XpressMeet Solutions

USER GUIDE

March 2020

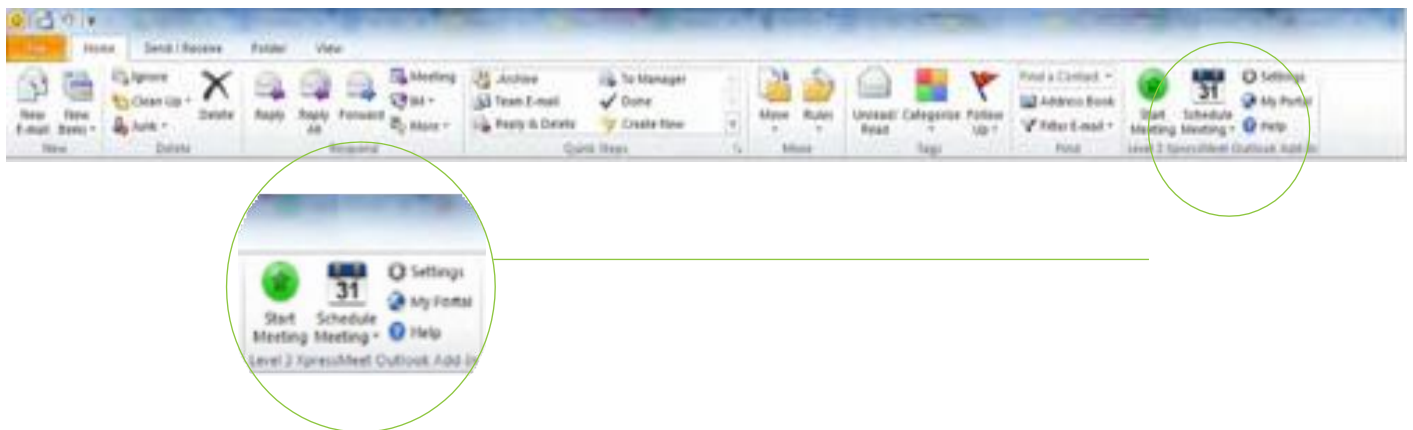# Table of Contents

XpressMeet Calendar

XpressMeet Outlook

Add-In Overview

The CenturyLink XpressMeet Outlook Add-In allows you to schedule and start audio and web meetings conveniently from within Microsoft® Outlook®.

Features

- **Start a Meeting.** Instantly start an on-demand or scheduled Web Meeting directly from the Microsoft Outlook toolbar.

- **Schedule Meeting.** Schedule a one-time or recurring on- demand web and/or audio conference using the Microsoft Outlook calendar. The meeting request includes all of the information your participants need to join your conference.

- **Dial-In Number.** Customize the list of CenturyLink dial-in numbers to include in your Microsoft Outlook meeting request.

- **Audio and Web Conference Details.** Turn web and audio conference details on or off in your calendar invitation with the click of a button.

- **Audio Quick Start for Participants.** Meeting participants have the option to have the CenturyLink audio conference call their phone with the click of a link, making it easier than ever to participate in your next on-demand meeting.

- **Instantly Record Demos and Meetings as Salesforce Activities.** Automatically sync registration and attendance data on the lead or contact record when meetings are scheduled through the XpressMeet Outlook Add-In.

- **Open Conference Center.** Quickly access the Web Meeting Conference Center right from Microsoft Outlook.

- **Manage Multiple Subscriptions.** Set up multiple subscriptions to allow scheduling for separate access codes, add multiple dial-in numbers and adjust your default meeting type preference directly from the XpressMeet Outlook Add- In.

Download and Install Instructions

To download the CenturyLink XpressMeet Outlook Add-In:

1. Visit the XpressMeet support page: https://www.centurylink.com/business/help/ucc-services/xpressmeet.html

2. Click the **Outlook Calendar** link under the CenturyLink XpressMeet Solutions header at the bottom of the page to obtain the executable installation file.

   - If you currently have the CenturyLink XpressMeet Outlook Add-In installed, it will automatically be uninstalled during the installation process, updating to the newest version of the add-in.

   - If you currently have an older version of the XpressMeet Outlook Add-In installed, manually uninstall this version before downloading the newest version of the add-in. See the Uninstalling XpressMeet Outlook Add-In section for instructions.

3. After it's downloaded, run the XpressMeet Connect.exe and follow the installation wizard instructions that appear on your screen.
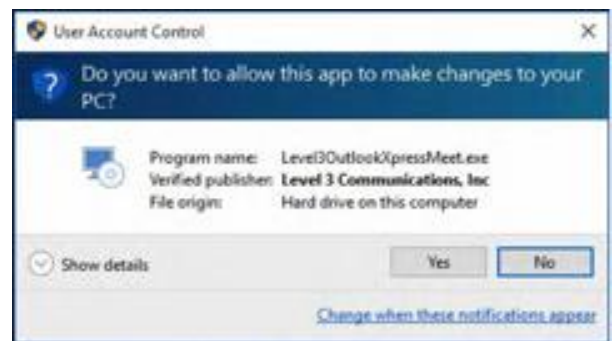
4. Depending on your computer's security settings, you may be prompted with a Windows Security Warning. Select **Run** from this prompt to continue your XpressMeet Outlook Add- In installation.

