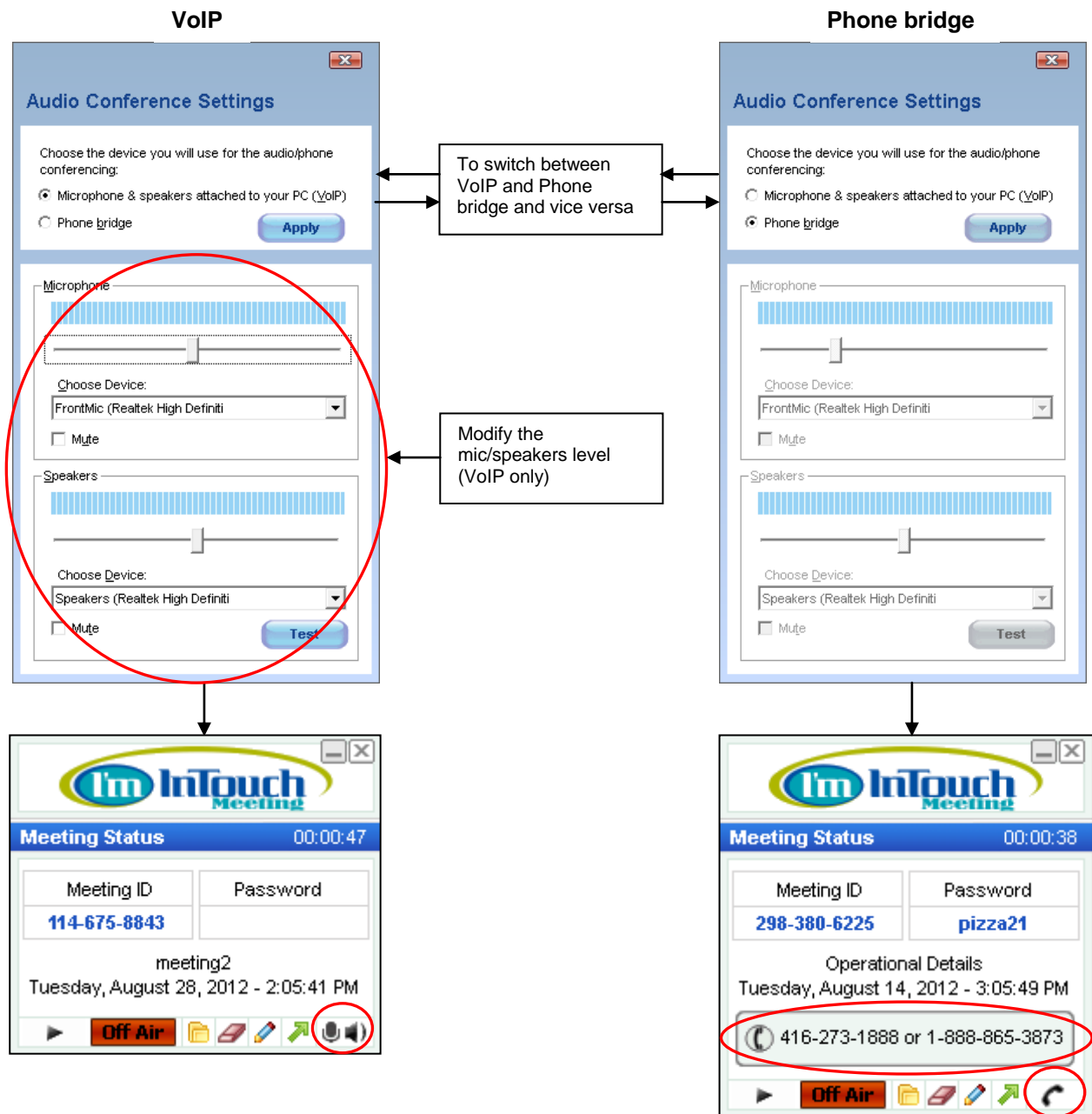

Meeting Termination

Refer to the "Ending the Meeting" section for details.

Space-saving Mode

Presenter's Screen

Not sharing

Sharing

Paused

Local Audio settings
Draw arrows
Freehand drawing
Erase all drawings
Send files to Attendees

Attendee's access rights (green = granted)

Remove Attendee(s)
Mute/Unmute mic
Chat
See Attendee list
File transfer
Remote printing
Clipboard sharing
Whiteboard
Mouse/keyboard control
View presenter's screen

Chat

Font selection
Type the message
Select recipient(s)
Send the message

Invite Attendee(s)

Refer to "Inviting Attendees" section for more details.

Audio Conference Settings (local settings)

The Audio settings button has 2 functions:

1) To switch between VoIP and Phone bridge. After switching, the graphic of this button changes to reflect the current Audio Conference stage: VoIP (   ) or Phone bridge (.

2) Modify the mic/speakers level when the current Audio Conference setting is VoIP.

VoIP   **Phone bridge**

To switch between VoIP and Phone bridge and vice versa

Modify the mic/speakers level (VoIP only)

Ending the Meeting

To terminate or adjourn an I'm InTouch Meeting session, simply click the [x] button on the Presenter Control Panel.
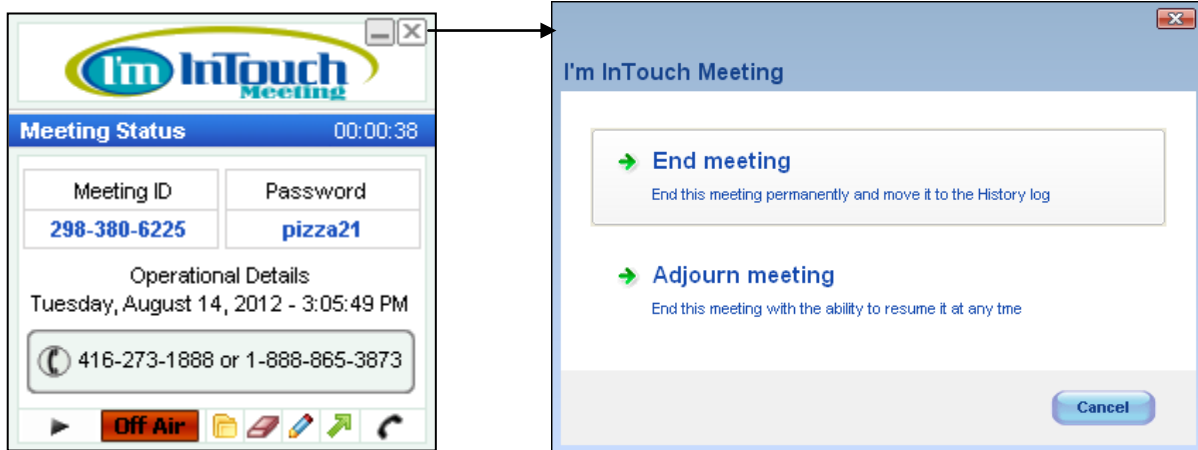
A confirmation will be prompted. You may terminate the meeting permanently. This will create a log for the meeting in the History Log. Alternatively, you may adjourn the meeting so that the meeting remains in the active meeting list and you can restart it any time. This is useful if your Attendees need to take a break (i.e. adjourned) and you would like to resume the meeting at later time.

Note:

For your convenience, the Temporary Host Application will stay on the system tray of your PC after you have terminated or adjourned the meeting. This allows you to easily start another I'm InTouch Meeting from the Temporary Host Application without having to first open the browser and login from the www.imintouchmeeting.com page. (*Refer to the "Advanced Features (Meeting Moderator)" section for details on operating or removing the Temporary Host Application.*)
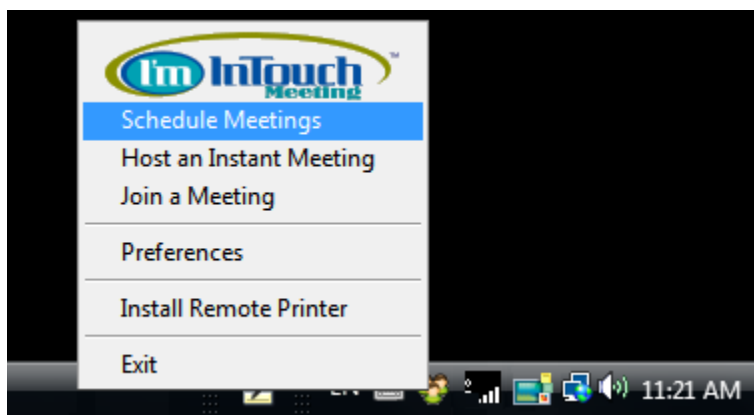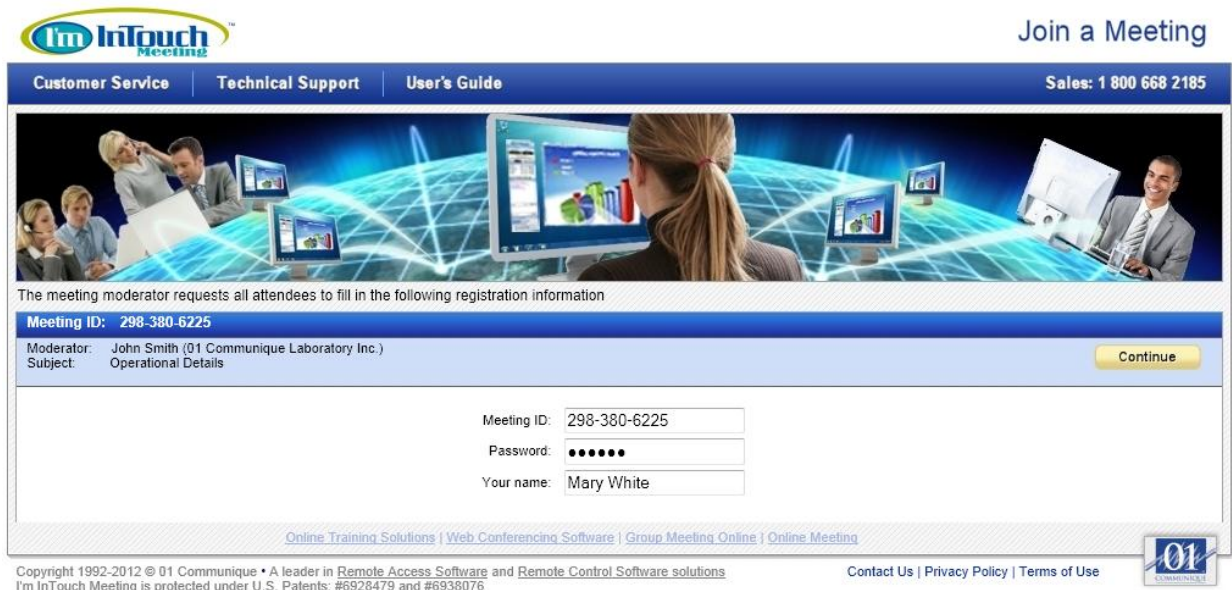
▶ To Join a Meeting

Attendees have 3 ways to join an I'm InTouch Meeting session:

1. **Join via the www.imintouchmeeting.com portal:**

   1. Go to www.imintouchmeeting.com.

   2. Click on the "Join a Meeting" button. *(an Attendee does not need an I'm InTouch Meeting account to join the meeting. Even if he/she has an account there is no need to login to the account to join an I'm InTouch Meeting session hosted by another person.)*

   Join a Meeting

   3. Enter the Meeting ID and password (both of them provided by the moderator) and your full name; then click the "Continue" button to proceed.

