



GENESYS CONFERENCING FAQs

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1. Welcome to the Ryder GENESYS Home Page

**Q. What is the Ryder/GENESYS Home Page?
How do I access the Ryder/GENESYS Home Page?
What is the Ryder/GENESYS Home Page used for?**

A: The Ryder/GENESYS Home Page is the corporate portal that allows you to access many of the GENESYS start-up functions and training archives.

To access to the Ryder/ GENESYS Home Page please visit and bookmark <http://ryder.conferencing.com/>

The screenshot shows the Ryder Conferencing Services website in a browser window. The browser title is "Ryder Conferencing Services - Ryder System, Inc." and the address bar shows "http://ryder.conferencing.com/". The website features a large banner with the Ryder logo and a "Meeting Center" section. The "Meeting Center" section includes a "Get Started" section with steps: "Step 1: Request account", "Step 2: Set up on your PC", and "Step 3: Use it!". Below this is a "Learn More" section with links for "Training & Materials" and "Contact Us". The "Meeting Center" section also includes a "Welcome dialing" section with links for "1-click access" and "Join from any browser". There are three login buttons: "moderator login", "participant login", and "user guide". Below the login buttons is a section for "Genesys Meeting Center" and an "e-WALLET CARD" section. Callouts point to various elements: "Select: to setup a new Genesys Account" points to the "Request account" step; "Select: to install the Meeting Center Software" points to the "Set up on your PC" step; "Select: to access training information" points to the "Training & Materials" link; "Select: to make a hard copy of your Meeting Center ID Card" points to the "e-WALLET CARD" section.

2. Setting up a GENESYS account

- > How do I request a GENESYS account?
- > Can a Ryder employee based outside the United States or Canada have a GENESYS account?
- > What type of information will I need when I set up my Genesys account?
- > Do I need approval to get a GENESYS account?
- > How long after I submit a request will I receive my account?

Q. How do I request a GENESYS account?

A. To register for the account please visit <http://registration.conferencing.com/ryder/>. Select: **Request account**. This will take you through our approval process for creating a GENESYS MEETING CENTER account. Your account should be activated within 24-48 hours after approval.

Q. Can a Ryder employee who is based outside of the US or Canada have a GENESYS account?

A: Yes. Accounts for Ryder employees based outside of the US and Canada will be provisioned on a special international conference bridge. This bridge can accommodate callers from various countries by providing them with a local "in-country" telephone number to dial instead of having to place an international call.

Q. What type of information will I need when I set up my GENESYS account?

A. Complete the registration form & include the your Cost Center (location code), your SAP ID and your approving supervisor

Q. Do I need approval to get a GENESYS account?

A. Yes, after completing the registration form, your supervisor will receive an email requesting final approval.

Q. How long after I submit a request will I receive my account?

A. After we receive approval from your supervisor, it should take no more than 24 hours for you to receive a welcome email with your new account information. Please record your new Meeting Number and PIN. You will **need** to provide this information for your audio-only conferencing, and to install the GENESYS MEETING CENTER software.

3. Introduction to GENESYS MEETING CENTER Software

- > How do I get access to GENESYS MEETING CENTER Software?
- > What is MEETING CENTER Software used for?

Q. How do I get access to GENESYS MEETING CENTER Software?

A: Go to <http://ryder.conferencing.com> and click on "Setup on Your PC".

Q. What is MEETING CENTER Software used for?

A: GENESYS MEETING CENTER Software allows you to access the GENESYS CONFERENCING platform to provide easy management of voice and web conferencing functions. Some of the more common functions are listed below.

Schedule a Meeting
Enter Conference Manager
Options...
Start Meeting
Join Meeting
Help
Sign Out
Exit



4. GENESYS MEETING CENTER Software Installation

> Step (1)

To install the GENESYS MEETING CENTER software,
Open Internet Explorer

Type in the address window <http://ryder.conferencing.com/>

Select option: [Setup on your PC](#)

Ryder Conferencing Services - Ryder System, Inc.

File Edit View Favorites Tools Help

Address <http://ryder.conferencing.com/>

Ryder

Home

Get Started

- Step 1: Request account
- Step 2: Set up on your PC
- Step 3: Use it!

Learn More

- Training & Materials
- Contact Us

Meeting Center

- No more dialing
- 1-click access
- Join from any browser

moderator login participant login user guide

Open Internet Explorer
Type in the address window <http://ryder.conferencing.com/>
Select Step 2: Set up on your PC

> Step (2) Select button: [Get it now](#)

Step 2: Set up on your PC - Ryder System, Inc.

File Edit View Favorites Tools Help

Address http://ryder.conferencing.com/upgrade_EN_US.htm

Ryder

Home

Get Started

- Step 1: Request account
- Step 2: Set up on your PC
- Step 3: Use it!

Learn More

- Training & Materials
- Contact Us

STEP 2: SET UP MEETING CENTER APPLICATION ON YOUR PC

Install Meeting Center 4.0 on your computer

Get it now!

You are all set to schedule and run effective online meetings.
If you have any questions or problems uploading these tools, please contact Genesys Conferencing Help Desk at 1-866-GENESYS (1-866-436-3797).

Select [Get it now!](#)

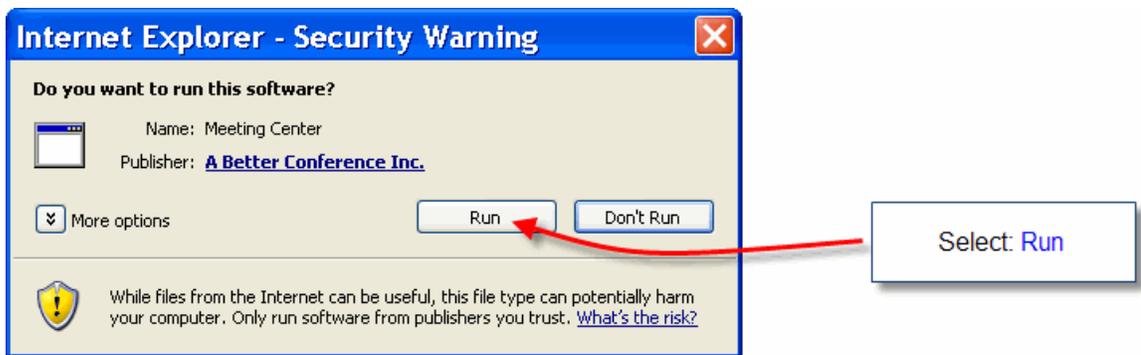
> **Step (3)**

Select: [Run](#)



> **Step (4)**

Select: [Run](#)