5. Read the License Agreement. To continue your installation, select I accept the terms in the license agreement.

6. If prompted, select the folder you would like to install the XpressMeet Outlook Add-In in.

7. Select the Install to continue your installation.

8. After your installation progress bar has been completed, select Finish.
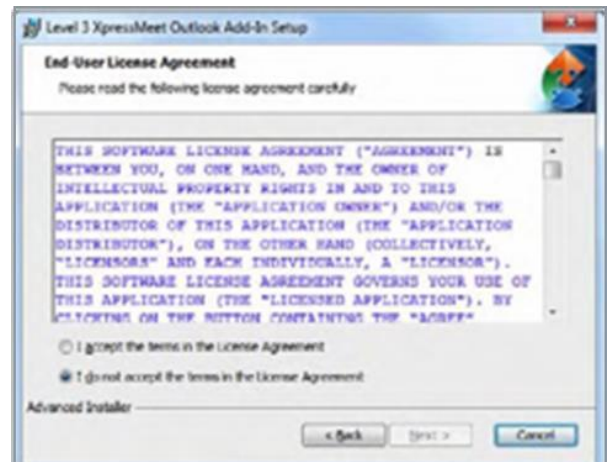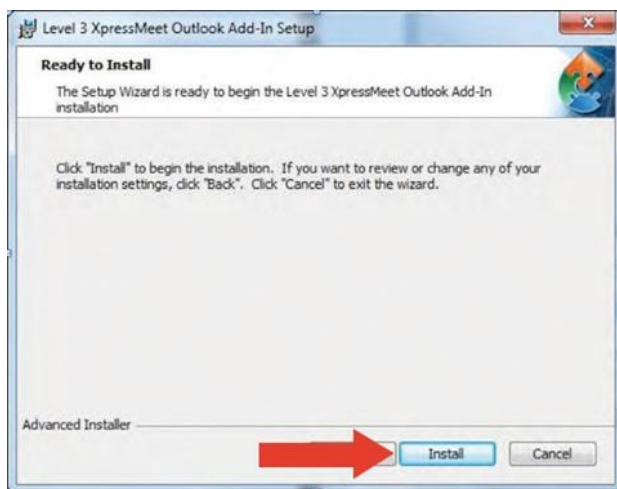
## Customize Your CenturyLink XpressMeet Outlook Add-In Settings

The XpressMeet Outlook Add-In settings can be updated at any time. Any updates that you enable will be applied to all the new meeting invitations that are created going forward. In Microsoft Outlook, select the **Settings** option on the ribbon. The following features can be customized:

- Default Meeting Types
- Add/Delete Accounts

- Add/Delete Subscriptions
- Subscription Details
- Dial-In Numbers
- Send Invites as Plain Text
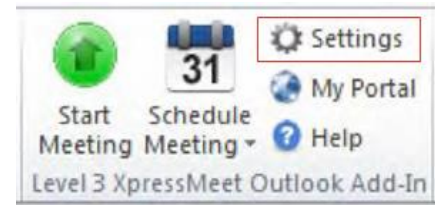
When you are finished making changes to the default settings, select OK to apply changes and close the setup screen.

Default Meeting Type

There are two setting options for default meeting types:

On-Demand. Choose this option to create future meetings or to schedule re- occurring meetings in Microsoft Outlook.

Scheduled Meeting. Chose this option to import registration and attendance data into CenturyLink Conference Center.
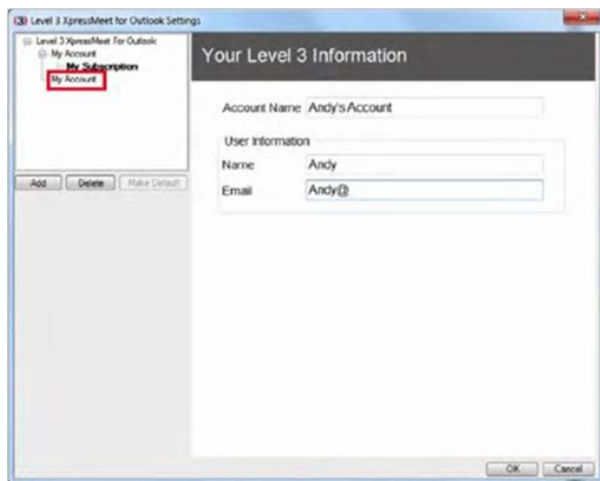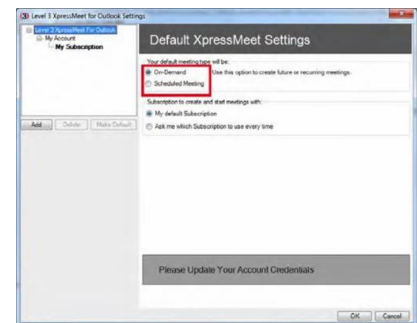
Add/Delete Accounts

Accounts allow you to manage multiple subscriptions underneath a singular group.

When CenturyLink XpressMeet Outlook Add-In is selected, you can add more than one CenturyLink account by selecting Add at the bottom of the left corner of the Settings window.