4.   After filling in the required information, the Temporary Attendee Application will automatically be downloaded and installed on the Attendee's PC. *(The Attendee must select "Yes" or "Grant" if the browser is asking for permission to download the Temporary Attendee Application.)* After a successful download, the Attendee will be placed into the I'm InTouch Meeting session and the Attendee Control Panel will be displayed on the Attendee's PC. At this point, the Attendee may exchange ideas with the presenter and/or other Attendees, view the presenter's computer screen if the presenter has opted to share his/her computer screen, etc.

Attendee Control Panel

An Attendee will use the Attendee Control Panel to operate all the common aspects of an I'm InTouch Meeting such as exchanging ideas, sending files, etc.

Note:
Refer to the "Attendee Control Panel" section for details.

Attendee Viewer Panel

The Attendee Viewer Panel is running on the Attendee's side displaying the screen of the Moderator's computer in real-time as if the Attendee is physically at the Moderator's computer. The Moderator can at any time stop sharing his/her screen, pause, or resume sharing. In addition, the Moderator may grant the "remote control" right to Attendees so that they can remote control the Moderator's computer using their mouse/keyboard.

Note:
Refer to the "Attendee Viewer Panel Toolbar" in the "Advanced Features (Meeting Attendees)" section for more details about other advanced operating options.

2. **Join via the Moderator's invitation email:**

   1. Open the invitation email (e.g. using Outlook) received from the Meeting Moderator.

   2. Follow the instructions on the invitation email and click the link to join the meeting session.
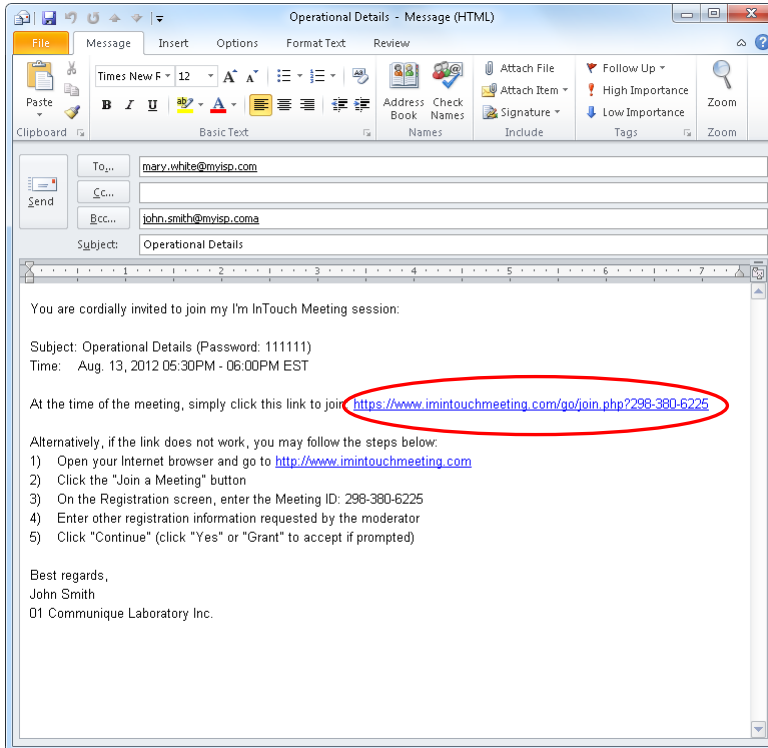
   3. Enter the Meeting ID, password (both of them required by the moderator) and your full name; then click the "Continue" button to proceed.

4. After filling in the required information, the Temporary Attendee Application will automatically be downloaded and installed on the Attendee's PC. *(The attendee must select "Yes" or "Grant" if the browser is asking for permission to download the Temporary Attendee Application.)* After a successful download, the Attendee will be placed into the I'm InTouch Meeting session and the Attendee Control Panel will be displayed on the Attendee's PC. At this point, the Attendee may exchange ideas with the presenter and/or other Attendees, view the presenter's computer screen if the presenter has opted to share his/her computer screen, etc.

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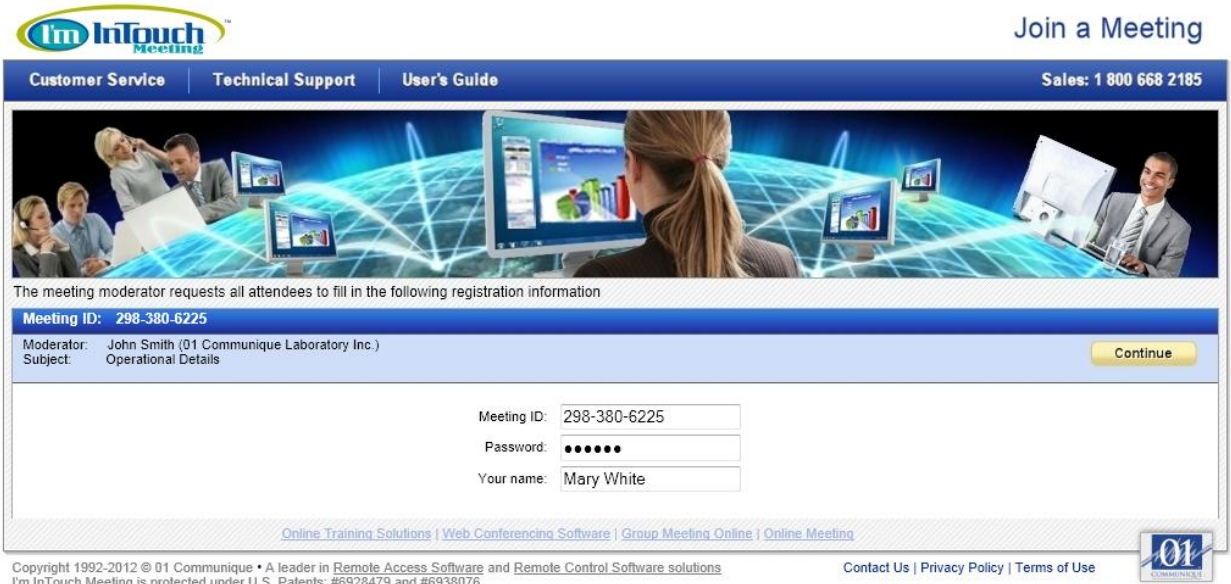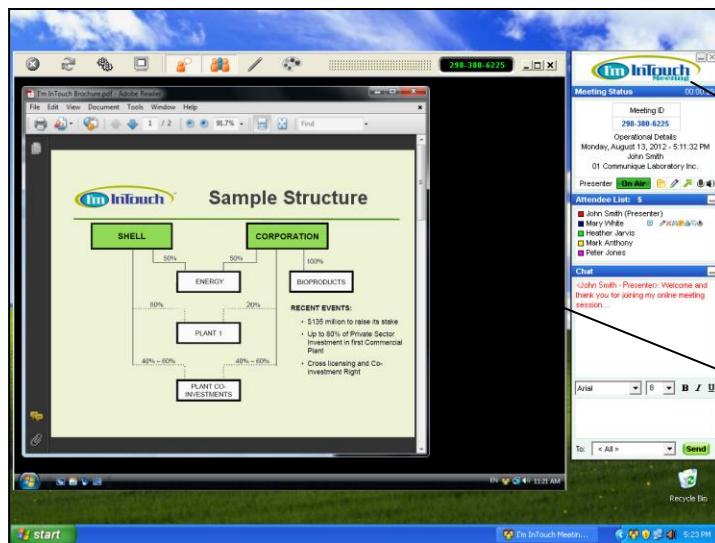
Note:
Refer to the "Attendee Viewer Panel Toolbar" in the "Advanced Features (Meeting Attendees)" section for more details about other advanced operating options.

3. **Join via Phone:**

(When not using a computer to join a meeting)

1. Call in to the phone number provided by the moderator.

2. Enter the Meeting ID or PIN provided by the moderator. (if the meeting was created with password protection, the moderator must also provide you the password)

3. Say your name when prompted.

4. You will hear "You will now join the phone conference" At this point, the Attendee may exchange ideas with the presenter and/or other Attendees

Note: For those moderator/attendees that have already joined a meeting by using a computer, the meeting's phone conference number and the login information will be displayed on their control panel *(Refer to the "Audio Conference Settings" section for details about how to switch from VoIP to Phone bridge and vice versa).*

Attendee Control Panel

Attendee Control Panel is designed for the Attendee to easily operate all the common aspects of an I'm InTouch Meeting such as exchanging ideas, sending files, etc.

