



AT&T Conferencing®

Add-in for Microsoft® Outlook®

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About this Guide

This User Guide describes the features available for working with the AT&T Conferencing add-in for Microsoft Outlook.

Note: This document applies *only* to the AT&T Conferencing add-in for Microsoft® Outlook® 2007, Outlook® 2010, and Outlook® 2013. The AT&T Conferencing add-in application described here cannot be installed on earlier versions of Outlook.

Note: In this User Guide, the terms “event”, “meeting”, and “conference” are used interchangeably.

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1. Introduction

The AT&T Conferencing add-in for Microsoft® Outlook® 2007/2010/2013 lets you schedule and manage AT&T conferences through Microsoft Outlook. The following types of AT&T conferences are available:

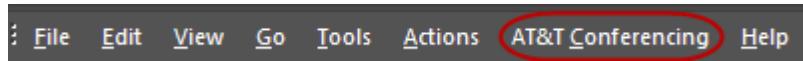
- AT&T Connect Web conferences
- AT&T Voice-Only conferences
- AT&T Telepresence Solution conferences

Overview

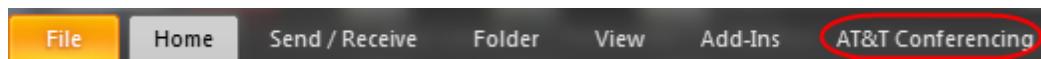
After installing the AT&T Conferencing Add-in for Outlook (OAI), you can manage your scheduled AT&T Connect Web, AT&T Voice-Only, and AT&T Telepresence conferences in the Outlook calendar as regular Outlook meetings. In addition, you can easily convert scheduled Outlook meetings into any type of AT&T conference providing that your accounts are setup.

Once the AT&T Conferencing Add-in for Outlook is installed, the **AT&T Conferencing** menu appears in the Outlook menubar.

Outlook 2007 View:



Outlook 2010 View:



Outlook 2013 View





The **AT&T Conference** button also appears in the main Outlook toolbar, in two modes:

2007 View	2010 & 2013 View	Description
		The appearance of the AT&T Conference toolbar button when only one kind of AT&T conference account is set up.
		The appearance of the AT&T Conference toolbar button when more than one AT&T conference account type is set up. Selecting the arrow that appears at the bottom right of the button displays a menu from which you can choose the account type for a given conference.

You can use these quick access buttons to schedule conferences using the add-in.

Installing OAI

The AT&T Add-in for Outlook requires some Microsoft prerequisites that may already exist on your computer.

Note: Although the Add-in itself does not require any administrator rights on the local computer, Microsoft's tools do need them. Should the installer notify you of missing permissions, please contact your administrator to install the prerequisites (using the same exe file) with administrator's rights on your computer.

For further information, see the *AT&T Conferencing OAI 2007-2013 Implementation Guide*.

To install OAI:

1. Download the setup from a website.
2. Close your Microsoft Outlook application.
3. Run the OAI-Setup.exe file.
4. Follow the on-screen instructions.
5. When done, start your Outlook.

Note: To allow Outlook to start quickly, the Add-in will load few seconds after Outlook has started; the relevant buttons are added at that time.



2. AT&T Connect Web Conferencing

This part of the User Guide tells you all you need to know about scheduling and joining AT&T Connect Web conferences, converting a scheduled meeting into a Web conference, working in delegate access or shared calendar mode, joining a conference and managing your AT&T Connect Web accounts.

Creating and managing your AT&T Connect web accounts

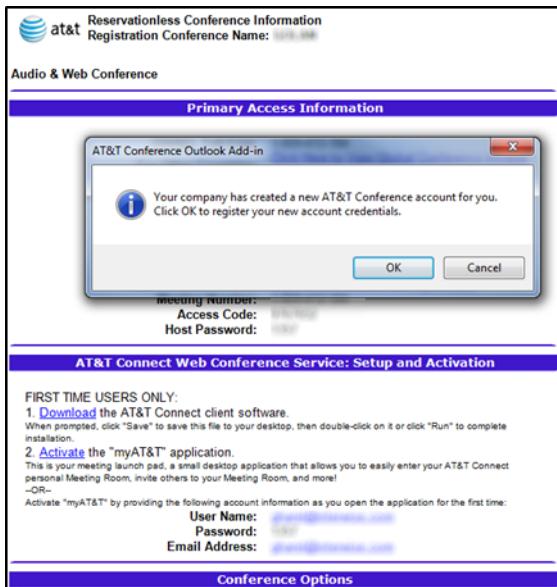
The easiest way to manage AT&T Connect accounts is to let the Add-in automatically manage the accounts according to the AT&T Connect Participant Application Accounts as described below.

You can also manage your AT&T Connect Web accounts in the Account Settings window. In this window you can create, edit and remove accounts. You can also set a default account.

You can also manage someone else's accounts if you have delegation permissions on their calendar. The name of the person for whom you are editing the accounts appears in the header of the window.

Registering AT&T Connect on your computer

From version 9.5 of the Outlook Add-in, when clicked, the Add-in automatically detects registration emails sent to you from AT&T and suggests that you activate your account.





Clicking **OK** sets the new account as the default account both in the AT&T Connect Participant Application and in the Outlook Add-in; each new AT&T Connect Web Conference is automatically set on this account.

Clicking **Cancel** cancels registration of this account on your computer; the Add-in will not prompt registering this account according to this mail again.

Note: You can still register your account by clicking **Activate** on the same email providing you have already installed the Participant Application.

Synchronizing Participant Application Accounts

The Add-in for Outlook automatically monitors all Participant Application accounts in the current Windows® profile and automatically updates them in the Add-in for Outlook Account Settings.

You cannot update Participant Application accounts imported into the Add-in for Outlook from the Add-in, but you can set the default accounts.

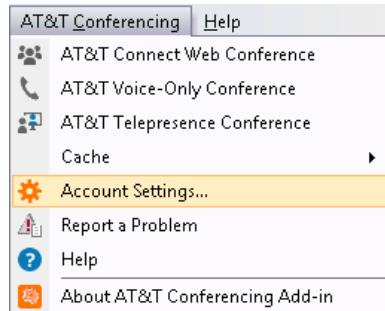
All Participant Application accounts are managed from the Participant Application accounts management interface.

When the same account is defined manually in the Add-in for Outlook and in Participant Application, the Add-in for Outlook automatically merges both accounts into one Participant Application account.

Manually creating a web account

To manually create a web account:

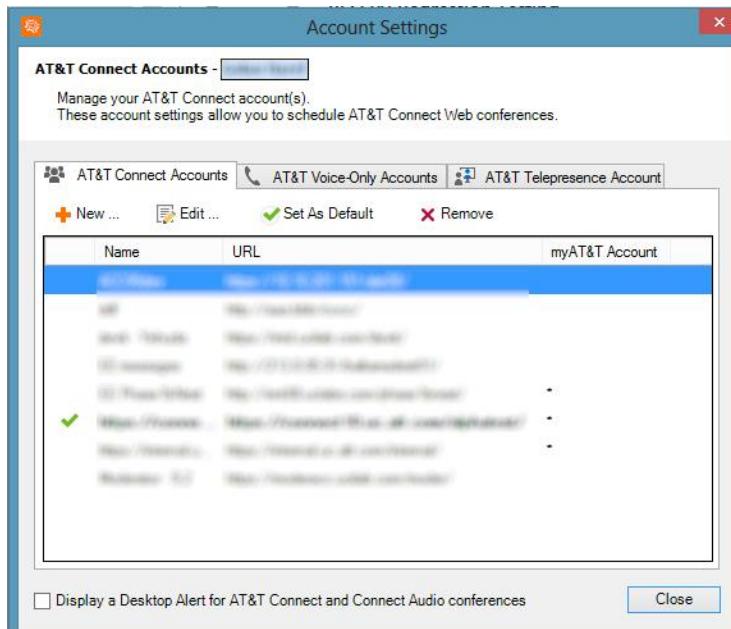
1. For **Outlook 2007**: From the **AT&T Conferencing** menu select **Account Settings...** to open the **Account Settings** window.



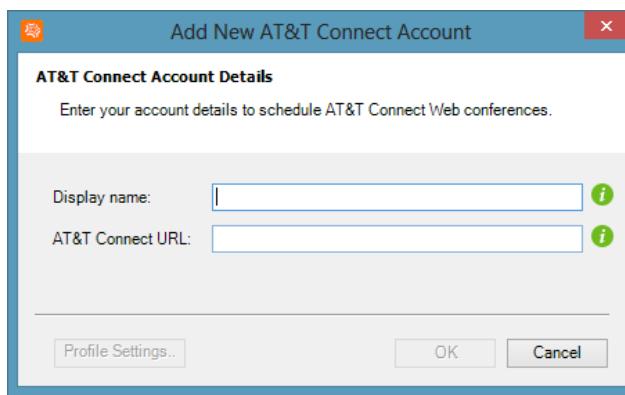
2. For **Outlook 2010 and 2013**: From the **AT&T Conferencing** ribbon select **Account Settings** to open the **Account Settings** window.



3. The Account Settings window displays the list of your accounts and their respective URLs.



4. Click the **New** button () to open the **Add New AT&T Connect Account** window.





5. Enter your account information, as follows:

Display name—the name you want to display for this account. This name should be unique for all accounts defined in the add-in for Outlook.

AT&T Connect URL—the URL of the AT&T Communication Center where you are registered. It is recommended you specify the https:// URL prefix.

6. Click **OK**. The AT&T Connect account is added to the list of Web accounts in the **AT&T Connect Accounts** tab.

Editing a web account

To edit a web account:

1. Select Account Settings from the AT&T Conferencing menu to open the Account Settings window and select the account you want to edit.
2. Click the **Edit** button () to open the **Edit AT&T Connect Account** window. The window is set with the details of the selected account.
Note: You cannot edit Participant Application accounts from within Outlook. You can only edit these accounts from the Participant Application; the Add-in's Accounts are then automatically updated.
3. Enter your changes and click **OK**.

Setting a web account as default

If you have more than one web account, you can choose one to set as the default account. Only one default account is allowed.

Changing the default in the Participant Application changes the default web account; however changing this default in Outlook-Add-in will not change the default in the Participant Application.

To set a web account as default:

1. Select **Account Settings** from the **AT&T Conferencing** menu to open the **Account Settings** window and select the account you want as default.
2. Click on the **Set as Default** button () and click **OK**. A checkmark () appears next to the name of the default account.



Removing a web account

To remove a web account:

1. Select the account you want to remove in the **Account Settings** window.
2. Click the **Remove** button (**Remove**) and click **OK**. The account is removed from the list.

Note: It is impossible to remove Participant Application accounts from the Add-in for Outlook interface. Removing Participant Application accounts from the Participant Application automatically removes them from the Add-in for Outlook.

Detecting unused accounts

Add-in for Outlook version 11.5 offers a new feature which enables you to detect unused accounts. It allows you to clean old accounts that are no longer active and may have been accumulated over the years in both the Add-in for Outlook and in the Participant application.

The OAI scans all AT&T Connect accounts to determine whether the accounts are alive. The Add-in for Outlook attempts to connect to those accounts for 30 days, after which the accounts are defined as no longer active.

After one or more accounts have been defined as inactive, a pop-up message appears prompting you to view them; clicking the prompt opens the Account Settings window. Account Settings window displays all your accounts; the inactive accounts are marked in red with a strikethrough. You can then either remove inactive accounts separately or click **Remove all inactive accounts** to delete those accounts from both the Add-in for Outlook and from the Participant application.

Clearing the cache



If you click the **Clear Cache** feature, any cached information is cleared. As a result, all the information will be collected when you next create a conference. The data collection process occurs the next time a meeting is scheduled and may slow down the scheduling process on the first occasion a meeting is scheduled after the cache is cleared.

