



Web Meeting User Guide

Chairperson: How to Access Web Meeting

Start an Ad-Hoc Web Meeting

1. Go to <https://cc.callinfo.com/cc/login?host=hgc>
2. Login as Chairperson
3. Navigate to the left side of the page and select the **Start/Manage/Archive** link under the Web Meeting header.
 - a. If you have not previously installed Java™ 2 Runtime Environment 1.3 you will receive a message asking if you would like to begin installation of this plug-in. Click **OK** to start the installation.
 - i. Please read any messages that may appear during the installation process to insure a complete installation.
 - ii. When prompted for a File Download, select **run this program from its current location**.
 - iii. When prompted to install and run the Java 2 Runtime Environment click **Yes**.
 - iv. Follow the instructions provided during installation of the Java plug-in. If prompted to restart your computer, do so before proceeding.
 - b. A Java applet will launch Web Meeting. You will be prompted with a security notice indicating that the application is verified to have come from Conferencing. Click **Start** to continue.
4. From the Web Meeting Conference Center home page select the **On-Demand Meeting** radio button and click the **Open Meeting Controls** button.
5. Once the interface has loaded, click the **Start Meeting** button on the upper left side of the Web Meeting user interface.
6. When the security alert pop-up box appears, click **Start**.

Schedule a Web Meeting and Send Invitations

1. Go to <https://cc.callinfo.com/cc/login?host=hgc>
2. Navigate to the left side of the page and select the **Start/Manage/Archive** link under the Web Meeting header.
3. Enter your Audio Conference phone number, access code, and passcode. Click the **Login** button.
4. From the Web Meeting Conference Center home page select the **Schedule a Meeting** button.
5. Enter all the details for your meeting including, date, time, type, description and registration requirements. Click **Save and Next** to continue.
6. On the next page, you can preview the invitation and invite people by clicking **Send Invitations**.
 - a. Option 1: Enter email addresses in the "To:" box.
 - b. Option 2: Upload a CSV file containing email addresses of desired participants
7. Once you are done determining which participants you want the meeting invite to be sent out to click the **Send** button.

NOTE: Click the **Show Advanced Settings** button to customize other aspects of your meeting including branding, reminder emails, and post-meeting surveys.



Participant: How to Join a Web Meeting

1. Go to <https://conf.cfer.com>
2. Login in as Participant by entering your Audio Conference phone number and access code. Click the **Login** button.
 - a. If you are pre-registered for the meeting, you will be taken straight to meeting as long as the Chairperson has already started the web conference.
 - b. If you have not pre-registered for the meeting, you will be prompted to fill out the Participant Registration page before you can enter the web conference. The only field you are required to fill out on the Participant Registration page is your name.

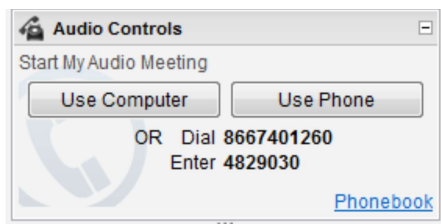
Participant Registration

Name	<input type="text"/>	Required
Email	<input type="text"/>	
Phone	<input type="text"/>	
Company	<input type="text"/>	
<div><input type="button" value="Submit"/> <input type="button" value="Help"/></div>		

Starting/Joining a Web Meeting via Computer Audio

Getting Started (Chairperson)

1. Once the web conference controls have been opened, click the **Use Computer** button on the left side of the screen.



2. Select the microphone and speaker you would like to use for the call using the drop down menus.
3. Adjust the microphone and speaker volume (we suggest 75% for both) and then press the **Select and Continue** button.
4. You will then see the message shown below and will hear the following message as you are being connected to the call: *"You are now being connected to the conference. Please stand by...beep...beep... You will now be placed into conference"*.
5. Once you are connected, you will see an audio control panel on the left side of your control window. You can adjust the speaker and microphone volume and/or disconnect your call from this panel.
6. If you are experiencing audio issues while connected to VoIP, you can click the **Switch to Phone** button to disconnect your VoIP connection and then dial into the conference on your telephone.



