SAMETIME MEETING CENTER
USER MANUAL

SAMETIME MEETING

THE SALVATION ARMY
USA WESTERN TERRITORY
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Introduction

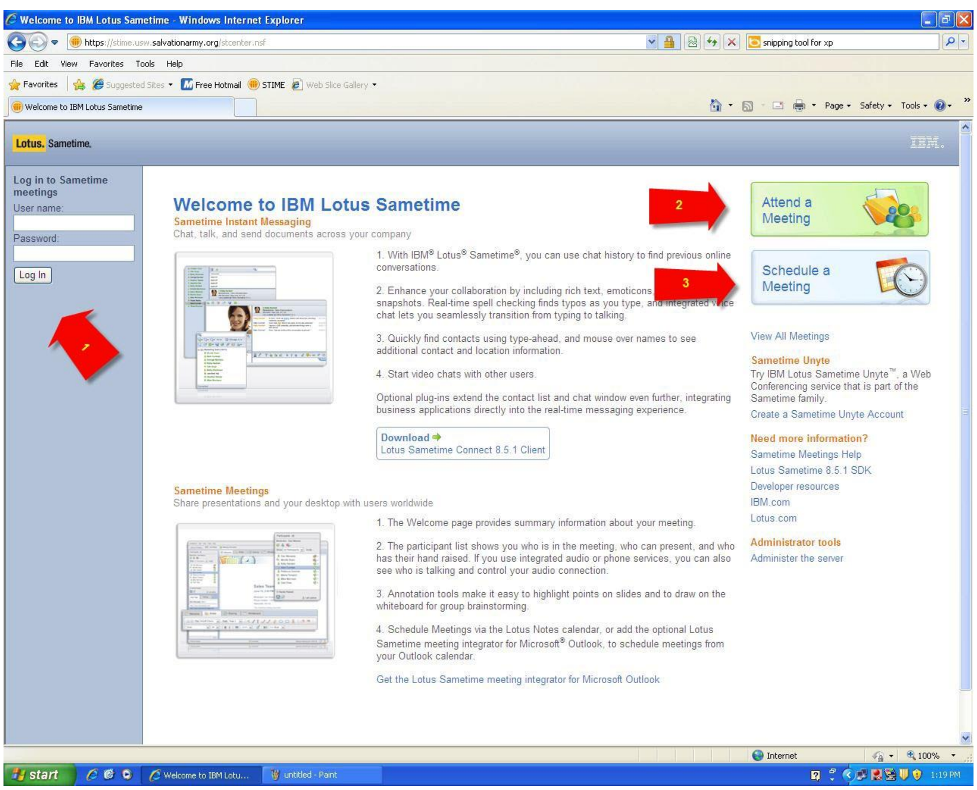
Sametime Meeting Center is a free web based meeting program that allows you to attend or host web meetings over the Internet. You are able to share documents, notes, video and audio with a group of participants over the Internet without having to pay a fee to use the service. Telephone calls are required in most cases, and the calls are charged. We recommend that you use the Salvation Army phone conference number to setup a meeting. You will be able to edit shared files, show demos, and letting other people share your screen

- Adding files during a meeting, so anyone can access them.
- Using annotation tools to draw on the whiteboard for group brainstorming and to highlight important points while showing slides
- Sending Web pages and poll questions to meeting participants

Getting Started

Open Internet Explorer, and enter the following web address,

http://stime.usw.salvationarmy.org



1. The place to enter your Lotus Notes credentials.

2. Click to attend a meeting that has been previously scheduled.

3. Click this button to schedule a new meeting.

Log In

Type your Lotus Notes credentials (user name and password). Your user name is your first name and your last name separated by a space. (John Doe)

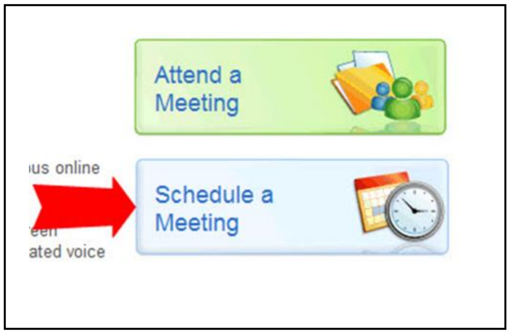
Once you have logged in, your name will appear in the left side.
Note: You are not required to log in to attend or schedule meetings, but it is a good practice.

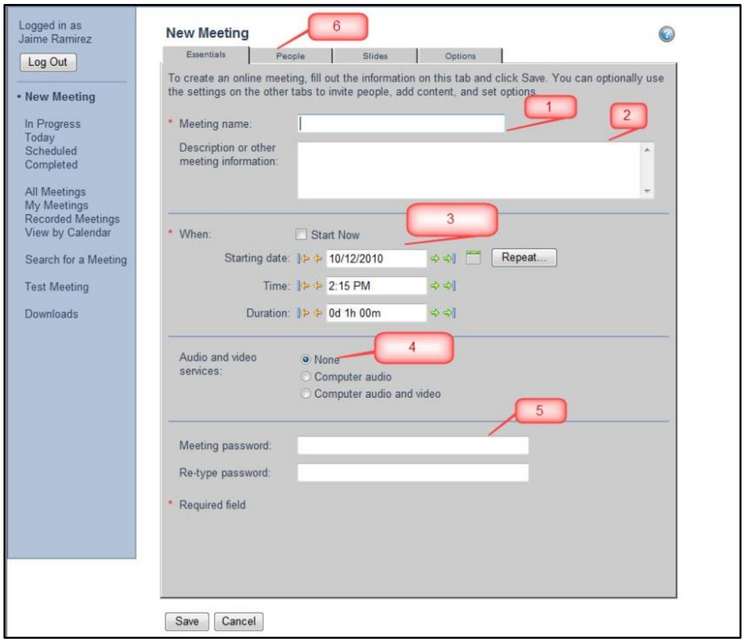
Attend a Meeting

To access a list of all the meetings that are scheduled click on attend a meeting area. A list will appear. Select "Attend" for the desired meeting in Progress. More than one person can use the same computer to attend a meeting