Turning the Desktop alerts on/off

Desktop alerts are toast or popup messages that appear on the desktop five minutes before the scheduled meeting start time and allow you to join the conference and dismiss the reminder in a single click.

Desktop alerts are turned off by default as they may slow down the performance of Outlook due to Microsoft known limitation.



To set desktop alerts:

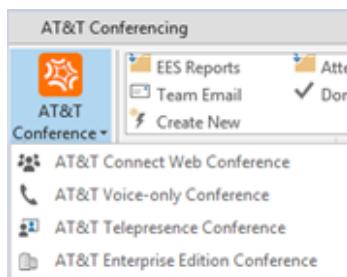
1. Open the *Account Settings* window as described in [Manually creating a web account](#) (see page 9).
2. On the *AT&T Connect Accounts* tab, select the **Display a Desktop Alert for AT&T Connect and Connect Audio Conferences** option to enable the toast messages reminder for AT&T Connect conferences or clear the option to disable the reminder.

Scheduling an AT&T Connect web conference

This section describes how to schedule a single or recurring AT&T Connect Web conference from your Microsoft Outlook.

Note: You can schedule an AT&T Connect Web conference if at least one AT&T Connect account is defined. (You automatically have all the accounts taken from your Participant application.) For information on creating and modifying account settings, see [Creating and managing your AT&T Connect web accounts](#) on page 8.

- The Add-in for Outlook automatically displays the options that reflect your defined accounts and permissions, as follows:
 - If you are using an Integrated Edition account the “AT&T Connect Web Conference” menu appears (first in the list).
 - If you are using a Voice-only account (defined manually), the “AT&T Voice-Only” menu appears.
 - If you are using an AT&T Telepresence account (defined manually), the “AT&T Telepresence Conference” menu appears.
 - If you are using an Enterprise Edition account (taken from Participant Application or manually defined), the “AT&T Enterprise Edition Conference” menu appears.
- **Important:** Since the Enterprise Edition is end of life, this user guide does not include information about the Enterprise Edition. However, the Add-in continues to support its functionality.
- If you have only one account type defined, clicking the main button (see below) opens that meeting type without displaying the menu below.



Notes:

- You cannot convert one of the above conference types to another conference type.
- Meetings open according to the permissions assigned to you by your company.



Opening an AT&T Connect web meeting request in Outlook

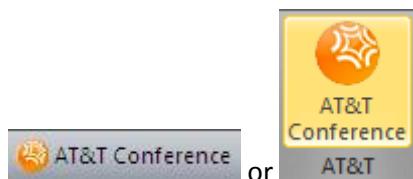
Choose one of the following ways to open a new Outlook window with an invitation to an AT&T Connect Web Meeting:

- [Opening a single web conference](#) (see page [14](#))
- [Opening recurring conferences](#) (see page [16](#))

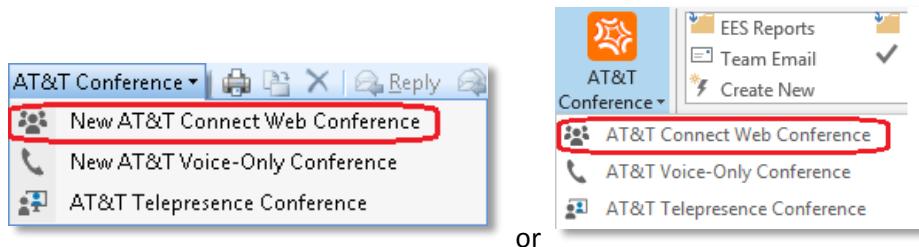
Opening a single web conference

For Outlook 2010 and 2013, you open an AT&T Connect web meeting request as follows:

In the **Main** window of Outlook, click **AT&T Conference**.



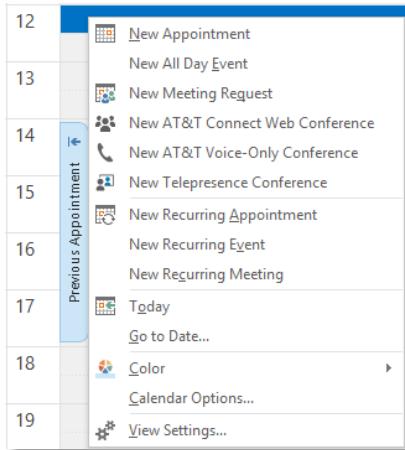
If more than one option is listed, click **AT&T Connect Web Conference** from the drop-down menu.



In **Calendar** view, right-click the specific calendar time slot and select **New AT&T Connect Web Conference**.



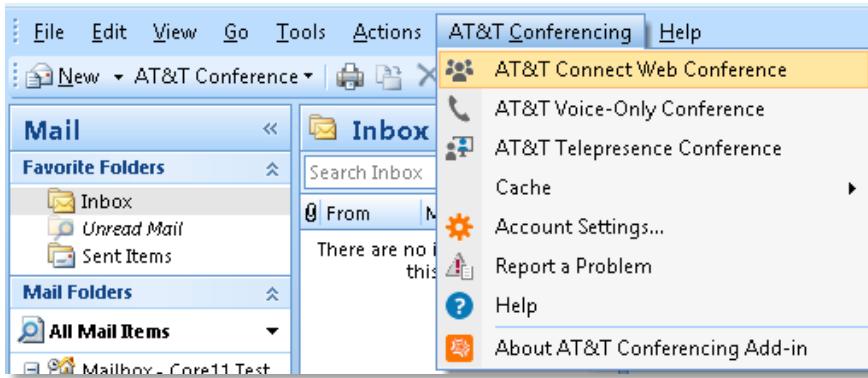
Scheduling an AT&T Connect web conference



—or—

Outlook 2007:

In the top menu bar, select **AT&T Connect Web Conference** from the **AT&T Conferencing** menu.

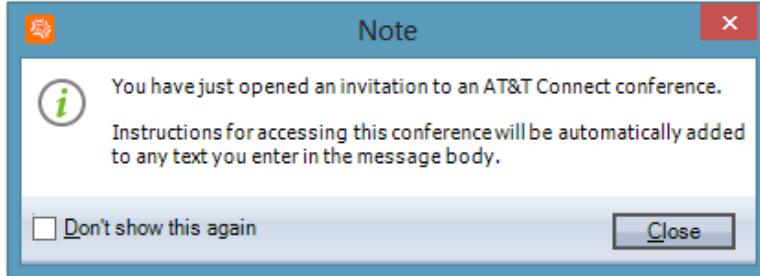


Outlook 2010/2013:

In the top menu bar, select **New Web Conference** from **AT&T Conferencing** menu.



A new Outlook window opens for sending an AT&T Connect Web meeting request. A message might pop up, informing you that the details for accessing the conference are automatically added to the body of the email message. (You briefly see these details when you send the meeting request).



Opening recurring conferences

Open a new AT&T Connect Web Conference as described above and click the **Recurring** button.

Note: The Recurring button is displayed only when you are permitted to schedule recurring AT&T conferences.

The **Location** box displays **Online AT&T Connect Conferencing**. However when sending the meeting it changes to **AT&T Connect Online Meeting at <Account URL> – Details below**. After you click **Send**, the conference details (link and phone details) are displayed.

Sending an invitation

Sending an AT&T Web Conferencing invitation is as easy as sending any invitation. All you need is to perform the following steps:

To send an invitation:

1. Open an AT&T Connect Web Conference as shown above.
2. Add the recipients in the **To** box.
3. Add the subject of the conference in the **Subject** box.
4. Select the start and end times if you did not open the request from a calendar time slot.
5. Click **Send**.

Note: In order to be able to attach files to a meeting invitation, the account must be set to work in cached exchange mode (go to **Account Settings > Server Settings > Offline Settings** and select **Use Cached Exchange Mode**).



Setting Meeting Options

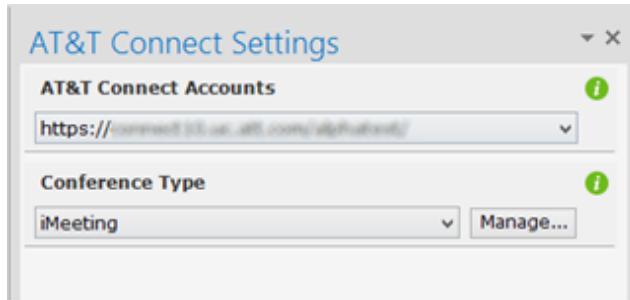
This section describes the options available to you when setting up a meeting and includes the following topics and procedures:

- [Using the side panel to select Add-in for Outlook options](#) (see page [17](#))
- [Viewing and switching your account](#) (see page [18](#))
- [Defining the conference type](#) (see page [19](#))

Using the side panel to select Add-in for Outlook options

The Add-in for Outlook side panel appears on the right side of each AT&T Connect conference and presents all the meeting options available when you first open the AT&T Conference.

The panel is displayed for the “AT&T Connect Web conference” menu. It is not displayed in the **AT&T Connect Voice-Only conference** or the **AT&T Connect Enterprise Edition conference** menus.

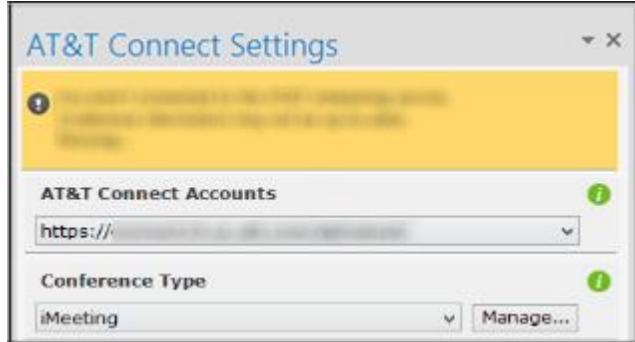


Note: For details pertaining to the use the **AT&T Connect Settings** panel, mouse-over the **Information** icon

Warnings and notifications

Note: This procedure applies to both reserved and reservationless conferences.

The AT&T Connect Settings Warning window display warnings, errors and important notifications. It is recommended to read all warnings and notifications since it may affect your conference.



Viewing and switching your account

If you have more than one AT&T Connect account, you can choose the account on which you schedule the meeting.

Note: The default account is set via the Participant Application. If you change the default, it is carried over to the Outlook Add-in.

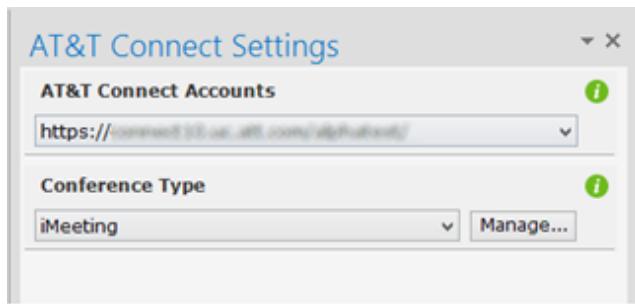
Switching accounts is permitted only as follows:

- Opening a new AT&T Connect meeting request but before sending it.
- Updating an existing reservationless AT&T Connect conference.

For more information, see [Creating and managing your AT&T Connect web accounts](#) on page 8.

To view and switch your account:

1. When you open a meeting request, the **AT&T Connect Settings** panel opens.



2. To switch the account, select the desired account from the **AT&T Connect Accounts** drop-down box (when available).

Note: The list includes only AT&T Connect Web accounts that are not part of the Enterprise Edition platform. The account may appear as a URL or as the name displayed in the Account Settings for this account.