Provide the name of the account, enter the user information, and select OK. You can delete any unneeded accounts by selecting Delete when the account is highlighted.

Add/Delete Subscriptions

Subscriptions allow you to manage multiple CenturyLink Ready-Access access codes underneath one or multiple accounts. This provides the ability for a user to manage multiple access codes (one per subscription) using a singular install of the CenturyLink XpressMeet Outlook Add-In.

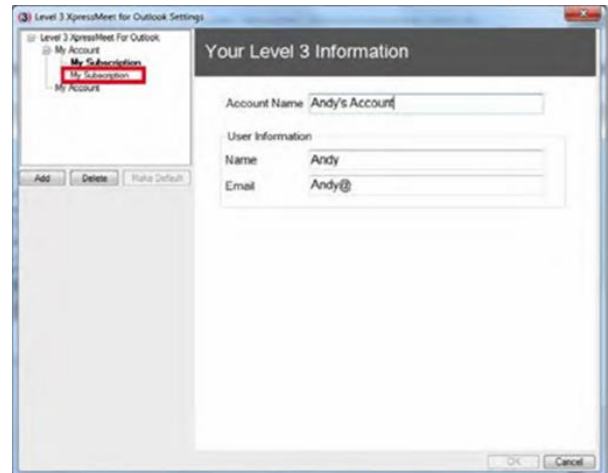- When **My Account** is selected, you can add another subscription by selecting **Add** or delete an existing subscription by selecting **Delete**.

- Your default subscription is in bold. You can select which account is your default account by selecting the account and then hitting the **Make Default** button.

Subscription Details

By highlighting a subscription, you can assign a name to your subscription account by changing the Account Name.

Dial-In numbers

To edit the default dial-in numbers that appear in the meeting invitation, select **Add New Numbers**

to add or remove any specific countries. Changes made here will apply to all new calendar invitations in Outlook.
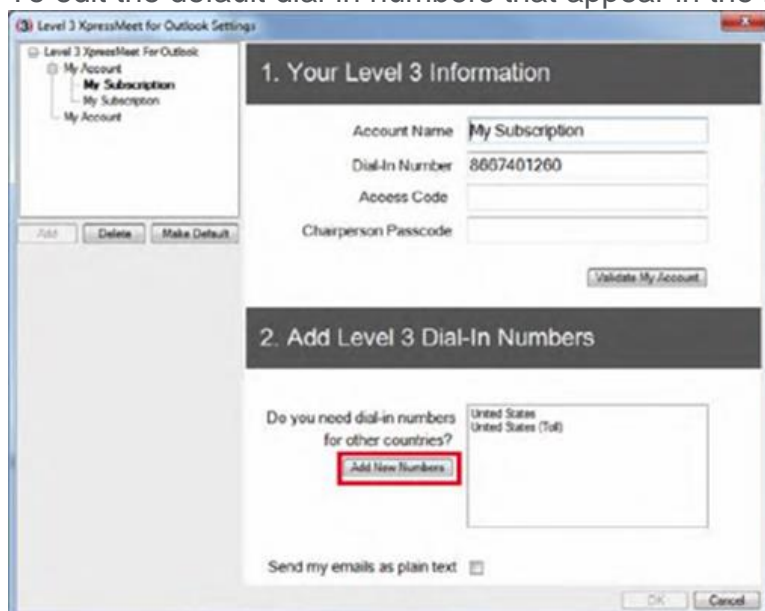
Select the desired countries by placing a checkmark next to the country name. Remove any selected countries by unchecking the box next to the country name. To save changes, select OK.

Send Invite as Plain Text

To send a calendar invitation as plain text, place a checkmark next to **Send my emails** as a plain text.

Create a New Meeting Request

The XpressMeet Outlook Add-In provides the ability to create an Outlook meeting invitation that includes meeting details with the click of a button.

1. From the submenu of the **Schedule Meeting** button on your Microsoft Outlook toolbar, you have the option of scheduling the following types of meetings: Audio/Web Meeting, Audio Meeting or Web Meeting

2. The Meeting Request screen that appears automatically displays all of the information participants need to join your meeting. You can edit any of the information that appears in the unsent meeting invitation.
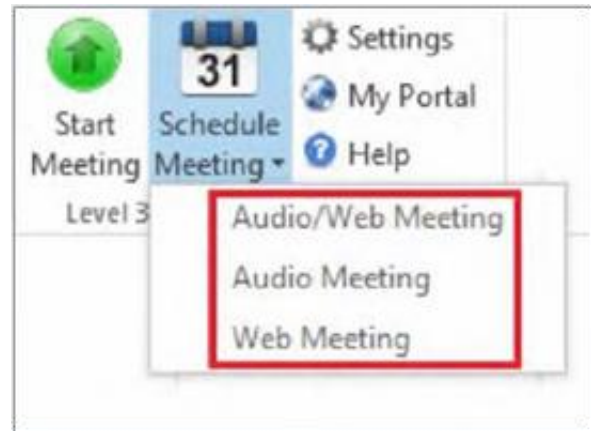

CenturyLink Audio and Web Conference Invitation

Below is an example of a CenturyLink Audio and Web Conference invitation:

The Microsoft Outlook Invitation Template Includes the Following:

- **Call My Phone and Join Web Meeting Link:** Participants can simply click this link to have the audio conference call their phone. After the audio connection is established, participants automatically join the web conference when the chairperson starts the meeting.

