

USER GUIDE

TCC Online

Reservationless-Plus Call Manager

Reservationless-Plus® Call Manager adds the power of the Internet to your audio meeting. 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.

Logging In

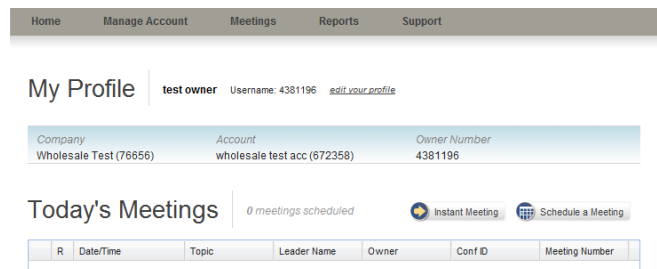
1. Go to www.tcconline.com
2. Enter your username and password. If you are a first-time user, click **Go**, enter your owner number and web PIN. You will be prompted to create a unique username and password which you will use to log into the site going forward.

Accessing Call Manager

You have the option to start an unscheduled or a pre-scheduled meeting from TCC Online and access Reservationless-Plus Call Manager.

Unscheduled Meeting

1. Select **Instant Meeting** from Today's Upcoming Meetings section on your Home page or Meetings page.
2. Select **Reservationless-Plus** and then **Start**.
3. Reservationless-Plus Call Manager will open in a separate window.

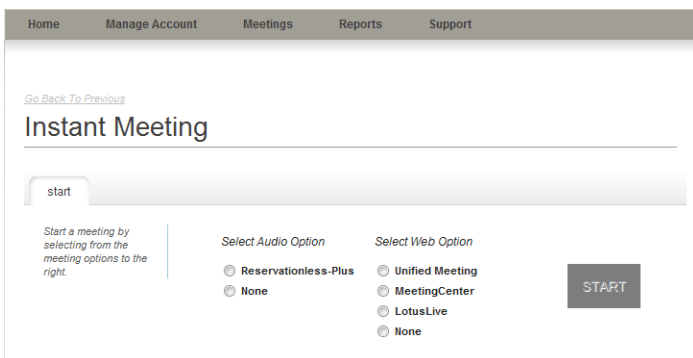


The screenshot shows the top navigation bar with links for Home, Manage Account, Meetings, Reports, and Support. Below this is the 'My Profile' section for user 'test owner' with a 'test owner' profile picture and 'Username: 4381196'. A table below the profile shows account details:

Company	Account	Owner Number
Wholesale Test (76656)	wholesale test acc (672358)	4381196

Below the profile is the 'Today's Meetings' section, which shows '0 meetings scheduled' and buttons for 'Instant Meeting' and 'Schedule a Meeting'. At the bottom, there is a table header for meeting details:

R	Date/Time	Topic	Leader Name	Owner	Conf ID	Meeting Number
---	-----------	-------	-------------	-------	---------	----------------



The screenshot shows the 'Instant Meeting' start screen. It features a 'start' button at the top. Below it, there is a section for selecting meeting options:

Start a meeting by selecting from the meeting options to the right.

Select Audio Option:

