



## One Touch - Features Guide

**One Touch Collaboration** is a meeting platform that bundles Teleconferencing, Web Conferencing and Video Conferencing into one single service. All Moderators have access to all services 24/7.

### How does it work?

#### ***If you use Microsoft Outlook:***

Moderators download the One Touch Outlook Plugin and schedule a meeting through Outlook as they normally would. They choose between 2 meeting invitation types – Tele/Web or Video Conferencing. Outlook automatically creates the meeting invitation and inserts your meeting details for you. Participants simply click the link in the invitation to automatically join your meeting.

#### ***If you don't use Microsoft Outlook***

Use our PC based Conference Invitation tool to invite your participants. It sends them an automatic iCal invitation that plugs into whatever calendar application they use. On the scheduled day and time of your call, the system automatically dials out and brings everyone into the call. At the same time, they are also sent an email and an SMS with a single click link that brings them into the call if they happen to miss the original conference phone call. The system easily handles either one off meetings, ad hoc instantaneous calls or scheduled recurring meetings.

## TELE/WEB CONFERENCING

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***No Dial In phone numbers or Participant Pass Codes:*** Our HD Teleconference platform dials out to you and your Participants and brings them straight in. Dial in phone numbers and pass codes are now a thing of the past.

***Online Participant List:*** While your phone rings to join the teleconference, the screen on your computer automatically displays a real-time Participant List showing you everyone who is on the call. No more annoying entry/exit tone disruptions. No more asking who just joined the call!

***Join by LinkedIn:*** Registering for your call using LinkedIn means that your LinkedIn photo and a link to your profile are displayed in the online Participant List. Make your meetings more professional and engaging.

***Active Speaker:*** Visual indicators let everyone know exactly who is speaking at any time. No more: who said that? Know exactly who's background noise is disrupting your call and mute the line with the click of a button. Instant relief!



**Desktop Sharing 24/7:** You can share your desktop with your Participants instantly at any time. You can also allow them to share their screens too. Australian based server farms mean that the performance is the quickest in the industry.

**Download Free:** Participants do not need any special software to join your meetings, so things start on time and stress free.

**Rapid File Sharing:** With the click of a button you can share any file with your Participants allowing them to download it quickly and easily.

**Live Operator Support:** Live operators are on standby during extended business hours to provide immediate help to you and your Participants.

**Synchronised Recordings:** Record your meetings whenever you want with a click of a button. Our recordings synchronise both the audio and whatever is shared on your desktop and the recordings are ready for you to download minutes after your meeting ends.

**Mute/Unmute:** Moderators can Mute or Unmute the entire conference or just individual Participants with the click of a button.

**Formal Q&A:** Muting the entire conference places the Participants in Listen Only mode. To ask a question they simply click the Raise Hand icon beside their name on the Online Participant list. When the Moderator clicks on the Participant's Raised Hand, it unmutes their line and they can speak and be heard by the entire conference. Clicking the next Participant's raised hand automatically mutes the previous caller and opens the next person's line.

**Promote Moderators:** Take any Participant and elevate them to Moderator status.

**Real - Time Chat:** Make the chat feature private or public in real-time.

**Full Call Detail Reporting:** Full reporting of every meeting with complete Participant details (name, company, phone #, start and end time, cost) is updated daily into your Account Management Portal. On a company wide basis, we report usage by service type, moderator, department and cost centre or budget code.

**Meeting Alert:** Moderators receive a pop up notifying them when people begin to join their meeting. Join your meeting with the click of a button knowing exactly who is in there. No more joining early and waiting for people to join.

**Custom Branding:** If company brand is important to you, we can customise One Touch Collaboration to reflect your company brand.



## VIDEO CONFERENCING – COMING SOON!

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**HD Polycom Video Conferencing Platform:** Redback's Video Conferencing is built on the world leading Polycom infrastructure and software making it easily integrated within any enterprise Polycom VC deployment.

**Unlimited Moderators:** There is no cost to provision any number of Moderators. You pay on a rate per minute when the service is used.

**Any Device:** Seamlessly connect any video enabled device from mobile phone to PC to Boardroom VC units of any make or manufacture.

**Join by phone:** Participants without access to a video enabled device can join your meeting by telephone so that they can fully participate in your video conference. You won't be able to see them but you sure can hear them!

**No Participant Pass Codes:** Participants simply click on the Outlook Calendar Invitation link and enter your Video Conference

**Desktop Sharing 24/7:** You can share your desktop with your Participants instantly at any time. You can also allow them to share their screens too. Australian based server farms mean that the performance is the quickest in the industry.

**Download Free:** Participants do not need any special software to join your meetings, so things start on time and stress free.

**Synchronised Recordings:** Record your Video Conference whenever you want with a click of a button. Our recordings synchronise both the audio and video and the recordings are ready for you to download minutes after your meeting ends.

**Live Operator Support:** Live operators are on standby during extended business hours to provide immediate help to you and your Participants

**Full Call Detail Reporting:** Full reporting of every meeting with complete Participant details (name, company, start and end time, cost) is updated daily into your Account Management Portal. On a company wide basis, we report usage by service type, moderator, department and cost centre or budget code.

**Meeting Alert:** Moderators receive a pop up notifying them when people begin to join their meeting. Join your meeting with the click of a button knowing exactly who is in there.



**Custom Branding:** If company brand is important to you, we can customise One Touch Collaboration to reflect your company brand.

**Bundled Pricing:** Pay the same rate per minute for HD Video Conferencing as you do for Teleconferencing. An unlimited use monthly Moderator license model is also available.

## **SYSTEM REQUIREMENTS:**

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### **Outlook Calendar Integration:**

- Microsoft Outlook 2010, 2013, 2016, or 2019
- Microsoft Windows 7, 8, or 10

### **Web Access:**

- We support latest 2 versions of all browsers for PC and Mac on Chrome, Firefox, Edge, Safari and Opera for participants.
- iOS and Android web browsers support will require the latest 2 OS versions for participants.
- We support the latest 2 versions for Mac and PC of Chrome and Firefox for moderators or presenters using screen-sharing extensions. This will require local machine install permissions for both Mac and PC.

