Microsoft® Office Live Meeting
Feature Guide

Microsoft Corporation
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Abstract

As the business environment continues to rapidly evolve, the inability to conduct in-person meetings in a timely fashion is making it more difficult to make informed decisions quickly. Additionally, the high overall expense and complexity of attracting attendees makes onsite events less affordable. Reaching geographically dispersed students can also be difficult or cost-prohibitive. To meet these challenges, businesses are seeking a collaboration solution that simplifies communication processes and cuts costs.

Microsoft® Office Live Meeting is an innovative, hosted web conferencing service that specializes in allowing information workers to communicate and collaborate with anyone, anywhere. With its rich interactivity and ability to show or share any document or application, Live Meeting helps thousands of users worldwide minimize the costs and hassles of business travel and streamline communications with co-workers, business partners, and customers. From small collaborative meetings to large events with thousands of people, Live Meeting is the perfect solution for conducting online meetings.

This feature guide describes Live Meeting and its significant new capabilities designed to make it the most effective online meeting solution for *integrated*, *interactive*, and *easy-to-use* web conferencing.

Contents

Overview

Microsoft® Office Live Meeting is an integrated, interactive, and easy to use online meeting solution for small collaborative meetings and large events and training. Built with a familiar Microsoft® Office look and feel, Live Meeting introduces innovative new functionality and benefits that make online meetings more successful and enhance real-time collaboration.

Integration with Microsoft Office and audio conferencing services from leading audio conferencing providers allows Live Meeting users to take advantage of their existing systems. Users can easily schedule and conduct online meetings with colleagues in any location. Live Meeting provides an ideal environment for holding events online, with compelling presentation features and unique interactive tools, in an integrated solution.
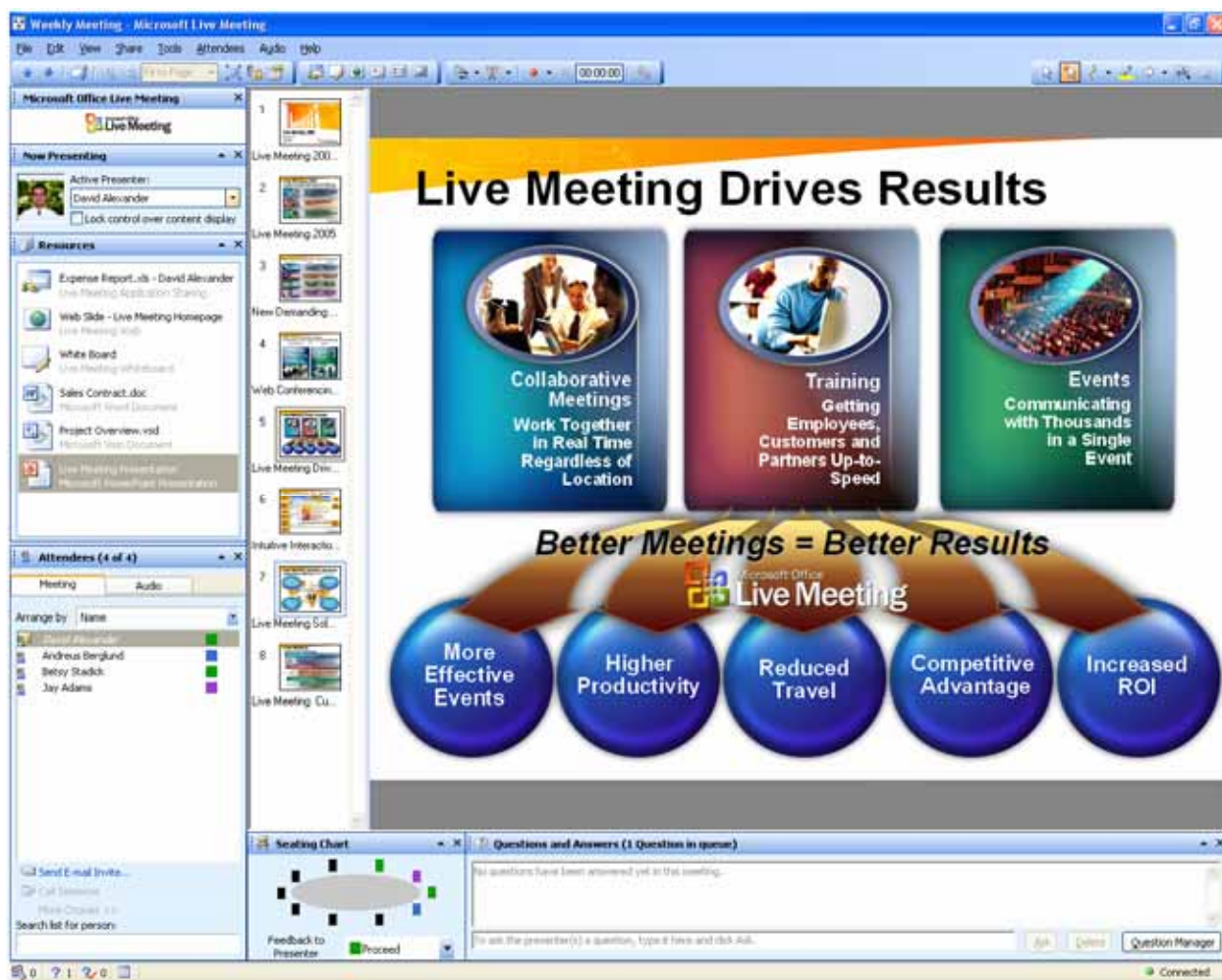
Key Benefits of Live Meeting

Interaction: Engage and Interact With Groups of All Sizes

Whether brainstorming with a colleague across the world or presenting a product launch to an audience of 1,000, Microsoft® Office Live Meeting offers a rich set of tools that allow users to customize the level of interactivity needed with their meeting participants. By engaging users in a powerful and interactive virtual meeting room environment, Live Meeting participants are able to leverage an array of customer-focused features that were specifically designed to make it the most effective online meeting solution in the industry.