- Reservationless-Plus
- None

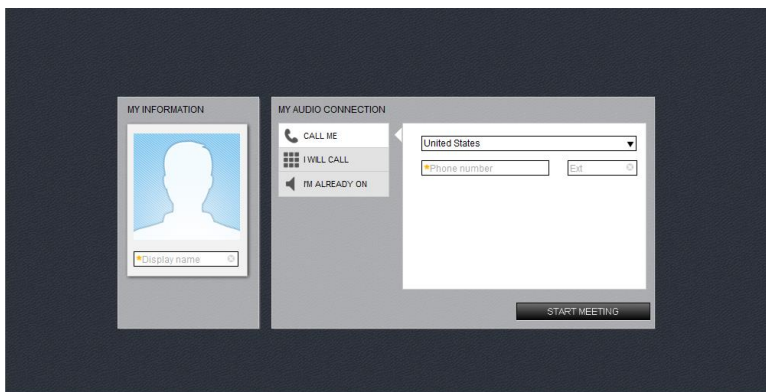
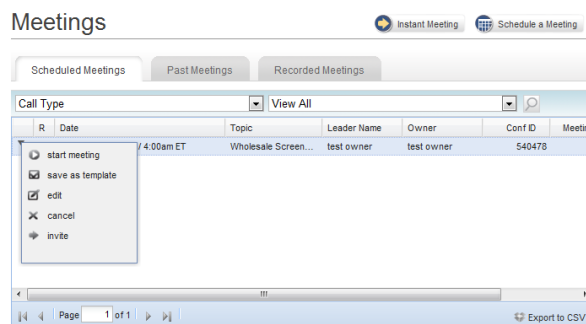
Select Web Option:

- Unified Meeting
- MeetingCenter
- LotusLive
- None

A 'START' button is located at the bottom right of the options section.

Pre-Scheduled Meeting

1. If you have previously scheduled a Reservationless-Plus meeting on TCC Online, choose a listed conference from Today's Meetings section on your Home page or your Meetings page by selecting the right-hand arrow menu and clicking **Start Meeting**.
2. Reservationless-Plus Call Manager will open in a separate window.



Participant Access

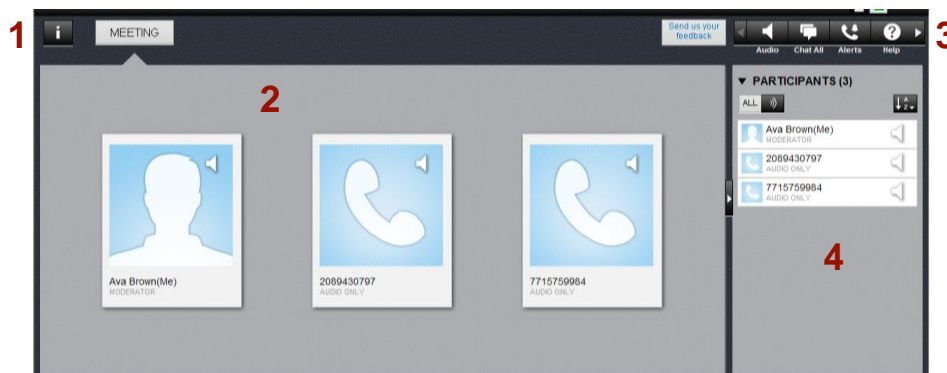
Participants can join your call by dialing in with your audio conference details. Alternatively, they can take advantage of the dial-back feature of Reservationless-Plus Call Manager by logging in from the main page of TCC Online.

1. Go to www.tcconline.com
2. On the Home or Meeting tab, select **Instant Meeting**, enter the leader's conference code, the participant name and email address.
3. Click **Join**.
4. Reservationless-Plus Call Manager will open in a separate window giving the participant the option to either dial-in to the conference call or use the dial-me feature to access the call.