7. Once you click the Switch to Phone button, you will see a message that states *“The conference will continue until the last participant disconnects. If you reconnect to this conference, you can disable continuation using your Audio Controls”*. By clicking on the **Switch to Phone** button on the pop-up window, your VoIP line will be disconnected and you can then dial back into the audio portion of the meeting on your telephone.



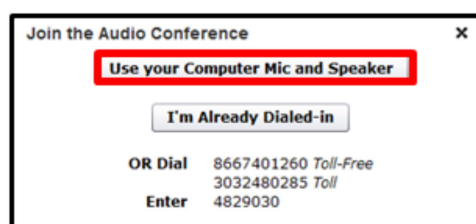
Getting Started (Participant)

1. After joining a web conference as a participant, click on the **Audio** button at the top of the screen.

NOTE: An audio conference must be started by the host before the Audio button will appear for Participants.



2. Click on the **Use your Computer Mic and Speaker** button.



3. Click on the radio button next to Allow and then check the box next to Remember to prevent this box from opening again if you join a future conference. Click the **Close** button.



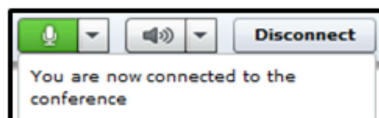
NOTE: If you are using Google Chrome as your web browser to join a meeting, you may also see the following message at the top of your computer screen. *“https://laxcr#.callinfo.com wants to use your camera and microphone – Allow or Deny”*. If you do not also click this **Allow** button, your audio will disconnect after 60 seconds and you will have to reconnect.

4. Choose the microphone you would like to use for the call from the dropdown menu and then click on the **Select and Continue** button.



5. You will then see the message shown below and will hear the following message as you are being connected to the call:

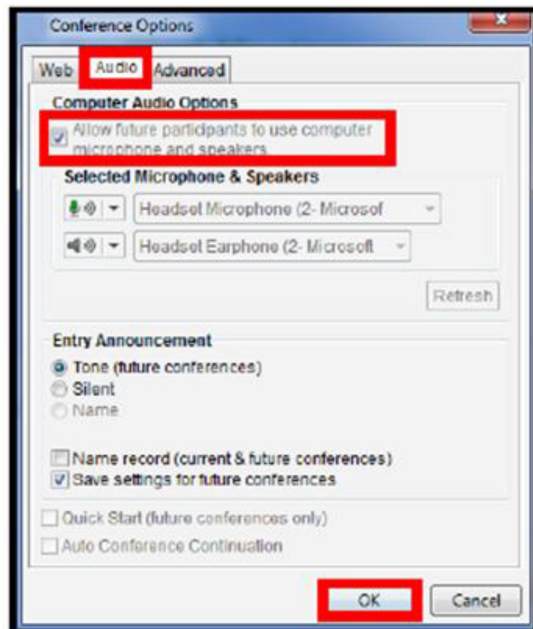
“You are now being connected to the conference. Please stand by...beep...beep...You will now be placed into conference”.



6. You can adjust your microphone and speaker volume from the drop down menus at the top of the screen.

NOTE: Why am I not seeing the Audio button to connect my Computer Audio Call?

- Computer Audio may not be enabled for the account or it may not be enabled in the chairperson’s web conference control options window.
- To check your options window, open your web conference controls and click the **Options** button near the top of the screen.
- Select the **Audio** tab at the top of the window.
- Check the box next to **“Allow future participants to use computer microphone and speakers”** and then click **OK**.