Schedule a Meeting

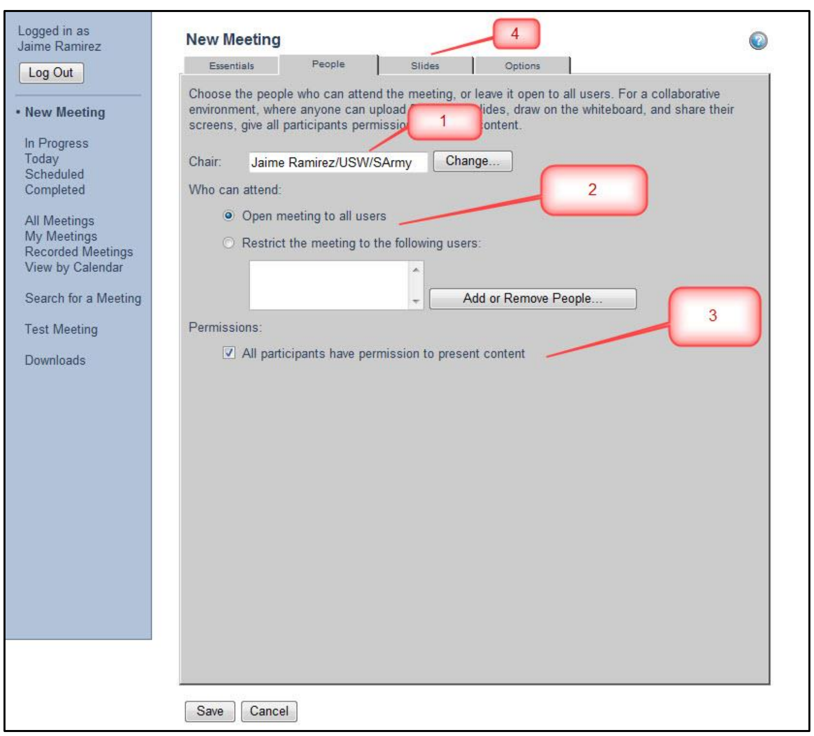
To schedule a meeting just click on the attend a meeting area. A screen with required and optional fields will appear. See the screens below.



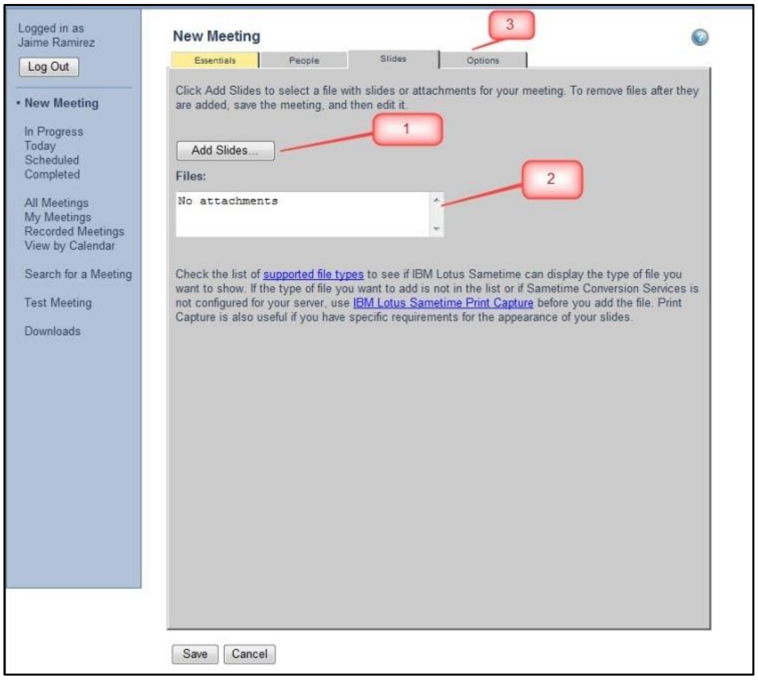


In this screen you start setting up the meeting by entering information about the meeting.