- **Dial-In Numbers:** For participants wanting to join the audio conference manually, audio conference dial-in number(s) are listed here. This field can include more than one dial-in number (including international numbers) determined by your customized meeting requirements.

- **Access Code:** Lists the access code participants use to enter the conference, which is determined by CenturyLink Ready- Access subscription details.

- **Web Login:** A direct link to the meeting or registration page for your web conference.

- **Global Toll-Free Numbers:** For added convenience, invitations include a hyperlink that displays a list of any additional international toll-free dial-in numbers that are available to participants.

CenturyLink Web Conference Invitation

Below is an example of a Web Conference invitation

CenturyLink XpressMeet Outlook Add-In Toolbar and Meeting Ribbon

There are two places where the XpressMeet Add-In for Outlook appears in Microsoft Outlook. It will appear as a toolbar and as part of the Meeting Ribbon selections when you open a Meeting Request or an appointment in your calendar.

CenturyLink XpressMeet Outlook Add-In Toolbar

The XpressMeet Outlook Add-In Toolbar will appear in your Mail and Calendar screen.

- **Start Meeting** – Connect to your conference instantly as a host or participant.

- **Schedule Meeting** – Schedule a meeting that already has your conferencing information populated in the meeting request.

- **Settings** – Configure your conference setting for Outlook. Make changes to your account, subscription or create new ones at any time.

- **My Portal** – Open your conferencing portal in a separate window to view and manage information specific to your conferencing subscription.

- **Help** – Get help for the XpressMeet Add-In for Outlook.
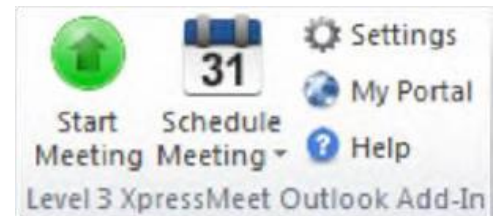
CenturyLink XpressMeet Outlook Add-In Meeting Ribbon

The CenturyLink XpressMeet Outlook Add-In Meeting Ribbon will appear in a new meeting request or appointment.

- **Start Meeting** – Connect to your conference instantly as a host or participant.
- **Dial-In Numbers** – Customize the list of dial-in phone numbers to display in a specific meeting request
- **Audio** – Add or remove audio conferencing information for a specific meeting request.
- **Web** – Add or remove web conferencing information for a specific meeting request.
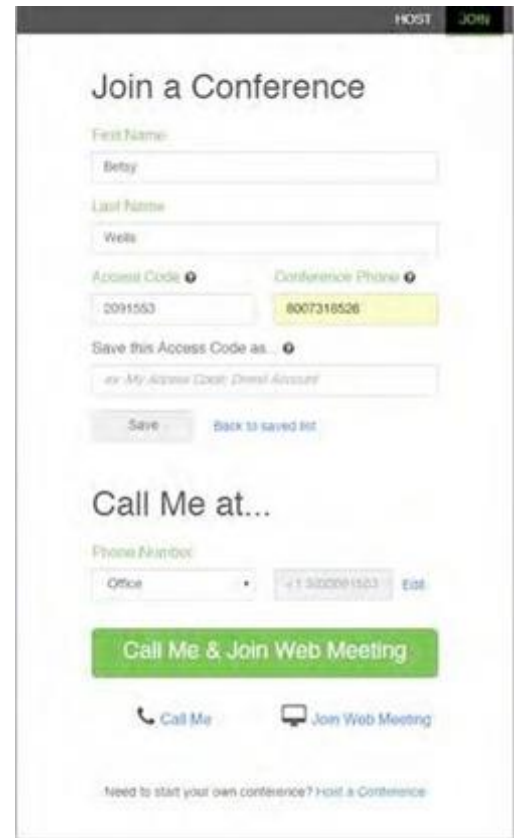
Host: Connect to Your Meeting Using the XpressMeet Outlook Add-In Toolbar

1. If you scheduled your meeting on your Outlook calendar, open the appointment and then click **Start Meeting** at the top of it. If you did not schedule the appointment on your calendar, you can click the **Start Meeting** button in the add-in ribbon at the top of your calendar.

2. The **Call Me** page will open in a new browser window. Make sure the **Host** tab is selected.

3. If this is your first time starting a meeting from this page, enter your name, access code, account telephone number and passcode. You can save these details for future use.

4. In the **Call Me** at… section, add the telephone number at which you would like to be called. You can save multiple locations i.e. desk, cell, conference room.

5. After you have entered your information, select the appropriate action to start your meeting. Use the blue **Call Me & Start Web Meeting** button to initiate both an audio and web conference, click **Call Me** to start just an audio conference and click **Start Web Meeting** if you just need to start a web conference.

- Once you select what meeting you would like to start, answer your phone and follow the prompts and/or follow the prompts on screen for your web meeting.