Defining the conference type

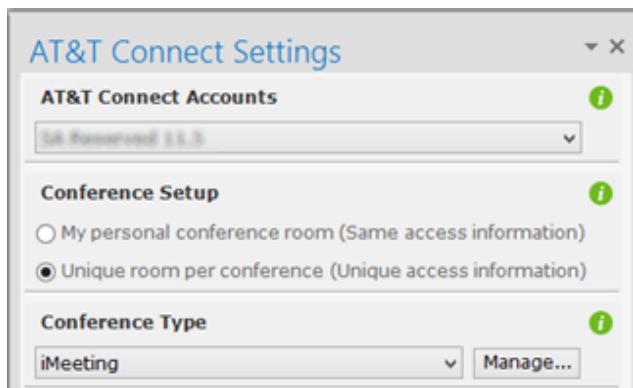
The Add-in for Outlook allows you to schedule three conference types:

- **iMeeting** (default) – A conference in which multiple participants take a proactive role. All participants typically have similar conference rights and privileges. An iMeeting has one host and one presenter, and can have multiple participants. The iMeeting is used as the default conference type unless otherwise specified in the Settings options.
- **eLearning** — A moderated conference in which a teacher-student relationship exists between the presenter and participants. By default participants can view the Participants list.
- **Webinar** — A moderated conference in which the Participants list is hidden by default and sending notes among participants is usually prohibited.

In addition, you can define the characteristics for each of the three conference types. The conference type and the corresponding characteristics take effect only when the conference actually starts. If you change characteristics of the conference they are carried over to all the conferences set with this conference type. You can change the conference type as well as its characteristics either when creating or when updating a meeting.

To set the conference type for current meetings:

- In the **Conference Type** pane, select the desired conference type.



To change the conference type for future conferences:

1. In the **Conference Type** pane, click **Manage**. The Profile Details window opens.



The screenshot shows the 'Conference Settings' section of the AT&T web conferencing software. At the top, there's a dropdown menu labeled 'Preferred Conference Type' set to 'iMeeting'. Below it, there are three tabs: 'iMeeting' (which is selected and highlighted in orange), 'eLearning', and 'Webinar'. Under the 'iMeeting' tab, there's a list of checkboxes for various settings. Most of these checkboxes are checked, indicating they are enabled for iMeeting. The settings include: 'Begin conference in Broadcast Mode' (unchecked), 'Allow all participants to draw on the whiteboard' (checked), 'Allow only participants in the broadcast group to draw on the whiteboard' (checked), 'Allow participants to record locally' (checked), 'Allow notes among participants' (checked), 'Allow participants to send notes to host, co-hosts and presenter' (checked), 'Allow the use of emoticons' (checked), 'Allow participants to insert materials (relevant for PC users only)' (checked), 'Allow participants to view the materials list (relevant for PC users only)' (checked), 'Allow participants to view the Participants list' (checked), and 'Allow automatic assignment of the presenter role' (checked). At the bottom right of the settings panel is a blue 'Save' button.

2. Under **Conference Settings**, select the desired characteristics for the selected conference type and click **Save**.

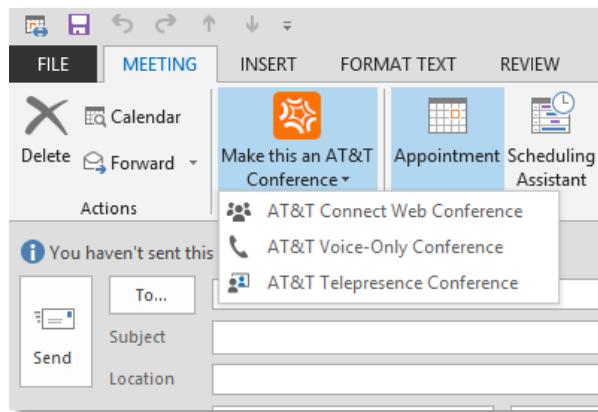
Note: To change the default settings when a meeting opens, select the desired option from the **Preferred Conference Type** drop-down list and click **Save**.

Converting a scheduled meeting into a web conference

You can convert a regular meeting that you have already scheduled in your Outlook calendar into an AT&T Web Conference.

To convert a scheduled meeting into a web conference:

1. Open the meeting you wish to convert (either a new or an existing meeting).



3. In the ribbon of the Outlook meeting request, click **Make this an AT&T Conference** (when two types of accounts are set up, from the sub-menu also select **AT&T Connect Web Conference**).



2. Click **Send**. The meeting information (link to the web conferencing and dial-in instructions) is automatically added to any custom text that you have provided.

Note: A single AT&T Connect Web conference that has already been sent to participants cannot be changed into a recurring series.

Joining a conference

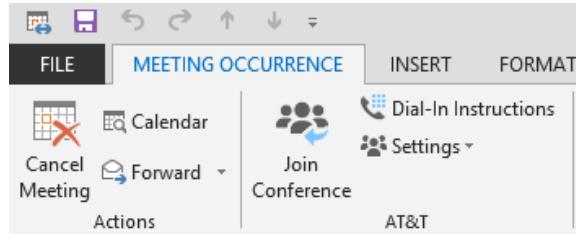
Once you have installed the AT&T Conferencing Add-in for Outlook, AT&T Connect Web conferences appear in your calendar as regular Outlook meetings. This includes AT&T Connect conference invitations sent to you by other AT&T Connect users. When the conference goes live, you can access the conference directly from Outlook.

Note: The Add-in for Outlook detects all AT&T Connect meetings by the link placed in the meeting's body, and then presents several options of directly joining the meeting.

Joining a conference from within the calendar entry

To join a conference from within the calendar:

1. Double-click the conference you want to join in Outlook's **Calendar** view.
2. Click **Join Conference** in the AT&T Connect group on the ribbon bar in the conference's window.



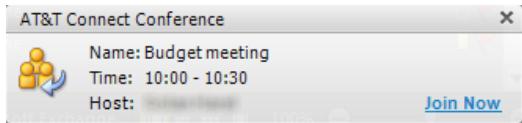
Using the toast message to join a conference from your computer

Note: By default the toast message is disabled since, in rare cases, it may cause some delays in Outlook operation due to a Microsoft Outlook known issue. To switch it on/off, go to the Account Settings dialog located under the **AT&T Conferencing** menu. For more details see [Turning the Desktop alerts on/off](#) on page [12](#).

The Add-in for Outlook may display notifications as toast messages in the Notification area at the bottom right hand side of the Task bar. Such notifications function as a reminder of an upcoming AT&T Connect conference. For AT&T Connect meetings and Audio Conference Monitor meetings, the toast message appears 5 minutes before the event is due to start and at the time of the event. The toast message is displayed in this manner as long as the meeting reminder is not dismissed. The toast message is displayed for a period of 10 seconds. If the mouse pointer is positioned over the toast message it remains visible until the mouse point is removed.



Joining a conference from the Toast Message is the fastest way to join a conference.



To join the conference from the Toast message:

1. In the AT&T Connect Conference Toast message click **Join Now**. You enter the conference directly and the reminder for that meeting is automatically dismissed.
2. To open the meeting—double click anywhere on the message.

Joining a conference from a computer without the Add-in for Outlook

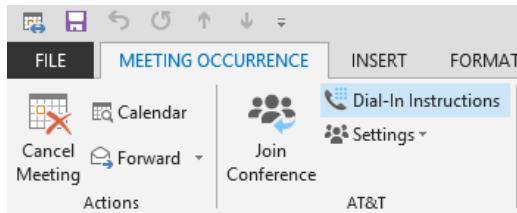
To join a conference from a computer without the Add-in for Outlook:

1. In **Mail** or **Calendar** view, open the conference's email invitation and click the link to the conference.
2. Enter your login information when prompted. Your browser opens automatically and you enter the conference.

Joining a conference by telephone only

On Your Computer

1. In **Mail** or **Calendar** view, open the conference's email invitation and click the **Dial-in Instructions** button to open the **Dial-in Instructions** page. This page lists telephone access numbers and guides you through the dial-in process.



2. Follow the instructions to dial the Teleconference Service and connect to the conference.



Dial In
Dial one of the numbers listed below.

Caller paid (dial to USA):	213- 555-1234
Toll free (in USA):	888- 555-1234

[See additional numbers in your country](#)

Access Code
Enter this code when you are prompted
123456#

Host Password
Enter this code when you are prompted
#

On a Computer without the Add-in for Outlook

In **Mail** or **Calendar** view, open the conference's email invitation and read the dial-in instructions under "TO CONNECT WITH YOUR TELEPHONE ONLY".

Follow the instructions to dial the Teleconference Service and connect to the conference.

Managing invitations to conferences initiated by others

Other users who have the Add-in for Outlook can invite you to AT&T Connect Web conferences that they initiate. The invitation appears in your Outlook Inbox and Calendar views. You can choose to accept, reject, or propose a new time for the conference in the same way you do for any Outlook meeting.

Deleting a conference

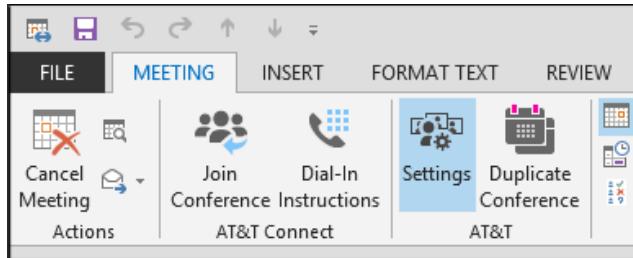
The Add-in for Outlook always allows you to delete an AT&T Connect conference and to send the cancellation to all recipients.

Creating a follow-up conference

Note: If you change the time of a meeting that has already taken place, the reminder prompt still relates to that meeting and the recipients will therefore not receive a reminder for the next meeting. However, if duplicating the AT&T Connect conference creates a new conference while retaining all the original settings, including the reminder.

To create a follow-up conference:

1. Open the conference that you want to follow-up.
2. In the ribbon, click **Duplicate Conference**.



3. A new conference opens with the same settings and recipients as the original one.

Notes:

- In rare cases where permissions have been changed for a setting scheduled in the past, the Add-in for Outlook automatically updates and aligns them according to the new company policy.
- Duplicating a series creates a single occurrence with the same settings as the series. If you have Recurring permissions, you can click the Recurring button and make this a series.

Working in Delegate Access or Shared Calendar Mode

This section describes how the AT&T Conferencing Add-in for Outlook works with core Microsoft Outlook functionality, namely managing AT&T conferences on someone else's calendar. In Outlook this is achieved either by sharing the calendar with a user assigned the relevant permissions, or by delegating access to someone else.

Once you click on the manager's calendar, your Add-in for Outlook functions as if you are in the manager's calendar. For example, when creating a new AT&T conference, the meeting is created in the manager's calendar with the manager's credentials.

This means that you, as an assistant, do not need a valid account defined for you as long you have Outlook add-in. You can even define a new account (using the **Account Settings** window) for your manager (assuming you have the manager's credentials).

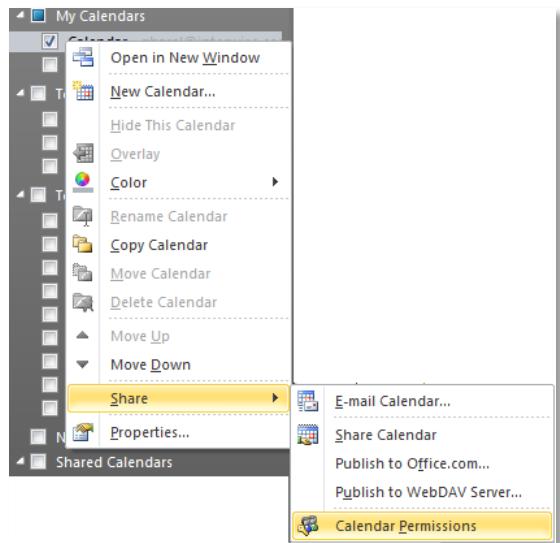
The core Outlook delegate access and share calendar features support a variety of different permission settings. However, for meetings scheduled using the AT&T Conferencing add-in, the only relevant permissions are those that allow you to manage meetings on behalf of somebody else (as listed in the procedure below). All other permissions are irrelevant for AT&T conferences.