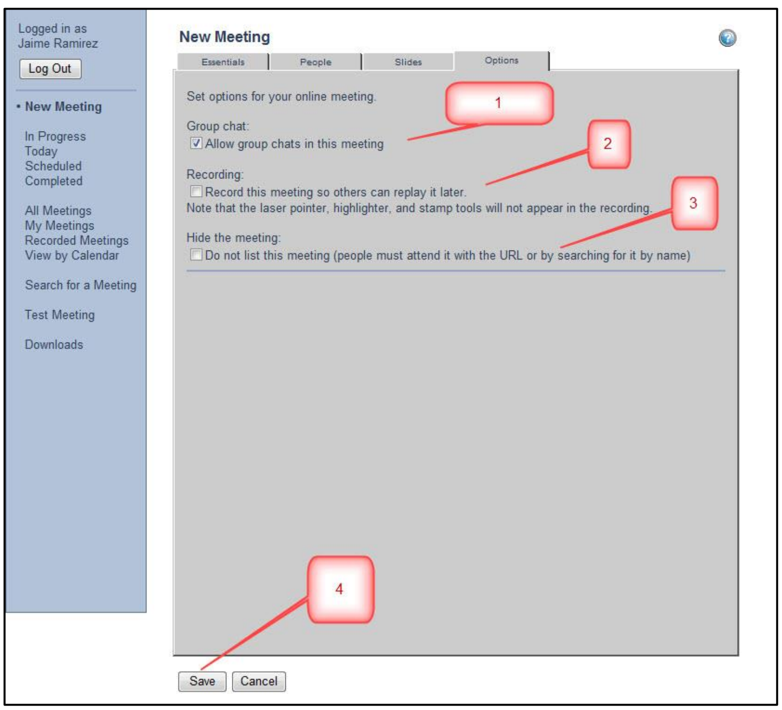
1. Enter the name of the meeting. That will be the name that will appear on the list of available meetings.
2. Enter the description of the meeting. You can include information like the name of the class, the date and time of the meeting and the phone conference information.
3. Enter the exact date and time when the meeting will start. Always set the meeting to start at least 15 minutes before. It will give you time to test the meeting, and help the attendants with connectivity issues and others.
4. It is recommended to select none for audio and video services.
5. Select a password if you are concerned with the security of the meeting.
6. Go to the next tab, People.



1. Chair is the name of the person that controls the meeting.
2. You can restrict the meeting to certain people, or leave it open for anybody to join. It is recommended that you leave the meeting open to all the users.
3. You can allow others to present content in the meeting.
4. Slides tab



1. Click the Add Slides button to add any attachments like PDF files, PowerPoint presentations, Excel Files, Word documents or text files. The Microsoft files have to be saved in 97-2003 format.
2. List of all the attached files
3. Options tab



Allowing group chats is the default
If you decide to record the meeting, it will record the screens and the mouse meetings, but it will not record the phone calls.
Hide the meeting only if you are concerned with privacy of the meeting
Review all the settings on the meetings and click the Save button

Testing a Meeting

Before attending your first meeting, attend a test meeting to make sure that Sametime is functioning correctly.

1. When you are in the attend screen, click Test Meeting.
2. Click Test My Browser.
3. A new browser window with the Meeting Room appears on your screen. If the Meeting Room does not appear:
    - If this is your first time testing a meeting, you might see some Security Warnings. Click Yes or OK in the warning dialog boxes to continue with the test.
    - Your browser might not be set correctly for Sametime (for example, you might need to enable cookies). If you need to change a browser setting, instructions for correcting the problem appear in the "Test a Meeting" window. You might need to install a recommended browser. Enter a work order ticket with the IT Service Desk.

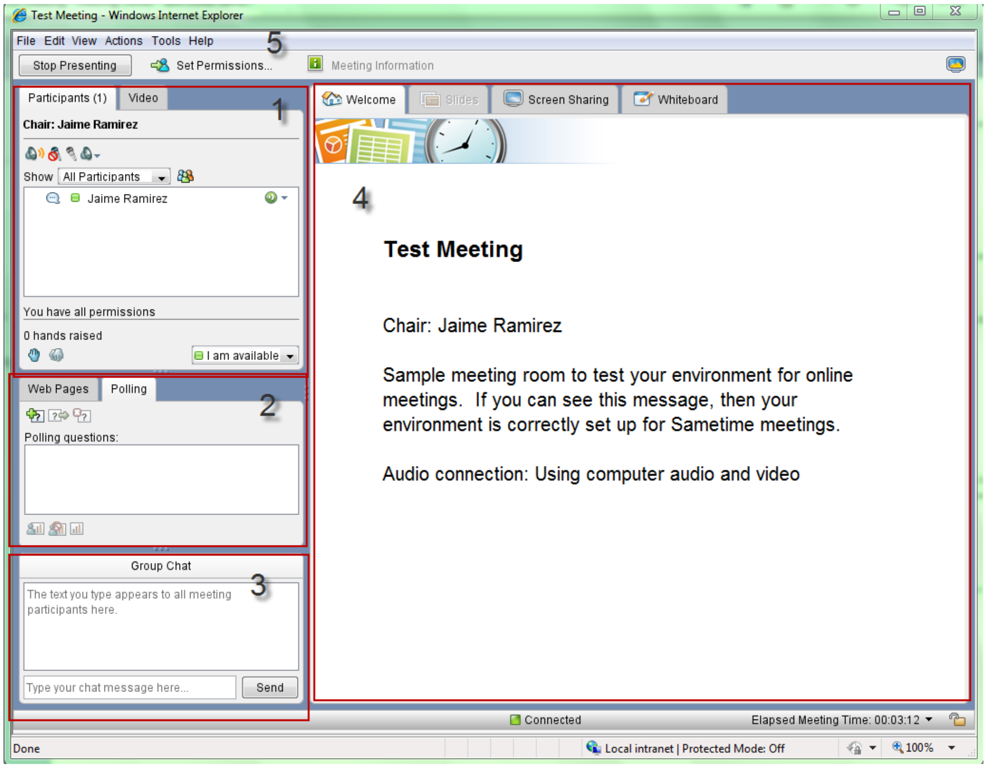
      Note If one or more errors prevents you from connecting to a meeting, click View - Meeting Room Status Log to save the error messages and then e-mail them to the IT Help Desk.

4. Review the instructions on the Test Meeting page for information on setting up audio and video, shutting of pop-up blockers, selecting system settings, and so on.
5. When you have finished testing, click File - Leave Meeting. You are now ready to attend a real meeting.

