

AT&T Connect

myAT&T User Guide

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Chapter 1

Getting Started

myAT&T lets you communicate with others quickly and easily, directly from your computer desktop. myAT&T coordinates your email/calendar application with your organization's AT&T Connect virtual meeting and voice conferencing system.

The myAT&T application gives you your own, personal Meeting Room for ad hoc meetings, and makes voice conferencing simple.



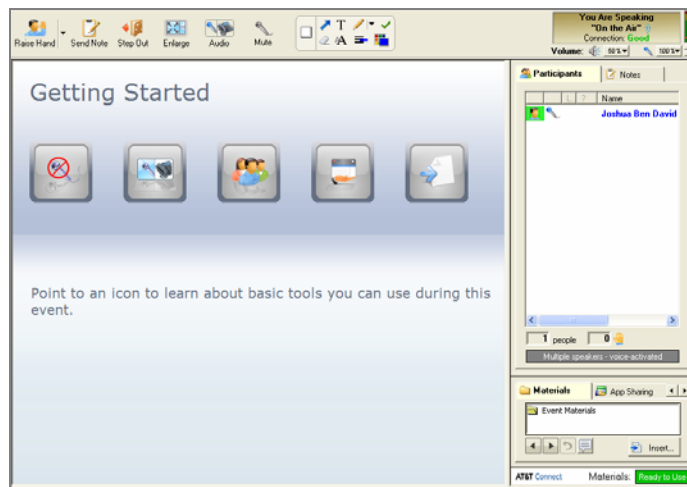
AT&T Connect Events and Meetings

myAT&T works with your organization's AT&T Connect system to give you easy access to a range of preconfigured meeting and seminar-type AT&T Connect events.

In addition, myAT&T gives you a *personal Meeting Room* which is available at any time. With just a click, you can invite people on your contact list into your meeting room for ad-hoc conferences.

When you enter an AT&T Connect Event or Meeting Room session, myAT&T opens the AT&T Connect Participant application on your desktop. The

participant application provides a shared whiteboard and other tools for communication among Event participants.

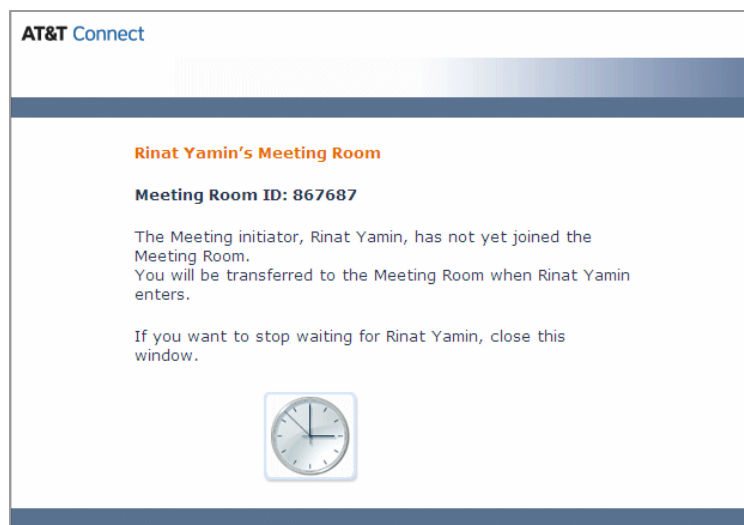


Meeting Rooms

Your personal Meeting Room is an AT&T Connect meeting session which you can activate at any time. Your Meeting Room has a fixed ID. Invited guests must enter this code to enter your meeting room.

In most cases you enter your meeting room after inviting others to meet you there - but you can enter your meeting room first, and then invite others to join you.

Invited participants may wait a few moments in a virtual *Waiting Room* while AT&T Connect activates your meeting room and assigns network resources to your meeting. In addition, other participants cannot enter your meeting room before you, the meeting room owner. They wait in the virtual waiting room until you enter your meeting room.



Telephone participants hear a voice announcement of the waiting state.