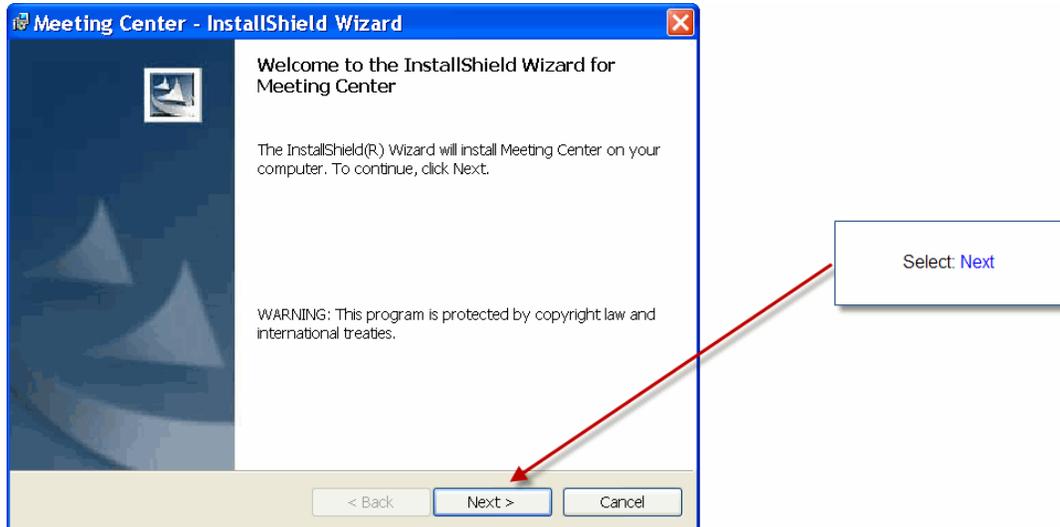
> **Step (5)**

The Install window will appear. When the green bar is at 100% the application will continue



> **Step (6)**

Select: [Next](#)



> **Step (7)**

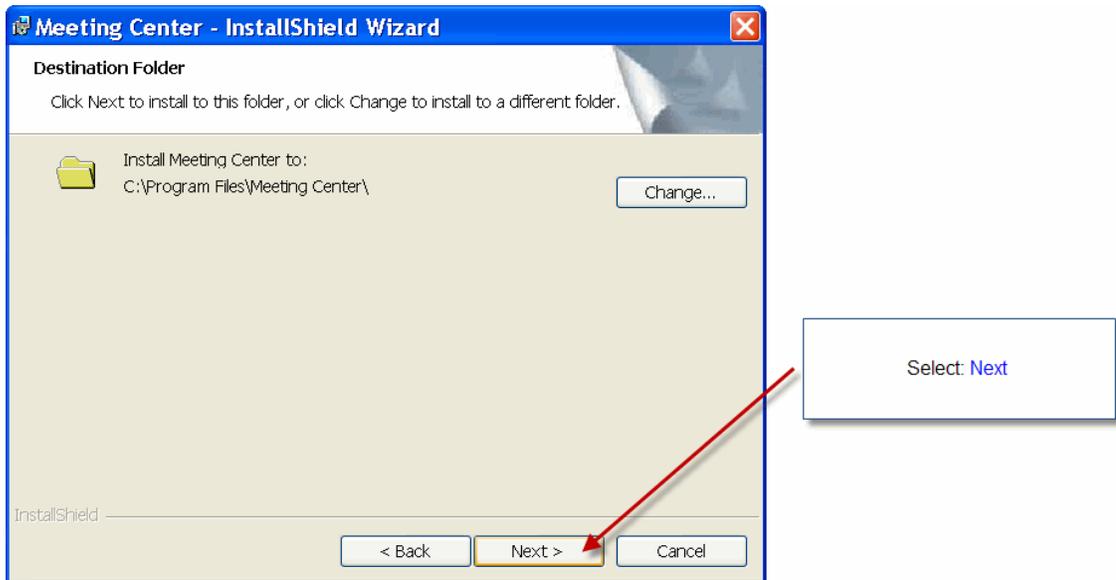
Select Radio Button: ["I accept the terms in the license agreement"](#)

Select: [Next](#)



> **Step (8)**

Select: [Next](#)



> **Step (9-A)**

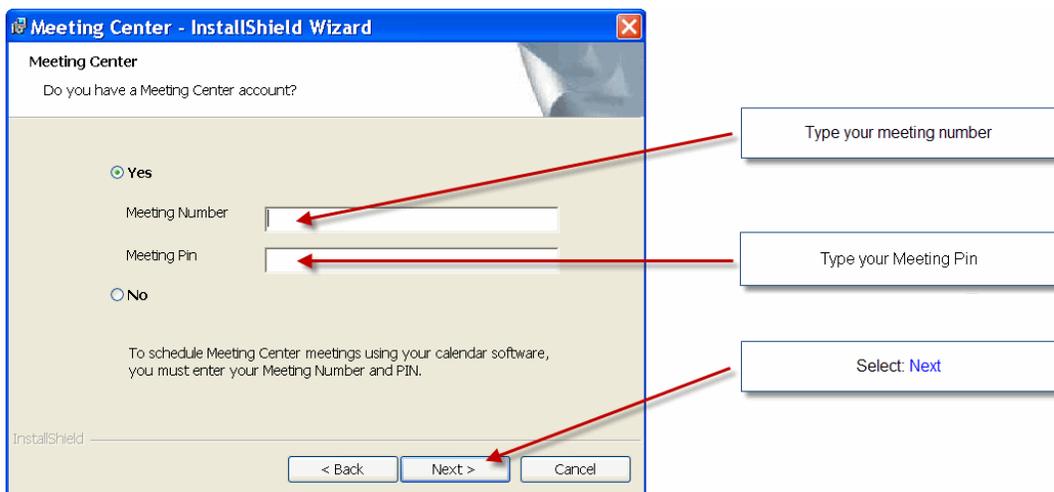
You will need your GENESYS MEETING number & Meeting PIN that came with your GENESYS welcome email to complete this next step

Radio button should be defaulted to [Yes](#)

Enter your: [Meeting number](#)

Enter your: [Meeting PIN](#)

Select: [Next](#)



If your GENESYS MEETING number & PIN were entered correctly move to [Step \(10\)](#)

> Step (9-B)

Follow this step **Only** if you are having trouble entering your GENESYS MEETING number & PIN

If the incorrect Meeting number or PIN window appears, follow the instructions below.

- 1) Select: the **OK** button (to close the InstallShield Wizard window)
- 2) Highlight and delete all digits in both fields
- 3) Re-enter your Meeting number and PIN
- 4) Select: the **Next** button

The screenshot shows the 'Meeting Center - InstallShield Wizard' window. The main window asks 'Do you have a Meeting Center account?' with 'Yes' selected. Below are fields for 'Meeting Number' (0000000) and 'Meeting Pin' (****). A smaller error window is overlaid, stating 'You have entered an incorrect Meeting Number or PIN. Please try again.' with an 'OK' button. Red arrows point from the error message to the 'OK' button and from the 'Next >' button to the instructions on the right. A text box on the right explains that a Genesys account is required and provides a link to request one. Another text box below it explains the error handling procedure.