Managing Your Meeting

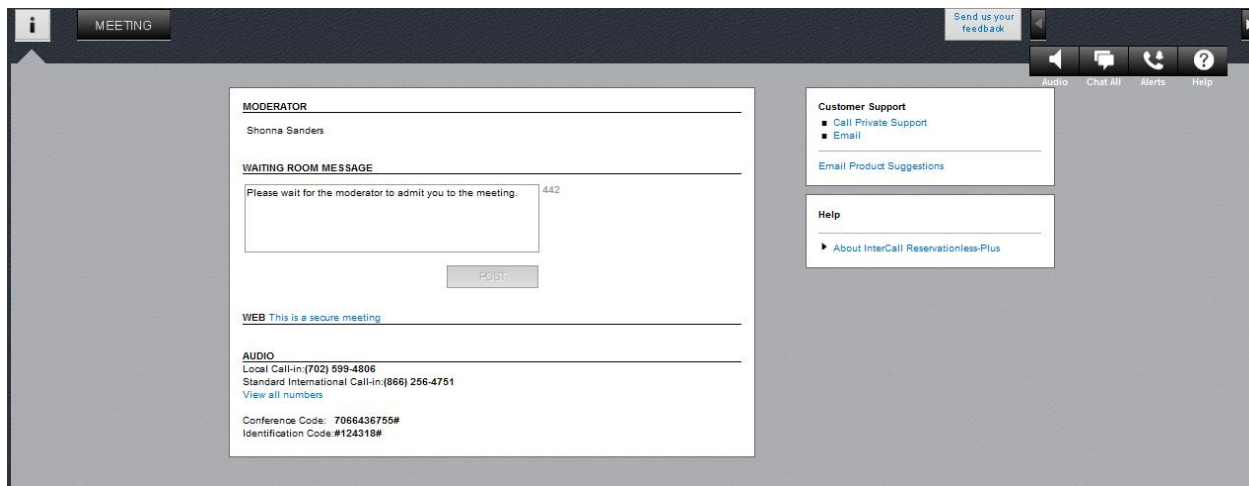
Easily take control of your conference by managing your meeting online from the following four areas in your meeting room.

1. Information Tab
2. Meeting Room: User Cards
3. Toolbar
4. Participant Panel



Information Tab

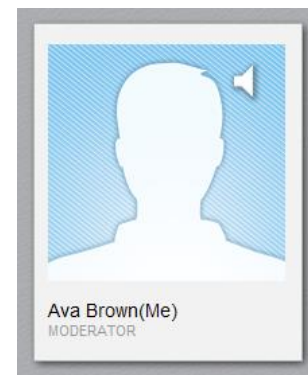
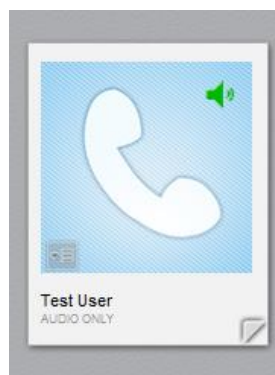
The Information Tab provides you with a single view of the leader/moderator, waiting room message, web details, audio dial-in information and customer support/help links.



User Cards

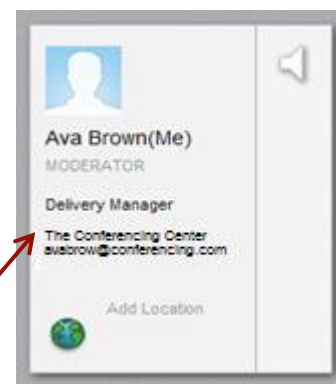
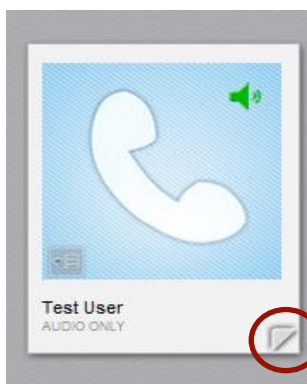
The User Card indicates the leader/moderator and participants in your meeting. It also shows if the attendee has joined the audio portion of your meeting. From the User Card you can do the following:

- View meeting information.
- Determine who has joined the audio portion and/or the web portion of your meeting.
- Join or disconnect audio.
- Sync or split your participants' audio and web connections.
- Rename participants that have only joined the audio portion of your meeting.
- Replay the name recorded by a participant upon joining your meeting.
- Mute/unmute your line or a participant's individual line.
- View who is speaking with Active Talker.
- Add or change your title, company name, email address and your location on the back of your User Card.



Follow these instructions to add or edit your User Card contact information.

