

BtL Unified Meeting 5 FAQ

What is Unified Meeting 5?

Unified Meeting 5 is a meeting and collaboration application that puts you in control of all aspects of your meeting including scheduling, participant management and security. You have access to a simple, browser-only version, which gives you call management and security features, or an installed desktop version which gives you access to scheduling, Voice over IP, application sharing, recordings and active directory integration. Whether you are collaborating online or simply using audio to meet, Unified Meeting 5 improves your meeting experience with intuitive and powerful productivity enhancements that are available to you with a click of your mouse.



How many people can join Unified Meeting 5?

By default, Unified Meeting 5 supports meetings with up to 150 connections including moderator, presenters and participants. Please contact your sales representative if more participants are required for your meeting.

Which operating systems can you use Unified Meeting 5?

Microsoft Windows XP SP3/ Vista/ 7/ 8 and Mac OS X 10.6 (Leopard) or higher.

Where can I download Unified Meeting 5?

[Unified Meeting 5 is available here](#). Additionally, when starting or joining a call in your browser, the option will appear to download Unified Meeting 5 to your computer. This enables you to start, join and schedule meetings directly from the program on your desktop.

Do I need an account with The Conferencing Centre to download and use Unified Meeting 5?

No. You do not need an account to download and join meetings using Unified Meeting 5. However, to schedule, start and host meetings through Unified Meeting 5, an account is required.

What languages does Unified Meeting 5 currently support?

Unified Meeting 5 is currently available in English, Simplified Chinese, Traditional Chinese, Dutch, French, Italian, Japanese, Korean, Portuguese, Russian, Spanish and Swedish. Support for additional languages will be available in future releases.

Which audio accounts does Unified Meeting 5 support?

Unified Meeting 5 supports Reservationless-Plus® accounts with a conference code and leader PIN or Reservationless-Plus® accounts with dual passcodes (leader conference code and participant conference code). Certain features are only available on our IICP proprietary infrastructure. Unified Meeting 5 does not support Reservationless-Express and Reservationless-Pro accounts. If you have questions or need assistance, please contact customer services at (877) 769-7229.

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Where do I find my Unified Meeting 5 login and password?

Your Unified Meeting 5 login and password can be found in the welcome email or packet you received when you signed up for an account. If you need to have your welcome email resent, you can select to have it resent during installation or contact customer service at (877) 769-7229.

What is Voice over Internet Protocol (VoIP)?

Voice over Internet Protocol (VoIP) is the tool used to transport communication via an IP network rather than through a traditional cellular signal.

How can I use Voice over Internet Protocol (VoIP)?

To use VoIP with Unified Meeting 5, it must be enabled within your account with The Conferencing Centre and Unified Meeting 5 installed on your desktop. To request this feature, please contact customer service at (877) 769-7229 or the number listed on your welcome email.

Is Voice over Internet Protocol (VoIP) supported in my country?

Due to regulatory requirements, VoIP is currently unavailable in the following countries: Algeria, Armenia, Azerbaijan, Bahrain, Belarus, China, Egypt, Estonia, Georgia, India, Iran, Iraq, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Latvia, Lebanon, Lithuania, Moldova, North Korea, Oman, Qatar, Saudi Arabia, Syria, Tajikistan, Turkey, Turkmenistan, UAE, Ukraine, Uzbekistan and Yemen.

Due to security concerns, my company uses a firewall that does not allow traffic through certain ports. Will I still be able to use VoIP?

To meet this different infrastructure requirements, the VoIP client will include a component for tunnelling. This will allow the VoIP client to try different connection methods and choose the best one for each call. It will utilize known ports that should be open in every company's infrastructure internet traffic.



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How do I send a meeting invitation?

For Window users: From the Unified Meeting 5 desktop icon toolbar, select Schedule Meeting. The Unified Meeting 5 Scheduling plug-in will open in your Outlook mail client. Select the InterCall icon and your meeting information will be aggregated into an email.

For MAC users: Click 'Create Meeting Initiation' from the 'InterCall application' in the menu bar. Unified Meeting 5 scheduling will open iCal and you will be able to create a new event with the Unified Meeting 5 information aggregated to the event.

How do I join a meeting as a participant?

After clicking the invite URL sent in your email invitation, you will be automatically connected to the specified meeting. If using 'Join Meeting' from the toolbar, enter the conference code of the meeting you would like to join and select join as a participant. Select the right arrow and you'll be connected to your meeting.

What types of reports are available with Unified Meeting 5?

Unified meeting 5 stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names etc.

How do I start a meeting as a leader/moderator?

To start a meeting, select 'Start Meeting' from the 'Meeting Centre' toolbar icon, confirm your 'Call Me' number, dial-in number or if enabled, VoIP and select 'Start Meeting'. You can also start your meeting by clicking the join URL in your meeting invite.

How do I start an Instant Meeting?

To start your meeting, right click the 'Meeting Centre' toolbar icon and select 'Start Meeting. Choose Call Me, Dial-In or if enable VoIP and select 'Start Meeting'. If you are using the browser version, you can start a meeting from The Conferencing Centre Online at www.tcccconline.com.