(In addition to the Attendee Control Panel, there is also an Attendee Viewer Panel Toolbar providing some advanced features – Refer to the "Advanced Features (Meeting Attendees)" section for details.)
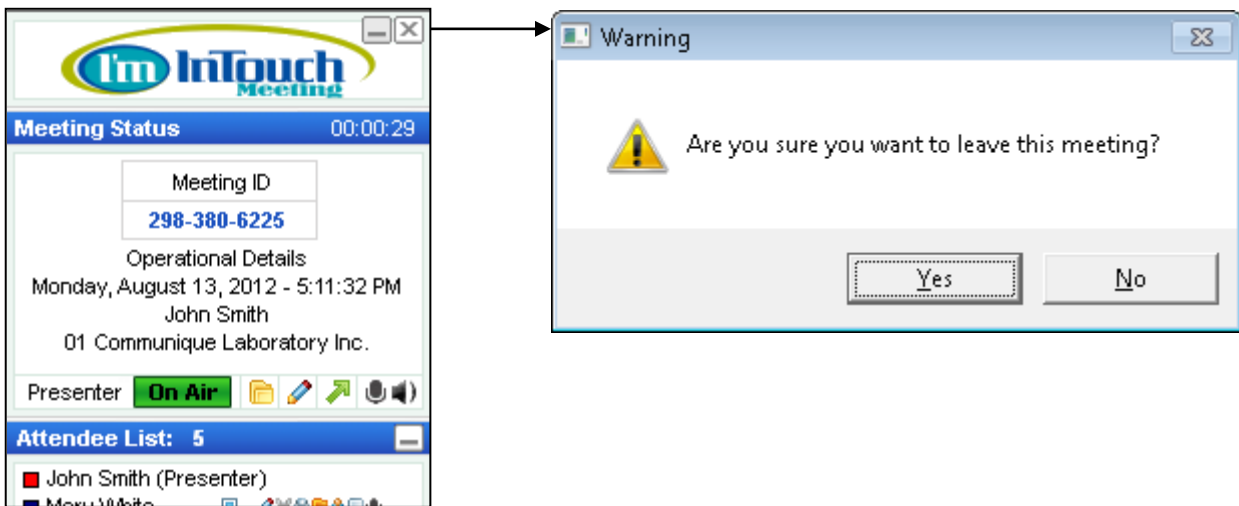
Leaving the Meeting

Refer to the "Leaving the Meeting" section for details.

Space-saving Mode

Presenter's Screen

Sharing

Not sharing

Paused

Local audio settings
Draw arrows
Freehand drawing
Send files to Moderator or other Attendees

Attendee's access rights (green = granted)

This is the list of all other Attendees including the Moderator. Please note that the list will disappear if the Moderator has removed the right for this Attendee to see other participants' names.

Audio chat controls (VoIP)

Font selection
Type the message
Select recipient(s)
Send the message

Note: Refer to "Audio Conference settings" section for details about how to switch between VoIP and Phone bridge and vice versa, or modify the mic/speakers levels)

Leaving a Meeting

To leave an I'm InTouch Meeting session, simply click the ⊠ button on the Attendee Control Panel.

A confirmation will be prompted. After leaving the meeting, you may join the meeting again provided the following conditions are met:

1.   The Moderator has not ended the meeting.

2.   Number of Attendees has not reached the maximum set by the Moderator.

Note:

For your convenience, the Temporary Attendee Application will stay on the system tray of your PC after you have left the meeting. This allows you to easily join another I'm InTouch Meeting from the Temporary Attendee Application without having to open the browser and join from the www.imintouchmeeting.com page or look for the original invitation email. (*Refer to the "Advanced Features (Meeting Attendees)*" section for details on operating or removing the Temporary Attendee Application.)

Tips:

This is useful if you have accidentally left a meeting. In this case, double-click the meeting icon in your system tray and fill the required meeting information to restart/rejoin the meeting.

3. Usage Tips

▶ **As the Account Administrator**

(the actual subscriber of the I'm InTouch Meeting account)

There is only one Administrator per I'm InTouch Meeting account and normally the Account Administrator is the person who actually subscribes to the I'm InTouch Meeting service (e.g. IT Manager). In addition to hosting or joining any I'm InTouch Meeting session, the Account Administrator has the following administrative capabilities:

1. **Create and Manage Users** (editing or removing) under the account

   The unique Sharable Licensing Model of I'm InTouch Meeting is very cost effective for corporations with multiple users. The Account Administrator can create unlimited number of users and each has his/her own login name and password even if there is only one I'm InTouch Meeting license subscribed. It is wise to start with a small number of licenses. More licenses can be added in the future when the Administrator sees all existing licenses being fully utilized.

   The Account Administrator may create some "Supervisor-level" users who can add and manage users as well as overseeing meetings hosted by them. This will reduce the workload of the Account Administrator but not compromising security because "Supervisor-level" users are unable to access "Billing Management".

   Following are the differences among the 3 user's types:

	Attend Meetings	Host Meetings	Manage Users	Manage History	Account Customization	Manage Billing
Account Administrator	✓	✓	✓	✓	✓	✓
Supervisor	✓	✓	✓	✓	✓	
Regular User	✓	✓				

2. **Customize** the company name, inactivity time-out, and the invitation email for the account

    The Account Administrator can configure the default company name to be displayed at the Attendee Control Panel during a meeting session. The factory default inactivity time-out and invitation email should be good enough for general purposes. However, the Account Administrator can customize the inactivity time-out as well as the content of the invitation email to suit specific requirement.

    Refer to the "Advanced Features (Account Administrator)" section for details.

3. **Change the Account Details** such as adding licenses, login name, credit card information, etc.

    Only the Account Administrator can change the administrator login name / password as well as modifying the subscription information such as the credit card, address, name, purchasing more licenses, canceling licenses, etc.

    Refer to the "Advanced Features (Account Administrator)" section for details.

▶ As the Meeting Moderator

(a user who hosts a meeting under the account)

As the Moderator, planning and managing an I'm InTouch Meeting session successfully can be crucial to your business, whether it is an online meeting, sales presentation, collaboration, training, seminar, etc. Following are some common scenarios for your reference:

Professionalism

You are advised to organize your I'm InTouch Meeting the same way you are organizing a face-to-face meeting. Login earlier and be the first person to join the meeting. Create a warm greeting message in the chat window to welcome your Attendees.

If you will run a slide show such as a PowerPoint presentation, it always looks professional to start the screen sharing first and display the cover page or agenda page of your presentation while waiting for your Attendees.

It is recommended to close all unrelated applications on your desktop leaving on only those relevant to the meeting.

If you are a first time user or an occasional user of I'm InTouch Meeting, you may want to start your meeting much earlier than the actual meeting time. Use another computer to join the meeting to "test drive" and ensure everything runs smoothly before the first real Attendee comes in.

Maximizing efficiency

Internet speed and CPU bandwidth on your computer will affect the efficiency of your I'm InTouch Meeting session (such as the real-time latency of the screen-sharing feature). Therefore, it is always wise to close all other applications on your computer (i.e. the Moderator's computer) that are Internet or CPU intensive (e.g. graphics editing software, instant messaging software, video software, etc.)

Manage Attendees' access rights

The Moderator can grant or revoke any or all of the 9 access rights of the Attendees:

1. Advanced Rights: We advise you not to assign the rights of remote control (mouse/keyboard control), clipboard sharing, remote printing, and file transfer to the Attendees to begin with. Only assign the rights when it deems necessary and remove the rights thereafter. The initial statuses of these 4 Advanced Rights can be configured at the meeting parameters when you are scheduling a meeting. If you are starting an "Instant Meeting" the default statuses of these 4 access rights are "off". Note: If you have selected to use either VoIP or Phone bridge, you will also have available the mute/unmute access right (Attendees start as muted).

2. Basic Rights: The initial statuses of these 4 Basic Rights are always "on" because it is standard for each Attendee to have the right to view the presenter's screen, draw, know who else is in the meeting, as well as chat with anyone within the meeting. You can always turn off certain rights of an Attendee during the meeting if he/she is not co-operative. To an extreme you may even remove an Attendee from the meeting. (Note: Removing the right to view the remote screen will automatically remove the rights of mouse/keyboard control, whiteboard, clipboard sharing, and remote printing.)
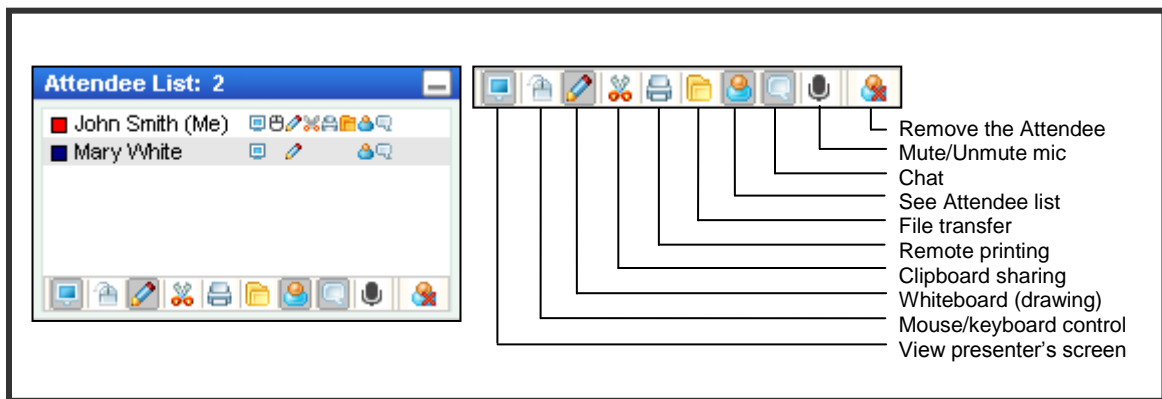
Ending (or adjourning) your meeting

When ending your I'm InTouch Meeting session, you can choose to end or adjourn it.

You should end the meeting if you do not need to restart the same meeting again. This will put the meeting record into the meeting history log so that you can reference or review its usage log in the future. On the other hand, you will choose adjourning your meeting if you need to resume it later to further your discussion. This way the meeting will still remain in the active meeting list and you can restart it any time in the future. However, since the meeting has not been ended yet, it will not be placed into the history log. The usage log is only available after the Moderator has ended the meeting.

Scheduling a meeting vs. starting an Instant Meeting

It is always better to plan and schedule a meeting well in advance, similar to how you would plan a face-to-face boardroom meeting. This will give you time to invite your Attendees as well as preparing your meeting materials.

To **Schedule a Meeting**, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click on the "Host a Meeting" button and enter your Login ID (Account name), Password, and select the "Schedule new meetings and manage my account" option. Click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click "New" to create/schedule a new meeting.

Refer to the "Schedule a Meeting" section for details on how to set up your meeting parameters as well as how to start and manage your meetings.