Additional Notes

- Up to 150 Computer Audio users may connect at the same time on a single access code.
- If more than 150 audio users attempt to connect (VoIP or telephone), the surplus users will hear a message that the conference is full.
- Mobile/Tablet devices are not currently supported (Although iPad users can join the visual portion of web conferences, these users will not have access to the Computer Audio feature currently).
- Computer Audio will NOT work for a Chairperson connected over a network that uses a proxy (Computer Audio will work for participants connected to a proxy).
- Computer Audio will not work over pipe networking.
- We recommend that users connect through a wired network connection when using the Computer Audio feature to ensure the best quality due to the many issues that an unreliable wireless or tethered connection can cause. Audio quality will degrade significantly on networks with download speeds of less than 1.5 Mbps or wireless networks with inconsistent signal strength.
- Although participants can still join the visual portion of web conferences on Adobe Flash Player versions 10.1+, VoIP services will only work for individuals using Flash version 10.3+.

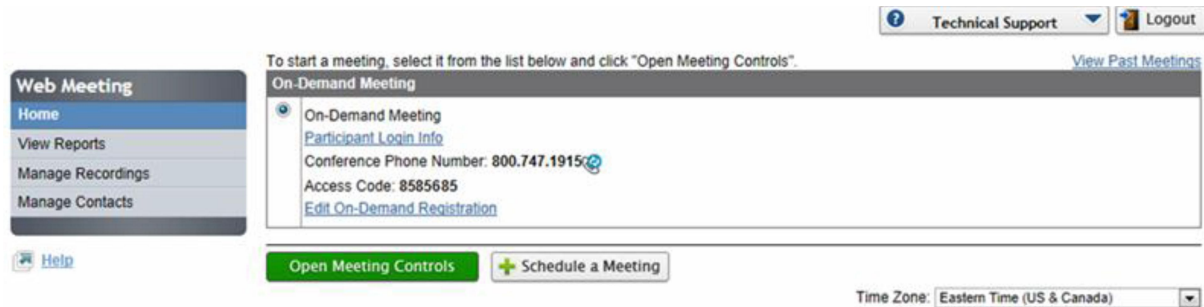
Computer Audio System Requirements

OPERATING SYSTEMS	SUPPORTED BROWSERS	SOFTWARE
Microsoft Windows XP (Service Pack 3), Vista, 7 & 8 (32 and 64 bit)	Internet Explorer (7.0+) Firefox (9.0+) Google Chrome	Adobe Flash Player (10.3+) Java v.1.6+
Linux -2.6+ kernel (32 and 64 bit); x86 CPU required (Limited Support)	Firefox (9.0+) Google Chrome	Adobe Flash Player (10.3+) Java v.1.6+
Apple Macintosh OSX 10.6+ (Intel-based processors)	Safari (5.0+) Firefox (9.0+) Google Chrome	Adobe Flash Player (10.3+) Java v.1.6+



Web Meeting Conference Center

Logging in as chairperson brings up the Conference Center application. The Conference Center is where you schedule and organize web meetings, manage invitations and registrations, track participation and feedback, and launch your web meetings. You can also manage meeting recordings, set up podcasts of your recordings and view reports.



- The **Home** link in the Web Meeting Conference Center menu displays the Conference Center home page for scheduling, managing and initiating meetings.
- The home page lists the on-demand meeting option and scheduled meetings by date and time.
- **On-Demand meetings** are held without being previously scheduled. Participants in on-demand meetings are not notified through the Conference Center, so they must be invited through other means.
- The **Participant Login Info** link in the On-Demand section of the home page displays a form with detailed meeting login information that you can copy and paste into an email to invite people to join the on-demand meeting.
- The **Edit On-Demand Registration** link in the On-Demand section of the home page displays a page for customizing registration information for on-demand meetings.
- The **Open Meeting Controls** button opens the Chairperson Conference controls window.
- The **Schedule a Meeting** button displays the initial page for scheduling a new meeting.
- The **Time Zone** drop-down menu sets and displays the default time zone.
- The **View Reports** link in the Web Meeting menu displays a submenu of links to these reports.
- The **Manage Recordings** link in the Web Meeting menu provides options for working with your archived recordings. When you archive your recordings, you get unlimited playbacks and access to additional features for managing and sharing your recordings. Or, you can download your recordings in up to four industry-standard formats and host them on your own server.