Presenting

Once you have the meeting setup, and it is time to prepare presenting your meeting online. First, it is important to understand all the presentation tools that are available to you.

1. In area #1, you will see all the names of the participants
2. In area #2, you have an area to share websites with the participants, or you can create polls that can be conducted during the meeting. See page xx and xx.
3. In area #3, you have an area to chat with the group or individuals
4. In area #4, is where you are presenting to your attendees. There are 4 tabs, welcome, slide, screen sharing and whiteboard.
    a. The welcome tab has the name and description of the meeting.
    b. The slide tab has all the files that you have added to the meeting. If you added a Power Point presentation, just select the file and start sharing.
    c. The screen sharing tab has a list of all the applications that are running on your computer, and you can share which one you want to share with the attendees
    d. The whiteboard tab is an application that allows you to write and draw on the screen
5. In area #5, you have the menu and the meeting buttons.



Handling Permissions

Only the meeting chair can grant and revoke permissions. If a meeting participant is granted permissions, they have permission to present content during a meeting; they also become a meeting "presenter." Be default, meetings allow everyone to present.

Permission to present lets individuals use the annotation tools to draw on the whiteboard and annotate slides, share a screen, and control the shared screen during a meeting. (The administrator determines which tools are available and if passing control of the shared screen is allowed.)

Anyone who has permission to present will see the Start Presenting button in the meeting room. Even with permission to present, you must click Start Presenting before you can work with slides or share your screen.

Chatting (either group or private chat), viewing sent Web pages, participating in polls, transferring files, and raising a hand do not require permissions. If a meeting includes these tools, all participants can use any of the tools at any time.

Permissions in breakout sessions

The participant who starts the breakout session is the chair. At the start of the meeting, all participants, including the chair, have all permissions. After the meeting starts, the chair can revoke and grant permissions.

Permissions in Scheduled Meetings

The creator of the meeting selects the chair. The chair always has all permissions, but participants have permissions only If the meeting creator or chair grants them permissions either when the meeting is created or during the meeting.

Granting and Revoking Permissions

The chair can grant and revoke permissions by clicking Set Permissions in the toolbar. All users in a meeting have permission to present content during a meeting by default. You can revoke the permission to present for all users, or grant permission to present to individuals in a meeting. You cannot revoke the chair's permission to present.

1. Click Set Permissions in the toolbar.
2. Do one of the following:
    - Click Revoke Permissions to All so that no meeting participants except the chair has permission to present..
    - Under Permissions for individuals, click a name and then click Add to grant that person permission to present. If you click a name under "People who can present" and then click Remove, that person will only have permission to view the meeting.
3. Click OK.

The chair can also right-click a person's name in the Attendee list during a meeting to display a menu and choose "Grant Permissions" to give that person permission to present or "Revoke Permissions" to remove permission to present.

Viewing Permissions

To see all participants who have permission to present during a meeting, click Show at the top of the Participant list and then select Presenters.

Switching the Meeting Chair

If you are the chair, you can give chair duties to another participant. After you switch to another chair, you can no longer:

- Send polls.
- View unshared poll responses or individual poll responses.
- Send Web pages.
- Save drawings on the whiteboard or annotations to slides during the meeting.
- Grant and remove permissions from other meeting participants.

Note If more than one person has been the chair of a meeting, the most recent chair is the only chair who can edit or delete the meeting when it is finished.

To switch the chair:

1. Choose Actions - Switch Meeting chair.
2. Select the new chair from the list of names.

3. Click OK on the Change Meeting Chair dialog box. The participant whom you selected is now the chair.

Note The new chair can confirm his or her status by looking at the top of the participants list. In addition, if participants in a meeting do not have permission to present and then someone else becomes chair, the original chair, now an attendee, will not have permission to present.

Working with Slides

You can both add and present files or slides for a meeting even after the meeting already started.

Adding slides

You can add one or more slides or files to present while scheduling a meeting. Any presenter can also add one or more files during a meeting. To add a file during a meeting, click Add Slides in the Projector toolbar.

Note Before you add a file to a meeting, you might need to prepare the file.

Presenting slides

A current presenter can click the Slides tab to navigate through any content in a meeting such as one or more presentation files. To present a file, make sure that it is selected in the File drop-down box in the Projector toolbar.

If you are not the current presenter, you must make sure that you have permission to present before you can work with slides. You should be able to see the Start Presenting and Add Slides buttons. If you don't see the Start Presenting button, you might need to ask the chair to give you permission to present. If you are the chair, this button is automatically clicked the first time you enter the meeting.

Once you have permission to present, follow these steps.

1. Click Start Presenting to become a current presenter.
2. Click the Slides tab.

Switching Pages in the File

To switch pages within the file or to the next or previous file, use the Next arrow and the Previous arrow on the Projector toolbar. You can also move through the pages in the file by using the Page drop-down box in the Projector toolbar.

In addition. right-clicking a slide displays a menu of choices, including Next Page and Previous Page.

Tip When moving forward or back several pages in a file (for example, from page 3 to page 10), use the Page drop-down box rather than the forward and back arrows. Using the drop-down box ensures that your pages are presented as quickly as possible.

Emphasizing Important Information

You can use the annotation tools to draw on your slides to emphasize important information in your presentation. For example, you can draw a circle around an illustration, or you can underline a particular word in red. You can also use the Pointer Tool to point to an item on a slide. When you draw something or enter text on a slide, everyone in the meeting can see it.

The table below describes how you can use some of the annotation tools to emphasize important information.