Once the meeting begins, it remains in session even if the host leaves. The meeting room stays open until the last participant exits.

Meeting rooms offer the same functionality as an AT&T Connect iMeeting event. For more information on how to work with the participant application, refer to the *Participant User Guide*.

Telephone Access and Voice Conferencing


You can access AT&T Connect Events and meetings through a telephone connection. Telephone participants won't see the shared visual components, but can hear and speak with other participants.

Voice conferencing is simply a meeting room session with only audio participants.

Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

Installing myAT&T

myAT&T may be automatically installed on your desktop workstation by your network administrator. Alternatively, your network administrator can send you an email with a link. Clicking the link launches myAT&T installation and activates the software. Installation is automatic, and may take a few moments.

After successful installation, the myAT&T icon  appears in your system tray.

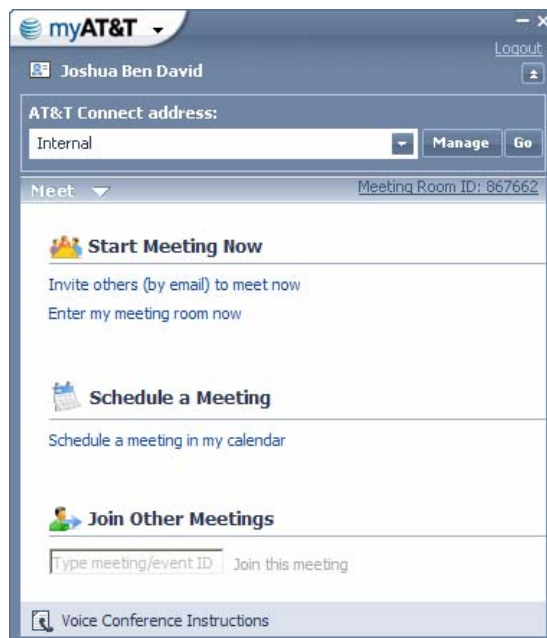
Logging in to myAT&T

myAT&T works in concert with your organization's AT&T Connect system.


When you start myAT&T for the first time – or if you are using myAT&T from a computer that is not your workstation - you may be required to log in to your organization's AT&T Connect system through myAT&T . Refer to Your AT&T Connect Account Information on page 21.

The myAT&T Interface

When you click the myAT&T icon on your desktop, the myAT&T main window is displayed .



The header area of the window lists your account name.

The AT&T Connect Address area lists AT&T Connect servers in your organization's network to which myAT&T can connect. You can hide or display this area by clicking on the arrow  icon. For more information, refer to Your AT&T Connect Address on page 23.

The Meet pane gives you access to tools and information that let you quickly schedule and join AT&T Connect Events and audio conferences. The tray header shows your Meeting Room ID - the access code for your personal meeting room.

Chapter 2

AT&T Connect Events and Meetings

This chapter discusses the two basic types of myAT&T meetings:

- ◆ Ad-hoc, real-time meetings and voice conferences that you initiate on the spot without advance scheduling. These Events take place in your personal virtual meeting room, and invited Participants join these events using your Meeting Room ID.
- ◆ AT&T Connect Events that are scheduled in advance. These Events are accessed using an Event ID – which opens a dedicated AT&T Connect virtual meeting room for the Event.

Start Meeting Now in your Personal Meeting Room

Your Personal Meeting Room is used for ad-hoc, real-time meetings and voice conferences.

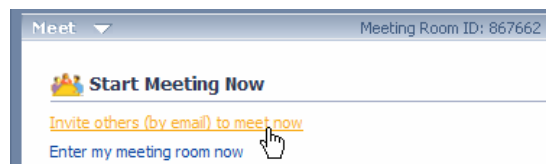
The meeting room ID is the key to your meeting. It is the only information others need to access your meeting room. myAT&T automatically generates invitation messages that include your meeting room ID.

People outside your organization can join your meeting through the internet, or by dialing into the AT&T Connect telephone conference system – but only if they have your meeting room ID.