Content Sharing and Creation

The foundation for Live Meeting interactivity is its ability to broadcast visuals of any type, including presentations, commonly used document types such as Microsoft® Word and Excel, applications, or web pages to remote participants in real-time. Since presenters can choose to share either a portion of their desktop or the entire screen, management of meeting content is simple and flexible. Additionally, the ability to virtually share any application or document over the Internet means there are no boundaries to what, when, where or with whom users can communicate.

Live Meeting's **PowerPoint Viewer** displays Microsoft® PowerPoint slides with full support for animations and transitions, allowing presenters to take advantage of these effects in the online meeting environment. That helps to focus audience attention and make presentations more engaging for remote participants. Animation support lets presenters or organizers select slide elements to appear at certain times and in a particular order (e.g., fly in, fade, etc.). Transitions are supported for effects when moving from slide to slide (e.g., wipe, cover, push, etc.) and **Full Screen Mode** allows participants to view the slide so that it uses up the entire screen.

Setting up meeting content is easy with the Live Meeting **Document Viewer.** It allows the import of any document type that can be printed. Presenters can drag and drop documents directly into the Live Meeting console to bring them into an online meeting quickly and easily. For convenient storage, documents remain in the virtual meeting room per the content expiration policies established by the Live Meeting administrator. This gives users readily available access to previous or future meeting content regardless of which computer they are working from.

Broadcast any visuals, applications, web pages, documents, or software to remote participants in real-time with Live Meeting **Application and Desktop Sharing**. Allow audience members to follow along with mouse movements and keyboard inputs by presenting live from the desktop. Live Meetings lets users show anything on their computer instantly to remote audiences. Presenters can choose to share their whole screen or only a portion to keep the audience focused on the key information. By sharing their desktop, presenters are able to engage with their audience in interactive product or software demos from any location.
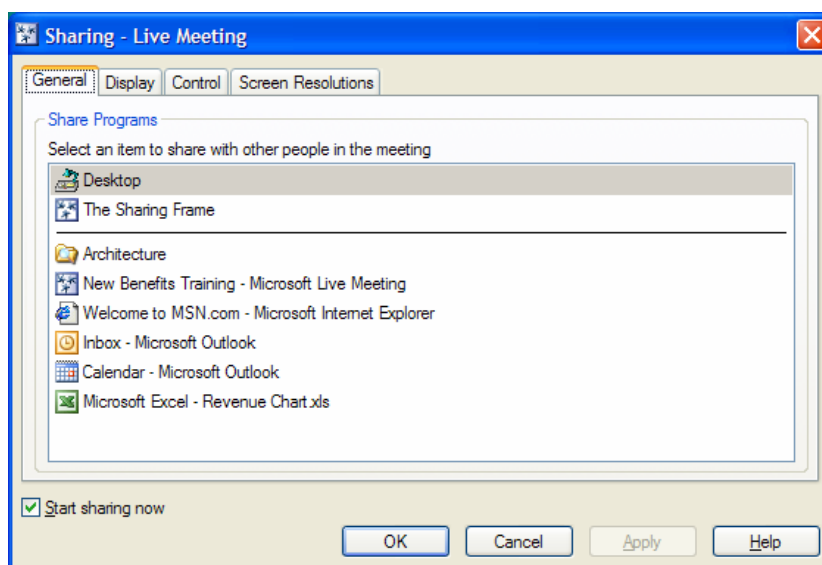
The **Sharing Frame** lets presenters select a specific area of their desktop they would like to share with meeting participants. For example, if there is only a portion of a confidential Word or Excel document the presenter would like to show to an audience, Live Meeting lets them select and share only that portion, while keeping the rest of the document private and unseen**. Remote Control** allows the presenter to hand control of any document, application, or even their desktop to any remote participant. This means that both the presenter and the participant have full control of that application. This can be especially useful in environments where interactive collaboration with co-workers is necessary. Similarly, **Remote Assistance** allows presenters in a Live Meeting to initiate application or desktop sharing on a remote participant's desktop. This is particularly useful in helpdesk or customer support roles. For security reasons, the remote participant can grant or deny access to the session initiator.

In addition, the **Snapshot** feature allows presenters to quickly capture any visual on their computer and show it to their audience. Once a snapshot has been taken, annotation tools can be used to highlight information quickly and conveniently. A snapshot can be effectively used in numerous situations such as when the presenter wants to *show* all or a portion of the desktop or application, but does not want to use application sharing.

Interactive Tools

Live Meeting delivers a host of interactive tools that enable presenters to better convey their message in a large event setting or small collaborative environment. These tools not only provide an interactive atmosphere for meeting presenters, but create a comfortable, engaging environment for all meeting attendees to communicate their thoughts and feedback.