Participant: Connect to Your Meeting Using the Ready- Access and Web Meeting Link

1. If you have been invited to a meeting via a calendar appointment, click the URL in the email body to open the window displayed to the right. If the link cannot be clicked, you can copy and paste the URL provided in the Meeting Request into a web browser.

2. Make sure the Join tab is selected.

3. If this is your first time joining a meeting from this page, enter your name. Access Code and Conference Phone should be pre-populated. If they aren't, the details should be in the meeting appointment. You can save these details for future use.

4. In the Call Me at… section, add the telephone number at which you would like to be called at. You can save multiple locations i.e. desk, cell, conference room.

5. Depending on what type of meeting you are wanting to join select the green Call Me & Join Web Meeting button to have the system dial you and then automatically connect you to the web conference, the Call Me button to just join audio, or the Join Web Meeting button if you only want to join the web portion of the meeting.

6. Once you select what part of the meeting you would like to join answer your phone and follow the prompts and/or follow the prompts on screen for the web meeting.

7. To help ensure a secure and reliable environment for meetings with attendees from outside of North America, the user experience differs for participants in two ways:

- A captcha security layer is used to confirm the web page is interacting with an actual conferencing user instead of another computer or bot. Before you join the meeting, users must type of word or numbers in the image above in the field box on right.

- Call back delay minimizes international bridge charges by not letting participants join the call until the host has started the meeting.
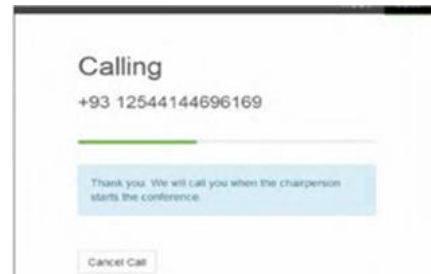
Uninstalling XpressMeet Outlook Add-In

To uninstall your XpressMeet Outlook Add-In for Outlook 2007/2010, follow the instructions below:

1. Close Microsoft Outlook
2. Click on the **Start** button on your Windows taskbar. If using Windows® XP:
   - o Select Control Panel.
   - o Select **Add or Remove Programs**.
3. Select **XpressMeet Outlook Add-In**.
4. Select **Change/Remove**.
5. Confirm removal by selecting **Yes** in the confirmation pop-up. Installation is complete.

   If using Windows® Vista or later:
   - o Select Control Panel
   - o Under Programs and Features, select CenturyLink XpressMeet Outlook Add-In
   - o Select **Uninstall** from the top menu
   - o Confirm removal by selecting **Yes** at the confirmation pop-up
6. The uninstallation is now complete.

System Requirements:

- Microsoft Outlook 2007 (SP3),2010 (32 bit or 64 bit), or 2013 (32 bit or 64 bit)
- Windows XP (Service Pack 2), Windows Server 2003 (Service Pack 1), Windows Vista, Windows 7 or later Windows operating system.
- Microsoft .NET Framework 4.0 Extended
- Microsoft .NET version 4.0 Client Profile
- Microsoft SQL Server Compact 4.0
- Microsoft C++ 2010 Runtime
- Microsoft Visual Studio Tools for Office (VSTO) Runtime 2010

CenturyLink XpressMeet Calendar Gadget

Overview

The XpressMeet Google Calendar Gadget makes it easy to schedule and start Ready-Access and Web Meeting conferences from the Google Calendar™ application. The gadget allows you to store Ready-Access and Web Meeting subscription details in Google Calendar and automatically populate meeting requests with your meeting information.

The gadget also creates an integrated experience between your conferencing subscription and your Google Calendar to connect you and your participants to a conference with one click. The gadget is available to download free of charge.

Installation

1. Visit https://www.centurylink.com/business/help/ucc-services/xpressmeet.html
2. Click on the Google Calendar link under the XpressMeet Solutions header at the bottom of the page to obtain the executable installation file.
3. After the prompt, enter your CenturyLink Ready-Access subscription information to download the gadget.
4. Enter the Ready-Access Phone Number assigned to access your conference subscription. Enter the number as you would dial it on your telephone. Users in North America may omit the leading "1."
5. Enter the Access Code assigned to your conference.

6. Enter the current Chairperson Passcode for your conference subscription. If this is a new subscription, please ensure you have changed the temporary Chairperson Passcode initially assigned. Click Install.

7. Open Google Calendar or you may be prompted to log into your Gmail account. When prompted, click Yes, add this gadget.

The XpressMeet Google Calendar Gadget is now integrated into your Google Calendar. You can start using the functionality of the gadget to easily create and start meetings.

Configure Default Settings

There are additional settings and functionality you can configure beyond what is established in the initial installation. To access these settings, click on the Setup tab.

Edit Account Details or Add Default Dial-In Numbers

Once the XpressMeet Google Calendar Gadget has been installed, you can edit your Ready-Access subscription information or add default dial-in numbers.

1. Click on the **Edit Settings & Dial In** at the bottom of the gadget.

2. First you can edit your account details. Once those are updated, or if you do not need to change them, click **Validate & Save**.

3. Next, you can create a list of default dial-in phone numbers that will be displayed in your meeting requests. These numbers will be displayed in every request as a default but can be customized in an individual meeting request.