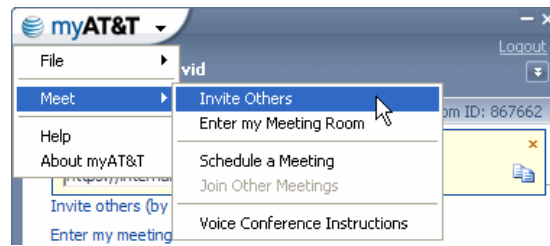
Initiate an on-the-spot meeting or voice conference

To initiate a meeting via email:

1. Do one of the following:
 - ◆ In the Meet pane, click Invite others (by mail) to meet now.



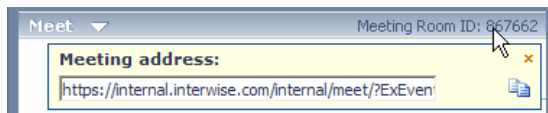
- ◆ Click the main myAT&T menu and select Meet>Invite Others.




2. Your email program opens with an automatically generated invitation message. Address the email to invited participants, then click Send.

To compose your own meeting invitation:

1. Click your Meeting Room ID in the Meet pane header: a text box opens with a link to your meeting room in the AT&T Connect system.



2. Click the copy icon  to copy the link text. You can paste this link into any email or IM invitation text you create.
3. Click the x icon to close the text box.

To invite telephone participants:

You and your guests can join the meeting using your computers or by telephone. Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

If computer-based participants present files or other visual materials, telephone-based participants cannot view these materials. A link to dial-in instructions is included in the email invitation text.

To guide someone who wants to participate by phone, see *To enter AT&T Connect by telephone*: on page 16.

Enter your Personal Meeting Room

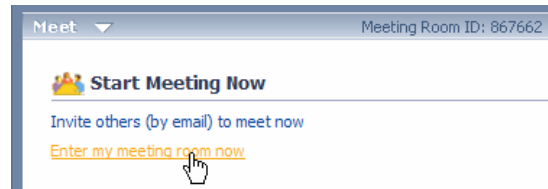
The meeting does not begin until you enter your personal Meeting Room. This initializes the virtual meeting space, and lets others join the meeting.

When you access your Meeting Room from your computer, the AT&T Connect Participant application opens on your desktop. This lets you view all presented materials and participate fully in the meeting. For more information on how to work with the participant application, refer to the *Participant User Guide*. Personal meeting rooms offer the same functionality as an AT&T Connect iMeeting event.

You can also access events and meetings by dialing in through a phone line, sharing only the audio portion of the meeting. Remember: the meeting can support any mix of computer and telephone-based participants. (Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.)

To enter your personal Meeting Room by computer:

1. Do one of the following:
 - ◆ In the Meet pane, click Enter my meeting room now.



- ◆ Click the myAT&T menu and select Meet>Enter my Meeting Room.



2. The AT&T Connect Participant application automatically opens in another window, and the AT&T Connect system initializes the event/meeting room.



You can invite additional participants from within the Participant application. Other participants can join by computer or telephone.

To enter your personal Meeting Room by telephone:

Typically telephone access is used to conduct a voice conference while you are away from your desk. Others can join the meeting using their computers, or by telephone. If computer-based participants present files or other visual materials, you will not be able to view them.

Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

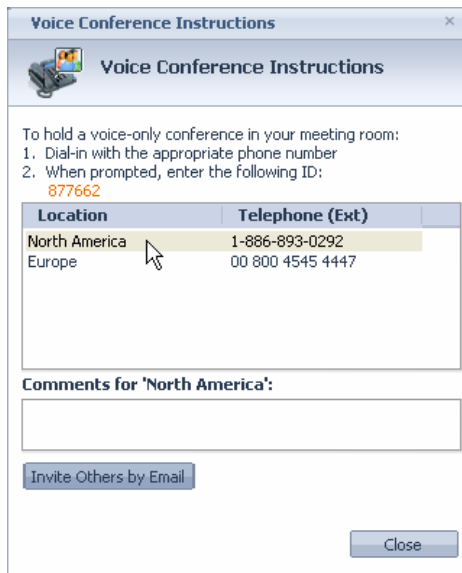


Review the Voice Conference instructions before you travel, and record your personal Meeting Room ID for use away from your computer.