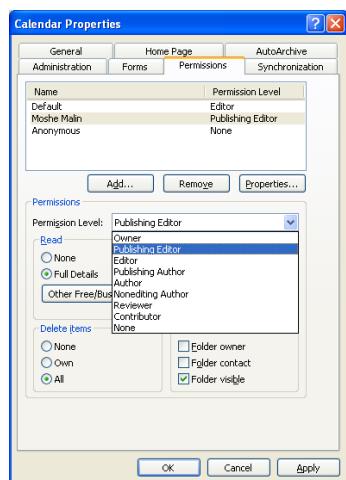
Delegate Access and Shared Calendar mode

To work with AT&T conferences in Delegate Access or Shared Calendar mode:

1. In Calendar view, right-click the Calendar header bar and select **Share > Calendar Permissions** to open the **Calendar Properties** window.



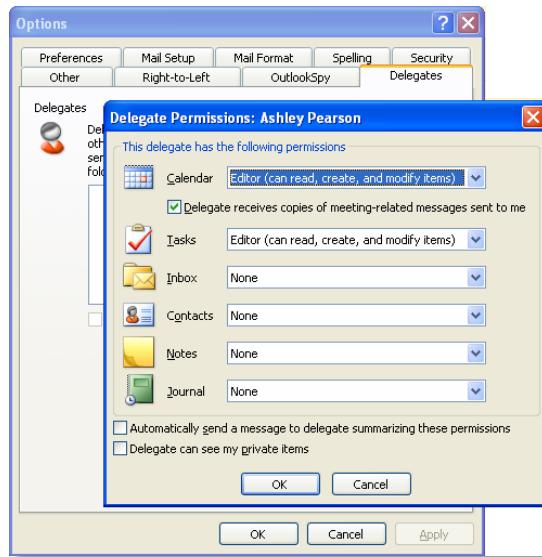
2. Click the **Permissions** tab.



—or—



From the main menu, select **Options** from the **Tools** tab and click the **Delegates** tab.



3. Add or select a user to whom you want to grant permissions.
4. Assign the permission level to the delegate. To work with the Add-in for Outlook, you must set one of the following permission levels when sharing a calendar between two users (for example, User A and User B) or when delegating access to another:
 - Owner
 - Editor
 - Author
 - Publishing Author
 - Publishing Editor
5. Ensure that the AT&T Conferencing add-in is installed on both users' computers and that the same Add-in for Outlook version is installed on both computers.

Once the meeting is scheduled, it is sent to the invitees as a regular Outlook meeting from User A. From this point, User A, the conference owner, can manage and join this conference from his/her calendar. User B can manage and join this conference by accessing User A's calendar.

Note: When creating, updating or deleting a conference, the process is the same as described above for regular or recurring conferences.

Important: When scheduling a meeting in someone else's calendar using delegation, Outlook will ask whether you wish to add the meeting to your calendar. **You must choose No.** For the meeting to be properly displayed in your calendar, add yourself as a regular recipient to the meeting while scheduling or updating it.



Reporting an application problem

You can report problems that you have with the Add-in for Outlook using the Log Submission Utility (LSU), a special application installed with the add-in. This application enables you to send logs and other AT&T Connect data to the AT&T Customer Support team. The data helps the AT&T Customer Support team analyze problems with the application on your environment, and helps to improve AT&T Connect products in future versions.

Your personal information remains confidential and is not shared or used for purposes other than AT&T support.

Sending a Report

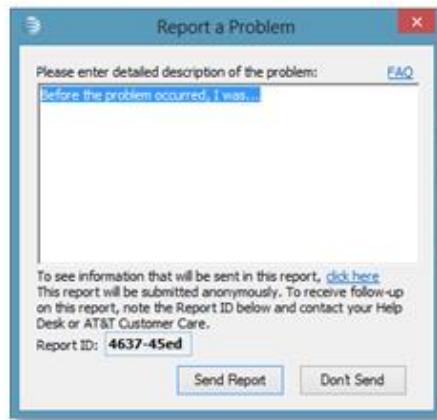
If you should encounter a problem in the Add-in for Outlook, you can report the problem by clicking **Report a Problem** in the AT&T Conferencing ribbon:



In these cases, all you need to do is describe the problem that you experienced and click **Send Report**.

To send a report:

1. Click **Report a Problem** in the AT&T Conferencing ribbon. The Report a Problem window opens.



2. Write a description of the steps that you took before the problem occurred to help the AT&T support team analyze the problem (optional).
3. Right-click and copy the Report ID. Save the Report ID in a convenient location so that you easily provide it should you contact AT&T.
4. Click **Send Report**.



Report ID

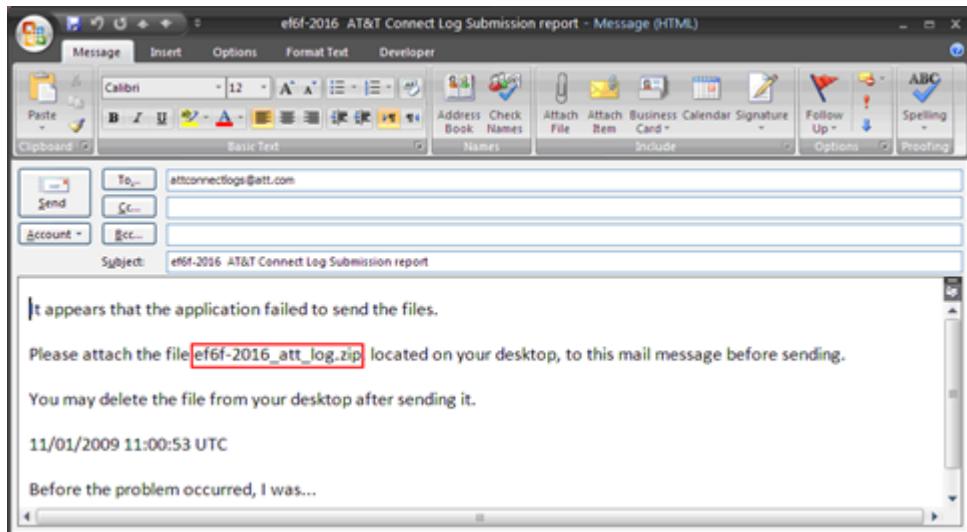
Reports sent without calling Customer Support are used for statistical purposes. The **Report ID** displayed at the bottom of the dialog is a random number that identifies your reports. The same number is used for all the reports you send.

You need this number when contacting the Support team when following up your problem after you have sent the report. You can perform one of the following when asked for this number:

- Double-click the number to open an email message that is addressed to Customer Support with your Report ID. You can add additional details in the email message before clicking **Send**.
- Reopen the Log Submission Utility (as explained above) and provide Customer Support with your Report ID.
- Select the Report ID (using your mouse) and copy-paste it to any other desired document.

Sending a report when the send operation fails

If the automated log submission fails, the LSU automatically copies a file to your desktop and issues the following email:



To send a report when the send operation fails:

1. Attach the file located on your desktop to the email message.

Note: The LSU displays the name of the file that you need to attach in the message body.

2. Click **Send**.
3. After sending the mail with the attachment, you can delete the file from your desktop.



Reviewing the collected data (optional)

To review the collected data before sending:

1. In the Report a Problem dialog box, click **Click here**.
2. From the **Reporting Details** description, click **View related information from log files**. The folder containing sub folders and log files to be submitted with the report is displayed.
3. Review the files and then click **Close** in the **Reporting Details** description.

Note: Windows Explorer opens automatically upon completion.



3. AT&T Telepresence Solution Conferences

This part of the User Guide tells you everything you need to know about creating and managing your AT&T Telepresence account, scheduling an AT&T Telepresence Solution conference (intra-company and B2B), and converting a scheduled meeting into a Telepresence conference.

Types of AT&T Telepresence conferences and users

There are various types of AT&T Telepresence conferences. The differences being centered on the organizational location of the participants joining in the conference, and the type of conferencing equipment used by the participants. This section provides a brief description of each of the conference types and lists their distinguishing characteristics.

Conference type	Description and characteristics
Intra-company meeting	<ul style="list-style-type: none">• A meeting that is scheduled within a single company.• All registered rooms are located within the company.• The meeting is scheduled by a single individual, the meeting organizer. Sometimes referred to as the Primary coordinator, Organizer or Initiator.• The meeting organizer invites all participants and endpoints.
Inter-company meeting	<ul style="list-style-type: none">• A meeting that is scheduled between two different customers of AT&T, each having Telepresence capabilities.• Each side schedules their own meeting and is responsible for inviting their participants and endpoints.• The Meeting organizer sets a meeting and assigns External Coordinators.• External coordinators join the meeting and assign their endpoints and recipients.



Conference type	Description and characteristics
Inter-Service Provider meeting	<ul style="list-style-type: none"> • A meeting that is scheduled between two different companies; that is either two different vendors or two AT&T customers where each customer uses different types of endpoints. • Each side schedules their own meeting and is responsible for inviting their participants and endpoints. • The meeting organizer sets a meeting and assigns Remote Coordinators. • Each remote coordinator creates a meeting for their company or organization and assigns their endpoints and recipients.

This table lists the Telepresence conference user profiles:

User profile	Description
Conference organizer (Primary coordinator)	Initiates the conference
External coordinator	<p>An external coordinator that belongs to another organization which uses the AT&T Telepresence Solution and is responsible for setting up the meeting in the second organization. The external coordinator receives an email from the conference organizer to coordinate the meeting in their organization.</p> <p>The external organizer creates their own Telepresence meeting and copies and pastes the conference ID from the email into the textbox, and clicks Update.</p>
Remote coordinator	<p>The remote coordinator belongs to an organization that does not use the AT&T Telepresence Solution and is responsible for setting up the meeting for the remote organization. The remote coordinator receives an email from the conference organizer, to coordinate the meeting in their organization.</p> <p>The remote coordinator creates their own Telepresence meeting and copies and paste the access number and conference ID from the invitation email into the respective textboxes.</p>



Supporting Virtual Meeting Rooms (VMR)

Version 11.7 of the Add-in for Outlook now supports VMR accounts and conferences.

VMR are Virtual Meeting Rooms set by the Telepresence System. Each VMR is basically a room number that can be used by anyone who has its password (pin).

The VMR allows a reservationless meeting room where a user can get into any Telepresence room or use any supported personal device, dial its phone number (access number), conference ID (VMR ID) and provide the password (pin code) in order to start a meeting at any time; no scheduling is needed.

VMR can be used by many people (e.g. providing a single VMR account to sales department) or by a single person (e.g. providing a VMR account to the CEO).

Why use the Add-in for Outlook to schedule a VMR meeting?

Using the Add-in for Outlook to schedule VMR meetings offers the following advantages:

- Avoids conflicts in which two users want to use the same VMR at the same time (instead they end up in the same meeting).
- Avoid conflicts when reserving a Telepresence room at a specific time which could be used by others.
- Verifies that a Telepresence resource is available for this meeting.
- Provides a convenient way to find and select telepresence rooms and coordinate their scheduling with the Outlook meeting.

Terms for using VMR accounts

To schedule a VMR meeting using the Add-in for Outlook you must meet the following requirements:

- A valid telepresence account. Setting up an account is available only when the current user has a Telepresence account. The Telepresence account cannot be removed while VMR accounts are set.
- Multiple VMR accounts are allowed per user.
- You must manually enter the VMR account details as a new account to the Account Settings pane.
- The VMR meeting can be set only by the conference originator (Primary coordinator). External coordinators are not allowed to join or create VMR meetings. Remote coordinators may join only a VMR meeting.