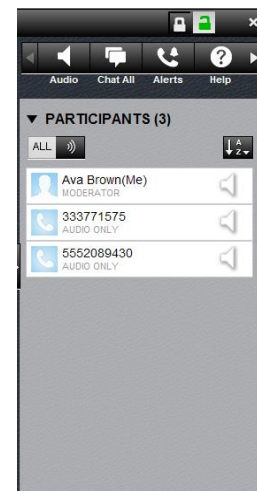
1. Click the Contact Tab located on the front side of your User Card in the bottom right-hand corner.
2. Add or edit your title, company name, email address and/or your location for others to view.



Participant Panel

The Participant Panel lists the moderator and participants in your meeting. From the Participant Panel you can do the following:

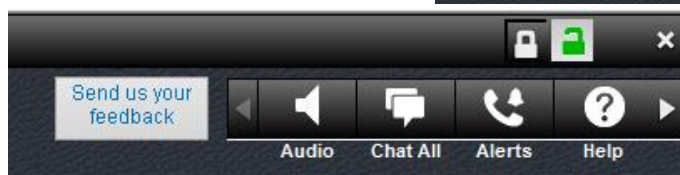
- View meeting information.
- Determine who has joined the audio portion and/or the web portion of your meeting.
- Join or disconnect audio.
- Sync or split your participants' audio and web connections.
- Rename participants that have only joined the audio portion of your meeting.
- View who is speaking with Active Talker.
- Mute/unmute your line or a participant's individual line.



Toolbar

From the Toolbar you can do the following:

- Lock/unlock your meeting.
- Dial out to participants.
- Mute/unmute all lines, except your own.
- Chat with your participants.
- Set up alerts.
- Contact customer support.
- End and exit your meeting.



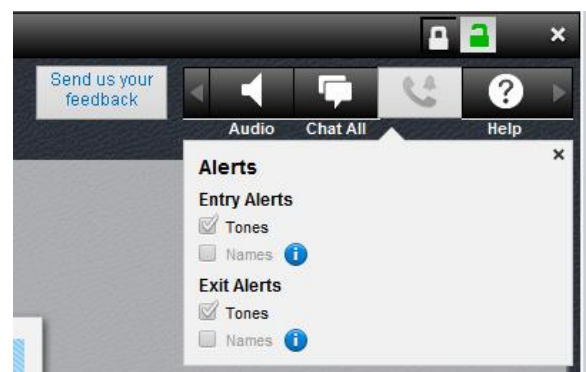
Meeting Control Features

Use the following features to stay in control of your meeting.

Alerts/Entry and Exit Notifications

Control participant entry and exit notifications via the **Toolbar** at the top of the interface.

You can choose **Tones**, **Name**, **Names and Tones** or **Nothing**. Enable **Roll Call** by choosing Names or Names and Tones. Participants will be prompted to record their names upon joining and will be announced into the conference upon entering the meeting.



Replay Recorded Name

If enabled, you can require participants to record their name upon joining your meeting. Follow these steps to replay their recorded name once your meeting has started.

1. Click the image on the desired User Card.
2. Select **Replay Name** from the menu.

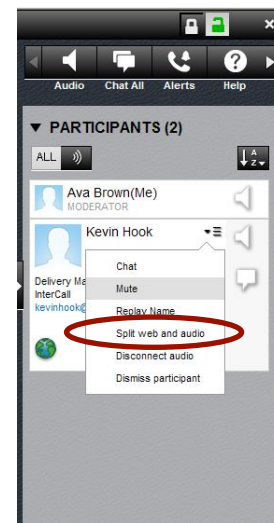
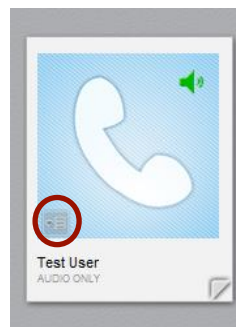


Change Participant Name Display

Participants joining your call by dialing into your meeting, rather than logging in online are identified by their phone number. You can edit this information to display their name on your screen by right clicking on their phone number and renaming it to your participant's name.

