



# inteliCall Meeting Center

## FREQUENTLY ASKED QUESTIONS

### WHERE CAN I DOWNLOAD THE 4.0 MEETING CENTER APPLICATION SO THAT I CAN RUN 4.0 MEETINGS?

You can download the new 4.0 Meeting Center Application in the Preferences/General or Tools section of your account.

### DOES THE MEETING CENTER APPLICATION REQUIRE ANY ACTIVE X DOWNLOADS?

All ActiveX controls are embedded in a single download of the Meeting Center Application. The download includes the Enhanced Publisher, Microsoft Outlook and Lotus Notes Address Book Control, Outlook Calendar Control, Desktop VoIP and the Desktop Icon.

### WHAT LEVELS OF ACCESS DO USERS NEED TO RUN AND/OR INSTALL INTELICALL MEETING CENTER 4.0?

Admin rights are required to install the Meeting Center Application. Admin rights are not required to use the application.

### IS JAVA VIRTUAL MACHINE STILL REQUIRED TO CONDUCT OR JOIN A INTELICALL MEETING CENTER 4.0 MEETING?

No. InteliCall Meeting Center 4.0 does not require Java Virtual Machine. A Javascript-enabled browser is required.

### DO POP-UP BLOCKERS NEED TO BE DISABLED TO CONDUCT OR JOIN 4.0 MEETINGS?

No. Pop-up blockers do not need to be disabled to moderate or join 4.0 meetings.

### HOW DO I MIGRATE TO THE 4.0 PLATFORM? DOES THE PREVIOUS VERSION OF INTELICALL MEETING CENTER HAVE TO BE UNINSTALLED?

In order to use 4.0, moderators must install the new Meeting Center Application. The previous version does not need to be uninstalled.

If you wish to remove previous components, you can uninstall them via the Tools section of your account.

### HOW WILL THE DEPLOYMENT OF INTELICALL MEETING CENTER 4.0 AFFECT PREVIOUSLY UPLOADED CONTENT AND ARCHIVES?

Presentations that were uploaded before installing version 4.0 will work during a live 4.0 meeting. Presentations created prior to 4.0 cannot be archived.

### CAN I EASILY REVERT BACK TO THE PREVIOUS VERSION OF INTELICALL MEETING CENTER?

Yes. Both versions can be installed and either version can be used on a per meeting basis. Under Preferences/General, you can choose either the new Meeting Center 4.0 or Meeting Center 3.9. Based on your selection, the appropriate version of InteliCall Meeting Center will launch when a meeting starts.

### HOW WILL THE INTELICALL MEETING CENTER 4.0 APPLICATION BE DISTRIBUTED TO CUSTOMERS?

The new 4.0 Meeting Center Application is available for download in your online account, as an MSI for download via link or on CD (for select customers).

### HOW MUCH BANDWIDTH IS NEEDED FOR SLIDES, DESKTOP VIDEO, DESKTOP VOIP, ETC?

Bandwidth required varies depending on the type of application you are running. On average, a typical meeting with slides requires 2kbps, while Desktop VoIP requires an additional 8-10kbps. Video requires an additional 12kbps.

### HOW CAN PARTICIPANTS JOIN 4.0 MEETINGS? WHAT BROWSERS ARE SUPPORTED?

Participants can join a meeting using the new Meeting Center Application or via the following browsers:

- IE 6.0 + (Windows)
- Firefox 1.5 + (Windows/Mac/Linux)
- Safari 2.0 + (Mac)

### WHAT ARE THE DIFFERENCES BETWEEN JOINING A MEETING WITH THE MEETING CENTER APPLICATION VS. BROWSER ONLY?

Participants joining via browser only can successfully participate in a meeting but will not be able to take advantage of Presenter capabilities and Desktop VoIP and Video access.

### WILL USERS RETAIN THEIR EXISTING MEETING # AND PIN?

Yes. All customer Meeting Numbers and PINs will remain the same