You **must** have a Genesys account to complete the installation on this software.

If you need a new Genesys account goto <http://ryder.conferencing.com>
Select: 1: **Request Account** (on the upper left side of your screen)

If you entered the incorrect Meeting number or PIN, the incorrect meeting number window will pop-up.

If the incorrect Meeting number or PIN window appears, follow the instructions below.

- 1) Select: the **OK** button (to close the InstallShield Wizard window)
- 2) Highlight and delete all digits in both fields
- 3) Re-enter your Meeting number and PIN
- 4) Select: the **Next** button

> Step (10)

If you use the Lotus Notes calendar to schedule meetings

Un-Check: **Outlook Calendar Tool box**

Select: **Next**

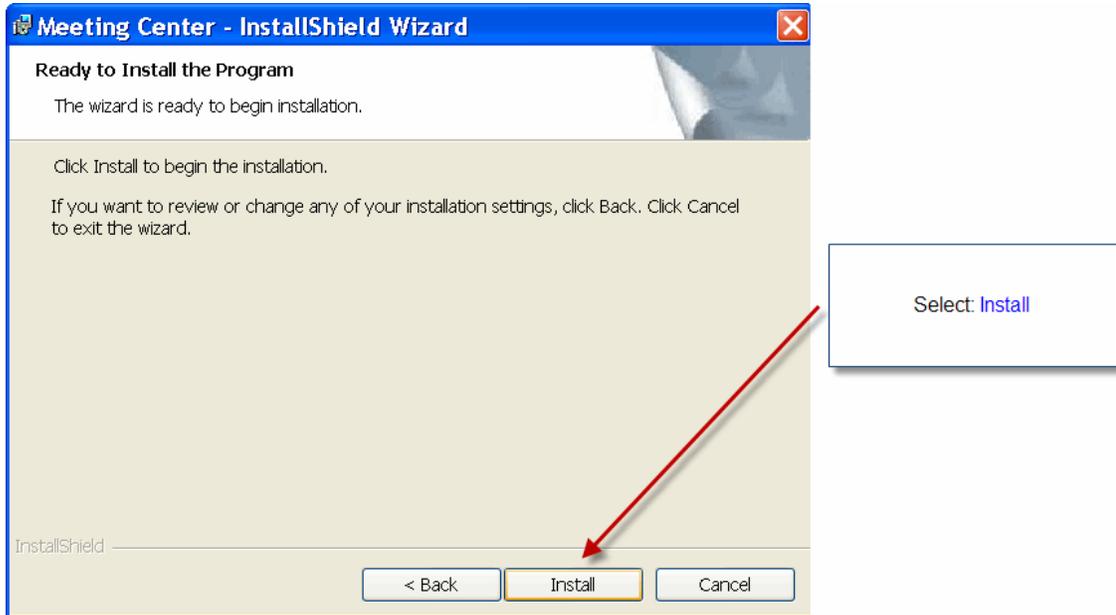
The screenshot shows the 'Meeting Center - InstallShield Wizard' window at the 'Select Tools' step. It asks 'Select the program features you want installed.' There are two options: 'In-Meeting Tools' (checked) and 'Outlook Calendar Tool' (unchecked). A red arrow points from the 'Outlook Calendar Tool' checkbox to a text box on the right that says 'Un-Check the Outlook Calendar Tool'. Another red arrow points from the 'Next >' button to a text box on the right that says 'Select: Next'.

Un-Check the Outlook Calendar Tool

Select: **Next**

> **Step (11)**

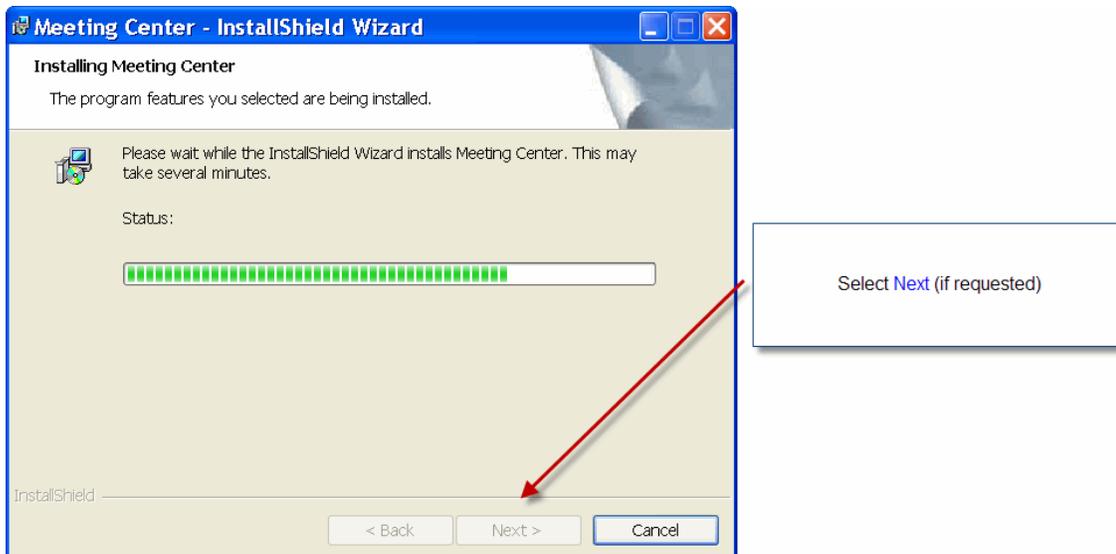
Select: [Install](#)



> **Step (12)**

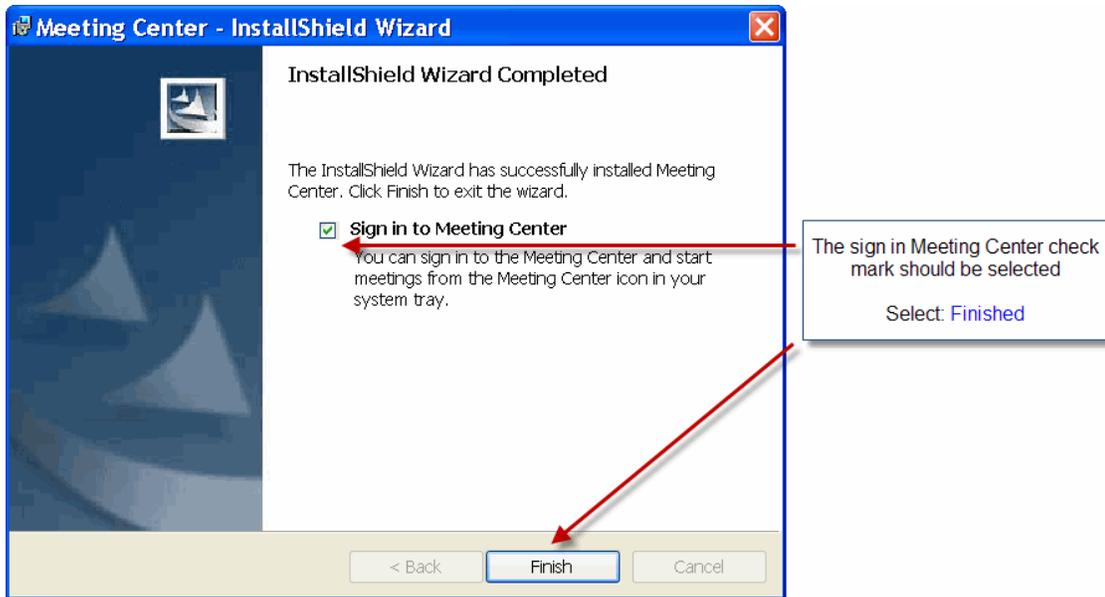
The Installation window will appear. When the green bar is at 100% the application will continue