Whiteboard - As seen in the screenshot to the right, a whiteboard is a blank page that allows presenters to draw, add text, and highlight information by using the annotation tools. For example, organizers can quickly create a flow chart to illustrate a point, insert a whiteboard and then use the annotation tools to draw squares, lines, and a host of other figures. The slide can be saved for future reference.
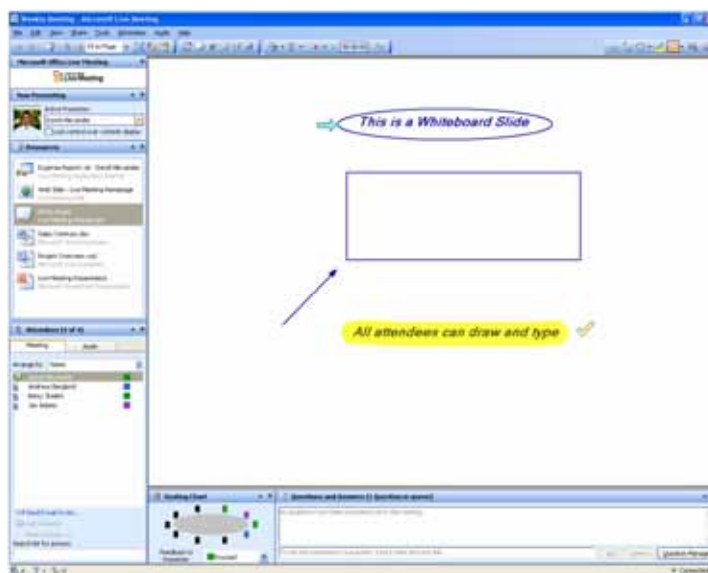
Text slide - A text slide is a blank editable page that lets presenters communicate with text. For example, a presenter can type new information that is available to the audience to copy and paste, such as an action items list or notes from brainstorming sessions. When a text slide is created, it allows the presenter to use the Edit menu commands to copy, paste, cut, and delete text.

Web slide - Web slides let presenters take their audience to any live Web site on the Internet to give tours, point attendees toward surveys or online information. Each attendee can independently click on links, fill out forms, or use interactive media. Organizers can add web slides to presentations quickly and easily just by entering the address of the Web site (URL) such as http://www.microsoft.com/livemeeting. The preview feature allows the presenter to see the page before it is shown to the audience in case additional navigation is needed prior to sharing it with the audience.

Polls - Polls allow presenters to receive instant feedback from their audience in real-time, as seen in the accompanying screen shot. Polls can be created in advance using Microsoft PowerPoint or during the meeting by clicking the poll button. The poll will be instantly displayed or hidden (based on the presenters' preference) and audience votes are tallied dynamically. At the end of the session a polling report can show how specific individuals voted as well as aggregate totals.
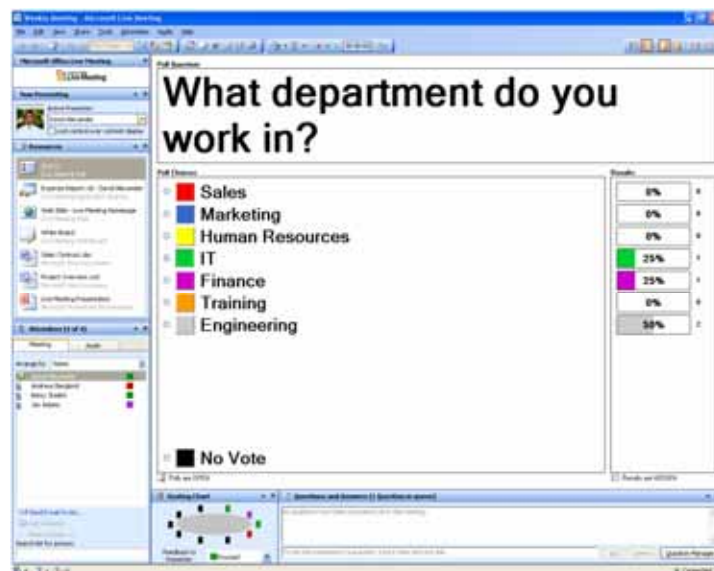
Annotations - Draw, highlight and type directly on slides or documents in real-time in order to focus the audience's attention on a particular discussion point. Multiple presenters can work on slides simultaneously and are assigned different annotation colors in order to differentiate each presenter's marks.
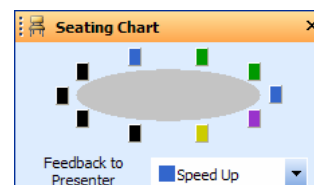
Chat - Chats are a useful way to communicate with other attendees or presenters during a meeting. All chat is private between participants. Presenters can always chat with each other and can enable or disable the audience chat feature.