Action	Description
Laser pointing	Use the Laser Pointer Tool to point to an important item.
Highlighting	Use the Highlighter tool to draw a thick yellow line for emphasis.
Pointing	Use the Stamp Tool to emphasize an important item.
Underlining	Use the Straightline Tool to underline information in your presentation. You can also choose a color and a width for your line.
Drawing a Circle	Use the Oval Tool to draw a circle around an item in your presentation.
Drawing a Rectangle	Use the Rectangle Tool to place a box around information in your presentation.
Entering Text	Use the Text Tool to enter text. For example, you can enter a label for an illustration or describe a process.

Changing the Attributes of Annotations

After you have drawn shapes and lines and entered text in your presentation, you can customize the appearance or change the location of the shapes and text. For example, you can change the color of text, lines, and shapes, or you can move a shape you have drawn to another location.

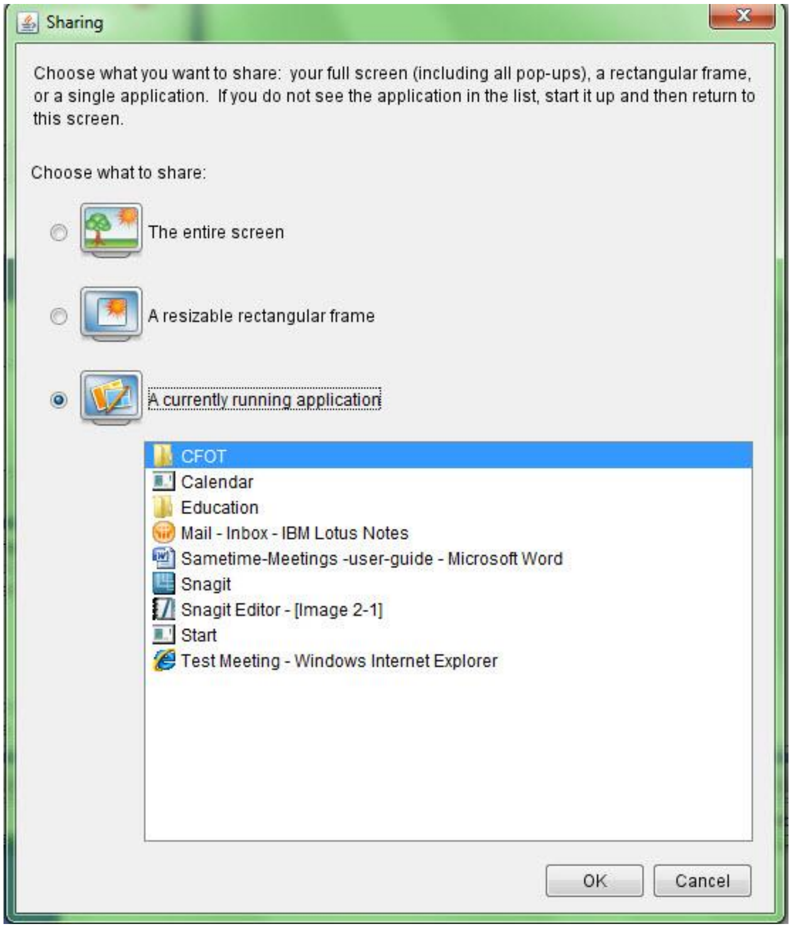
Saving Annotations Made to a File

If you want to save the annotations that you made to your file, ask the chair to save the file. (Only the chair can save a file.) Meeting participants can view the saved file on the Meeting Information page.

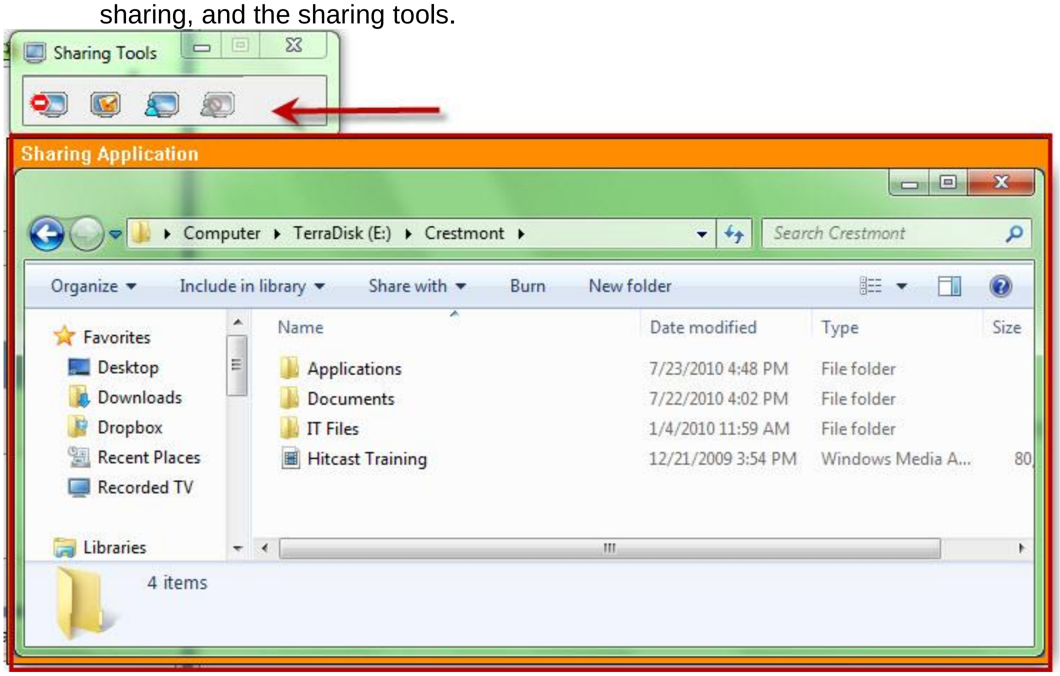
Note Saving the annotations made to a file does not change the original version of the file. After the chair saves the file, two versions of the file are available on the Meeting Information page (the original version of the file and the changed version of the file). The original version of the file retains the original file extension; the new version of the file will have an SWB or an RTF extension.