Note: You may need to select the [Next](#) button to continue



> **Step (13)**

The Sign in to MEETING CENTER box will be checked by default
Select: [Finish](#)



> **Step (14)**

MEETING CENTER Installation Complete

You now should have a GENESYS MEETING Center Icon in your system tray



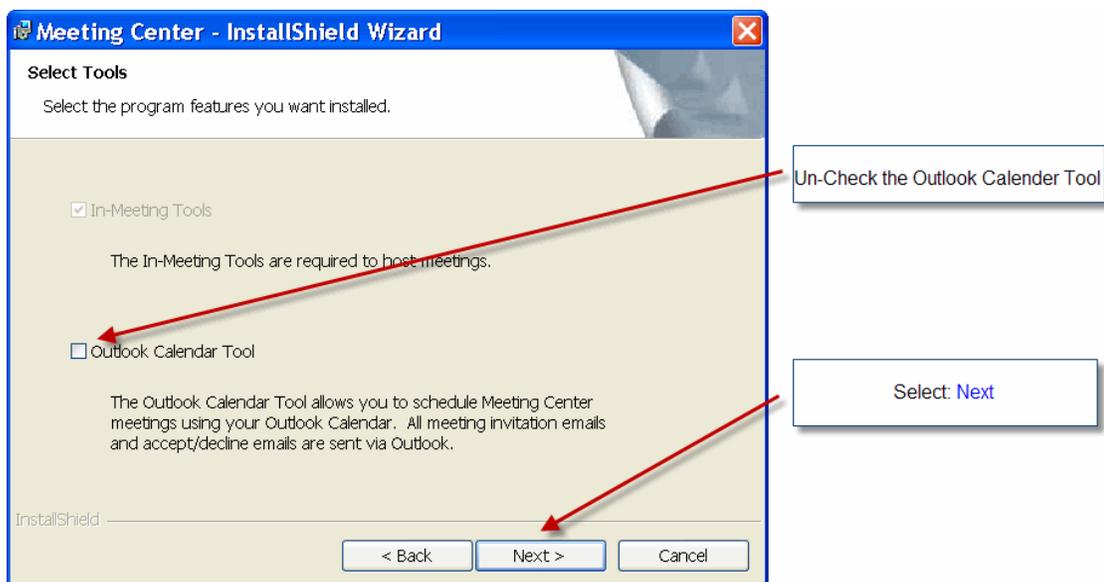
^ **Topic Beginning**

5. Common Issues after Installation

- > During the installation of the MEETING CENTER the wizard auto selects the Outlook Calendar Tool as a default. How do I integrate with Lotus Notes?
- > There is a MEETING CENTER button in my Lotus Notes but it doesn't work
- > During the installation of my GENESYS MEETING CENTER Software, I received an error that I have entered an incorrect Meeting number or PIN?

Q. During the installation of the MEETING CENTER the wizard auto selects the Outlook Calendar Tool as a default. How do I integrate with Lotus Notes?

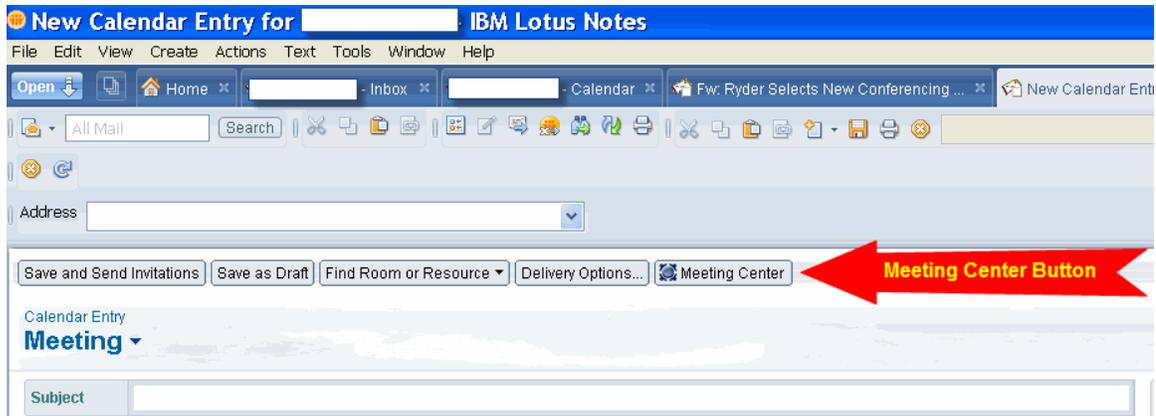
A. Uncheck the option to integrate with Outlook. There is no action needed on your part to integrate with Lotus Notes, your mail template has already been updated.



Q. There is a MEETING CENTER button in my Lotus Notes but it doesn't work:

A. The "MEETING CENTER" icon may appear in users' Lotus Notes Calendar work space or their Calendar entries, even though a GENESYS MEETING CENTER account has not been established for them. The icon will usually be displayed at the upper right hand section.

If the user clicks on the "MEETING CENTER" icon and they receive this error message: "Missing Email Template", that means that they do **not** have a GENESYS MEETING CENTER account or you have the wrong Lotus Notes Template. Contact the Ryder Help Desk at **888 RYDER33** to report the problem.