Sometimes you only have a short notice to call a meeting. I'm InTouch Meeting lets you start an instant meeting without having to first create it and then manually starting it.

There are 2 ways to start an **Instant Meeting**:

1. From the www.imintouchmeeting.com page, click on the "Host a Meeting" button and enter your Login ID (Account name), Password, and select the "Quickly host an instant meeting" option. Click the "Go >>" button to start the meeting:

2. From the Temporary Host Application:
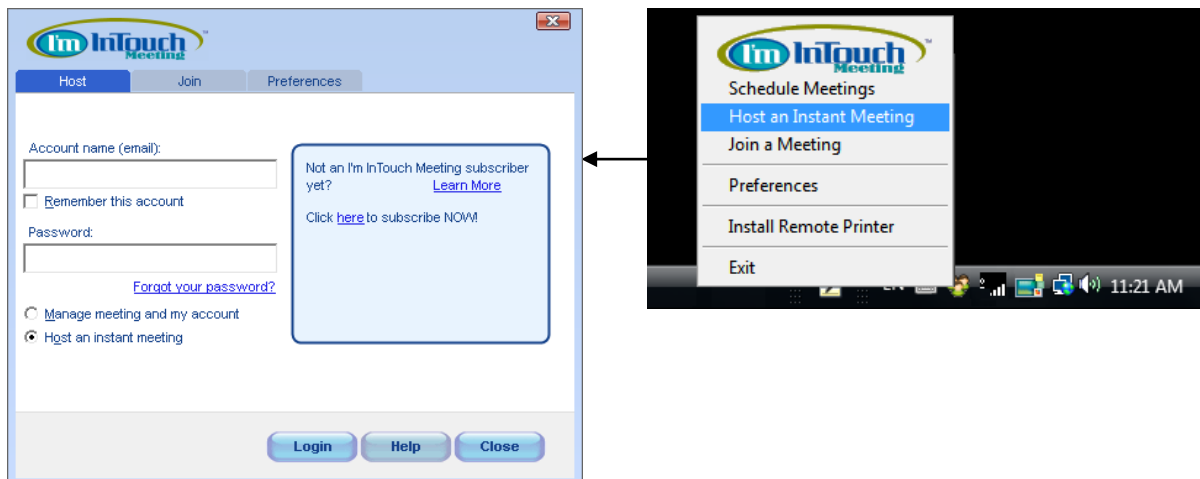
This is very useful if you are a frequent user and already have the Temporary Host Application on your computer. You do not need to manually launch the browser and go to the www.imintouchmeeting.com page. The Temporary Host Application will launch the browser and login for you automatically.

Refer to the "Advanced Features (Meeting Moderator)" section for details.

Consider using VoIP or Phone conference

If text chatting and using the whiteboard to exchanges ideas visually are not enough, you can enable the audio communication. I'm InTouch Meeting has a powerful audio feature so that all the Attendees can speak to each other via their computer microphones/speakers over the Internet.

Refer to the "Advanced Features (Meeting Moderator)" section for more details.

▶ As a Meeting Attendee

I'm InTouch Meeting is designed to be very user-friendly so that even a first-time non-technical user can easily join a meeting session. During the meeting session, an Attendee may encounter the following situations:

If the Moderator is not there yet at the time when an Attendee joins the meeting session, the Attendee will see a message – "Waiting for the Moderator" being displayed. The system will immediately notify on the screen when the Moderator has joined the meeting session.

If the Moderator's screen appears to be too small in the Attendee Viewer Panel, the Attendee may want to enlarge the panel or change the viewing mode to "Full Screen" / "Actual Size". Viewing mode can be adjusted on the Attendee Viewer Panel Toolbar. *Refer to the "Advanced Features (Meeting Attendees)" section for details.*

If the Moderator's screen appears to be frozen, it may be that the Moderator has "Paused" the screen sharing at his/her side. Attendees do not need to do anything and the screen update will resume when the Moderator has allowed sharing of his/her screen again. In this case, the "Remote Screen" status on the Attendee Control Panel will indicate as "Paused".

However, if the status still shows "On Air" (i.e. the Moderator has not paused the screen sharing), there may be some sluggishness with the Internet. In this case, attendees can try refreshing the screen by using the Refresh button. *Refer to the "Advanced Features (Meeting Attendees)" section for details.*

If Attendees want to express their idea, they can make use of the tools provided by I'm InTouch Meeting. The most commonly used tool is the chat window in which attendees can exchange ideas with others via text or audio. They can also draw directly on the screen of the Moderator's computer using the drawing tools. All Attendees and the Moderator can see the drawing in real-time. Please note that only the Moderator can erase the drawings. *Refer to the "Advanced Features (Meeting Attendees)" section for details.*

Following describes how an Attendee can enable the drawing tools or change the default drawing color given by the system at the time of joining.

Free-hand drawing

Arrow pointer drawing

Note:
An Attendee can change the color of its drawing tools and chat text by clicking on the "Color Palette" button at the Toolbar.
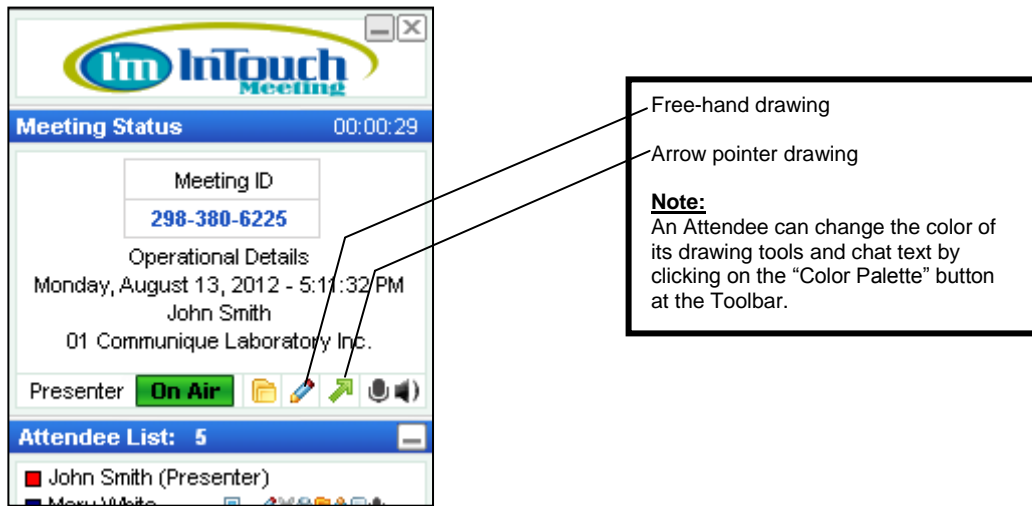
If Attendees want to send file(s) to the Moderator, I'm InTouch Meeting has a "File Transfer" feature specially designed for this purpose. They can avoid the cumbersome process of having to compose and send an email with an attachment to the Moderator. Using this File Transfer feature also has the following advantages:

1. When the transfer is completed, Attendees know the Moderator has received the file already (i.e. real-time).

2. Unlike email attachment, there is no limit on the file size and file type when transferring files in an I'm InTouch Meeting session.

3. Unlike email attachment, transferring files in an I'm InTouch Meeting session is point-to-point secured. The email never resides on any server beyond your control. This is especially useful if the documents involved are highly confidential.

Note: Attendees must have been granted the "File Transfer" access right in order to use this feature.
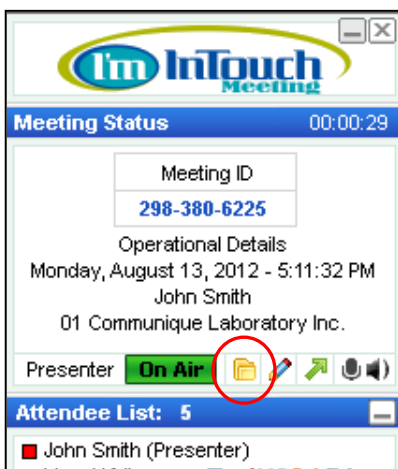
4. Advanced Features (Account Administrator)

▶ **Users Management**

The unique <u>Sharable Licensing Model</u> of I'm InTouch Meeting is very cost effective for corporations with multiple users. The administrator can create unlimited number of users and each has his/her own login name and password even if there is only one I'm InTouch Meeting license subscribed. It is wise to start with a small number of licenses. You may then add more licenses in the future when you see your existing licenses being fully utilized. To manage users (add, remove, edit), simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click the "Users" tab to open the "Users" page.

   At the minimum the Administrator will see himself/herself on the user list. The Administrator can create users or manage existing users (the following diagram illustrates all the features).

Refresh the User List

Resume selected User(s)

This feature is only applicable to users who have been suspended by the Administrator (i.e. you).

Suspend selected User(s)

This feature is only applicable to "Offline" users.

Forcing logout of selected User(s)

This feature is only applicable to "Online" users and any ongoing meeting will be terminated automatically.

Edit the selected User

If the user is currently logged in, changes will only be reflected at the next login. Please refer to the next section for details on how to edit a user.

Remove selected User(s)

This feature is only applicable to "Offline" users and it will not apply to the "Administrator".

Create a new User

An empty form will be opened for filling-in the information of the new user (see next section).

Create a new user

User Information

Clicking "Save" will update the user information. Please note the following:
1. When creating a new user, the new user can be designated as either a "Regular User" or a "Supervisor". A "Supervisor" can host meetings like a "Regular User". He/she can also create new users, manage existing users as well as managing meetings hosted by other users.
2. A "Supervisor" has no access to "My Account" and can be removed by the "Administrator" or other "Supervisors".

Edit a user

User Information

Clicking "Save" will update the user information. Please note when editing the Administrator, no one including the Administrator can change his/her own "User Type". And only one Administrator is allowed for the account.

Note: A Regular user will not be able to see other users on the users list. However, when logging in as a Supervisor, he/she will be able to see all the users. The only exception is that the Supervisor user cannot access the "My Account" billing information tab.

Following are the differences among the 3 user's types:

	Attend Meetings	Host Meetings	Manage Users	Manage History	Account Customization	Manage Billing
Account Administrator	✓	✓	✓	✓	✓	✓
Supervisor	✓	✓	✓	✓	✓	
Regular User	✓	✓				

▶ **Meeting Management**

I'm InTouch Meeting allows the Administrator to manage all the active meetings. He/she can clean up any mistake a user may have created such as forgetting to logout before leaving for the day or forgetting to terminate a meeting, etc. To do so, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. The "Meeting List" page will be displayed:

Parameters of the Meetings

Click to modify parameters of an "On-hold", "Adjourned", or "Scheduled" meeting. Refer to the "Meeting Parameters" section for details.