1. Click the myAT&T menu and select Meet>Voice Conference Instructions.



2. A pop-up window shows step-by-step instructions for telephone access to the AT&T system. The access code corresponds to your personal Meeting Room.



The dialing instructions presented to you may differ from the example shown, depending on your organization's AT&T Connect system configuration.

Select the phone number closest to your geographical location, and dial in to the AT&T Connect system. When prompted, enter your Meeting Room ID to enter your meeting room.

Schedule a Meeting

Although your personal Meeting Room is most commonly used for ad-hoc, unplanned conferences, you can also schedule meetings in advance.

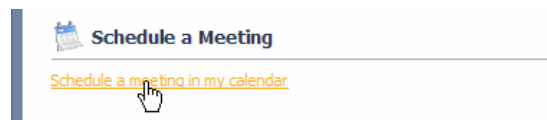
myAT&T makes it easy to schedule AT&T Connect virtual meetings with a calendar application such as Outlook or Lotus Notes.



Your organization may not have enabled this feature.

To schedule a meeting:

1. Do one of the following:
 - ◆ In the Meet pane, click Schedule a meeting in my calendar.



- ◆ Click the myAT&T menu and select Meet>Schedule a Meeting



2. Your calendar application opens an appointment creation window.
 - ◆ If the AT&T Connect Outlook Add-in is installed on your computer, click the **Make this an AT&T Connect Event** button on the AT&T Connect toolbar in the appointment window. The Outlook Add-in automatically schedules the virtual meeting space in the AT&T Connect system and generates an Event ID. If you wish, add text to the appointment invitation.
 - ◆ If the AT&T Connect Outlook Add-in is not installed on your computer, the window contains an automatically generated invitation message with links to your personal Meeting Room.
3. Set the date and time of the meeting and choose invited participants using the calendar tools.
4. If you wish, edit the invitation text – but keep the links to your Meeting Room and the access instructions.
5. Send the invitation to the selected participants.

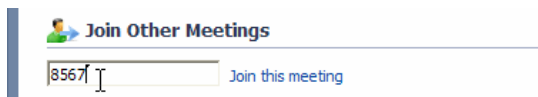
Join Other Meetings

You can use myAT&T to quickly enter other AT&T Connect Events to which you have been invited. You can participate using your computer, or by telephone. If you participate by telephone, you cannot view files, whiteboard notes, or other materials that are shared during the meeting.

The Event ID is the key that gives you access to pre-scheduled Events. Similarly, if you are invited to an ad-hoc conference in another person's meeting room, their personal Meeting Room ID grants admission to the conference. You must provide the Event ID or Meeting Room ID to join the AT&T Connect virtual meeting.

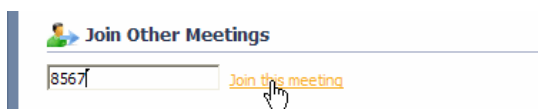
To enter an AT&T Connect Event or Meeting Room using your computer:

1. In the Meet pane, click the text box in the Join Other Meetings area.



Enter the Event ID or Meeting Room ID.

2. Click Join this meeting.



The AT&T Connect Participant application automatically opens in another window, and the AT&T Connect system initializes the event/meeting room.

Chapter 3

Telephone Access and Voice Conferencing

Participants can join AT&T Connect Events and Meeting Rooms in two ways:

- ◆ **Using their computers and the AT&T Connect Participant:** This application lets meeting participants exchange notes, use a shared whiteboard, and display files and shared applications in the virtual meeting.
- ◆ **Using a telephone link:** Participants dial in to the AT&T Connect access number nearest them, and are connected to the virtual meeting. Telephone participants can't see the shared visual components, but can hear and speak with other participants.

Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

Any mix of telephone and computer-based participants can join in an AT&T Connect Event or Meeting Room. The email invitation text generated for each Event includes two clickable links: one to the computer-based Participant application, and one to dial-in instructions for telephone access.