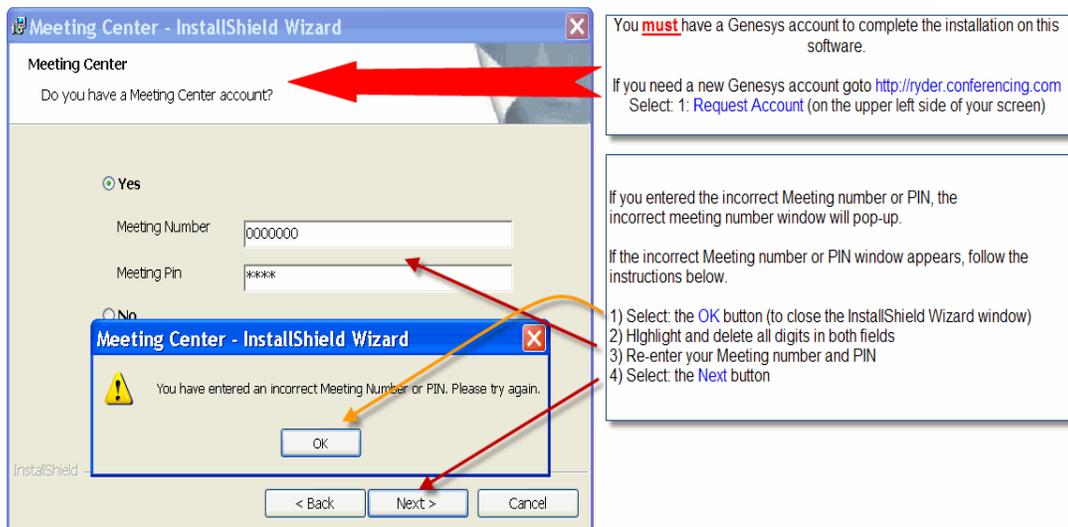


Q: During the installation of my GENESYS MEETING CENTER Software, I received an error that I have entered an incorrect Meeting number or PIN?

A:

If the incorrect Meeting number or PIN window appears, follow the instructions below.

- 1) Select: the **OK** button (to close the InstallShield Wizard window)
- 2) Highlight and delete all digits in both fields
- 3) Re-enter your Meeting number and PIN
- 4) Select: the **Next** button



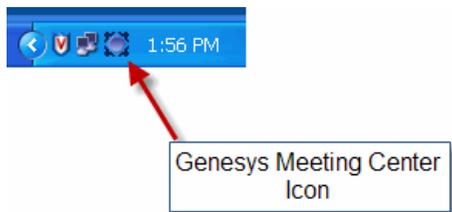
^ **Topic Beginning**

6. Using GENESYS CONFERENCING:

- > Where is my GENESYS MEETING CENTER Icon?
- > What if I forget my PIN number?
- > I need to change my PIN code for security reasons. How do I do that?
- > How do I increase the security on my conference? I want to close the door from any other participants from entering.
- > How many people can participate in a Reservation-less conference call?
- > Can the participants talk to each other before the Host dials in for the conference?
- > I am a participant, why do I hear music?
- > There is noise, music, or echo in my conference. Who can help me with that?
- > Can my account have exit tones enabled?
- > Can I enable 'chime in' and 'chime out' tones?
- > I am the moderator and entered my PIN code but I am still listening to music?
- > Can a moderator open a meeting in audio-only mode if participants accepted it was a web meeting?
- > How does a moderator dial out to a participant when on an active "audio only" conference?
- > Moderator Audio Commands
- > What is the correct way to end a "voice only conference call?"
- > How can I get help if I have problems during a call?

Q. Where is my GENESYS MEETING CENTER Icon?

A: Your GENESYS MEETING CENTER icon is located in your windows system tray (near the time on the bottom left side of your PC display).



Placing your mouse over the Meeting Center icon and clicking will allow you to access the GENESYS meeting options.

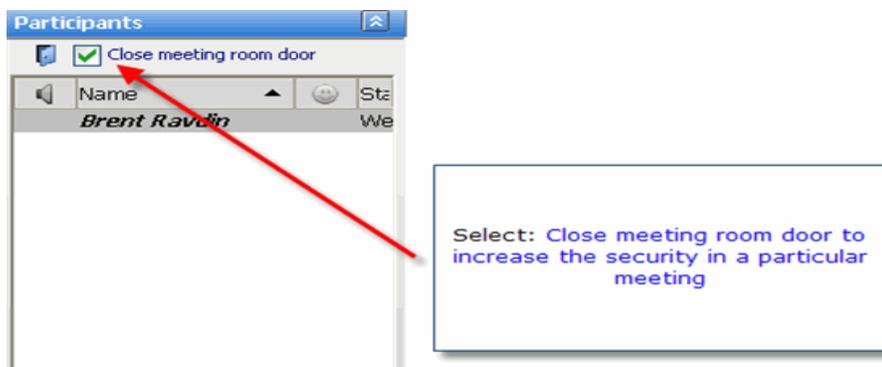
Q. What if I forget my PIN number?

A. Call **800-305-5208** for GENESYS Help Desk. After verifying the identity of the moderator, they will provide you with your PIN number. You will need to provide your SAP number and Location Code for identification.

Q. I need to change my PIN code for security reasons. How do I do that?

A. Changing the PIN code is very simple. Moderators must open their meeting room and dial *9[old pin]*, then follow prompts. Or, Contact 800-305-5208 to reach the Genesys Help Desk.

Q. How do I increase the security on my conference? I want to close the door from any other participants from entering.



A. To increase the security during an audio only call you might want to enter the Reservation-less conference room but keep the door closed and let each participant in one at a time.

To do this, enter *PIN + 7* to enter the conference but keep the door closed. Press *1* to let each participant in one at a time. To disconnect the last incoming participant, press *2*.

For even further security, you might choose to greet your participants in a private greeting room before allowing them access to the conference. To do this you will first enter the conference room and close the door by entering *PIN + 7*.

To move yourself to the private greeting room, press *0*. From the greeting room you can greet each participant one at a time by entering *1*. If this participant is someone you want in your conference simply press *1*. If this participant was not invited to the conference you can press *2* to disconnect them.

To return to the main Reservation-less conference room, press *0* again.

Q. How many people can participate in a Reservation-less conference call?

A. Each account can handle up to 125 participants. This includes 1 moderator and 124 participants. Once you reach capacity you will receive a message that indicates the conference has reached capacity. Conferences with more than 125 participants require a prior reservation at least 24 hours in advance. Contact the GENESYS Reservation Center at **866-436-3797**, Option 1.

Q. Can the participants talk to each other before the Host dials in for the conference?

A. No. Anyone who dials in before the moderator will be in a "waiting room" listening to music until the moderator opens the conference.

Q. I am a participant, why do I hear music?

A. Participants are placed on music hold until the moderator of the call has opened the conference.

Q. There is noise, music, or echo in my conference. Who can help me with that?

A. Poor connections can be caused by a variety of sources. Cell phones, bad connections and the use of speakerphones are a common cause of problems. As the moderator you might want to ask your participants to pick up the receiver if they are on a speaker phone, dial in on a land line if they are on a cell phone, or have the participant hang up and dial back in again if they have a noisy connection. If you are using MEETING CENTER you can determine the source of the noise by asking all participants to stay quiet for a few moments and watching where the "speaker ICON" appears on the participant list.

The speaker ICON will appear next to the name of the person who is talking or, in this case, the person with the noisy line.