Question Manager - Audience members can ask questions and get answers without interrupting the presenter. While one person is presenting, any other presenter can serve as moderator and immediately respond to questions submitted from audience members. Answers can be provided directly to the questioner (private reply) or shared with the entire audience (post to all). Live Meeting allows for an unlimited number of Q&A moderators.
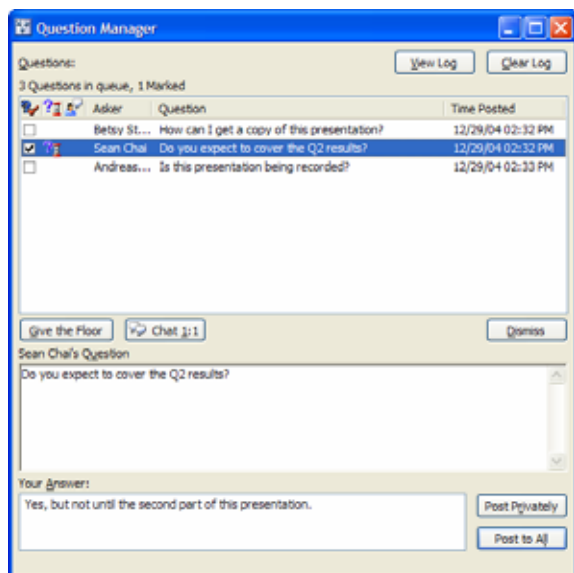
Seating Chart and Mood Indicator - The Seating Chart provides a real-time view of the number of attendees and their feedback on the meeting pace and clarity. The configuration of the seating chart is based on the size of the audience, and is selected at scheduling. A large meeting might be represented by a row of presenters and many rows of attendees, a smaller meeting may show a round table with a few attendees surrounding it. Audience members can change their seat colors to visually communicate their level of understanding or desired pace without interrupting the session. Meeting organizers can customize the Mood Indicators by assigning different meanings to the seat colors displayed in the seat color legend.

Ongoing Meetings – With ongoing meetings, virtual meeting rooms retain any meeting documents or ongoing annotations, edits, whiteboard and text brainstorming sessions. This provides a convenient way to store documents so they are accessible from a remote computer or in instances where materials are to be reused.

Scenarios and Examples

Table 1: Using Interactive Tools

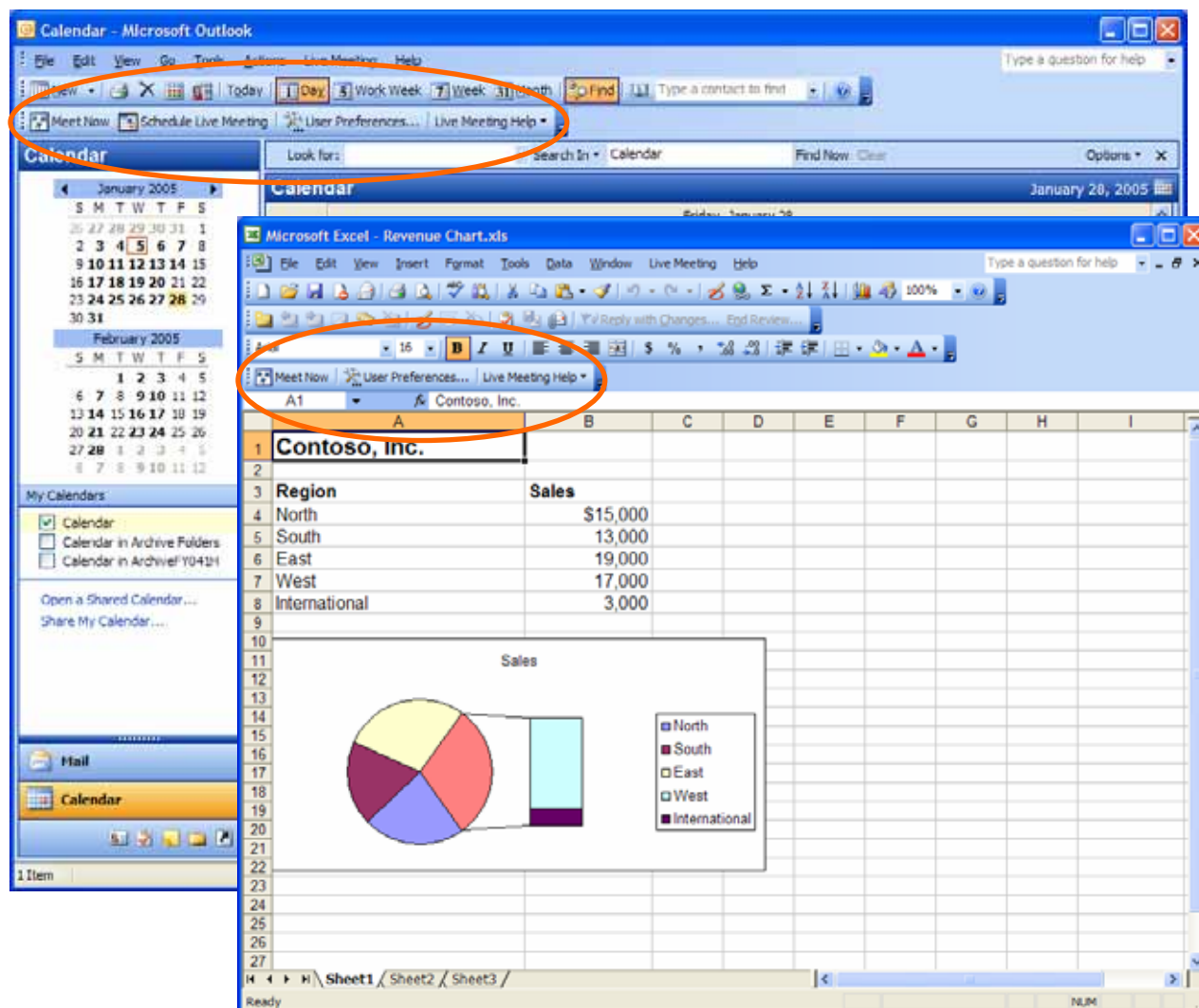| Scenario	Usage Examples
Meetings	o Demonstrate New Products: Create interactive training content for product demonstrations by using PowerPoint Viewer, Document Viewer or Application Sharing o Save Time: Leverage existing meeting documents and their changes with an Ongoing Meeting so team members don't have to search for them each time o Brainstorm: Engage the audience by using a Text Slide during brainstorming sessions. Take shared notes and allow team members to type ideas simultaneously o Stay Focused: Hold monthly Q&A sessions to reduce ad-hoc requests and increase time spent on strategic initiatives
Events	o Browse the Web: Access Web Slides to direct customers to web pages that show other items or product lines, online surveys, and promote branding during product launches o Engage Others: Poll employees to keep up-to-date on satisfaction and employee morale as new policies and benefits are communicated o Receive Feedback: Monitor the Seating Chart and Mood Indicator features to determine the size of audience and relevance of presentation material during events involving training, product launches, and sales presentations
Training	o Interact in Real-Time: Create a poll for audience members to determine relevance of training topics or take questions during presentations with Question Manager o Automate Processes: Share Web Slides to direct trainees to online content, quizzes, etc… o Create Urgency: Utilize annotation tools to build attention around critical points within the presentation