Status of the Meetings

Refer to the "Meeting Status" section for details.

4. The Administrator can select a meeting and end it, adjourn it, put it on-hold, or resume it. He/she can also modify the parameters of a meeting or start a meeting created by other users.

Note:

- When logging in as a Regular user, only the meetings created by this user will be listed. However, when logging in as a Supervisor, meetings created by any other user will also be displayed. The only exception is that the Supervisor user cannot access the "My Account" billing information tab.

Meeting Status

An I'm InTouch Meeting will have one of the five meeting status:

- **Schedule:** A new meeting has been scheduled

- **Adjourned** (i)**:** The meeting has ended but is left open for future resuming. "i" indicates the number of times this meeting has been started (i = 1 or more).

- **On-hold:** Temporary on-hold – it cannot be started until after being resumed.

- **In progress** (n)**:** The Moderator has started the meeting. "n" indicates the number of Attendee(s) currently in the meeting (n = 0 or more).

- **Waiting** (i)**:** A scheduled meeting where the Moderator has not signed in yet but at least 1 Attendee has already joined. "i" indicates the number Attendee(s) who has joined (i = 1 or more).

Operations on a Meeting

- **End:** Terminate and move selected "Scheduled" / "Adjourned" meeting(s) into the history log

- **Adjourn:** Forcing selected "In progress" and "Waiting" meetings(s) to become "Adjourned"

- **Hold:** Put selected "Scheduled" / "Adjourned" meeting(s) on-hold – cannot be started

- **Resume:** Resume selected "On-hold" meeting(s) so that they can be started any time

- **Refresh:** Simply refresh the meeting list

- **Start >>:** Start the selected meeting(s) regardless

- **Instant meeting / Schedule:** Start a new meeting immediately or schedule a new meeting

Meeting Parameters

The Administrator and the Supervisor users can change the meeting parameters of an I'm
InTouch Meeting created by any user. A regular user can only change the meeting parameters
of those meetings that he/she creates.

► **Meeting History Management**

I'm InTouch Meeting allows the Administrator to manage the history log of all the terminated meetings. The Administrator can review subjects of the meetings, audit trail, or monitor the usage pattern of different users. To do so, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.
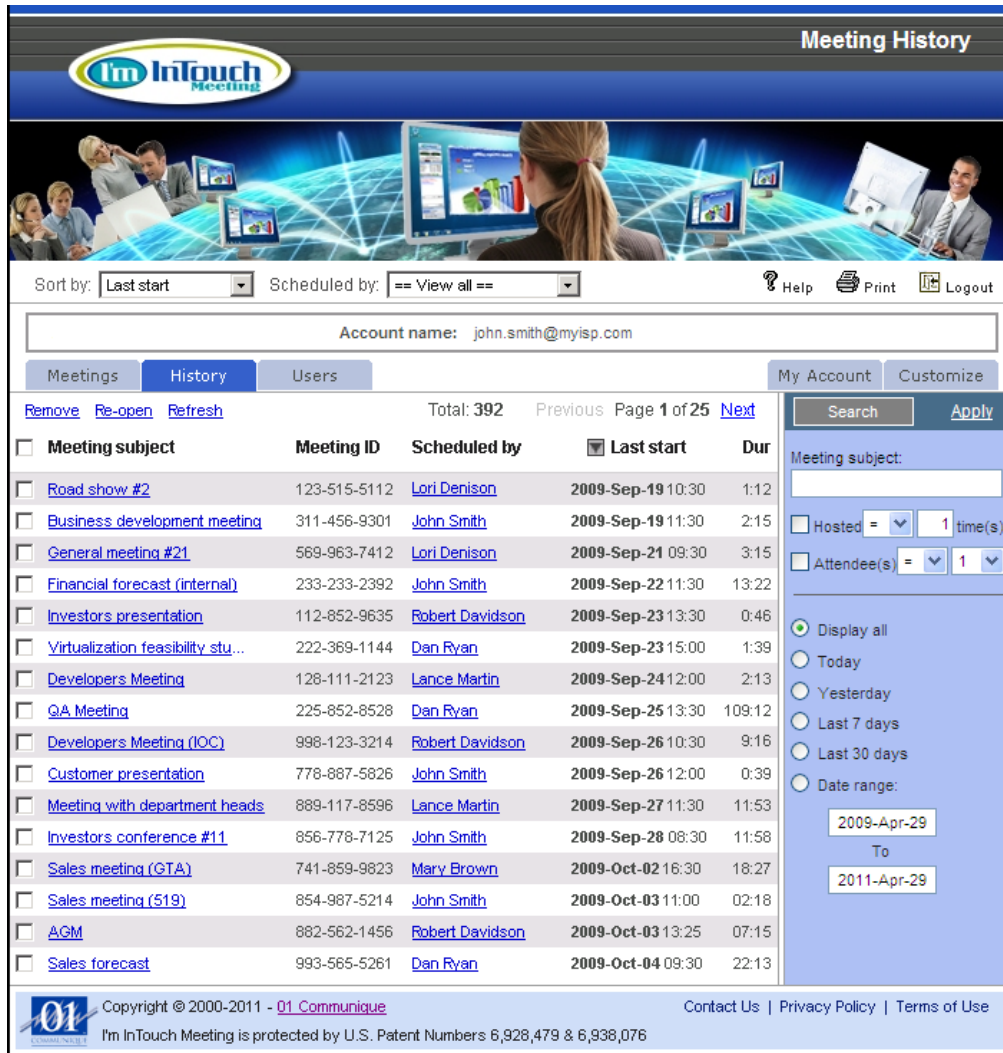
3. Click the "History" tab to open the "History Log".

    Note:

    *   When logging in as a Regular user, only the meetings created by this user will be listed. However, when logging in as a Supervisor, meetings created by other users will also be displayed. The only exception is that the Supervisor user cannot access the "My Account" billing information tab.

4. From this page, you can filter the list by the User's name and select the field to be sorted on. In addition, you can also search by the Meeting Subject, number of times hosted, number of Attendees, or the schedule date.

Finally you can select a meeting log record and either remove or re-open it. "Remove" will permanently remove the log record from the database and it cannot be retrieved. "Re-o-pen" will move the meeting record back to the Meeting list as Adjourned.

Searching Criteria

Clicking "Apply" will start the search.

Open the User Details

Clicking a user will display details of the user. Refer to the "Users Management" section for details.

Display details of the selected Meeting

Clicking a meeting subject will display details of the selected meeting. Refer to "Meeting Statistic" for details.

Meeting Statistics

General Information

"Date" means the original scheduled date of the meeting – regardless of how many times it has been adjourned and restarted, this shows the date when the meeting was first held.

General Usage

Provide information about the number of times the meeting has been adjourned and restarted, as well as its last start and total usage.

Server Usage

Shows the average server time an Attendee has used as well as the grand total server time that all the Attendees consumed.

► Account / Billing Management

The Account Administrator is the only one who can access the billing management of the I'm InTouch Meeting account. Inputting subscription information such as credit card, address, name, purchasing or canceling licenses, etc. can be done as follows:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click the "My Account" tab to open the "Billing / Licensing" page (depends on your security setting, you may be required to enter the account password again).

4. You can add/remove licenses and select either an annual or a monthly subscription plan on this page. You can click "Login Info" to change the Account name, Password and other login related information. You may also click the "Billing Info" to change the credit card and subscriber information.

Changing the Login Information

Changing the Billing Information

► **Account Customization**

The Account Administrator is the only one who can access the "Customization" page of the I'm InTouch Meeting account. The Administrator can set up the following for all the users of the account: Toll-free, Inactivity time-out, default Moderator settings, and the Invitation Email content. To do this, simply follow the steps below:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click the "Customize" tab to open the "Customization" page. On this page, you can set up the following (for all the users):

    • Default Moderator settings

        This is to configure whether to have the Moderator's name and company name displayed at the Attendee Control Panel, as well as enabling/disabling the Toll-free feature and the voice message played when using the phone bridge.

    • Invitation Email content

        While the default email is good in general, customizing one for your organization can certainly enhance its professional image.

5. Advanced Features (Meeting Moderator)

► Schedule a Meeting

All 3 types of users (the Account Administrator, a Supervisor, or a Regular user) are allowed to host a meeting (i.e. to be the Meeting Moderator).

The "Quick Start Guide" section and the "Usage Tips" section are mainly written for referencing by first-time or occasional users. They mostly describe about how to quickly host an instant meeting. To take full advantages of your I'm InTouch Meeting features as the Moderator, you may want to schedule a meeting rather than starting an instant meeting. Scheduling a meeting allows the Meeting Moderator to manually configure the meeting parameters such as Subject Name, Starting Time, Password, VoIP/Phone bridge, Default Attendees Access Rights, etc. To schedule a meeting, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name – assuming that you are a Regular user), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account

Regular User

Please note that "My Account" and "Customization" tabs are not available for Regular users.

3. Click "New" to create/schedule a new meeting.

4. Fill in all the necessary meeting parameters. There are 3 operating options:

Save & Start Now: This is a 2-in-1 button that will add a new meeting into the active meeting list and at the same time start the meeting. This is a convenience tool so that the Moderator does not need to press "Save" first to `create/schedule the meeting and then select the meeting in the active meeting list to start it manually.

Save as template: This saves the meeting parameters into a template for future use. This is a convenient tool so that the Moderator does not need to enter the same settings for each meeting if they are mostly the same (e.g. granting certain access rights for the Attendees).

Save: This saves the meeting parameters and adds a new meeting into the active meeting list. The Moderator can start inviting Attendees at this time.

General Meeting Parameters

Time: The scheduled time is for the Moderator's reference only. The meeting will not start automatically by itself – the Moderator needs to manually start the meeting at the scheduled time.

Timeout: Inactivity time-out of the sharing session of the Moderator's screen.

Max Attendees: Maximum number of Attendees allowed, excluding the Moderator.

Password: To configure whether a password is required to join the meeting.

Wallpaper: It will usually increase the efficiency if the wallpaper on the presenter's computer is removed.