If the noise began right after a particular participant entered the conference room, you can press *2* to disconnect that last incoming line. Individual participants with noise on their line can activate self-mute, by dialing *6*.

You may also contact the GENESYS Help Desk by pressing *10* for further assistance in isolating the offending line.

Q: Can my account have exit tones enabled?

A: Yes, to enable exit tones on your account simply call the GENESYS help desk at **1-800-305-5208**. Exit tones can also be enabled on a per meeting basis using the *73* buttons on your key pad.

Q: Can I enable 'chime in' and 'chime out' tones?

A: Yes, to enable 'chime in' and 'chime out' tones, click on the "Switch to Advanced" button in the Show window (top right pane of screen). When enabled, you will see the musical note icon, and hear an audible "beep" when others join or leave your call.

Q. I am the moderator and entered my PIN code but I am still listening to music?

A. You may not have entered your PIN code correctly. The host must press the * key on their telephone keypad before and after the pin code (for example, *1234*). If you still cannot enter conference after entering the correct sequence, the PIN code might not be valid. Contact **800-305-5208** to reach the GENESYS Help Desk.

Q. Can a moderator open a meeting in audio-only mode if the participants accepted it as a web meeting?

A. No. If a moderator opens a conference in audio-only mode, then the participants must also connect via that medium. If the moderator opens a meeting in Audio-only but had sent out links to participants for a web conference, when the moderator calls in to begin the session, it will not commence, and the participants will be waiting in the 'lobby' indefinitely.

Q. How does a moderator dial out to a participant when on an active "audio only" conference?

A. For a **domestic** participant dial * + 1 + area code + telephone number.
For **international** participants dial * + 011 + country code + city code + telephone number.
(Please note that some high fraud countries are on the blocked list)

Q. Is there a list of common Moderator Audio Commands I can review?

A. See the next section, [Common Moderator Audio Commands](#).

Q. What is the correct way to end a "voice only conference call?"

A. If *9* is **not** pressed, participants can continue the call, which may be beneficial if the moderator needs to leave the meeting early. Once the last participant disconnects, the call will stop. Pressing *9* is only necessary if you want to ensure that all participants disconnected from the call. If the moderator does **not** press *9* before disconnecting, then anyone who stays on the line will be able to continue

with the conference call and you will continue to incur charges for these participants.

Q. How can I get help if I have problems during a call?

A. Press *10* you will be connected to Genesys Help Desk.

> Contact Information

^ Topic Beginning

7. Common Moderator Audio Commands

Command	Function	Description
Lobby Facility		
0	Private Greeting Room	Enter the private greeting room/return to the meeting room
1	Receive Participants	Allow participants into the meeting one by one from the waiting or greeting rooms
Dial Out		
1+phone #	Dial Out North America	Dial out to participants in North America
011+phone #	Dial Out International	Dial out to international participants
Connect/Disconnect Participants		
2	Disconnect Last Participant	Disconnect last entered participant or last number dialed out to
3	Redial	Redial the latest outgoing call
Conference Security Code		
4xxxx	Set Conference Security Code	<p>A 4-digit Conference Security Code (xxxx) that provides additional security for meetings.</p> <p>If enabled, participants will be prompted to enter the conference security code to access the call.</p>

Command	Function	Description
		NOTE: The same conference security code will be used in subsequent meetings until it is deleted.
4	Delete Conference Security Code	Delete the current Conference Security Code
70	Enable/Disable Conference Security Code	Enable/Disable Conference Security Code on a per-call basis
Self Mute		
6	Self-Mute/Unmute	Moderator and Participant can self-mute/un-mute their own line
Conference Access/Security		
7	Close/Open Door	Close/Open meeting room door
PIN 7	Open Meeting with Closed Door	Open conference but keep door shut
Close Meeting		
9	End Conference	Close the Meeting - end conference and disconnect all participants
Change Moderator PIN		
9xxxx	Change PIN code	Allows moderator to change PIN code (xxxx)
On-line Customer Support		
10	Call/Disconnect Customer Support	Call/Disconnect 24X7 Customer Support during the conference

Command	Function	Description
Record/Replay		
17	Start/Stop Recording	Start/Stop audio recording of the conference
18	Start/Stop Replay	Start/Stop audio replay of the conference
Lecture Mode		
50	Listen Only with Q&A	Activates/Deactivates Listen Only (Mute) with Q&A
51	Listen Only	Mutes/Un-mutes all participants
*	Request the Floor	Participant requests the floor (to speak in conference)
5	Grant the Floor	Moderator gives the floor to the next participant with a question
Roll Call/Participant Name Capture		
73	Deactivate/Activate Entry and Exit Announcements	Deactivates/Activates Participant Entry and Exit Announcements. NOTE: When Roll Call is enabled, *73* allows moderator to cycle through 3 announcement options (tone announcement, name announcement, or no announcement).
74	Activate/Deactivate Roll Call/Name Capture	Activates/Deactivates Roll Call and Name Capture on a per-call basis. Upon activation, participants will be prompted to record their name that will be played upon conference entry and exit.

Command	Function	Description
78	Previous Entrant Name Record	Prompts all participants who entered room prior to *74* activation to record names
007	Play Roll Call	Plays names of each participant and number in conference

[^ Topic Beginning](#)

8. Operator Assisted Conference Calls

Q. Do I need to make a reservation for an Operator Assisted Conference Call?

A. Yes. Operator Assisted Conferences require a prior reservation at least 24 hours in advance. Contact the GENESYS Reservation Center at **866-436-3797**, Option 1.

9. Installing Lotus SAMETIME in the MEETING CENTER Software

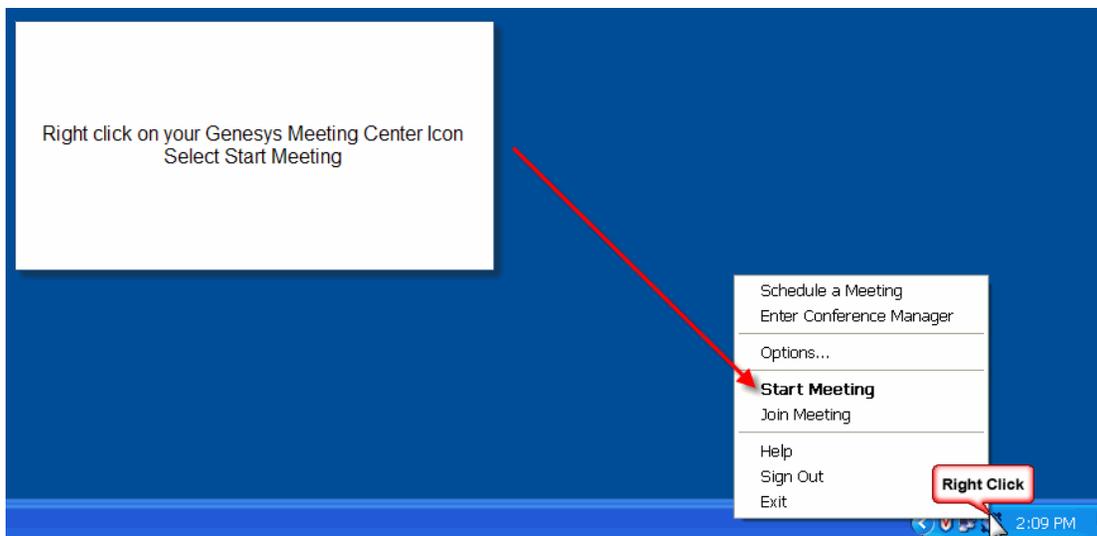
You can use Lotus SAMETIME to invite Ryder participants to an active meeting. SAMETIME will send a link to your invited participants that allow them to “click to join”.