Integration: Integrated with Microsoft Office and Existing Systems

By integrating with existing information systems, Live Meeting users are able to leverage their existing systems to maximize the convenience of organizing or launching online meetings.

As part of the Microsoft® Office System, Live Meeting enables users to initiate and join meetings from Microsoft Office applications such as Microsoft® Word, Excel, PowerPoint, Project and Visio, or from Microsoft® Windows Messenger and MSN Messenger. Meeting organizers are able to schedule meetings using Microsoft® Office Outlook or Lotus Notes® (even when offline). They can easily check availability of required participants, send separate meeting invitations to presenters and attendees, track invitation responses and automatically include audio conference information or other standard text in every meeting invitation.

Table 2, on the next page, identifies how Live Meeting integration extends the capabilities of Outlook, Office, and Instant Messaging programs, shortening the time needed to set up a meeting and allow users to start a meeting in the context of their Office programs so they can be more productive.

Table 2: Live Meeting Integration Descriptions

Integration	Description
Microsoft® Outlook	Use the Meet Now command in Outlook to quickly and easily hold an impromptu meeting in Live Meeting. Meeting settings such as duration, meeting size, and meeting keys are based on the Meet Now preferences in the user profile. To add more flexibility and convenience, users are also able to schedule Live Meetings in Outlook when working offline. When the user connects to the network, Outlook automatically sends invitations to the requested participants. Whether meetings are scheduled through Outlook or the Live Meeting Manager web scheduling interface, all Live Meetings are displayed in the organizer's schedule, which is accessible through either interface.
Microsoft® Office	Initiate ad-hoc meetings directly from any Office application such as Word, Excel, PowerPoint, Visio, and Project. The Live Meeting Add-In for Office Collaboration provides the ability for users to instantly initiate Live Meeting from within the Office application. The Office document can automatically be imported into the Live Meeting for immediate collaboration, or shown with an application sharing session.
Microsoft® Windows Messenger and MSN Messenger	Start a Live Meeting immediately from Microsoft Windows Messenger or MSN Messenger with a single click. By selecting a contact, a link is automatically sent with joining instructions to a Live Meeting. Contacts are able to quickly and easily join the meeting by following the link provided.

Audio Integration

Audio Conference Call Controls in Live Meeting allow BT Conferencing, InterCall or MCI audio customers to simply and effectively control an audio conference call directly from the Live Meeting console and provide the ability to perform the following integrated, in-meeting functions:

- o **Call Me** – Presenters can set up the meeting so that participants can specify a phone number to have the service dial out to them and include them in the audio conference.
- o **Call Someone** – Presenters in a meeting can specify a phone number to have the service dial out to include additional participants in the audio conference.
- o **Mute/Unmute (All or Individual)** – Presenters in a meeting can mute and unmute participants in the audio conference. This can be done on an individual basis or for all participants.
- o **Disconnect Participant** – Presenters in a meeting can disconnect individual participants from the audio conference.
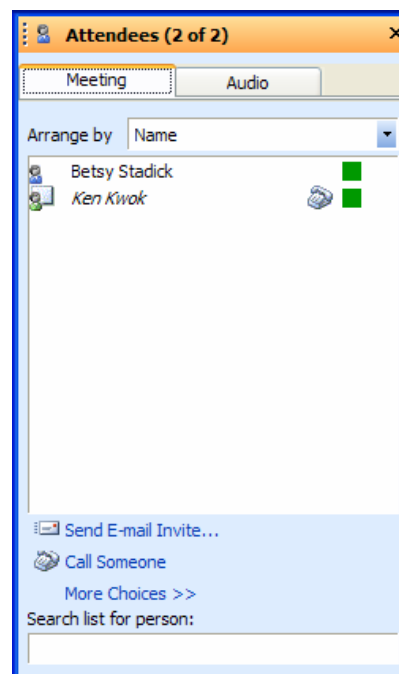
Additionally, as an alternative to traditional audio conferencing, **Internet Audio Broadcast** enables presenters to stream VoIP audio to other participants in the meeting. Since this is done over the Internet, participants only need the speakers on their PC or a headset to participate, allowing presentations and messaging to easily reach a broad and diverse audience cost effectively.
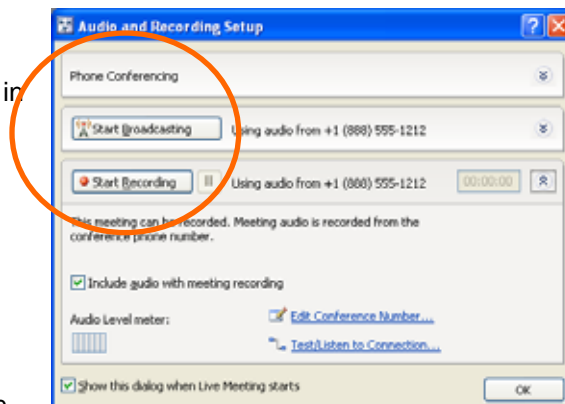
Integration with Other Systems

By leveraging the Live Meeting **XML-based APIs** (Application Programming Interfaces), developers can also integrate Live Meeting with other business systems and third-party applications to provide easily accessible and pertinent meeting information and are able to take advantage of their existing systems.