VoIP/Phone conference: Allow both the moderator and attendees to use VoIP and/or Telephone for the audio conference. If the Toll-free setting is currently disabled, you must contact the Account administrator to enable this feature on the Customize screen.

Subject and Moderator's Name

The Subject, Company and Moderator name that will be displayed on the Attendee Control Panel.

Default Attendees Access Rights

These are the access rights granted to Attendees by default. The Moderator can grant or revoke the rights during a meeting session as well.

Mouse/Keyboard Access: The right to remote control the Moderator's computer by default.

File Transfer: The right to transfer files between the Attendees and the Moderator.

Clipboard Sharing: Sharing the Moderator's clipboard.

Remote Printing: The right to receive printout from the Moderator to the Attendees' local printer.
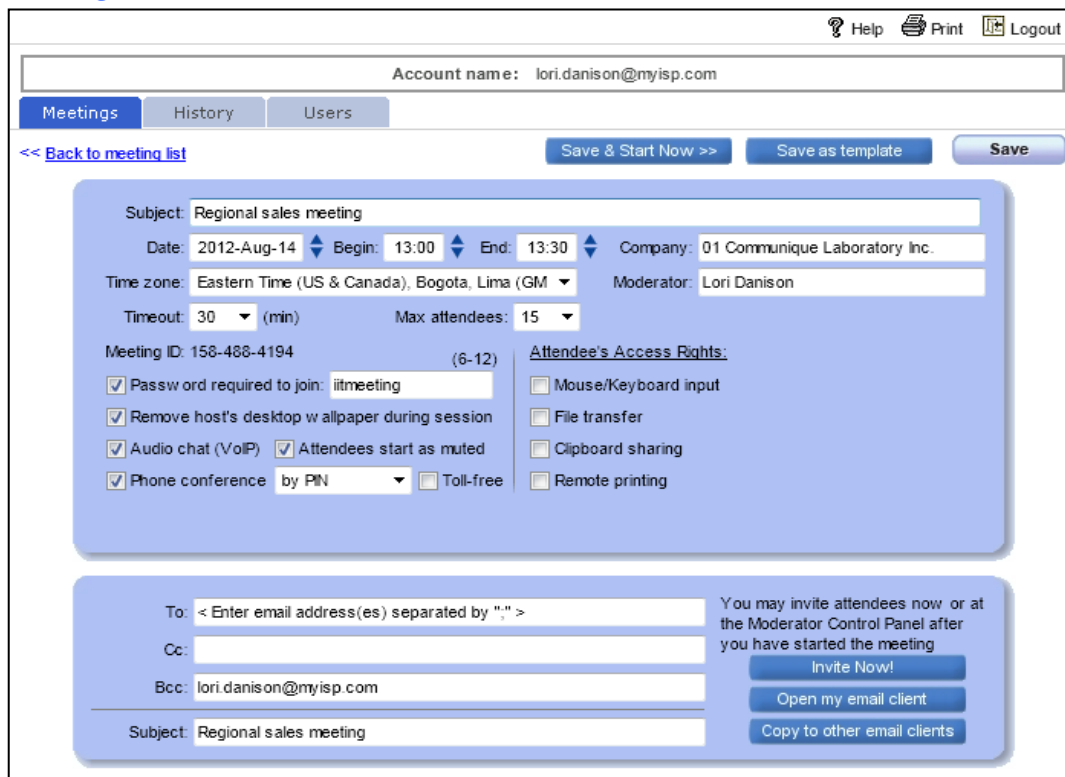
Note: "Phone Conference" can be:

- **By PIN** - Assign unique PINs to Moderator/Attendees to join a meeting by phone. This unique PIN will be automatically generated and displayed on the Moderator/Attendee's control panel.

- **By Meeting ID** - Allow Moderator/Attendees to use the Meeting ID to join a meeting by phone. This method also supports a "Phone Only" meeting. In other words, moderator and attendees can hold a meeting by using phones only without using computers.

5. After clicking "Save", a new meeting will be created. At the point, the email invitation box will be displayed allowing the Moderator to invite Attendees prior to the meeting date/time. Please note that the Moderator can, at any time, open the meeting parameter page of a scheduled or adjourned meeting and use the invitation tool to invite Attendees prior to the meeting date/time.

The Moderator can also invite Attendees during a meeting session from the Presenter Control Panel. *Refer to the* Quick Start Guide *for more details about the Presenter Control Panel.*

Meeting Created

Email Invitation Options

This is very similar to the email invitation operation in the Presenter Control Panel. There are 4 modes:

To quickly invite one or more Attendees:
*   Enter the Attendees email addresses in the text field (separated by semi-colons).
*   Click "Invite Now!" – an invitation email with a link to join your session will be sent.

To preview the invitation email before sending:
*   Leave the text field blank.
*   Click "Invite Now!" >> The Invite Attendee(s) by email window will open.
*   Enter the email addresses of your targeted Attendees (separated by semi-colons) and click "Send".

To invite Attendees using your own email program (e.g. Outlook, Lotus, etc.):
*   Click "Open my email client".
*   Create a new email with the meeting information. Enter the email addresses of your targeted Attendees and send the invitation the same way you are sending any normal email.

To invite Attendees using a non-compatible email program (e.g. Gmail, Yahoo, Hotmail, etc.):
*   Click "Copy to other email clients" and then paste the content into the email client you will be using.

Phone only meeting

This feature allows both moderator and attendees to hold a meeting by using phones only, in other words, computers are not required..

To **create/schedule a "Phone only meeting"** simply follow the steps below:

1. Access your I'm InTouch Meeting account *(refer to the "Schedule a Meeting" section for details about how to login and create a new meeting)*

2. Click on the "New" link to create a new meeting.

3. Enable the "Phone conference" setting and select "by Meeting ID". At this point, the phone bridge number that both moderator and attendees must call in order to join the meeting will be displayed.

4. Click "Save" to finish.

5. Call or send an email to your attendees providing them with the Meeting subject, starting time, phone bridge number (and Toll-free number if set), Meeting ID and password (if any).

To **start hosting a "Phone only meeting"** simply follow the steps below:

1. At the time of the meeting, Call in to the phone number provided by the system at the time of the meeting creation.

2. Enter the Meeting ID and the Meeting Account Password (moderators must always enter the Meeting account password; attendees will enter the Meeting password only if it has been set by the moderator when creating the meeting).

3. Say your name when prompted.

4. You will hear "You will now join the phone conference" At this point, you can start exchanging ideas with your Attendees that may have already joined the meeting and were waiting for the moderator.

▶ **Manage your Meetings**

(Start, Adjourn, End, etc.)

After logging into your I'm InTouch Meeting account, whether you are a Regular User, a Supervisor, or the Account Administrator, a rich set of tools will be presented to you for managing your meetings. Please note that you can only manage your own meetings if you are a Regular User but if you are a Supervisor or the Account Administrator you can manage meetings hosted by other users as well.

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name – assuming that you are a Regular user), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. You can select a meeting and end it, adjourn it, put it on-hold, or resume it. You may also modify the parameters of a meeting, invite Attendees, or start a scheduled meeting.

▶ **Manage your History log**

After logging into your I'm InTouch Meeting account, whether you are a Regular User, a Supervisor, or the Account Administrator, a rich set of tools will be presented to you for managing your meeting history log. Please note that you can only manage the history log of your own meetings if you are a Regular User. If you are a Supervisor or the Account Administrator you can manage the history log of the meetings hosted by other users as well. To do so, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account name – assuming that you are a Regular user), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click "History" to open the history log.

▶ Manage your User Information

After logging into your I'm InTouch Meeting account, whether you are a Regular User, a Supervisor, or the Account Administrator, a rich set of tools will be presented to you for managing your user information such as login name and password. Please note that you can only manage your own user information if you are a Regular User. If you are a Supervisor or the Account Administrator you can also manage the user information of others. To do so, simply:

1. Open an Internet browser and go to http://www.imintouchmeeting.com/.

2. Click the "Host a Meeting" button and enter your Login ID (Account ame – assuming that you are a Regular user), Password, select the "Schedule new meetings and manage my account" option and click the "Go >>" button to access your I'm InTouch Meeting account.

3. Click "Users" to open the user information page.

► Temporary Host Application

The Temporary Host Application is downloaded onto the Moderator's computer when an I'm InTouch Meeting session is started. It manages all aspects of the meeting session such as the Presenter Control Panel. For your convenience, the Temporary Host Application is designed to stay on the system tray of the Moderator's PC after an I'm InTouch Meeting session is ended. This allows the Moderator to easily schedule or start another instant I'm InTouch Meeting session without having to manually launch the browser and operate from the www.imintouchmeeting.com page. The Temporary Host Application will do these steps automatically.

Note:

The Temporary Host Application and the Temporary Attendee Application is exactly the same. We call it differently so that it is easier for first-time users or occasional users to understand. *Please refer to the "Temporary Attendee Application" chapter in the "Advanced Features (Meeting Attendees)" section for more details.*

(We recommend leaving this Temporary Host/Attendee Application on your PC if you plan to host (or join) another I'm InTouch Meeting sessions in the future. It is also very useful if you have adjourned an I'm InTouch Meeting session and want to quickly resume the meeting. The application does not consume any Internet bandwidth or CPU of your computer when it is not in use. However, you can also easily remove it by using Windows' Add or Remove Programs at the Windows control panel.)