Creating and managing AT&T Telepresence accounts

This section describes how to add your Telepresence conference account details to Outlook. Once the account is set up, you are able to send invitations to participate in your Telepresence conferences.

Note: When managing Telepresence accounts in delegation mode, a manager's account settings are affected.

Creating a Telepresence account

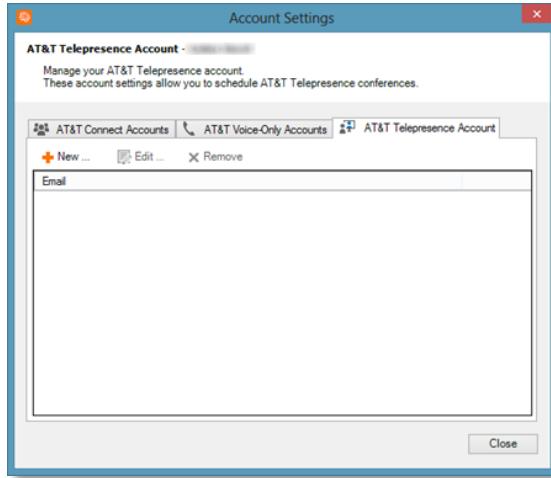
To create a Telepresence account:

1. In **Outlook 2007**, select **Account Settings** from the AT&T Conferencing menu to open the Account Settings window.

In **Outlook 2010**, select **Account Settings** from the AT&T Conferencing tab to open the *Account Settings* window.



2. Click the **AT&T Telepresence Account** tab.



3. Click **New** to open the **Add New AT&T Telepresence Account** window.

4. Enter your account information, as follows:

Email — the email address to associate with this account. The email address should be the same email address as that which is registered on the AT&T Telepresence Solution Scheduling portal.



Password — the password for the account that is used on the AT&T Telepresence Solution Scheduling portal.

Process Telepresence emails on selection — once this option is checked (default) the add-in automatically generates a meeting in your calendar once you receive an invitation to coordinate a Telepresence conference as an external coordinator.

5. Click **OK**.

The Add-in for Outlook verifies with the scheduling portal that the account details are valid, and then adds the account to the **AT&T Telepresence Accounts** tab. Each user can define only one Telepresence account.

Editing the Telepresence account settings

Use the **Edit AT&T Telepresence Account** window to edit the email address associated with an account, the password, and whether to automatically process received Telepresence invitations.

To edit the Telepresence account:

1. From the AT&T Conferencing ribbon click **Account Settings**.
2. Select the **AT&T Telepresence Account** tab in the **Account Settings** window and click **Edit** to open the **Edit AT&T Telepresence Account** window.
3. Enter your changes and click **OK**.

Note: Conferences created using the AT&T Telepresence add-in for Microsoft Outlook must not be edited by using the AT&T Telepresence Solution portal as this causes mismatches between the Outlook exchange, the invitation to the recipients, and the Telepresence rooms.

Removing the Telepresence account

As the Conference Coordinator, removing the AT&T Telepresence Account from your Account Settings will prevent you from either creating new Telepresence conferences or from editing existing conferences. Any current or scheduled Telepresence conferences will not be able to be rescheduled unless the Telepresence account is re-established.

To remove a Telepresence account:

1. In the **Account Settings** window click .
2. Click **Yes** in the confirmation message that appears. The account is removed from the Account Settings window and the Telepresence conference option in the add-in is removed.

Note: You cannot remove a Telepresence account when VMR accounts are defined.



Managing Telepresence passwords

You can now securely manage the AT&T telepresence password from within the Add-in without the need to access the ATS portal. You are notified before the password is due to expire and are able to easily create a new one.

Note: If Outlook points to a shared calendar in which you have privileges to make changes, you can view and even change the password for that person (delegation mode).

The following sections detail how the Outlook Add-in helps manage your password:

- [How do I know when my password expires?](#) (see page [35](#))
- [Changing your password](#) (see page [36](#))

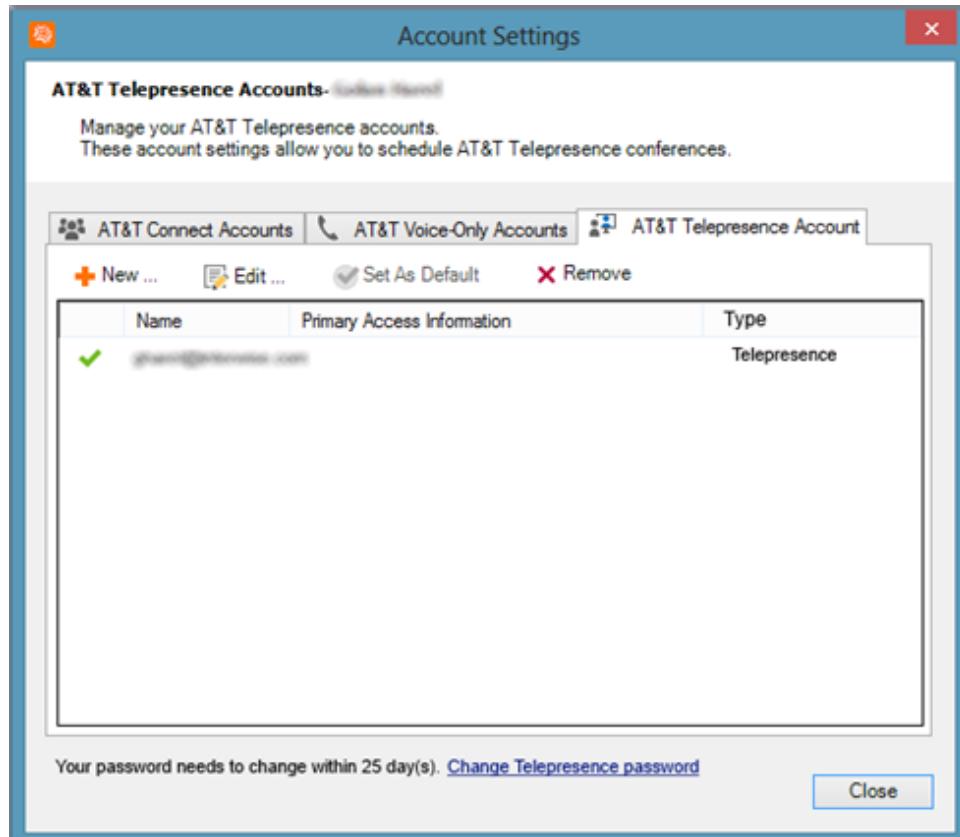
How do I know when my password expires?

To know when my password expires:

1. Under **Account Settings** select **AT&T Telepresence Accounts**.



2. The Account Settings window opens.



3. The number of days remaining until you must change your password appears at the bottom of the window.

Note: When you update, delete, or create an AT&T Telepresence conference in Outlook, the Add-in automatically checks the status of your password. If there remain 7 days or less, or if the password has already expired, you are prompted to create a new one.

Changing your password

To change your password:

1. Under **Account Settings** select **AT&T Telepresence Accounts**. The Account Settings window opens.
2. Click **Change Telepresence password**. The Change Telepresence password window opens.



3. Enter your current and new passwords and retype your new password in the respective fields.
4. Click **OK**.

Creating and managing a VMR account

You set up a VMR account by manually adding the VMR information which is sent to you in the registration email. The Add-in for Outlook supports multiple VMR accounts.

Note: You must have an active Telepresence account defined in the Add-in for Outlook to set up a VMR account.

To create a VMR account:

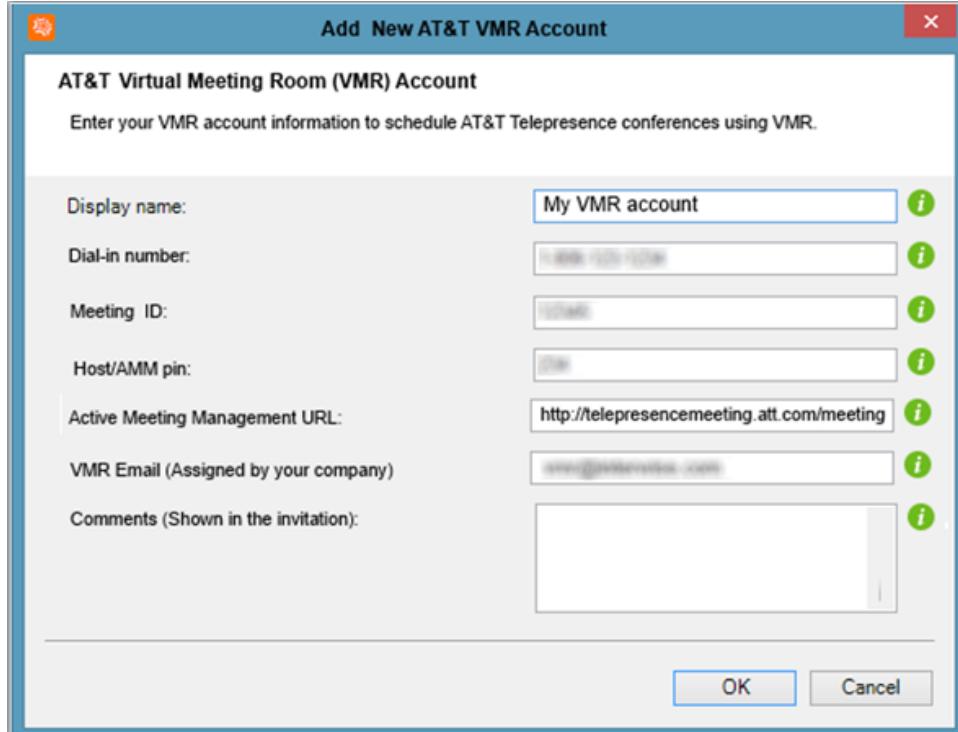
1. Open the Account Settings window as follows:

In Outlook 2007, select **Account Settings** from the AT&T Conferencing menu

-- or --

In Outlook 2010, select **Account Settings** from the AT&T Conferencing tab.

2. Click the **AT&T Telepresence Account** tab.
3. Click **New**. The Add New VMR Account window opens.



4. Enter your account information as follows:

Note: All fields are mandatory except for the **Comments** field.

- Display name – The name that appears in the Account Selection box when scheduling a conference. If you have multiple accounts this name must be unique.
- Dial-in number – The number for dialing in that appears in the invitation sent when scheduling a VMR meeting using this account. You can find the number in the registration email you received for this VMR account. The combination of the Dial-in number and the Meeting ID number must be unique.
- Meeting ID – The meeting ID number that appears in the invitation sent when scheduling a VMR meeting using this account. You can find the number in the registration email you received for this VMR account. The combination of the Dial-in number and the Meeting ID number must be unique.
- Host/AMM pin – The VMR password; it is reserved only for the host. You can find the number in the registration email you received for this VMR account.
- Active Meeting Management URL – This URL appears in the side panel of the originator of the conference; click it to allow managing the on-going conference. You can find the number in the registration email you received for this VMR account.
- VMR Email – The email address to associate with this account. The email address should be the same email address as that which is registered on the AT&T Telepresence Solution Scheduling portal.
- Comments (optional) – Enables you to add comments to all your conferences using this VMR. The comments appear at the bottom of all invitations sent when using this account.



5. Click **OK**.

Note: The information you enter is not validated against a server. To be sure the information you enter is accurate, it is recommended to copy and paste the information directly from the registration email.

Editing a VMR account

The procedures for editing a VMR account are identical to those for editing a telepresence account. For details, see [Editing the Telepresence account settings](#) on page [34](#).

Removing a VMR account

The procedures for removing a VMR account are identical to those for removing a telepresence account. For details, see [Removing the Telepresence account](#) on page [34](#).