Sharing Screen

1. Go to the screen sharing tab
2. Select the share screen button and the a screen like the one below will appear

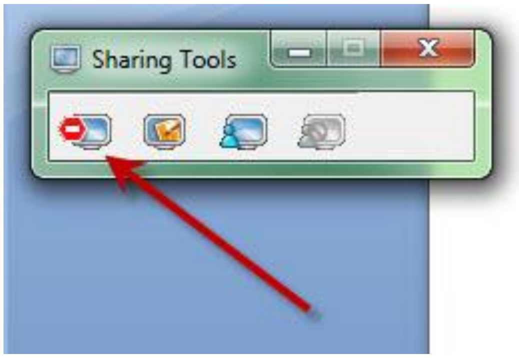


3. You could select to share the whole screen, a part of the screen or an specific application.
4. Then select OK
5. Depending on what you selected to share, you will see your application that you are sharing, and the sharing tools.



Stop Sharing Screen

To stop sharing your screen select the sharing tools, and select the stop sharing button



Whiteboard

The presenter of the meeting has the ability to draw on the screen using the whiteboard. Some of the tools available in the whiteboard are:

1. Pointing With a Laser Pointer

You can use the Laser Pointer Tool to point to something in your presentation or annotations in your slides. The Laser Pointer is a dot that follows where you click and drag the mouse.

To point to an object on the Slides or Whiteboard tabs, click the Laser Pointer Tool  and position the pointer where you want to point.

1. Click next to the object you want to point to or click and drag the mouse to move the pointer.

Note The Laser Pointer does not show in recorded meetings.

2. Drawing with a Highlighter

You can use the Highlighter Tool to draw a transparent, thick, yellow line to underscore important text.

1. To highlight something in your file or on the whiteboard, click the Highlighter Tool  and position the pointer where you want to draw.
2. Click the mouse button and drag to draw the line. Release the mouse button when you are finished.

Note The highlighter does not show in recorded meetings.

3. Drawing Straight Lines

When you are presenting a file or drawing on the whiteboard, you can draw a line to underline important information. If you want to draw the line in a specific color or at a certain width, you can choose the color and the width before or after drawing the line.

1. To draw a straight line, click the Straight-line Tool and position the pointer where you want to draw the line.
2. Click the mouse button and drag to draw the line. Release the mouse button when the line reaches the desired size.

4. Drawing Rectangles

You can draw rectangles to place a box around important information when presenting a file. You can also use rectangles to build charts or diagrams on the blank whiteboard. If you want to draw the shape in a specific color or at a certain width, you can choose the color and the width before or after drawing the shape.

1. To draw a rectangle, click the Rectangle Tool and position the pointer where you want to draw the shape.
2. Click the mouse button and drag to draw the shape. Release the mouse button when the shape reaches the desired size.

5. Drawing Ovals

Using the Oval Tool, you can circle important information during a presentation or create circles and ovals on the whiteboard. If you want to draw the shape in a specific color or at a certain width, you can choose the color and the width before or after drawing the shape.

1. To draw an oval or circle, click the Oval Tool and position the pointer where you want to draw the shape.
2. Click the mouse button and drag to draw the shape. Release the mouse button when the shape reaches the desired size.

6. Drawing with a Pen

Use the Freehand Pen Tool to draw curved lines or create shapes, just as you would when drawing with a piece of paper and a pen. You might want to use the Freehand Pen Tool to circle important information when presenting a file or to sketch a product design on the blank whiteboard. If you want to draw lines and shapes in a specific color or at a certain width, you can choose the color and the width before or after using the Pen Tool.

1. To draw lines and shapes as though you were using a pen, click the Freehand Pen Tool and position the pointer where you want to draw.
2. Click the mouse button and drag to draw the line or shape. Release the mouse button when you are finished.

7. Inserting Stamps

You can add a star-shaped stamp to your whiteboard drawing or slide annotations.

1. To add a stamp, click the Stamp Tool and position the pointer where you want to draw.
2. Click the mouse button and then release it for each stamp you want to add.

Working with Raised Hands

During a meeting, any participant can raise a hand to get the chair's attention. The list below describes some possible ways for you to work with raised hands during a meeting.

As the chair you can:

- Raise your hand just like any other participant. You might want to raise your hand to signal a presenter to finish a presentation, to ask a question, or to let others know that you have returned after a brief absence.
- Ask a question with group chat and tell participants to respond by raising their hands. For example, ask all participants who prefer a certain product design to raise their hands. Even participants that do not have permission to chat can see what you type in a group chat and respond by raising their hands.
- Recognize participants who have raised a hand by speaking to them with a telephone conference call, computer audio, or by sending them a private chat message. For example, a participant might raise a hand and then send a chat message asking for permission to speak.
- Lower the hand of any meeting participant. You might want to lower everyone's hands after they have responded to a question.
- See how many people in the meeting have raised their hands by looking at the hand icon in the status bar at the bottom of the Meeting Room.
- See all meeting participants, with those with their hands raised first, in the order in which they raised their hands by clicking Show at the top of the participants list and then clicking "By hand raise."