Sync/Split Audio and Web Connections

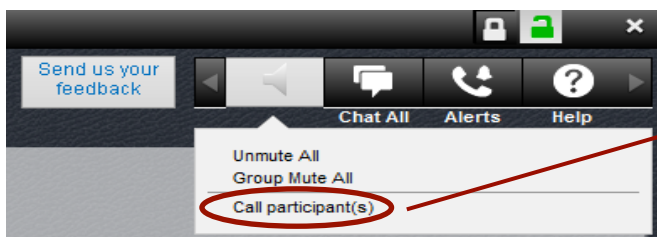
From the More Menu on the User Card, you are able to either merge you and your participants' audio and web connections to your meeting or split them. You are also able to perform this action by right clicking on the participant within the Participant Panel.



Dial Out to Participants

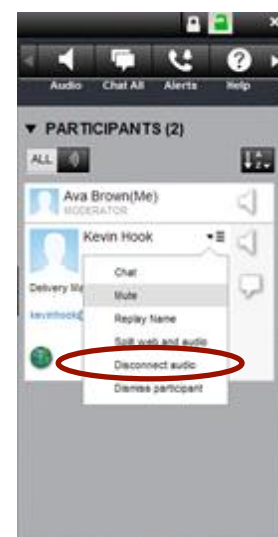
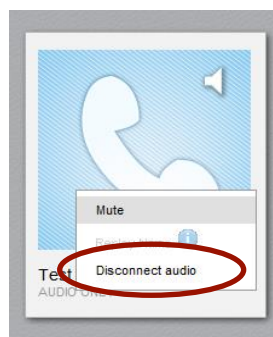
As a leader, you can dial out to a participant to join your Reservationless-Plus call.

Click **Audio** in the Toolbar. Select **Call Participants** from the drop-down. A pop-up window will appear. Enter the name of the participant; select their country from the drop-down and then type in their phone number. Click **Dial**. Call Manager will dial out to the participant and join them to your meeting.



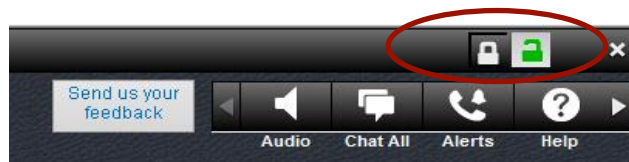
Disconnect Individual Lines

To remove an individual participant from the meeting, click their User Card or right click on their name/phone number within the Participant Panel. Choose **Disconnect audio** to remove their audio line from your meeting or **Dismiss participant** to remove both their audio and web connection from your meeting.



Conference Lock/Unlock

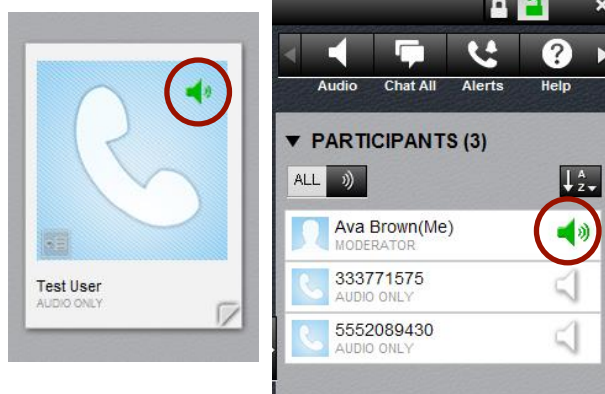
To lock a conference and avoid unwanted participants, click the closed lock icon in the Toolbar. This puts participants into a waiting room where they will be kept on music hold until you unlock the meeting. To do this, simply click the open lock icon.



Active Talker

Active Talker indicates who is speaking during the call.