Scenarios and Examples

Table 3: Using Integration Tools

Scenario	Usage Examples
Meetings	o Stay Connected: Launch real-time collaboration sessions with clients and co-workers directly from Microsoft® Windows Messenger or MSN Messenger while on the road o Stay on Track: Develop effective sales and marketing strategies by inviting team members directly from Microsoft Office applications with Live Meeting integration o Take Control: Simplify the audio portion of a meeting with the Audio Conference Call Controls during sales and marketing presentations o Get Answers: Escalate an instant messaging session to an application sharing session from Windows or MSN Messenger for quick problem resolution
Events	o Meet Quickly: Take advantage of Outlook integration to invite event attendees directly from Address Books and corporate directories o Broaden Reach: Extend the reach your message with the help of Internet Audio Broadcasts during sales and marketing events o Get Organized: Leverage Outlook integration to check availability of meeting participants to create schedules for human resource events
Training	o Minimize Barriers: Train employees, business partners, and customers on new products and services cost-effectively and efficiently with Internet Audio Broadcasts o Stay Connected: Set up meetings with the Outlook scheduling functions to invite from address books, as well as track participants for mandatory training classes

Easy-to-Use: Familiar and Easy for Organizers and Meeting Participants

Incorporating the Microsoft® Office look and feel and using integrated tools to streamline common meeting tasks, meeting participants from around the world feel comfortable in the familiar Live Meeting online environment. Since Live Meeting is a hosted service, it can easily be deployed across multiple departments or an entire company around the world with no time-consuming management or technology infrastructure support needed.
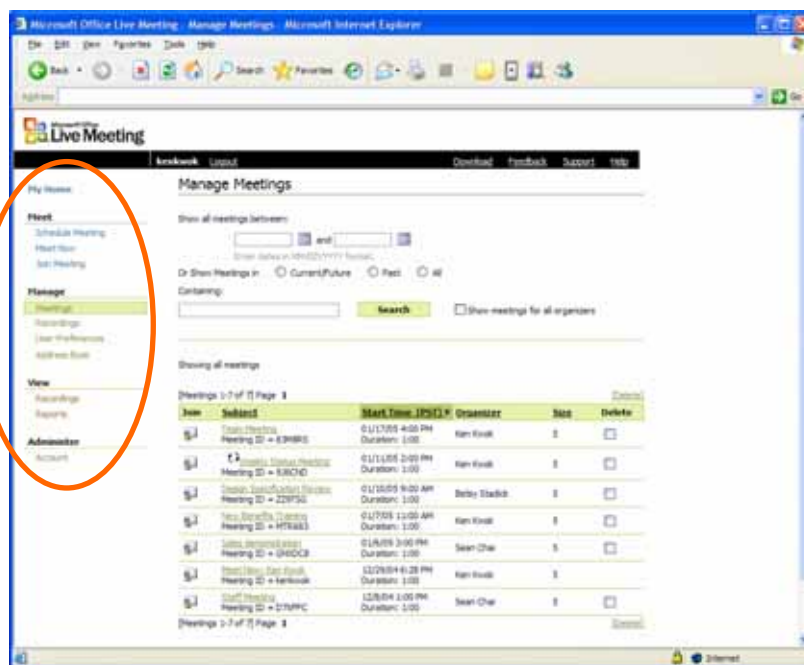
Joining and Initiating Meetings

The **Live Meeting Manager** is a web-based scheduling and administration user interface for the Live Meeting service. Users with an Administrator, Organizer, or Member account can quickly login to the Live Meeting Manager to join or initiate meetings with the **Schedule Meetings** or **Meet Now** functions.

Use the Schedule Meeting page to easily schedule new meetings with one or more participants. On this page set the meeting date and time, define access options, and invite people to the meeting. The Meet Now command provides the fastest and easiest way to launch an immediate, spontaneous meeting. Meet Now uses the same online meeting room each time so that organizers can take advantage of previously imported content.

The **Meeting Lobby** is a new feature that helps organizers conduct meetings without having to explicitly send out invitations to attendees. Each meeting is assigned a static and user friendly URL for the lobby. Attendees can easily enter the lobby until the meeting owner grants them access. From the lobby, they can email the meeting owner to let him/her know that they are waiting. Once the owner enters the meeting, he/she is notified that attendees are waiting in the lobby. The owner can selectively grant/deny access to each attendee. The owner is also notified if new attendees join the meeting while the meeting is in progress.

Meeting Management

With the **Manage Meetings** function, users are provided a list of all scheduled meetings and options for viewing, changing, and deleting information. Additionally, the **Manage Recordings** option lets users see a list of their recordings. From this page they can adjust recording settings, view recordings, and delete them.