Scheduling an Intra-company AT&T Telepresence Solution conference

This section describes how to schedule an intra-company AT&T Telepresence Solution conference in Microsoft Outlook. An Intra-company AT&T Telepresence conference is a meeting that includes Telepresence rooms that are located within your organization only.

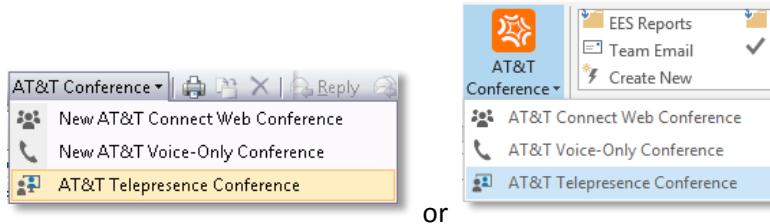
You can only schedule an AT&T Telepresence conference if you have first defined a valid AT&T Telepresence account. For information on creating and modifying your account settings see [Types of AT&T Telepresence conferences and users](#) on page [30](#).

Opening an AT&T Telepresence Solution meeting request in Outlook

Choose one of the following ways to open a new Outlook window. The interface may look different if you have an AT&T Connect or Voice-Only account in addition to the Telepresence account.

To open a meeting from the AT&T Conference button:

1. Click the **AT&T Conference** button in the main Outlook window.
2. If you have Voice-Only or Web conferencing set up in addition to AT&T Telepresence conferencing then click **New AT&T Telepresence Conference** in the AT&T Conference drop down menu.



To open a meeting from the AT&T Conference menu:

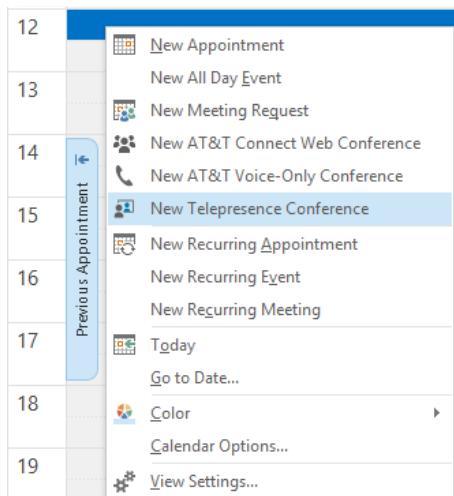
1. In the Outlook 2007 menu bar, click on the **AT&T Conferencing** menu and select **AT&T Telepresence Conference**.
2. In the **Outlook 2010 and 2013** ribbon bar, click on the AT&T Conferencing ribbon and select **New Telepresence Conference**.

Notes:

- You can't schedule recurring Telepresence meetings.
- In all Outlook versions, AT&T Web conference, AT&T Voice-Only conference, and AT&T Telepresence conference groups/menus will appear and disappear according to the existence of at least one account of each type respectively.

To open a meeting from within Calendar View:

In Calendar view, right-click on a specific calendar time slot and select **New AT&T Telepresence Conference**.

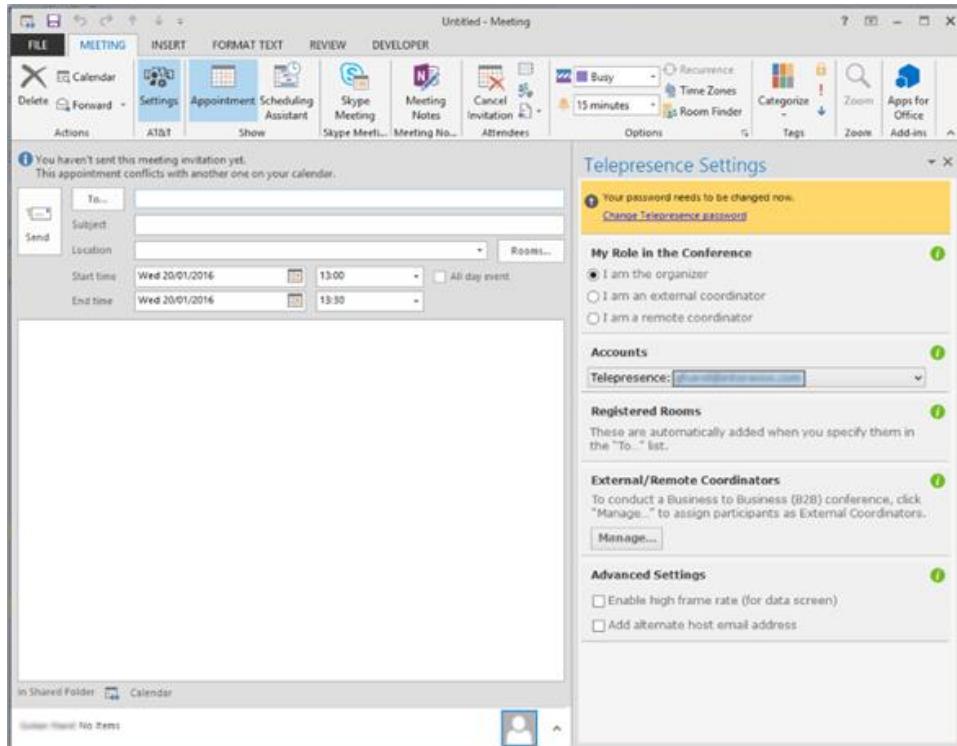




New Telepresence meeting request

When you open a new Telepresence meeting request, Outlook opens a new appointment window for sending an AT&T Telepresence meeting request. The new Telepresence meeting request is divided into several regions. Located below the Outlook ribbon and running from left to right the regions are the:

- Meeting invitation details pane.
- Telepresence Settings pane.
- Room Finder pane.



Like any other meeting request, the Telepresence meeting invitation requires you to fill in details in the **To**, **Subject**, **Start time**, and **End time** boxes. Entering content in the appointment body is optional. On sending the invitation, the AT&T conferencing add-in automatically adds the Telepresence meeting details to the invitation.

To enter appointment details:

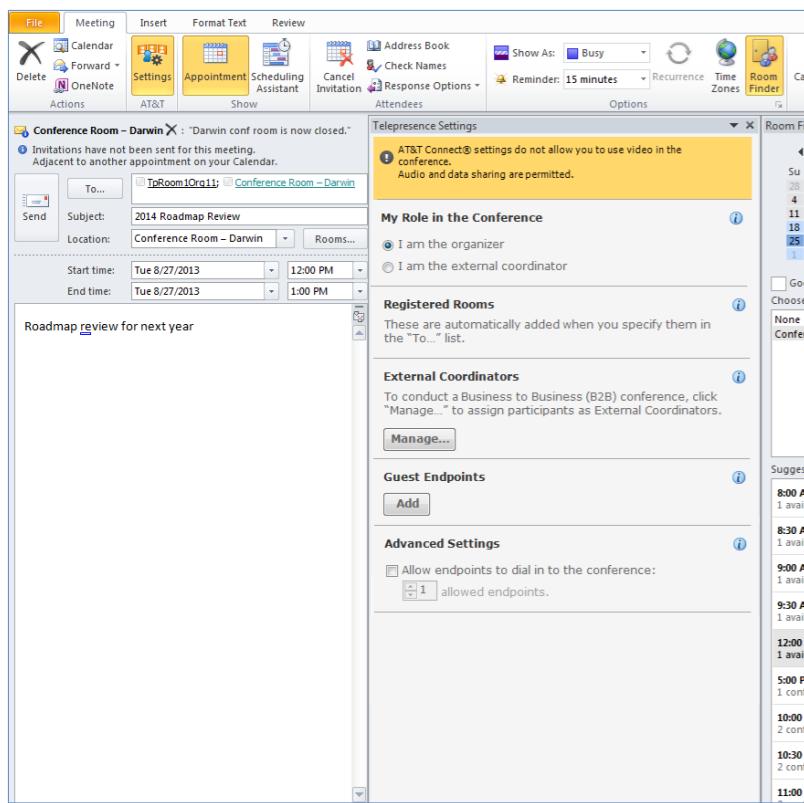
1. In the **To** box, enter the names of the meeting recipients.
 - i. Specify participants of the Telepresence meeting so they will receive a formal meeting invitation.

Note: When the Direct Booking feature is activated in your organization you must invite at least one participant for the rooms to be reserved correctly on the Telepresence solutions portal.
 - ii. Enter the names of the Telepresence rooms to be used for the meeting. These rooms are automatically listed by the AT&T Conferencing Add-in for Outlook in the **Registered Rooms** section of the **Telepresence Settings** pane.



Notes:

- Due to a Microsoft-known issue, Outlook may not display all the rooms in the Location field. To verify that the rooms are considered as rooms, see the **Registered Rooms** section in the **Telepresence Settings** pane.
 - When setting up a VMR meeting, the Add-in automatically adds the VMR email address to the **To...** list. This is used to mark the VMR as busy at that time for other users who have permissions to use that account. Do not remove that email from the list.
2. In the **Subject** box enter the subject of the meeting. This is a mandatory field for Telepresence conferences.
 3. Enter the conference start and end time in the **Start** and **End** time boxes respectively. If you requested the conference from a specific calendar time slot, the date, the start time and end time automatically appear in their respective **Start time** and **End time** boxes. The AT&T Telepresence Solutions Scheduling Portal settings require that the duration of Telepresence meetings are specified in 15 minute increments ranging from 15 minutes up to 24 hours.
 4. Enter free text in the meeting body area to enhance the description of the meeting. This is optional.



Checking availability of recipients and rooms

Once all the meeting information is set, you should make changes to the time slot and/or resources according to the availability of the participants, the Telepresence rooms, and/or the



VMR room for the specific time slot set for the meeting. You can check this either by using the **Scheduling Assistant** as for any regular meeting.

Note: You can only reserve telepresence rooms that are free for use. Attempting to send an invitation that contains a telepresence room that was previously reserved for another meeting causes an error message to be issued and prevents the invitation from being sent.

Sending Telepresence meeting requests

Once an appointment for a new Telepresence meeting is filled in, the conference meeting request can be submitted and then the Add-in for Outlook automatically verifies the conference details.

To submit a Telepresence meeting request:

1. In the conference details pane click **Send**.
2. After clicking Send the Add-in for Outlook performs several operations:
 - i. If you did not specify any external coordinators for the meeting, the External Coordinators window appears and displays a list of recipients of the meeting request. If most of your meetings are intra-company and you don't want to see this popup every time you send a Telepresence conference invitation you can check the option: **Most of my Telepresence conferences are internal and do not require External/Remote Coordinators**.
 - ii. Creates the Telepresence conference using your Telepresence account information on the AT&T Telepresence Solution Scheduling Portal.
 - iii. Automatically fills the body and sends Telepresence meeting requests that contains the customized Telepresence invitation body and information on the conference to all the recipients and Telepresence rooms, with additional information on how to connect to the conference and support details.
 - iv. In case this conference is an Inter-company meeting request then the Add-in for Outlook sends dedicated Telepresence email invitations to each external/remote coordinator.
3. After the meeting is successfully sent, you can open the meeting to view the meeting details as received from the scheduling portal. For a B2B meeting, you can open the Telepresence Settings pane to review whether the external coordinators have confirmed the invitation and reserved Telepresence rooms in their organization.

Setting the meeting as a B2B meeting

Note: External coordinators cannot join a VMR conference; only remote coordinators are able to join.

A B2B meeting is used when setting a meeting between two different companies that have AT&T Telepresence conference facilities, and where one company does not have access to the other company's rooms.