Highlight a country and then click **Remove Number** to delete a country in the list already. To add numbers, search for the country and then click **Add Number**.

4. Once all edits have been made to your subscription, click **Save**.

Schedule a Meeting

Using XpressMeet Google Calendar Gadget makes scheduling meetings easy. Conferencing details will automatically populate in meeting invitations so participants can click-to- join both the audio and web conference. Anything saved in default settings will automatically populate all meeting invitations.

1. Select what type of meeting you would like to hold. You can choose Web/Audio, Audio only or Web only.

2. Select **Schedule Meeting**.

3. Modify the body of the appointment including date, time and any meeting details.

4. Add guests and then click **Save** to create the meeting invitation.

Connect to a Meeting

Host: Connect to Your Meeting Using the Gadget

1. Once you have scheduled a conference using the XpressMeet Google Calendar gadget, it will appear on your calendar.
2. To start a meeting, click the **Start Meeting** button in the gadget.
3. Once on the **Dial Me** page, enter any necessary details if they are not already populated.
4. Select the **Start your Audio & Web Meeting** button. When you answer the call, you will hear an automated message asking if you would like to join your conference. Follow the prompts to start your conference.
5. Once you start the audio conference, your web meeting controls will begin to launch.

Participant: Connect to Your Meeting Using the Audio Conference Link

1. Click the conference link to automatically connect to the audio and web conference. The Dial Me window will open. If a new window does not open, you can copy and paste the URL provided in the Meeting Request into a web browser.
2. Enter the necessary information if it is not already populated.
3. Choose your connection option from the drop-down menu or choose Add a new phone number. To add a new phone number, choose the country for your phone number enter the number in the "New Phone Number" field and enter a

description for the phone such as "Mobile Phone". If you have enabled cookies on your computer, your phone numbers will be saved. Click the Join Audio & Web Meeting button.
4. Once you have followed the steps above, the system will connect you to your conference. When you answer your phone, you will hear an automated message asking if you would like to join your conference.
5. When you answer your phone, you will automatically be joined to the web meeting.

CenturyLink XpressMeet Desktop

Overview

CenturyLink XpressMeet allows you to control your entire meeting right from your desktop. It's all right there in front of you. Download the free application to manage your Ready- Access and/or Web Meeting experience as a Chairperson or join meetings as a Participant.

Installation

1. Visit https://www.centurylink.com/business/help/ucc-services/xpressmeet.html
2. Under XpressMeet area, select either the XpressMeet Desktop Mac or XpressMeet Desktop Windows link.
3. The installer application will download and install XpressMeet.
4. When the installation is complete, XpressMeet will open and be ready for setup.

Setup

After you've installed the CenturyLink XpressMeet application, you will be able to launch it from your **Start** menu or from the desktop shortcut if you are on Windows. Initially, you will be taken through a Setup process to enter your account information and enter an initial Call Me number that can be used to start audio conferences.

- Initially, the "Your Ready Access Account Information" page will be displayed. After the prompt, enter your Name, Ready Access Dial-In Number, Access Code and Passcode.
- Click **Save & Next** to validate your credentials and move to the next step in Setup.
- You will then be prompted to "Save a Call Me Number."
- Enter a phone number and name for that saved number which will be used to dial out to you and start your audio conference. Click **Save & Done**.
- You can opt to skip this step by clicking the **Skip** link.

After the initial setup is complete, the Home tab of the application is displayed.

- By default, calendar integration is disabled, but can be enabled in the "Application Settings" page under the More tab.
- For Windows users, the calendar integration will work with Microsoft Outlook.
- For Mac users, the calendar integration will work with Mac Calendar.

Application Functionality

Home

The **Home** tab allows you to see your calendar events for the day and start an instant audio or web meeting.
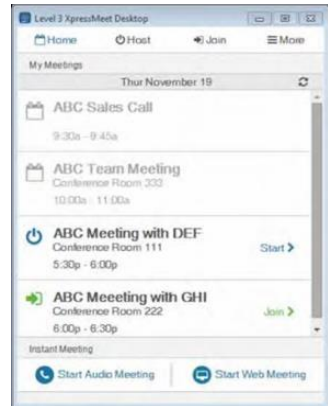
- If the calendar integration is enabled, the **Home** page will contain all events from your Outlook or Mac Calendar.
  - The calendar event will contain a way to "Start" or "Join" if the application detects that entry is a Ready Access and/or Web Meeting event.

- Under the Instant Meeting section, you are able to "Start Audio Meeting" or "Start Web Meeting".
  - Clicking **Start Audio Meeting** will open the **Host** page to enable you to select a Call Me At number and start the audio meeting.
  - Clicking **Start Web Meeting** will begin launching the web meeting moderator and open the **Host** page.

Host

The Host tab allows you to see who is in your audio lobby, start an audio and/or web meeting, and control your audio conference once it is started.

Meeting Detail

- If you have the calendar integration enabled, selecting the **Start** link from a calendar event will open the Host page with that meeting's details displayed at the top.
- Selecting **Start Audio Meeting** or **Start Web Meeting** from the Home tab, or clicking the Host tab directly, will display the Host page with Instant Meeting information at the top.
- Use the Email Invite or Copy Link capabilities under the meeting details to invite participants to join your meeting.