The Live Meeting **Resource List** provides a listing of all documents, presentations, and interactive slides available in the Live Meeting console, giving presenters immediate access to an organized inventory of meeting content. To further simplify content navigation, the **Thumbnail Navigation** feature provides a thumbnail view of each page or slide for all loaded documents and presentations.
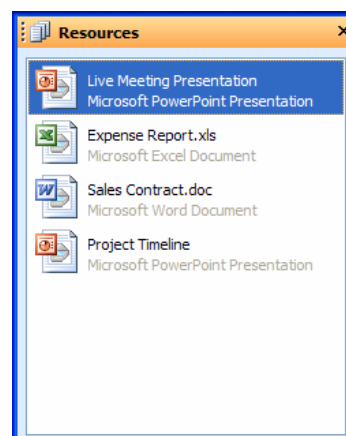
In addition, **View/Hide Toolbars** and **View/Hide/Move Panes** not only provide control of meeting content, but also the look and feel of the meeting user interface. In instances where content may require "a closer look", the **Zoom In/Out** feature lets participants independently zoom in and out while viewing a document in a Live Meeting. Additional options include fit to page and full screen.

For user assistance, and to make it easier for new or inexperienced users, the **Getting Started** feature provides a context-sensitive pane to assist users with the most common goals in setting up and conducting meetings. Its quick help resources for common user tasks are similar to Microsoft Office Getting Started, and are tailored to the meeting phase and role (i.e. attendee or presenter).
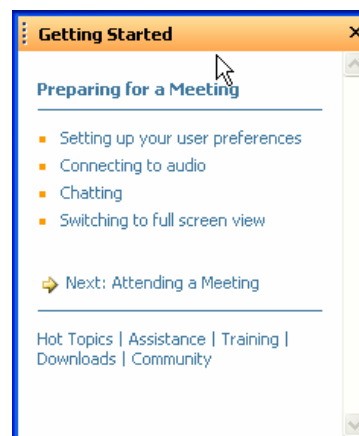
Participant Management

As audience sizes continue to increase and online meetings become more interactive, the need for simple and functional attendee controls escalates. In order to make attendee management more effective, Live Meeting has enhanced and upgraded many meeting controls and features.

The **Attendee Pane** allows meeting participants to see who is attending the meeting, event, or training. The pane lists attendee names, their "mood," and if they are a presenter. Users can search for an attendee or quickly sort the list of attendees that appears. When using Audio Conference Call Controls, the "Audio" tab will also display important information for participants on the audio conference.

The **Attendee Profile** allows meeting attendees and presenters to set their user profile to display information about themselves to other participants. Attendees can provide name, title, company, email, phone number, and attach a personal photograph.

Attendee Permissions use the Edit Meeting Options menu to indicate the features that presenters want to allow attendees to use during the presentation. At any time during a presentation, these settings can be changed.

When multiple presenters are working together in a meeting, one can be assigned as the **Active Presenter.** Any presenter can be made the Active Presenter, which displays their name and photo in the **Now Presenting Pane** if specified in their Attendee Profile. Rather than having to "pass the baton" to another presenter, Live Meeting gives users the convenience of having multiple presenters so that "non-Active" presenters can answer questions, or manage participants. Presenters can choose to promote other meeting participants to have presenter privileges within a Live Meeting. Any Active Presenter can initiate the **Lock Content Navigation** feature, which prevents other presenters from changing slides or pages in a document being shown.

Not only are presenters able to **Remove Attendees from Meeting,** the **Invite Someone** function allows presenters to instantly send meeting invitations directly from the Live Meeting
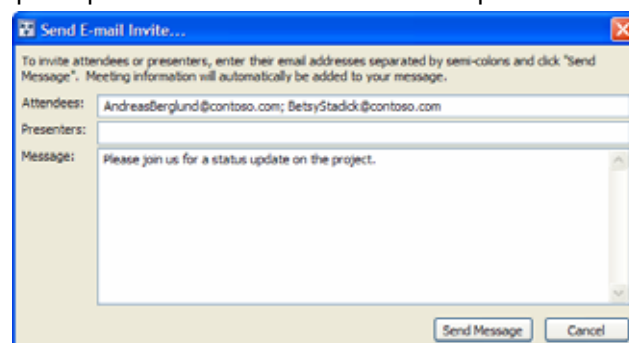
console. A dialog box allows separate presenter and attendee email addresses to be specified in order to have invitations sent from the Live Meeting service. If necessary, additional text can also be specified to be appended to the invitation. Attendees can also be invited using the **Send Email** (to attendee) feature. This sends an email to the selected attendee by invoking a new email message from the user's local email client. This capability is disabled if the selected attendee did not publish their email address in their attendee profile.

Once all necessary participants have joined the online meeting, the presenter can select the **Lock Meeting** function, to add an additional level of protection. This secures the meeting and all new attendees attempting to enter the meeting are sent to the Meeting Lobby.

Meeting Follow-Up: Recording and Reporting

Detailed usage **Reports** help track attendance to meetings, events, and recordings so organizers can see who attended and for how long. Statistics let users measure how recordings are being used and by whom. Additionally, reports are exportable in standard CSV format so they can be used with other applications.

As information workers continue to find new ways to leverage online meetings to streamline business communications, meeting recordings are quickly becoming a necessity. Live Meeting lets users quickly and easily record and save a copy of their meeting with just a click of the mouse and does not require any special equipment. **Live Meeting Recording** captures everything in the meeting including the live demonstrations, annotations, notes, visuals and even live web slides. Recordings are automatically hosted from the Live Meeting service making them instantly available with the click of a URL. On-demand viewing of the Live Meeting Replay is done with industry standard Microsoft® Windows Media Player.