Schedule a meeting from the Temporary Host Application and preference settings:
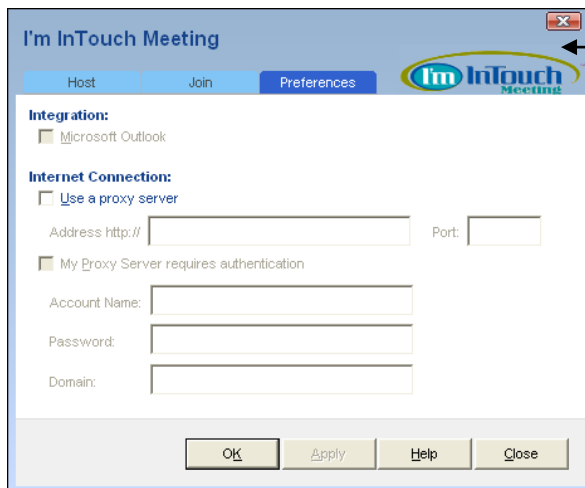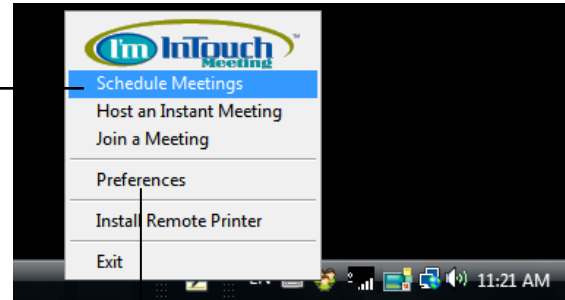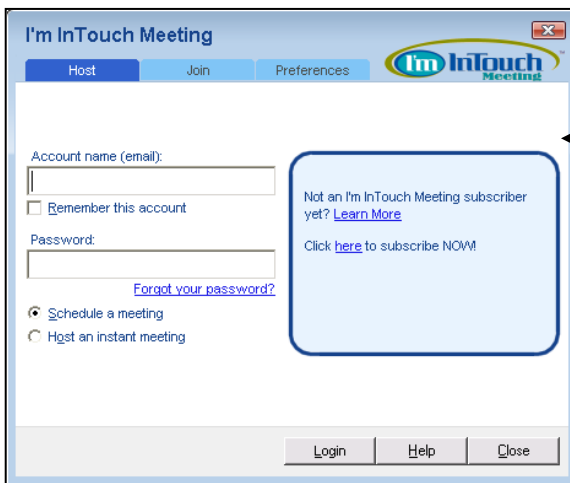
Preferences Settings

MS-Outlook Integration: Select and press OK will place an I'm InTouch Meeting toolbar on your MS-Outlook so that you can host or join an I'm InTouch Meeting session from within your MS-Outlook.

Internet Connection: Under normal circumstances, you do not need to configure this. This is only required in a complicated corporate IT environment where Internet connection is done through a sophisticated Internet proxy server. In this case, consult your IT Manager about how to fill-in this information.

6. Advanced Features (Meeting Attendees)

▶ **Attendee Viewer Panel Toolbar**

The Attendee Viewer Panel Toolbar provides many advanced features for an Attendee to operate during an I'm InTouch Meeting session:

Display the Meeting ID	
Select Color	
Allow to select the color for the chat and drawing.	
Whiteboard	
• Freehand • Arrow • None	
Close / Open the Attendee List	
This will close or open the Attendee List box on the Attendee Control Panel (default = open). This button will not be shown if this Attendee does not have the "Attendees Viewing" access right.	
Close / Open the Chat Window	
This will close or open the chat box on the Attendee Control Panel (default = open). This button will disappear if this Attendee does not have the "Chat" access right.	
Viewing Modes	
• Fit Window (default) • Full Screen* • Actual size	
Other Options	
Refer to the next section for detailed descriptions of each menu option.	
Refresh the Screen	
Use this option in case there is Internet delay.	
Leave the Meeting	
Same as clicking the ☒ button on the Attendee Control Panel	

* In the Full Screen viewing mode, the "pings   " are used to display / release the toolbar.

Other Options on the Toolbar

Viewing Modes

Viewing modes:
Similar to the button on the toolbar, this allows you to select among Fit Window, Full Screen, and Actual Size viewing modes.

Please note that the Full Screen mode has 2 flavors:
1. Best View (default): This will maximize the screen size for viewing but you may have to scroll vertically or horizontally depending on the screen size/orientation of your screen as compared to that of the presenter's.
2. Fit All Sides: This ensures no scrolling by scaling everything to fit into your screen.

Show Remote Cursor

Turn on/off the display of the mouse cursor on the Moderator's screen. By default it is on.

Whiteboard

Select among Free Hand, Arrow, or canceling the tool.

Other Tools

Attendees List: Open/Close the list on the Attendee Control Panel

Select Color: Select your preferred color for drawing and chatting

Chat: Open/Close the chat window on the Attendee Control Panel

File Transfer: Transfer file(s) to Moderator/Attendee(s)

Audio Settings: Adjust the mic/speaker levels and allow switching from VoIP to Phone bridge and vice versa

Refresh: Same as the [icon] button on the toolbar

Leave the Meeting

Same as clicking the [icon] button on the Attendee Control Panel

▶ **Temporary Attendee Application**
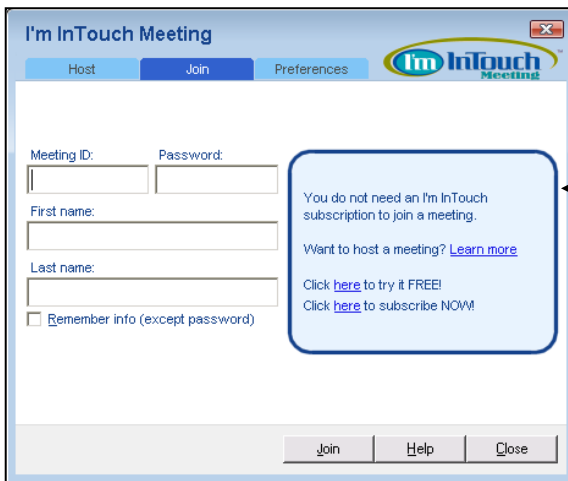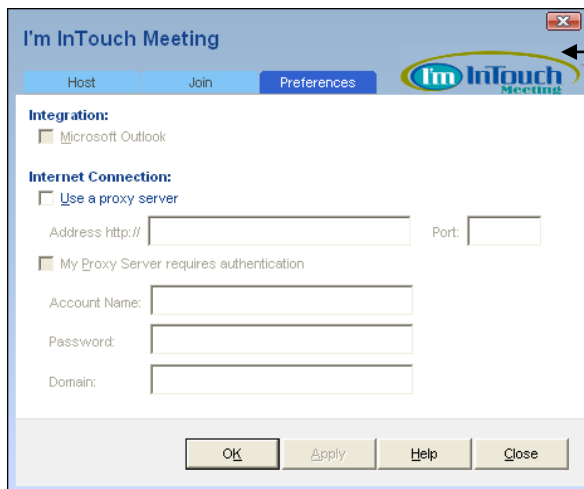
The Temporary Attendee Application is downloaded onto an Attendee's computer when he/she joins an I'm InTouch Meeting session. It manages all aspects of the meeting session such as the Attendee Control Panel. The Temporary Attendee Application is designed to stay on the system tray of the Attendee's computer after he/she has left the meeting. This allows the Attendee to easily join another I'm InTouch Meeting without having to manually open the browser and join from the www.imintouchmeeting.com page. He/she does not need to look for the original invitation email too. The Temporary Attendee Application will do these steps automatically.

Note:

The Temporary Attendee Application and the Temporary Host Application is exactly the same. We call it differently so that it is easier for first-time users or occasional users to understand. *Please refer to the "Temporary Host Application" chapter in the "Advanced Features (Meeting Moderator)" section for more details.*

(We recommend leaving this Temporary Attendee Application on your PC if you plan to join (or host) another I'm InTouch Meeting sessions in the future. It is also very useful if you have accidentally left a meeting and want to quickly rejoin the meeting. The application does not consume any Internet bandwidth or CPU of your computer when it is not in-use. However, you can also easily remove it by using Windows' Add or Remove Programs at the Windows control panel.)

Join a meeting from the Temporary Attendee Application and preference settings:
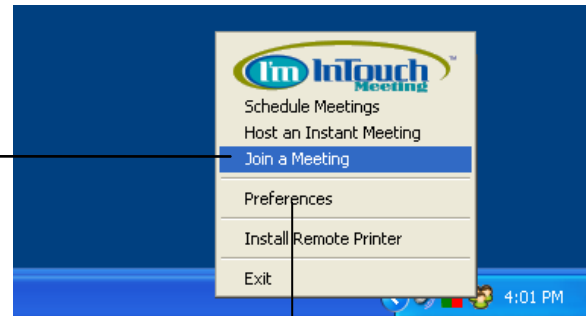
Preferences Settings
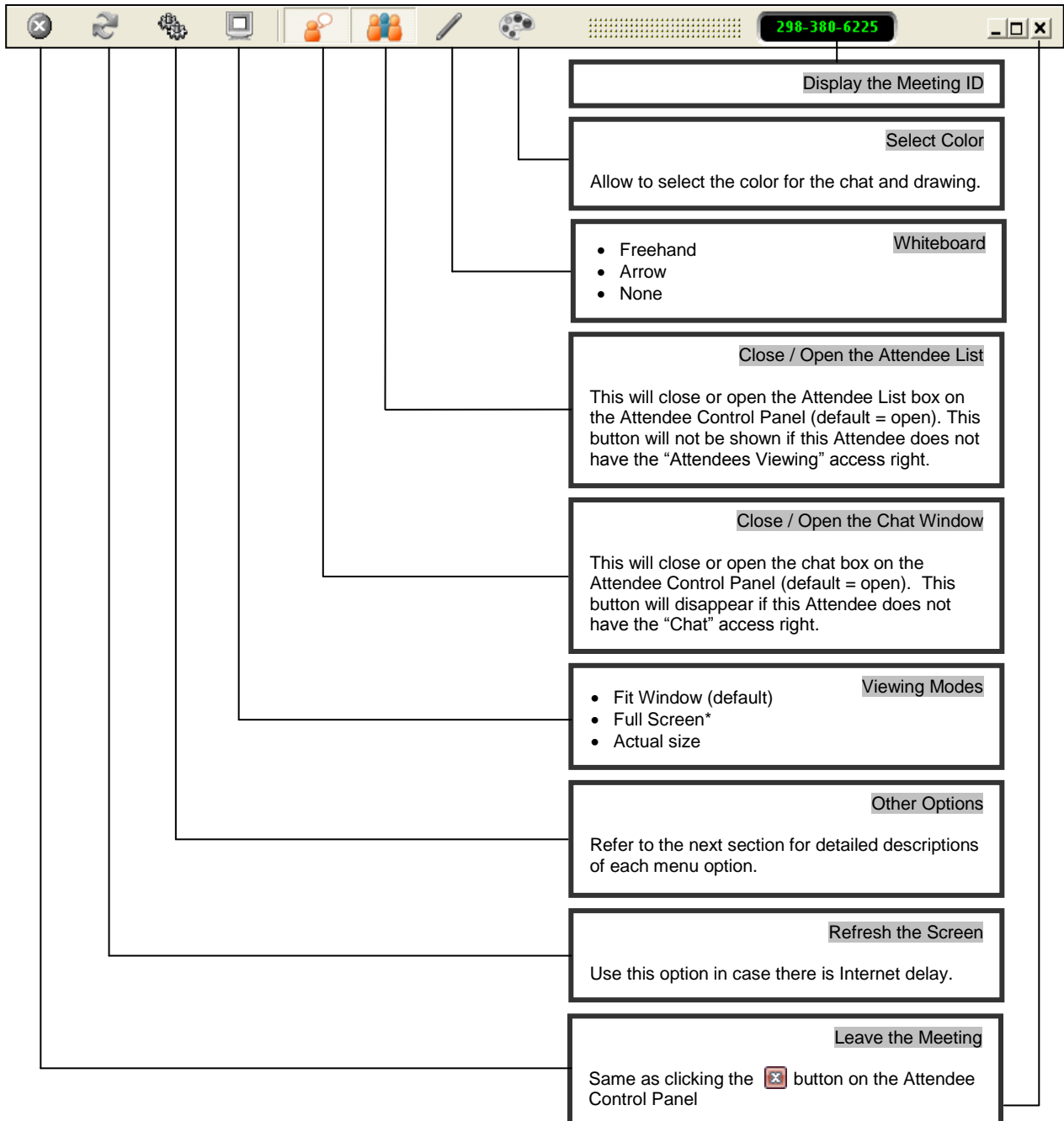
MS-Outlook Integration: Select and press OK will place an I'm InTouch Meeting toolbar on your MS-Outlook so that you can join an I'm InTouch Meeting session from within your MS-Outlook.