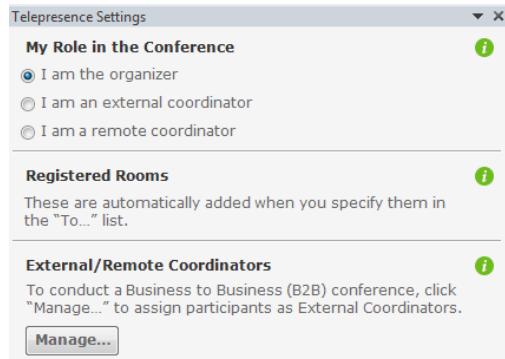
The process for defining a conference as a B2B meeting is done by the meeting owner assigning personnel from the other company as external/remote coordinators. These external/ remote coordinators are automatically removed from the **To** list and receive separate emails requesting them to invite personnel from their company to the meeting and to assign rooms for the meeting.



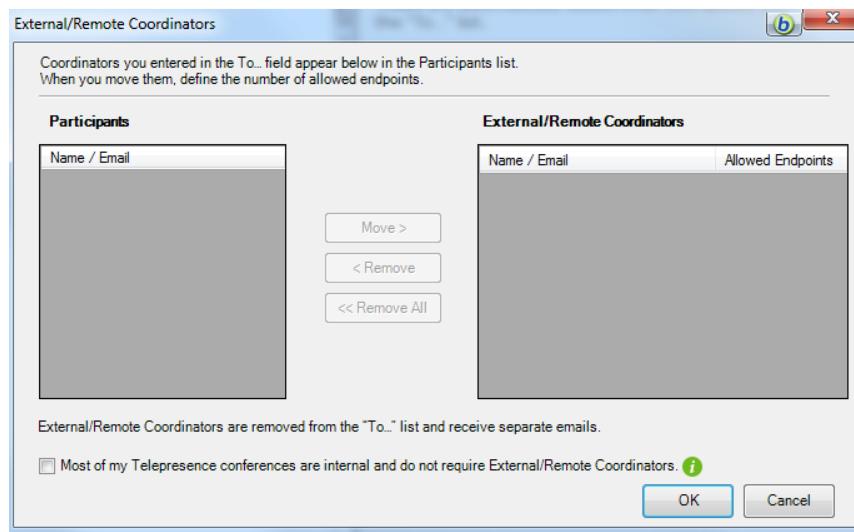
Setting the B2B Telepresence meeting as the meeting owner

To set a B2B teleconferencing meeting as the meeting owner:

1. In the **To** box enter the name of each recipient including external coordinators and telepresence rooms.
2. In the **Telepresence Settings** pane select the, **I am the organizer** option.
3. From the External/Remote Coordinators section click **Manage**.



4. From the **External/Remote Coordinators** window select someone from the **Participants** list and then click **Move** to assign that person as an external/remote coordinator.



5. Select each coordinator in the External/Remote Coordinators list, click in the **Allowed Endpoints** column and reserve the maximum number of endpoints that each external coordinator can connect to the meeting from their organization.
6. To remove an external coordinator, select the coordinator from the Coordinators list and then click **Remove** to move the coordinator's details to the Recipient list.

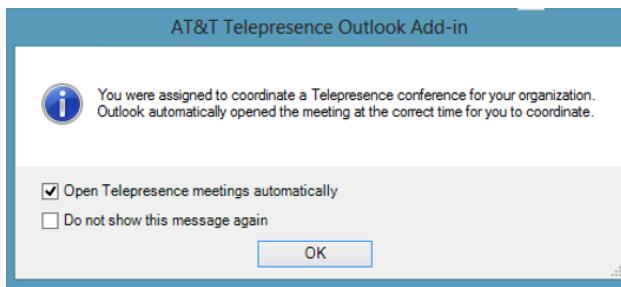
**Notes:**

- To remove all the coordinators in one action you can use the Remove All button.
 - In order to remove the coordinators from the entire conference you need to also remove their details from the **To** box.
 - In case you don't specify external coordinators or the Conference ID, the meeting is sent as an intra-company meeting.
 - After setting the meeting coordinators, the Add-in for Outlook removes theirs details from the **To** box and displays theirs details in the External/Remote Coordinators section of the **Telepresence Setting** panel.
 - If external/remote coordinators are located in a distribution group, they are not removed as long as the group is not expanded by the user. In this case the calendar entry may appear twice for the coordinator; once as a result of the invitation as an external/remote coordinator and once for the meeting that they should create for their own organization.
7. Click **Send**. The meeting will automatically be scheduled on the AT&T Telepresence Solution Scheduling Portal and an invitation will be sent to all recipients. The external/remote coordinators will receive a notification to schedule a Telepresence meeting for their company.

Accepting B2B Telepresence meetings as an external coordinator

External/Remote coordinators receive emails that prompt them to create a new Telepresence meeting, reserve the Telepresence rooms and invite participants in their company. If the meeting invitation is sent from a machine with the Add-in for Outlook installed to another machine with the Add-in for Outlook installed then the Add-in for Outlook on the machine receiving the invitation will attempt to automatically create a meeting with the correct time and correct Telepresence conference ID. If this is not the case then the external coordinator must manually create the meeting invitation for people in the organization.

A message indicating that the Add-in for Outlook automatically processed the Telepresence meeting request appears. To make use of the automated process simply click **OK** in the message. Otherwise to ignore the automated process, clear the **Open Telepresence meetings automatically** option and close the message.



If a meeting is opened automatically, skip to step 7 below, otherwise follow the steps from the beginning to create the meeting manually.

To set a B2B Telepresence meeting as an External Coordinator:

1. Open the meeting invitation that you received.



2. Copy the **Conference ID** that appears in the body of the invitation.
 3. Create a new Telepresence meeting as described in [New Telepresence meeting request](#) (see page [41](#)).
 4. From the **My Role in the Conference** section in the **Telepresence Settings** panel click the, **I am an external coordinator** option.
 5. In the **Conference ID** box paste the Conference ID that you copied from the meeting invitation.
 6. Click **Update**. The details of the meeting as set by the meeting organizer are filled in automatically.
 7. In the **To** box enter the name of each recipient that is to participate in the conference, enter the name of each Telepresence room to be used for the conference and click **Send**.
- Note:** The details are only updated on the Telepresence Scheduling portal after the meeting invitation is sent.

Inter-Service provider or remote meetings

Conferences held between an organization that uses the AT&T Telepresence Solution and an organization that uses a non-AT&T vendor to support conferencing with high definition video rooms are referred to as either Inter-service provider or remote meetings. In practice setting up such a remote conference requires the use of 2 user profiles:

- Conference organizer
- Remote Coordinator

User profile	Description
Conference organizer	Initiates the conference
Remote coordinator	The remote coordinator belongs to an organization that does not use the AT&T Telepresence Solution and is responsible for setting up the meeting for the remote organization. The remote coordinator receives an email from the conference organizer, to coordinate the meeting in their organization. The remote coordinator creates their own Telepresence meeting and copies and paste the access number and conference ID from the invitation email into the respective textboxes.

The general workflow for setting up a remote meeting is as follows:

The Conference Organizer sets the parameters of the conference; the conference participants, number of end points, location and so on. Then from the list of participants assigns an external/remote coordinator for each of the remote organizations that are to participate in the meeting and subsequently sends an invitation to each of these personnel instructing them to invite participants from their organization to participate in the meeting. On receiving the



conference invitation each external/remote coordinator invites participants from their own organization.

From the perspective of the meeting organizer there is no distinction between selecting someone as an external or remote coordinator. The process is identical for both. The distinction is made on the side of the system for the personnel receiving the invitation to act as a coordinator based on whether their conferencing system supports the add-in for outlook or not.

Where possible and practical, external and remote organizers are encouraged to download and install the AT&T add-in for Microsoft Outlook to aid in scheduling and setting these meetings.

The rest of this section describes the actions performed using the AT&T add-in for Microsoft Outlook to set up a conference meeting that includes remote coordinators in an inter-service provider meeting.

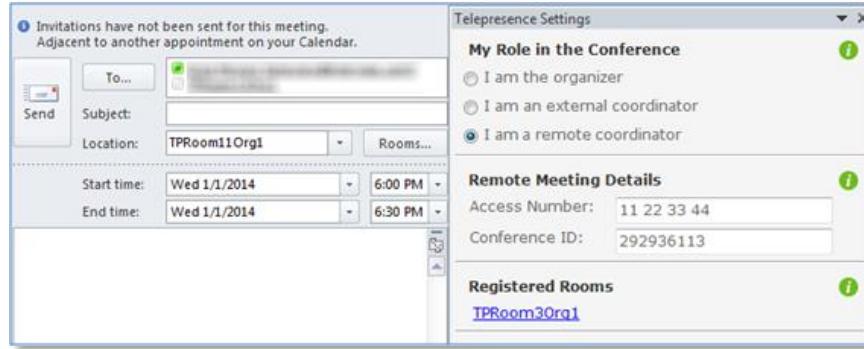
To schedule and set a remote meeting as the meeting organizer:

1. As a Primary Coordinator open a new or existing telepresence meeting invitation.
2. Enter the recipients of the meeting invitation in the To box, including those recipients that will function as remote coordinators.
3. Enter the endpoints for your company, set the subject and time as required.
4. From the **Telepresence Settings** pane select the, **I am the organizer option**.
5. From the **External/Remote Coordinators** section in the Telepresence Settings pane, click **Manage**.
6. In the **External/Remote Coordinators** window select participants from the **Participants** list that will function as either an external or remote coordinators and move them to the **External/Remote Coordinators** list. Click OK.
7. Set the number of **Allowed** Endpoints for each coordinator listed in the **External/Remote Coordinators** list. Click OK.
8. Click Send.

Note: the meeting organizer does not distinguish between External coordinators and Remote coordinators.

To use the OAI to schedule and set a remote meeting as the remote coordinator:

1. Open the email sent to you by the meeting organizer.
2. In Microsoft Outlook open a new AT&T Telepresence meeting invitation.
3. Enter a conference room and meeting participants in the invitation's To field.
4. From the meeting organizer's invitation copy the relevant information into the Subject, Body, Start time and End time fields.
5. From the My Role in the Conference section of the **Telepresence Settings** pane select **I am a remote coordinator**.
6. In the **Remote Meeting Details** section enter the value for the Access Number and Conference ID as provided by in the meeting organizer in the respective **Access Number** and **Conference ID** fields.



7. Click **Send**.

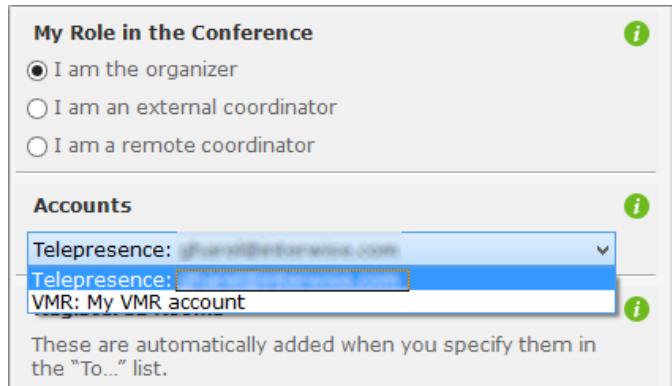
Telepresence conference features

This section describes the various AT&T Telepresence features that can be set and defined in the Telepresence Settings pane. The features include:

- Dial in/Dial out to registered rooms
- Guest End Points and Dialing out from a Telepresence meeting
- Enabling high frame rate
- Add alternate host email address

Selecting an account to set the Telepresence conference

If you set at least one VMR account in the Account Settings, a new pane is added to the side panel allowing you to choose which account to use.



Notes:

- The default account selected in the Account Settings is selected when you open a new Telepresence conference.
- You may select either the Telepresence account or one of the VMR accounts. The accounts are automatically labeled with their type (e.g. VMR). The Telepresence account includes the email



address you use to log in and the VMR account includes the display name you define when setting up the account.