Live Meeting Deployment and Adoption

he **Live Meeting Intranet Portal** provides a pre-packaged portal which integrates with Microsoft® Active Directory to automates administrative functions such as account creation and password management, and provides users single-sign on capability and a central location for training and/or reference documents. In addition, it allows for self-service customization to match branding and structure of other intranet sites.

Native Language Support is available not only in the meeting console, but also in invitations, chat, the question manager, and customer support. Languages supported include, English, French, German, Spanish, Traditional Chinese, Simplified Chinese, Korean, and Japanese. With Live Meeting, users can even have multiple language consoles in a meeting based on individual participants' language preferences. For example, one meeting participant could have their console in English and another in German, all within the same meeting.

Scenarios and Examples

Table 4: Using Easy-to-Use Tools

Scenario	Usage Examples
Meetings	o Assist On-Demand: Apply the Recording feature to create a series of online training sessions for new and current employees, or create online self-service presentations on employee benefits and policy information, sales and marketing presentations, and corporate best practices o Automate Tasks: Leverage Reporting tools to provide a record of attendance to mandatory meetings
Events	o Keep It Simple: Help first time users join online training events with the Getting Started feature o Engage Others: Keep attendees focused on training content and improve manageability of the conference with Participant Management functions
Training	o Track Data: Implement real-time Reporting on audience and meeting metrics to track attendance and simplify compliance reporting o Save Time: Record and archive online benefits information or employee training o Act Quickly: Send Email invitations or Invite Someone directly from the console when immediate assistance is needed from someone not in attendance o Instantly Interact: Promote attendees to presenter to allow "hands on" software demonstrations

Standard and Professional Editions

When utilizing Live Meeting users have the option of selecting between two editions of the solution, Standard or Professional. Each option is tailored to meet the specific web meeting needs identified by customers.

Live Meeting **Standard Edition** is a comprehensive, online meeting solution that delivers outstanding functionality and a clear upgrade path. Standard Edition provides a host of features that include presentation tools and attendance reporting, as well as application and desktop sharing for use in scheduled and ad-hoc meetings. It also delivers enhance integration and upgraded in-meeting functions that were previously available only in Live Meeting Professional Edition.

Live Meeting **Professional Edition** provides advanced functionality to enhance the flexibility and overall experience associated with meeting online. Offering all of the features found in Standard Edition, Live Meeting Professional Edition also includes a host of upgraded in-meeting, post-meeting, and administrative features. Advanced users of web conferencing and those with extensive feature requirements will find that Professional Edition creates the ideal online meeting environment.

Table 4: Live Meeting Feature Comparison

KEY: ☑ = Feature Included ◯ = Feature Optional	Live Meeting **Standard Edition**	Live Meeting **Professional Edition**
Interaction		
Interactive Tools (whiteboards, text slides, polls, web slides snapshots, annotations, chat, question manager, audience seating chart, mood indicators)	☑	☑
Document Viewer (Import documents and files)	☑ *NEW*	☑ *NEW*
PowerPoint Viewer (support for animations and transitions)	☑ *UPDATED*	☑ *UPDATED*
Application and Desktop Sharing	☑ *UPDATED*	☑ *UPDATED*
Application and Desktop Sharing Remote Control		☑
Remote Assistance	☑ *NEW*	☑ *NEW*
One-Click Content Controls	☑ *UPDATED*	☑ *UPDATED*
Manage Attendees	☑ *UPDATED*	☑ *UPDATED*
Meeting Lobby	☑ *NEW*	☑ *NEW*
Integration		
Live Meeting Add-In for Outlook (Schedule meetings and Meet Now)	☑ *UPDATED*	☑ *UPDATED*
Live Meeting Add-In for Windows Messenger and MSN Messenger (Meet Now)	☑	☑
Live Meeting Add-In for Office Collaboration (Meet Now from Word, Excel, PowerPoint, Visio, and Project)	☑ *NEW*	☑ *NEW*
Live Meeting Add-In for Lotus Notes (Schedule meetings and Meet Now)	☑	☑
Audio Conferencing Call Controls	☑ *NEW*	☑ *NEW*
Internet Audio Broadcast		☑ *NEW*

KEY: ✔ = Feature Included ◯ = Feature Optional	Live Meeting Standard Edition	Live Meeting Professional Edition
Ease of Use		
Live Meeting Manager (Schedule meetings, Meet Now, manage meetings and recordings, users, groups, administration policies, account preferences)	✔	✔
Live Meeting Replay Recordings		✔
Meeting Reports	✔	✔
Intranet Portal	✔ *NEW*	✔ *NEW*
Personal Address Books		✔
Custom Invitations		✔
Custom Branding		✔
Print to PDF		✔
Additional Recording Storage		◯
Registration Pro	◯	◯
Event Services	◯	◯
Adoption Services	◯	◯
Platform		
SSL Encryption	✔	✔
Live Meeting APIs	✔	✔
Windows based meeting console	✔ *UPDATED*	✔ *UPDATED*
Web based meeting console	✔ *UPDATED*	✔ *UPDATED*
Localization (English, Japanese, French, German, Spanish, Chinese simplified, Chinese traditional, Korean)	✔ *NEW*	✔ *NEW*