Lowering Hands

When hands are raised, the bottom of the participants list shows the number of hands raised. A raised hand icon displays beside the name of each person whose hand is raised.

You can lower all raised hands or just the hands of selected participants.

- To lower all hands, click the lower all hands button at the bottom of the participants list or choose Actions - Lower All Hands. The hand icons in front of the names disappear.
- To lower selected hands, select the names of the appropriate participants in the participants list and then choose Action - Lower Selected Hands. The hand icons in front of the selected names disappear.

Communicating with Group Chat

Group chat is a public form of chat; you can use it to send typed messages to everyone in the meeting. If group chat is available in the meeting, you can use group chat when audio is unavailable or when you need to ask a question during a meeting and do not want to interrupt the person who is currently speaking. Although everyone in the meeting can see the group chat message, only participants with permission to chat can send a message.

If you do not want to send your message to everyone in the meeting, you can double-click a name in the participants list to start a private chat with that person.

To send a message with group chat:

1. Place the cursor in the text-entry area beside the Send button under "Group Chat. " Enter your message.

2. Click Send or press Enter. The message appears in the chat-transcript area (above the text-entry area) and is seen by all meeting participants. Other participants' messages also appear in the transcript area in the order that they were sent.

Sending Web Pages

The chair can use the Web Pages tab to direct meeting participants to specific Web pages. For example, the chair might send a Web page to meeting participants so that they can review a new design for the company's Web site. Only the chair can send Web pages.

When the chair sends a Web page, a new browser window containing the Web page appears on each participant's computer screen. The chair does not control this window. Each participant can explore the Web page, go to a different Web page, or close the window without affecting what other participants see during the meeting.

If the chair sends multiple Web pages to the meeting participants, subsequent pages replace each other within the single browser window on participants' screens. Participants receive only one browser window.

Note Once the chair has sent a Web page, any participants who subsequently join the meeting will receive the most recent Web page as soon as they join the meeting.

Send a Web Page

Follow these steps to send a Web page to the meeting participants:

1. Prepare participants for the new window that will appear on their screens by explaining that you are sending a Web page to them.
2. Click the Web Pages tab. (If the tab is not visible, choose View - Sidebar Tabs - Web Pages.)
3. In the "New Web page" field, enter the address (the Uniform Resource Locator, or URL) of the Web page that you want to send.
4. (Optional) To view the Web page privately before you send it to the meeting participants, click the Preview icon . The Web page appears in a new browser window on your screen. Other participants cannot see the page yet.
   - If the page is correct, close the preview window and proceed to step 5.
   - If the page is not the one you want, type a new address in the browser window or search until you find the correct page. After you find the correct Web page, copy the address from your browser window and paste the address into the Web Pages tab.

     Note If the Web page you are previewing does not display, you may have to first turn off any pop-up blockers in your browser.

   Do one of the following:
   - Press ENTER to add the Web address to the list without sending it.
   - Click Send .

     The Web page appears in a new browser window on each participant's computer screen. (The page also appears in a new browser window on the chair's screen.)

(Optional) Click the Close Sent Page icon to close the last Web page sent for everyone looking at it.

Sending Polls

During a meeting, the chair can use polls to gather feedback from meeting participants. The chair can send a question to the meeting participants and view participants' responses. For example, the chair might ask participants to vote on which job applicant to hire. As participants respond, the chair sees which candidate the participants prefer.

Note Only the chair can create a new poll question and send polls. You cannot create poll questions before joining the meeting. However, you can create them and then click the Send later button to send them at a later time.

When sending a poll, the chair can also:

- **Share the tallied responses with other participants.** Normally, the chair is the only person who sees the poll responses. The chair can choose to share the tallied poll responses so that all participants see the responses in the Poll Tab. To do this, click Share Responses on the Polling tab.

  Note When the chair shares the responses, participants see only the tallied responses. Participants do not see individual answers to the poll.

- **Allow anonymous responses.** By default, the chair can see each participant's response to the poll question. (These individual responses cannot be shared with other meeting participants.) The chair can preserve participants' privacy by allowing them to respond anonymously to poll questions.
- **Mark correct answers.** The chair can specify correct answers for poll questions. When the chair shares the poll responses, participants can see if they answered the question correctly.

Sending a Poll

Follow these steps to send a poll question to the meeting participants:

1. Click the New Poll icon on the Polling Tab, or choose Tools - Polling - New Poll.
2. Enter your question in the "Question" area.
3. Select the type of question from the drop-down list. Depending on the type of question you select, some answers might be filled in automatically. For example, if you select a True/False question, the answers True and False automatically appear. You can edit these automatic answers if you like.
4. If necessary, enter the answers to the question.
5. (Optional) If you want to mark the correct answers, select the check box or radio button next to the correct answers. You see the answers marked as correct when you view or share the poll responses. Participants do not see the correct answers until you share the poll responses.
6. (Optional) If you want participants' answers to remain anonymous, select "Responses are anonymous."

Click the Close Sent Poll icon to close the polling window. The question window is closed for all participants (latecomers will not see this poll) but the responses window stays open for you to view.

Viewing and Sharing Poll Responses

Participants' responses to poll questions are tallied in the chair's Poll Tab. The chair has access to two types of poll responses:

- **Tallied Responses:** View the tallied responses if you want to see a breakdown of the poll results. For example, you might view the tallied responses to see that 85% of the participants chose answer B. The chair can keep these responses private or share them with other meeting participants.
- **Individual Responses:** View individual responses if you want to see how a particular participant answered a poll question. The chair cannot share the individual responses with other meeting participants.