Internet Connection: Under normal circumstances, you do not need to configure this. This is only required in a complicated corporate IT environment where Internet connection is done through a sophisticated Internet proxy server. In this case, consult your IT Manager about how to fill-in this information.

7. FAQs

▶ Getting Started

What is I'm InTouch Meeting?

I'm InTouch Meeting is a remote meeting solution that allows you to share your desktop with up to 15 attendees to conduct online meetings, presentations and training sessions.

Is there a free trial available for I'm InTouch Meeting?

Yes, you can sign-up for a FREE 30-day trial of I'm InTouch Meeting at www.imintouchmeeting.com.

How can the Moderator begin hosting a meeting?

To begin hosting a meeting:

1. Go to www.imintouchmeeting.com.
2. Click the "Host a Meeting" button.
3. Enter your Login ID (Account name) and Password.
4. Select the "Quickly host an instant meeting" option.
5. Click the "Go >>" button.

How do attendees join my meeting?

Attendees can join your meeting from the link in the invitation email you have sent them. They can also click the "Join" button from www.imintouchmeeting.com and then enter the Meeting ID you have provided.

What is the maximum number of attendees that can join a meeting?

You can invite up to 15 attendees to join your meeting.

What are the system requirements for I'm InTouch Meeting?

- Windows XP (32/64-bit), 2003 Server, Vista (32/64-bit) or Windows 7 (32/64-bit)

- Minimum Pentium 233 with 512MB of RAM

- Internet Explorer 6.0 or later (Java and Javascript enabled); Mozilla Firefox 2.0 or later

- High-speed Internet connection (e.g. cable modem, DSL, T1, T3, HSPA, HDSPA etc.)

- Mic/speaker compatible with your OS (for VoIP communication)

Can I password protect my meetings?

Yes, you can set a password when scheduling a meeting or when modifying an adjourned meeting.

Can attendees use a PDA wireless device to join a meeting?

No, currently attendees can only join a meeting from a PC.

▶ **Using I'm InTouch Meeting**

Can the Presenter transfer files to the meeting attendees and vice-versa?

Both the Presenter and Attendees can send files to any or all of the meeting's participants using the File Transfer feature.

How can I end the meeting?

Click the "Close" button to end the meeting. When the meeting is ended, it can either be terminated (moved to the History log) or adjourned (can be restarted later).

How does the remote printing feature work?

The remote printing feature allows the Presenter to send files to the local printers of the meeting attendees. The Presenter simply selects the "I'm InTouch Remote Printer" from the document's print dialog and the Attendees will have the option of printing the document using their local printers. If the "I'm InTouch Remote Printer" is not installed, right-click on the meeting icon in the Windows system tray and select "Install Remote Printer".

How can I set the access rights for my meeting's attendees before the meeting starts?

When scheduling a meeting the Moderator can set the Attendee's access rights which include:

- Mouse and keyboard input (ability for the Attendee to control the Moderator's computer)

- File transfer (the Attendee will be able to transfer files to any participant)

- Clipboard sharing (ability to copy/paste text between the Moderator and Attendees' screens)

- Remote printing (ability for Attendees to print locally documents in the Moderator's machine)

How can I enable/disable the mouse and keyboard input for the meeting attendees before and during the meeting?

Before the meeting starts:

When scheduling a meeting or when modifying an adjourned meeting, the Moderator can configure the Attendee's access rights, including the mouse/keyboard input.

During the meeting:

From the Attendee(s) List section on the Moderator Control Panel, select the Attendee's name that you want to enable the mouse and keyboard input. Click on the "mouse/keyboard input access

right" button to enable it. All the access rights buttons are located at the bottom of the Attendee(s) List section.

How can I start/stop sharing my desktop with the meeting attendees?

As the Moderator, you can start or stop sharing your desktop with meeting attendees by clicking the Play and Stop buttons located in the Moderator Control Panel.

How can I enable/disable the Attendee's access rights during the meeting?

From the Attendee(s) List section on the Moderator Control Panel select the attendee's name whose access rights you want to modify. Click on the Attendee's access rights button that you want to enable/disable. The access rights buttons are located at the bottom of the Attendee(s) List section.

▶ **Meeting Administration**

What do the different meeting statuses mean?

Scheduled:
New meeting created

Adjourned(i):
Meeting ended but left open for future use. ("i" = number of times the meeting has been used)

On-hold:
The meeting is temporarily paused, neither the Moderator or Attendees can join.

In progress(n):
The meeting has started. ("n" = number of Attendees that have joined the meeting)

Waiting (i):
Attendees have joined the meeting but are waiting for the Moderator to join. ("i" = number of Attendees waiting)

How can I schedule a meeting?

1. Go to www.imintouchmeeting.com.

2. Click the "Host a Meeting" button.

3. Enter your Login ID (Account name) and Password.

4. Select the "Schedule new meetings and manage my account" option.

5. Click the "Go >>" button.

6. Click the "New" link

7. Enter the meeting information and click the "Save" button.

   Or

1. Right click on the I'm InTouch Meeting icon in your Windows system tray and select "Manage meeting and my account".

2. Enter your Login ID (Account name) and Password.

3. Click the "Login" button.

4. The meeting list webpage will open.

5. Click the "New" link.

6. Enter the meeting information and click the "Save" button.

How can I customize the meeting invitation email?

Login to your I'm InTouch Meeting account and select the "Customize" tab. Once you have finished customizing the invitation email, click "Save".

How can I send out the meeting invitation email?

There are 2 places from which you can send the meeting invitation email:

- After scheduling a meeting, on the bottom part of the screen you can enter the email addresses of the people you want to invite. Then click the "Invite Now!" button to send the email via our I'm InTouch meeting server. Alternatively, you can click the "Open my email client" button to open your local email client and place the content of the invitation email in a new email.

- After starting a meeting, the Moderator can send invitation emails from the I'm InTouch Meeting control panel. In the "Invite Attendee(s)" section, click the "By email" tab. Here you can enter the email address(s) of the people you want to invite and then click on "Invite Now!" to send the email via our I'm InTouch meeting server. Alternatively, you can click the "Open my email client" button to open your local email client and place the content of the invitation email in a new email.

How can I view archived meetings?

Log in to your account and click on the "History" tab.

How can I change my login information?

- If you are a **Regular User**, login to your account and click on the "Users" tab. Change the email address and/or password and then click "Save".

- If you are a **Supervisor**, login to your account and click on the "Users" tab. Click on your User name and change the email address and/or password and then click "Save".

- If you are the **Administrator**, after logging in to your account, click on the "My Account" tab and select Login Info. Change the email address and/or password and then click "Apply".

How can I add users?

The account Administrator and Supervisors can add users by logging in to their account and then clicking on the "Users" tab. Click on "New" and enter the required information and save.

Can I change the Meeting ID?

No, the Meeting ID is a random number generated automatically every time you create a new meeting.

▶ Pricing & Billing

How can I subscribe to I'm InTouch Meeting?

- At any time during the trial or after the trial ends, the Administrator can log into the I'm InTouch Meeting online account and click on the **Subscribe NOW!** link in order to subscribe.

- For those who want to subscribe without signing up for a trial first, go to www.imintouchmeeting.com and click the **Buy Now** button.

How can I add more licenses to my account?

- If you are a subscriber, as the Administrator you can login to your account and click on the "My Account" tab. The License(s) screen will open and you can enter the number of licenses you want and then click "Continue" to proceed with purchasing the new licenses.

- During the trial, you must contact Customer Services in order to get more trial licenses

How does the Sharable License system work?

Unlike other online meeting solutions that require you to subscribe to 1 license for each employee that will be hosting online meetings, with I'm InTouch Meeting you only need to subscribe to the number of licenses that will ever be used at the same time.

The Sharable License Model means your employees can share your organization's I'm InTouch Meeting licenses. If your company has 50 employees who will be conducting online meetings, but only 10 meetings will ever be held at the same time, you only need to subscribe to 10 licenses. Plus, each employee can still have his/her own unique user name and password allowing administrators to accurately track individual usage.

How much does I'm InTouch Meeting cost?

Go to http://www.01com.com/imintouch-online-meeting/price-comparison/

How can I cancel my subscription?

You need to contact us to cancel your subscription.

8. Support

▶ **Email**

help@01com.com

▶ **Phone**

(905) 795-8166 (Monday to Friday 9am – 6pm ES)

(800) 668-2185 (for US/Canada only)

▶ **Fax**

(905) 795-0101 (Attention: I'm InTouch Meeting technical support)

▶ **Download this User's Guide**

http://www.01com.com/imintouch-online-meeting/faqs/