  - Click Email Invite to open your default email client and automatically populate a message with the information to join your meeting.

  - Click Copy Link to copy the Call Me URL for that meeting to your clipboard, so you can paste it into IM or any other collaboration tool for others to quickly join your meeting.
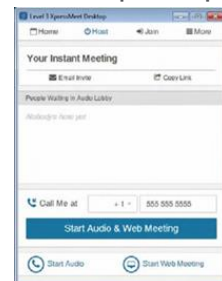
Audio Lobby & Management

- If the audio conference has not yet started, you will see any participants that are waiting in the audio lobby in this area.
- If the audio conference has started, you will have the following audio management tools available: Within the participant list, you can:
  - Mute or Unmute individual participants
  - Disconnect individual participants
  - View the Active Speaker of the audio conference
  - Start and Stop Recording
  - Lock or Unlock Audio to prevent additional participants from entering the audio conference or allow other participants

Under the "More" dropdown, you can:

  - **Turn Continuation On or Off to allow the conference to continue without you or end the conference after you disconnect.**
  - **Mute All participants**
  - **Unmute All participants**

Start Meeting

- On the Host tab, if the audio conference has not yet started, the Audio and Web Meeting buttons will both show "Start…". Once an audio call is started, the button will turn red. Once web controls are open, the text will change to "Restart Web Meeting."

Note: if you do not have access to Web Meeting on your account, the Web Meeting button will be disabled.
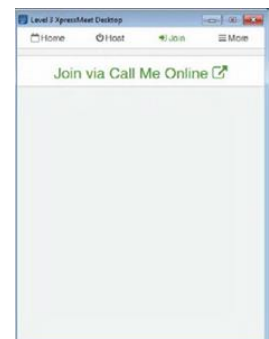
- The "Call Me At" area above will contain the last number dialed.
  - If this is the first time at the Host page and if you don't have any saved Call Me Numbers, there will be input fields for you to enter a phone number.
  - This will be automatically saved to your saved Call Me Numbers with the current date as the name. You can always update these saved Call Me Numbers by selecting the Call Me Numbers page under the More tab.
  - Once connected, the toggle will change to a button to end the audio conference.

Join

The Join tab contains a URL to connect to a meeting as a participant.

- From the Join tab, click the Join via Call Me Online link to open your default web browser to the Call Me page.
  - In the Call Me page, enter your first name, last name, the conference phone number and access code for the meeting you wish to join.
  - Select the phone number you would like the system to connect you to for the conference.
- If you wish to join future calls using this access code, name it and click Save.
- Select Call Me & Join Web Meeting, or Call Me, or Join Web Meeting to connect to your audio and or web meeting.

More

The **More** tab contains different configuration settings for the application and links to other support tools.

- **Account Settings –** Update your account credentials and resave.
- **Call Me Numbers –** Create, edit, and delete your saved one- click Call Me Numbers, the phone number(s) you would like the system to connect you to for a conference (such as your desk, cell phone or conference rooms).
- **Conference Center –** Open your default browser to your Conference Center and be automatically logged in using the stored credentials in the application.
- **Feedback –** Open your default browser to provide feedback on the application.
- **Customer Care –** Open your default browser to get the support phone numbers.

- **Application Settings –** Update your application configurations, including the ability to enable and disable the calendar integration.
- **App Info –** View the current version of the application and runtime, which is helpful for support calls.
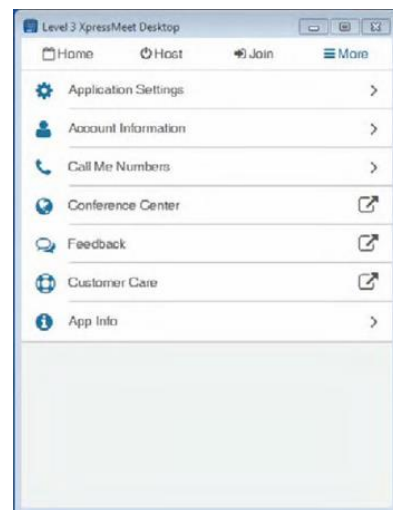
Notifications

If you have Outlook then by default the application will enable desktop notifications. Notifications give you the ability to start or join a meeting directly and are configurable.

- Click **Dismiss** to dismiss the notification. Notifications will appear five minutes before a meeting and will auto dismiss after five minutes.

- Clicking **Start** will take you to the Host screen where you may start the meeting.

- Clicking Join will take you to the Call Me web page where you may join the meeting.
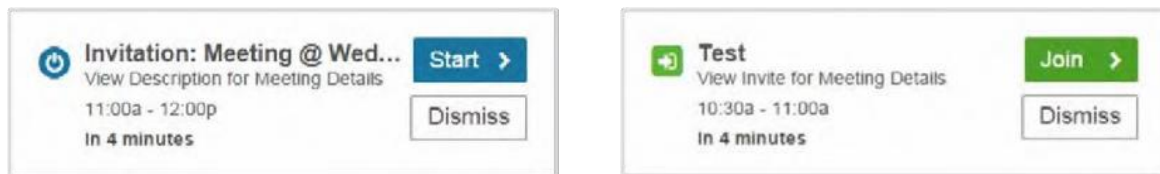
Configure Notifications

To configure Notification settings, go to the More tab and click

Application Settings.