Note: SAMETIME will not display Groups when being used with Meeting Center. This is a known issue will be resolved at a later time.

Step (1)

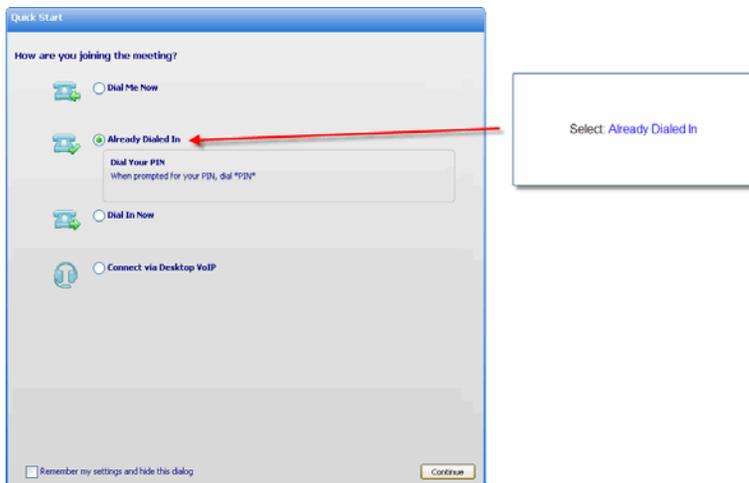
Right click: [GENESYS MEETING CENTER Icon](#)

Left click: [Start Meeting](#)



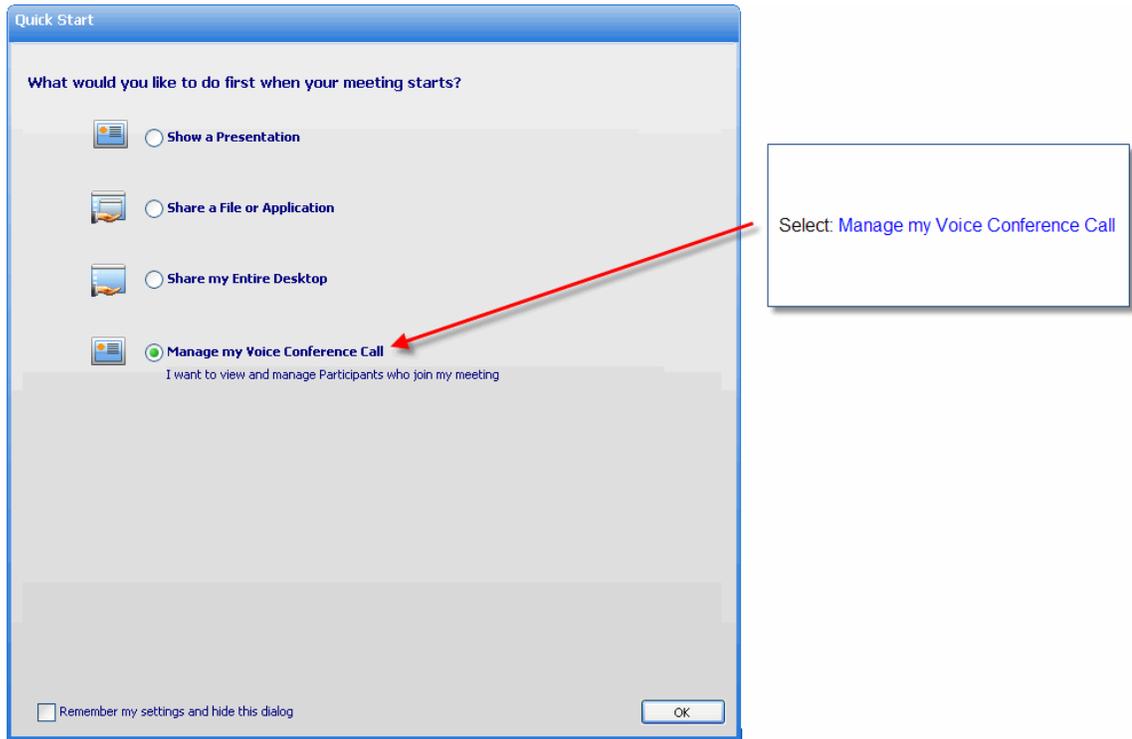
Step (2)

Select: [Already Dialed In](#)



Step (3)

Select: [Manage my Voice Conference Call](#)

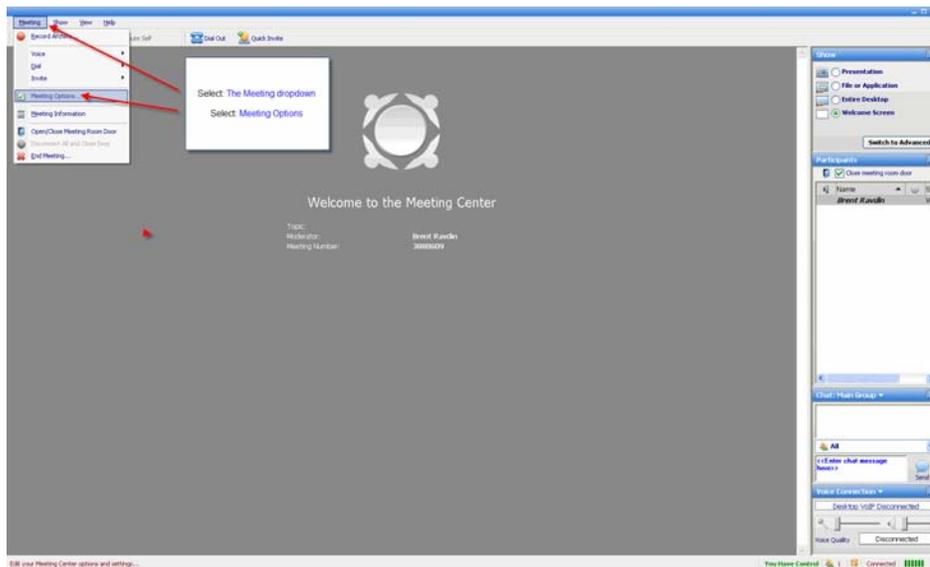


Step (4)

Look in the upper left hand corner of the MEETING CENTER screen

Select: [Meeting](#)

Select: [Meeting Options](#)



Step (5)

Complete the following 6 steps below

The screenshot shows the 'Meeting Options' dialog box with the following configuration steps indicated by numbered callouts:

1. Un-Check Windows Live Messenger (The checkbox for 'Windows Live Messenger® (MSN Messenger®)' is unchecked.)
2. Check Lotus Sametime (The checkbox for 'Lotus Sametime®' is checked.)
3. Enter `rtpnts018.ryder.com` (The 'Host' field contains 'rtpnts018.ryder.com'. The 'User ID' field contains 'userID' and the 'Password' field is masked with dots.)
4. Enter your Sametime User ID (The 'User ID' field contains 'userID').
5. Enter your Sametime Password (The 'Password' field is masked with dots.)
6. Select OK (The 'OK' button is highlighted.)