- Once selected, the relevant options for using the account are automatically displayed.
- Only the organizer of the meeting can use a VMR account.

Guest End Points and dialing out from a Telepresence meeting

Guest End Points refer to Video or Audio devices that are considered as rooms (end points) in the Telepresence meeting but that are not listed on the Scheduling Portal. Guest endpoints are represented by a SIP address or a phone number and can be added to a Telepresence meeting, and once added are considered to be a room just like any other room. To get the address or phone number of the endpoint, ask the endpoint owner for their address and add it as described.

There are two options for adding a guest endpoint to the meeting:

- The server will automatically dial out to the endpoint at the start of the meeting.
- The endpoint owner dials-in to the server. The details for calling are included in the body of the meeting invitation.

To add a Guest End Point to a Telepresence meeting for endpoints that are called at the start of a meeting:

- Open a new Telepresence meeting request or as the meeting organizer or open an existing Telepresence meeting appointment from your calendar.
- From the **Guest Endpoints** section in the **Telepresence Settings** panel, click **Add**.
- Enter a SIP address or phone number for the new guest end point and then click
- To remove an endpoint, mouse-over the endpoint and then click

To allow endpoints to dial into the conference

- Open a new telepresence meeting request or as the meeting organizer open an existing telepresence meeting appointment from your calendar.
- From the **Advanced Settings** section in the Telepresence Settings panel select the **Allow endpoints to dial in to the conference** option.
- In the **Allowed endpoints** field, enter the number of endpoints allowed to dial-in to the meeting.

Advanced Settings	
<input checked="" type="checkbox"/> Allow endpoints to dial in to the conference: <input type="text"/> 8 allowed endpoints.	
<input type="checkbox"/> Enable high frame rate (for data screen)	
<input type="checkbox"/> Add alternate host email address	



Notes:

- In a single meeting you may combine the two options. Some endpoints dial-in and for other endpoints the meeting dials-out.
- The Advanced Settings section is not displayed when setting a conference using a VMR account.

Enabling high frame rate

Some Telepresence rooms are furnished with data sharing screens that can transmit and receive data at high frame rates; 30 frames per second. In order to make use of this feature all the endpoints participating in the conference must be able to support data transmission and reception at high frame rates.

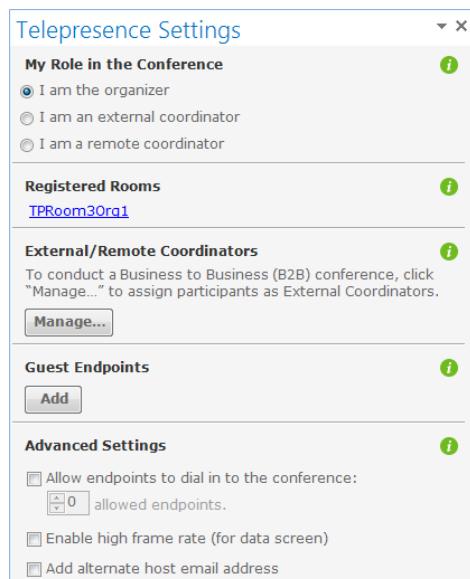
The Enable high frame rate option is only available for use if the primary coordinator option is selected or if the current user is the primary coordinator

Note: If a Guest End Point is selected, but details of the endpoint are not yet entered and the user then selects the Enable high frame rate option then the Guest endpoint is discarded.

To enable high frame rate:

1. Open a new telepresence meeting request and from the **My Role in the Conference** section in the **Telepresence Settings** pane select **I am the organizer**, or as the meeting organizer open an existing telepresence meeting appointment from your calendar.
2. Enter the telepresence rooms to participate in the meeting in the **To** box.
3. From the **Advanced Settings** section in the **Telepresence Settings** pane, select **Enable high frame rate**.

Note: If one of the rooms listed in the **To** box does not support High Frame Rate then an error message will be returned in response to sending the invitation.





After enabling the High Frame Rate option then:

- When creating a new meeting the External Coordinator option is disabled
- The Add button in the Guest Endpoint section is disabled and the Allow endpoints to dial in to the conference option is disabled.

If the Enable High Frame Rate option is cleared then the above option scenario is reverted to the previous state.

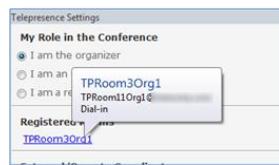
Dial in/Dial out to registered rooms

Rooms that are listed on the AT&T Scheduling Portal are defined by a number of characteristics including that which determines from which point communication between the Endpoint and the Business Exchange is initiated.

The **Dial in/Dial out to Registered Rooms** feature lets meeting organizers and coordinators set within the meeting invitation, the point from which communication is initiated with the meeting, once the meeting commences. **Dial-in** means that the End Point initiates contact by dialing a pre-set phone number to connect to the meeting. **Dial-out** means that the system initiates contact with the end point by dialing out to the end point once the meeting commences.

To view the registered room tool tip:

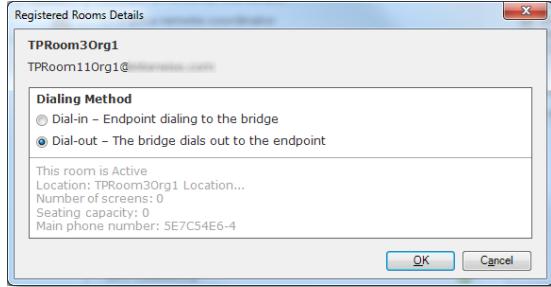
1. From the **Registered Rooms** section in the **Telepresence Settings** pane mouse-over any of the listed rooms.



2. The tool tip displays the name of the room, the room ID, and the dialing method as defined on the AT&T Scheduling Portal.

To set the Dialing Method for a registered room:

1. From the **Registered Rooms** section in the **Telepresence Settings** pane click a room to open the Registered Rooms Details window.
2. From the **Dialing Method** section in the **Registered Rooms Details** window click either the **Dial-in** or **Dial-out** option to set the dialing method of your choice.
3. The Dialing Method is only updated on the AT&T Scheduling Portal after clicking **Send**.



Notes:

- Using Dial-out in a VMR meeting is not supported and prevents you from setting the meeting.
 - Additional information about the room's activity status, location, number of screens, seating capacity, support of High Frame Rate, and the main phone number is displayed in the lower part of the Dialing Method pane.
4. Click **OK** to confirm the selected Dialing Method.

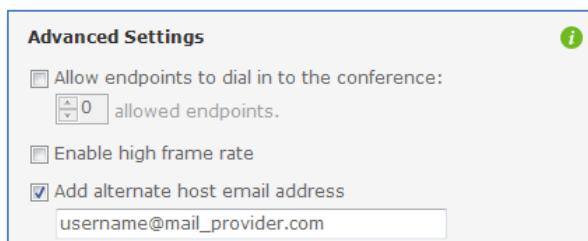
Assigning an alternate host for a meeting

The AT&T Scheduling Portal allows a Primary Coordinator to assign another manager with permission to act as the meeting host and to be able to modify the meeting using the AMM portal system (Active Meeting Management). Access to the AMM is provided through the combination of a link to the system, a Conference ID and a PIN (Password) delivered to the alternate host in an email. The email containing this information is auto-generated in response to the Primary Coordinator submitting the meeting invitation.

The Primary Coordinator provides an additional email address to the AT&T Scheduling Portal and the portal then assigns that user with a PIN that it automatically generates. Every update of this email address results in the system generating a new PIN for the host and an automated email (from the portal) with the link, email and PIN that is then sent to the assigned manager.

To assign an alternate host for a meeting:

1. As a Primary Coordinator open a new or existing telepresence meeting invitation.
2. Enter the recipients of the meeting invitation.
3. From the **Telepresence Settings** pane select the, **I am the organizer option**.
4. In the **Advanced Settings** section select the **Add alternate host email address** option.
5. Enter the email address of the alternate host in the **Email** address field that appears directly below the selected option. The email address can contain up to a maximum of 128 characters.





6. Complete the remaining fields as required.
7. Send the invitation.
8. The conference information section in MS Outlook is populated with the meeting access details, including a link to the AMM and the PIN Number required for accessing the AMM.

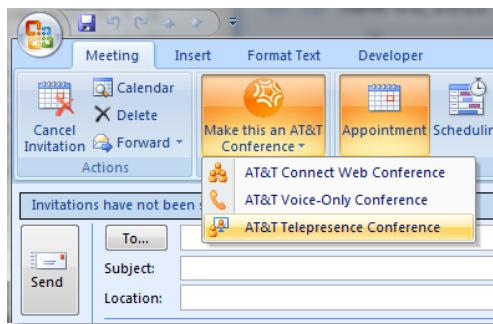
To access the AMM as an alternate host:

1. Open the telepresence meeting invitation sent by the primary coordinator.
2. Click the link to the Active Manager.
3. Enter the Alternate Host email address as the user name and enter the Meeting Management PIN as the password.
4. The email containing the conference and access details takes the following form.



Converting scheduled meetings into Telepresence conferences

1. Open the meeting you want to convert.
2. In the Outlook meeting request, click on the **Make this an AT&T Conference** button in the ribbon. If more than one type of account is set up, you will need to select **AT&T Telepresence Conference** in the menu.



The Telepresence Settings panel and the AT&T ribbon group with the Settings button is added to the Meeting ribbon.

3. Continue to create the Telepresence conference invitation as described in [Sending Telepresence meeting requests](#) on page 43.

Updating existing Telepresence meetings

1. Open the existing meeting from the calendar view to change:
 - Time and Duration
 - Subject
 - Recipients
 - External/Remote Coordinators
 - Rooms
 - Guest endpoints
2. Once all the information is set, click **Send Update** to update the meeting information on the AT&T Telepresence Solution Scheduling Portal and send a meeting update to all recipients and external/remote coordinators.

Note: To report a problem, see [Reporting an application problem](#) on page 27.



Appendix A: Release Limitations

Known limitations of this release include:

- When UAC is activated (in Windows Vista® and Windows 7), installing directly with Setup.msi will not work properly (CR 24626). Remove the UAC before starting the installation.
- Buttons of Add-in for Outlook may be missing when scheduling an event from Participant Application when Participant Application is version 8.9 and below.
- POP3, IMAP, and http accounts are not supported.
- Outlook application upgrade: When upgrading the Outlook application from Outlook XP/2003 to Outlook 2007, the Add-in for Outlook must be removed and reinstalled after the upgrade.
- When creating a conference using the Add-in for Outlook and updating it in the Add-in for Outlook 2007, the body of the invitation may appear duplicated. (CR #25112).
- The invitation body may be missing if sending an invitation from Exchange 2003 to Exchange 2007. (CR #2583).
- The combination of Office 2010 64 bits and Windows Vista 64 does not support Silent installation on preinstallation.exe.
- Due to a known Microsoft issue, the Location is not updated correctly when updating resources in code. This may result in the location field not correctly displaying the Telepresence rooms, or might ask you to save the meeting when opening for view only.
- An unhandled exception sometimes occurs when scheduling an event while defining the same name for a Connect account and Voice-Only account in the Account Settings window.
- Downgrading the A&T Conference add-in for Microsoft Outlook (OAI) from v10.5 to v10 may cause AT&T Telepresence Solution conferences to present a mismatch notification. In that case the meeting creator must send an update. In the case of Remote Coordinators the OAI will allow the cancellation of the meeting however the meeting cannot be updated by using the OAI.
- When the Direct Booking feature is activated in your organization you must invite at least one participant for the rooms to be reserved correctly on the Telepresence solutions portal.
- Meetings in Outlook that are set as Recurring meetings cannot be converted into AT&T Conferences.
- Microsoft Outlook non-cached exchange mode does not support sending meeting invitations that include attachments.