Voice conferencing is simply an AT&T Connect session with only audio participants. You schedule, invite others, and join voice conferences using the same tools as for computer-based AT&T Connect virtual meetings, as described in Chapter 2.

In fact, participants can join a voice conference using their computers. No visual materials will be displayed, but they can hear and speak using their computer headset. The host of the voice conference can use the Participant application's graphical tools to manage the voice conference – monitoring who has joined the meeting and their status, and muting individual audio streams if necessary.

There are two key numbers for telephone access to an AT&T Connect Event or Meeting Room:

- ◆ **The phone number of the nearest AT&T Connect telephone access point:** your organization's AT&T Connect system typically has phone access points at several physical locations in the network. This lets users at different locations call in to the system by making a local phone call.

- ◆ **The Event or Meeting Room ID** is the key that admits participants to your personal Meeting Room or scheduled AT&T Connect Event.

To enter AT&T Connect by telephone:

Typically telephone access is used to conduct a voice conference while you are away from your desk. Others can join the meeting using their computers, or by telephone. If computer-based participants present files or other visual materials, you will not be able to view them.

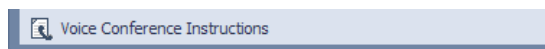
Telephone access depends on your organization’s AT&T Connect license, and may not be available in your system.



Make note of relevant telephone access numbers and event codes before you travel.

1. Do one of the following:

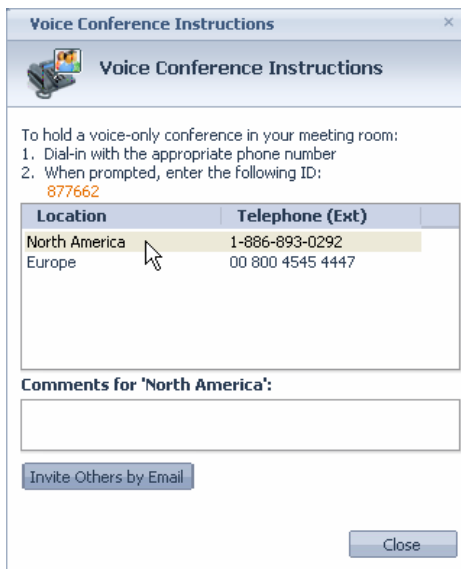
- ◆ Click the Voice Conference Instructions icon at the bottom of the myAT&T main window.



- ◆ Click the main myAT&T menu and select Meet>Voice Conference Instructions.



2. A pop-up window shows step-by-step instructions for telephone access to the AT&T system.



The dialing instructions presented to you may differ from the example shown, depending on your organization's AT&T Connect system configuration.

Select the phone number closest to your geographical location, and dial in to the AT&T Connect system. When prompted, enter the ID to enter your meeting room.

The ID shown by myAT&T corresponds to your personal Meeting Room ID. To join another AT&T Connect Event, key in its unique Event ID.

3. To guide other telephone participants, read the voice conference instructions to them. Choose the telephone location that is closest to their location, and tell them the appropriate Meeting Room or Event ID.
4. To invite others to join your meeting room, click Invite Others by Email and see To initiate a meeting via email: for details.

Chapter 4

Working with People Outside Your Organization

myAT&T makes it easy for you to use your organization's email/calendar application with its AT&T Connect system. But you can also invite contractors, clients, and other participants external to your organization to AT&T Connect Events or meetings in your personal meeting room. External access is also useful if you are away from your desk or in transit.

External access using a computer:

External users must have a live internet connection to participate in AT&T Connect events or meetings.

Typically, external participants receive an email invitation that contains an automatically generated link. From their email application, they click the link to join the event. The AT&T Connect Participant application is launched on their computer.

External access by telephone:

External users require some information to dial in to the AT&T Connect system:

- ◆ The telephone number of the AT&T Connect telephone access point nearest to their location
- ◆ The ID for the Event or Meeting Room they wish to enter.

Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

Refer to Chapter 2 for more details.

Chapter 5

Advanced Features

Your AT&T Connect Account Information

myAT&T lets you review your AT&T Connect account information. You can also change your passwords from myAT&T, if permitted by your organization.

To view and edit your AT&T Connect account information:

1. Click the icon next to your name in the myAT&T main window.



A pop-up window shows your personal AT&T Connect account information.

PC Login Information	
The details below are used when logging in to the AT&T Connect system using your PC.	
User Name:	Josh
Password:	Change Password
AT&T Connect Native Audio: Telephone Access Information	
The details below are used when accessing the AT&T Connect system using your telephone.	
Telephone User ID (TID):	259706
Telephone Password (TAP):	Forgot your telephone password?
Personal Information	
First Name:	Josh
Last Name:	Forest
Email:	josh@qaserver.com
Meeting Room ID:	8259706

If your organization uses another conference call service for audio instead of AT&T Connect Native Audio, access numbers and login information are presented for the Other Conference Call service. For example, if your organization uses AT&T Connect together with AT&T Conference Call Service (ATCS), your ATCS access information is displayed.

2. Do one of the following:

- ◆ To change your PC login password click Change Password.
- ◆ To change your telephone access password, click Change Telephone Password.

The password update window is displayed.

The image displays two screenshots of the 'My AT&T Connect Profile' web application. The top screenshot shows the 'Change Password' form, which includes a 'User Name' field with the value 'jbenavid', and three empty text boxes for 'Current Password', 'New Password', and 'Confirm New Password'. A 'View Password Rules' link is located below the password fields, and 'Save' and 'Cancel' buttons are at the bottom right. The bottom screenshot shows the 'Change Telephone Access Information' form, which includes three text boxes: 'Telephone User ID (TID)' with the value '87662', 'Telephone Password (TAP)' with the value '8765', and 'Confirm Telephone Password (TAP)' with the value '8765'. 'Save' and 'Cancel' buttons are also present at the bottom right of this form.

5. Complete the Current Password, New Password, and Confirm New Password fields. Then click Save.



Tip: Click View Password Rules to view guidelines for defining your new password.


6. Click Return to myAT&T Information Page. Close the browser window to return to the myAT&T window.
7. If you changed your PC login password, you must also change it in your login settings – otherwise myAT&T will try to log in to the AT&T Connect system

using the old password. Refer to Logging in to myAT&T on page 5, and see Your AT&T Connect Address on page 23.

Your AT&T Connect Address

An AT&T Connect Address is the address (URL) of an AT&T Connect Communications Center (ACC – sometimes called an ICC). The ACC/ICC supports AT&T Connect conferencing and communications tools. myAT&T connects with an ACC/ICC to work with your organization's AT&T Connect system.

Your organization's AT&T Connect system may include several ACC/ICCs at various sites. myAT&T lets you define a list of AT&T Connect Addresses. You connect myAT&T to a chosen ACC/ICC by selecting it from the list of AT&T Connect Addresses.

To see the list of AT&T Connect Addresses click the  icon to open the AT&T Connect Address area of myAT&T. The AT&T Connect Address area is displayed by default if more than one address is defined.



The AT&T Connect Address field contains a drop-down list of all AT&T Connect Addresses that have been configured in your myAT&T.




Your organization may not allow you to change your AT&T Connect address. This area of the myAT&T interface may not be available to you.

Usually, myAT&T's connection to an ACC/ICC is automatically configured during installation. However, in some situations you must define or change the default AT&T Connect Address:

- ◆ When you install myAT&T, if no address has been configured
- ◆ If you are using myAT&T from a computer that is not your workstation
- ◆ If you are using myAT&T from another location in your organization
- ◆ If you are using myAT&T from a computer outside your organization
- ◆ When new ACC/ICCs are installed in your organization's network

This section describes how to manage your list of AT&T Connect Addresses, and how to connect with ACC/ICCs in your organization's network.