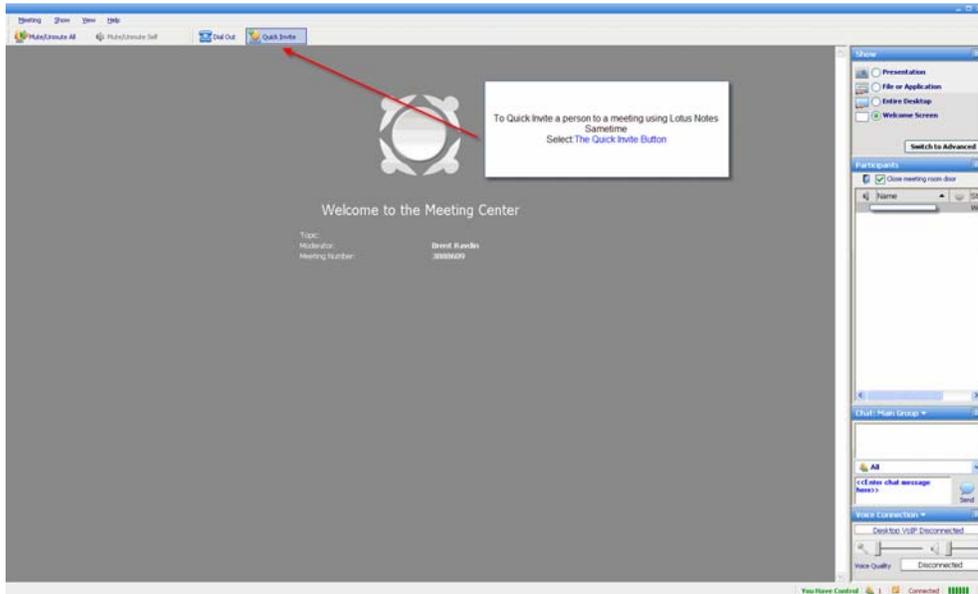
Below the dialog box, a separate text box contains the text: `rtpnts018.ryder.com`

Lotus Notes SAMETIME installation complete

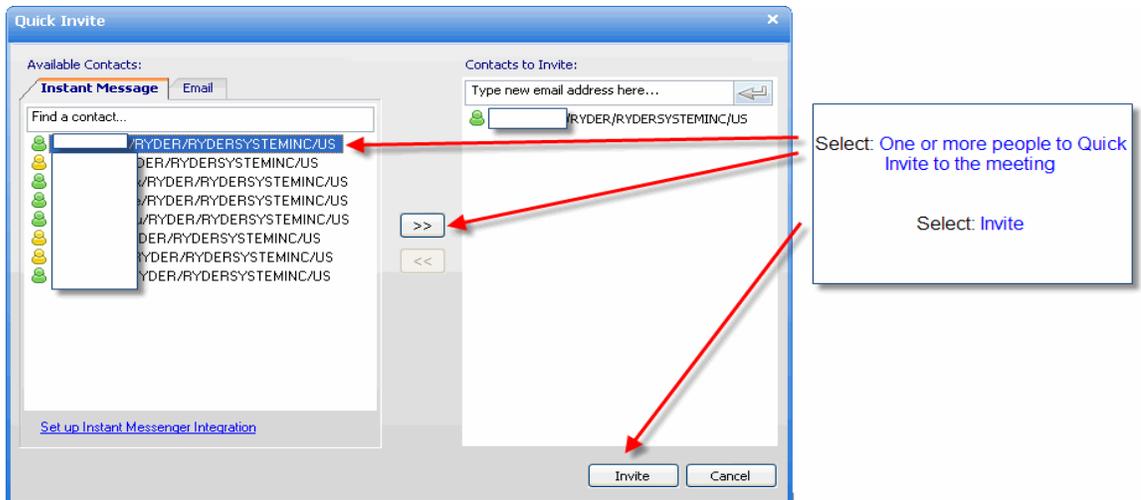
^ Topic Beginning

10. How to Quick Invite someone using Lotus SAMETIME

Select: [Quick Invite](#)



Select: [One or more people to Quick Invite to a meeting](#)
Select: [Invite](#)



A SAMETIME invitation will be immediately sent to your participants. When your participants select the SAMETIME link they will be placed into your conference.

Note: A participant does **not** have to have the Genesys Meeting Center software installed on their PC. Upon accepting your invitation, Genesys will automatically open an Internet Explorer browser session and execute the audio portion of the conference.

^ Topic Beginning

11. Training – Online videos

Q: How can I get training?

A. Archived training classes are available at http://ryder.conferencing.com/Demos_Training_EN_US.htm

To view these online video streams:

1. Click on the link of the topic you want to view. See list below.
2. A web page will appear requesting your name, email address and a password.
3. Enter your name and email address in the appropriate fields.
4. Please ignore the password field. Do **not** enter anything there.
5. Click Submit.

The selected video will begin streaming.

Online Training Videos

- **Get familiar with your GENESYS MEETING CENTER account**
<https://lobby.mc.iconf.net/gcc/arch.asp?ba=300000640&aid=300105205&at=4>
- **How to schedule a meeting in Lotus Notes calendar**
<https://lobby.mc.iconf.net/gcc/a.asp?ba=300000640&aID=300104755&at=4&rtp=2>
- **How to schedule a meeting in a co-worker's calendar**
<https://lobby.mc.iconf.net/gcc/a.asp?ba=300000640&aID=300104765&at=4&rtp=2>

12. Contact Information

Q: If I need to contact a help desk what number do I call?

A:	Ryder IT Service Desk	888-RYDER33
	GENESYS Help Desk US	800-305-5208 / 303-804-1749
	GENESYS Help Desk Asia	011-613-922-1477
	GENESYS Help Desk UK	011-442-082-884-433

Q: If the GENESYS Help Desk can't solve my problem who can I report the problem to?

A: You should call the Ryder IT Service Desk 888 RYDER33