Viewing and Sharing Tallied Poll Responses

- **Viewing:** As soon as you send the poll, the tallied responses automatically appear. If the chair specified correct answers, they are indicated by check marks.
- **Sharing:** Select a question in the "Polling questions" drop-down list on the Polling tab, and then click the Share Responses icon (or choose Tools - Polling - Share Responses). Meeting participants see the responses in the Polling Tab.

Once you share the responses, they are visible to everyone.

Viewing Individual Poll Responses

The chair can see individual participants' responses but cannot use the polling feature to share these responses with other meeting participants.

Note It is possible to show the individual responses to other participants by sharing your screen. However, you should not attempt to share the individual responses in most cases. Participants expect their individual responses to remain private.

To view individual responses:

1. Select a question from the "Polling questions" drop-down list on the Polling tab.
2. Click the View Individual Responses tab. Each participant's name and answer appears. If the chair specified correct answers, they are indicated by check marks.

   Note If the chair selected "Responses are anonymous" when creating the question, the names of the respondents are not available, but you can still view the answers.

3. (Short answer questions only) Select a name from the list. The participant's response appears below the list. (If the responses are anonymous, select an answer from the list. The complete text of the answer appears below the list, but no name is visible.)
4. When you are finished viewing the individual responses, click Close.

Stop the Meeting

Go to the meeting buttons tab in the top left side of the window, and click on the stop presenting button.

Stop and Leave the Meeting

If you want to stop presenting and stop the meeting, click on the file option in the menu bar, and select leave meeting. All the services for the meeting will be stopped, and the users will be taken out of the meeting.

Leaving a Meeting

To leave a meeting, choose File - Leave Meeting. Your Meeting Room closes, but other participants can continue with the meeting. (You can also leave the meeting by clicking the "X" button at the top of the Meeting Room.) If the meeting includes a telephone conference call, remember to hang up the telephone to leave the conference call.

Tip If you are sharing your screen in a meeting, be sure to stop sharing before you leave the meeting. If you are the Chair and you want to save a drawing on the whiteboard or an annotated file, be sure to save the file before leaving.

If the Chair Leaves the Meeting

If you are the Chair and you decide to leave the meeting, you should choose another Meeting Chair before you leave. If the Chair leaves without switching to a new Chair, the meeting continues without someone in that role. Participants without permissions cannot get permissions in a meeting without a Chair.

Telephone Conference Call Instructions

Reminder: If you need to host a conference call you may freely use this service. There is no setup required, and you will not receive a bill! The only cost you will incur is the normal long distance charge associated with the length of time you are in the call. All participants in your call will similarly receive long distance charges while they are calling. That should amount to less than 3 cents per minute per caller. If your long distance rates are higher than that you should contact the IT Help Desk (contact information below).

To use the audio conference service, instruct your callers to dial:

712-432-1501

You and the participants in your audio conference will be prompted to enter a conference access code. Use your 10-digit office phone number plus the # sign.

For example, to set up an audio conference call, instruct all participants to call 712-432-1501and use the conference access code (your 10 digit office number plus the # sign) [As an example 562.491.0000#].

As host, you will call the 712-432-1501 and you will enter the same conference access code + the *

Note: If you have any difficulties using this service please contact the Service Desk:

Lotus Notes: Service Desk/USW/SArmy
Toll Free: 877 – 7 – IT HELP (877) 748-4357
Internet: service.desk@usw.salvationarmy.org
Website: https://servicedesk.usawest.org

Additional information regarding the "Touch Tone" command explanations follow.

You will need to press the star/asterik/hash key before the desired feature key to activate the control.

Below is the new chart for participant, host, and playback feature keys.

Participant Feature Keys		Touch Tone Command Explanations
* + 3	Exit conference *3 key	Pressing *3 takes the individual user out of the conference call and back into the lobby.
* + 4	Instructions - *4 key	Conference instructions: Plays a menu of touch tone commands.
* + 6	Mute/Unmute - *6 key	Mute/Unmute: Caller controlled muting

<u>Host Touch Tone Command Features</u>: (Accessed by following the Access Code with a * instead of a #)

Host Feature Keys	**Touch Tone Command Explanations** (Accessed by following the Access Code with a * instead of a #)	
* + 2	**Caller count: *2 key (Host only)** plays the number of parties in the call	Allows the host to get a count of how many callers are on the code.
* + 3	**Exit conference - *3 key** exit the conference call	Pressing *3 Takes the individual user out of the conference call and back into the lobby.
* + 4	**Instructions - *4 key** conference cinstructions	Plays a menu of touch tone commands.
* + 5	**Listening modes - *5 key (Host only)** Listen only modes - host controlled muting	There are 3 different listening modes for the audience - the default mode is open conversation - pressing *5 once will mute the audience however the audience can un-mute them selves by pressing 6 for questions or guest speakers - pressing *5 again will put the audience into mute mode with out the capability of un-muting themselves - press *5 again and it will return you to open conversation mode.
* + 6	**Mute - *6 key** caller controlled muting	Pressing *6 will mute the line of the individual caller - pressing *6 again will un-mute the line.
* + 7	**Security - *7 key (Host only)** Secured/Unsecured - stops callers from entering	Pressing *7 will secure the conference and block all other callers attempting to enter the conference - pressing *7 again will re-open the conference to all caller joining.

References

1. http://www.mic.no/sametime/stmtghelp/H_THE_SAMETIME_USER_S_GUIDE_6913_OVER.html