- "Show Reminder Notifications" default is set to On and will show all calendar events
- "Show Reminder Notifications" can be set to Off which will disable notifications
- Set "Show Ready-Access Meetings Only" to On to be notified only when you have a Ready-Access or Web Meeting which allows you to Join or Start from the notification

CenturyLink XpressMeet Mobile

Overview

CenturyLink XpressMeet Mobile allows you to use your Ready- Access conferencing account to connect to your conference call directly from your mobile phone. If you have an Apple iPhone

or Android, all you have to do is download the CenturyLink XpressMeet Mobile application to order to start or join CenturyLink Ready-Access meetings on the go.

Features

One Click Host or Join - No need to remember 800 numbers and access codes - join Ready-Access audio and web meetings with a simple click.

View Meetings - The app will display all your Ready-Access audio and web meetings directly from your mobile calendar and provide a reminder prompt 30 seconds before.

Collaborate - Attend Ready-Access audio and web conferences on the go. Interact with the presenter through slide and application sharing, annotations, hand raising and text chat on your phone screen.

Save Multiple Locations - Save multiple phone numbers, such as your mobile, desktop or favorite conference room. Have the conference connect to your saved location by selecting it when starting or joining a conference.

Installation
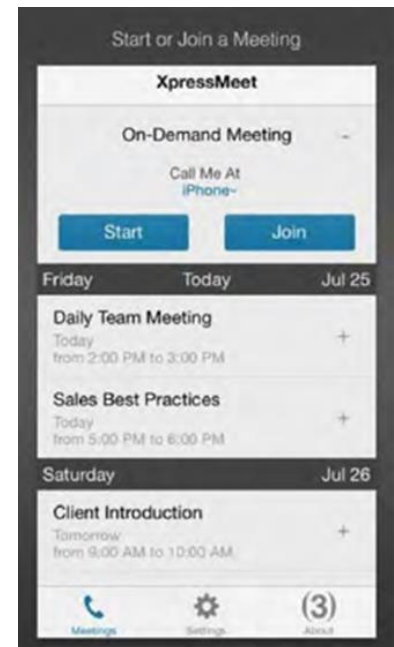
- Visit https://www.centurylink.com/business/help/ucc-services/xpressmeet.html
- Click on the **Android Phone** or **iPhone** link under the CenturyLink XpressMeet Solutions header depending on what mobile device you use.

Setup

- Once you have downloaded CenturyLink XpressMeet Mobile from the app store, simply click on the app in order to get your CenturyLink Ready-Access subscription setup with your mobile phone.

- The first time you open the app, it will ask you to enter your personal info along with your Ready-Access info. In the textboxes under Personal Info enter your name, country code and mobile phone number.

- In the textboxes under Ready-Access Info enter your Ready- Access phone number, access code and passcode.

- All of the information can be found in your Ready-Access conferencing subscription confirmation email.

- Once all necessary information has been filled in and checked for accuracy hit the **Done** button on the top right of the app user interface.

Application Functionality

- Ability to start or join an audio meeting.

- Ability to join an on-demand and/or scheduled web meeting.

- Preview of all upcoming meetings hosted with a CenturyLink associated 800 number.

- Ability to select from three meeting options "Web & Audio", "Web Only", or "Audio Only"

- Ability to set preferences to "Audio Only"

- View everything the presenter shares, including slides, desktop applications or annotations.

- Interact with presenter using the hand raising feature, or via text chat between the chairperson and participants.

- View real-time polling results

- Ability to store locations, which are personal numbers you may want the Ready-Access bridge to dial out to in order to connect you to your conference.
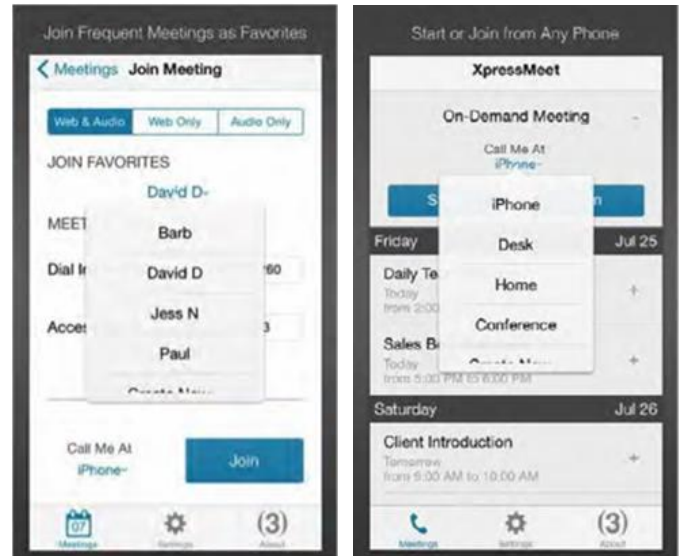
Note: Only Ready-Access meetings will be populated in the view of conferences.