To add, delete, or edit AT&T Connect Addresses:

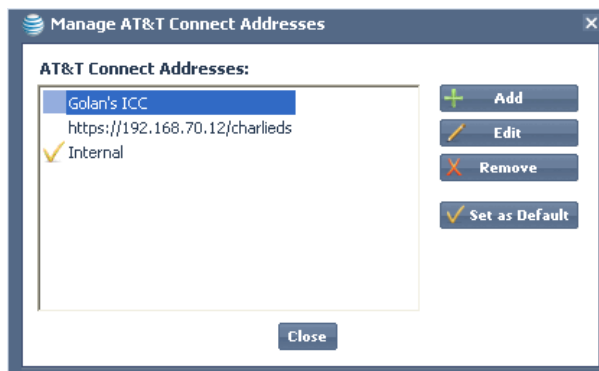
1. Locate the AT&T Connect Address field. The AT&T Connect Address field contains a drop-down list of all AT&T Connect Addresses that have been configured in myAT&T.
 - ◆ **On the main myAT&T window:** if the AT&T Connect Address area is not open, click the  icon to open it.



- ◆ **On the Login screen:** the AT&T Connect Address field is already displayed.



2. Click Manage.



The window lists addresses of AT&T Connect Communications Centers you have already defined.

3. Do one of the following:
 - ◆ To add an address, click Add.
 - ◆ To edit an existing address, select it from the list and click Edit.

The Add/Edit window is displayed.

The image shows two side-by-side dialog boxes. The left dialog is titled 'Add AT&T Connect Address' and the right is 'Edit AT&T Connect Address'. Both dialogs have a title bar with a close button (X). The left dialog has four input fields: 'AT&T address:*', 'Display name:', 'User name:', and 'Password:'. Below these fields is a link that says 'Forgot your user name/password?'. At the bottom are 'OK' and 'Cancel' buttons. The right dialog is identical but the 'AT&T address:*' field contains the text 'https://192.168.70.12/charlieds'.

Enter or change the following fields to define the AT&T Connect Address.

- ◆ **AT&T Connect address:** The URL or IP address of the ACC/ICC. For example:
www.AT&Tconnect.com/MyACC
10.10.10.250/MyACC/ICC
- ◆ **Display name:** The name displayed in the list of AT&T Connect addresses.
- ◆ **User name:** The username you use to log in to this ACC/ICC.
- ◆ **Password:** The password you use to log in to this ACC/ICC.



Only the AT&T Connect address field is mandatory. If you specify the address and no other details, you will be prompted to enter your first name, last name and email when you log in to the ACC/ICC.

If you've forgotten your login information, click ***Forgot your user name/password*** to have this information emailed to you. This option may be disabled by your organization.

4. Click OK to save changes.
5. To set an address as the default login for myAT&T, select it from the list and click Set as Default.
6. To delete an address, select it from the list and click Remove. At the confirmation prompt, click Yes.
7. Click Close to save changes and exit the window.


To log in to an AT&T Connect Address:

You must define at least one valid AT&T Connect Address before you log in.

1. In the Login window, choose an AT&T Connect server from the drop-down list in the AT&T Connect Address field.

2. Check **I'm a guest on this computer** if you are using myAT&T on a computer that is not your workstation (for example, at an airport).
3. If no login information was defined for this address, and you've forgotten your login information, click ***Forgot your user name/password?*** to have this information emailed to you.
4. Click Login. myAT&T connects to the selected address.

To switch the active AT&T Connect Address:

1. If the AT&T Connect Address area is not open on the myAT&T main menu, click the  icon to open it.


2. Select an AT&T Connect address from drop-down list. myAT&T connects to the selected address. If you did not specify a username or password, you are prompted for this information during login.

To directly access a Communications Center:

You can directly access any ACC/ICC already on your AT&T Connect Address list.



This option may be disabled by your organization.

1. If the AT&T Connect Address area is not open on the myAT&T main menu, click the  icon to open it.

2. Select an AT&T Connect address from drop-down list. Then click Go. The selected ACC/ICC's home page opens in a new browser window.