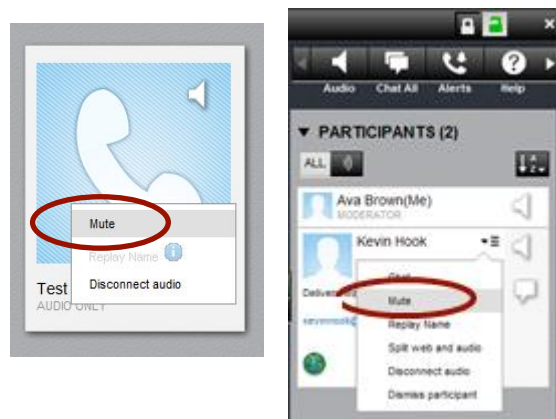
The speaker symbol in the upper left hand corner of the User Card or next to the name in the Participant Panel will show you who is talking.



Mute/Unmute Individual Lines

To mute an individual participant, click their User Card or right click on their name in the Participant Panel and select **Mute** and a red cross will appear over the Active Talker icon.

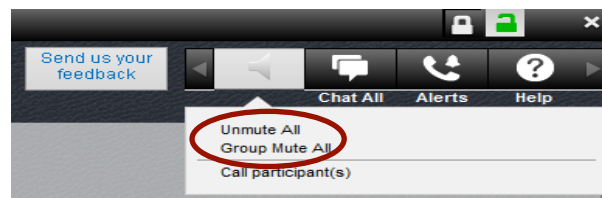
To unmute their line, do the same and click **Unmute** and the red cross will disappear from the Active Talker icon.



Group Mute/Unmute

To mute all participants in the call, click **Audio** in the Toolbar and select **Group Mute All** in the drop-down.

All phone lines except the leader will be muted and a red cross will appear over the Active Talker icon. Participants can unmute their own lines while in this mode by pressing *6 on their telephone keypad or selecting their Active Talker icon or clicking their name in the Participant Panel.



To unmute all participants, click **Audio** in the Toolbar and select **Unmute All**. The red cross will disappear from the Active Talker icon.

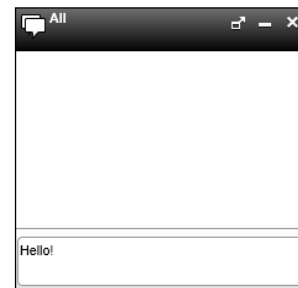


Chat

You can communicate online with participants who have logged into your call via TCC Online by the Chat feature. If the Chat pane is hidden, click **Chat All** in the Toolbar.

Type your chat message and send to all participants or select individual participants.

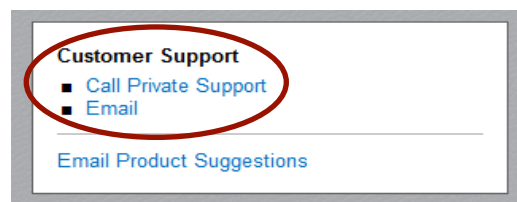
You can also send a chat message to an individual participant by right clicking on their name in the Participant Panel.



Customer Support

Access to support can be found by clicking the 'i' icon to access the Information tab or by clicking **Help** in the Toolbar.

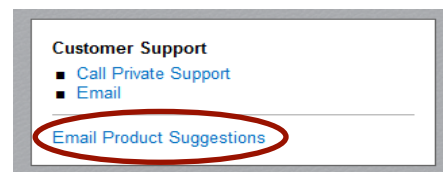
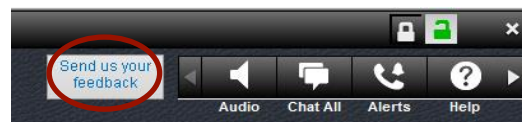
Select **Call Private Support** to be put through to an operator or choose **Email** to send us a message from your email account.



Sending Feedback

Send us your feedback on Reservationless-Plus Call Manager and make suggestions.

Click **Send us your feedback** in the Toolbar and select **Email Product Suggestions**.



End Conference

To end a conference, click **Exit** in the Toolbar. Choose **Disconnect all participants and end the meeting** and click **OK**.

All participants including the leader will be disconnected from the conference. Don't forget to close the browser window when you have finished your audio call.