NOTE: If you prefer to host a recording on your own server, be sure to download the recording file and delete it from Conference Center on the day of your meeting to avoid incurring Web Meeting archiving fees.

NOTE: The recording records will be stored up to 60-day and will be automatically deleted thereafter. Once deleted, there is no way to retrieve the recording record.



Web Meeting
Home
View Reports
Manage Recordings
Recordings
Podcast Feed Settings
Manage Contacts

Manage Recordings
[Delete Selected](#)
Total Recordings: 2
<< first 1 - 2 last >>

	Title	Date	Duration	Playbacks
<input type="checkbox"/>	Recording	Jun 29, 2012 9:49:22 AM	00:17:12	0
<input type="checkbox"/>	Sales New Hire Training	Jun 12, 2012 1:33:45 PM	00:10:16	0

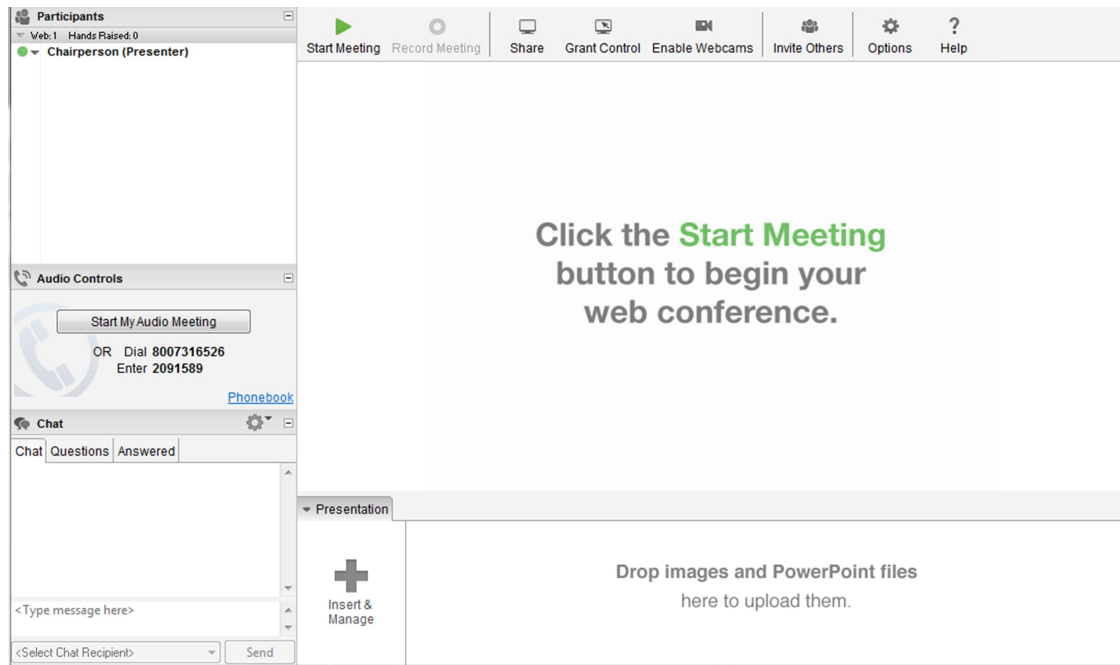
All times are Mountain time zone. (UTC -0600)

- The **Recordings** links lists all of your archived recordings (The **Manage Recordings** links also displays this list by default).
- To delete one or more recordings, check the box next to the recording names and click the **Delete Selected** button.
- To work with an individual recording, click its name or the arrow next to the name to expand the recording in the list.
- The playback window lets you play back the recording with the Manage Recordings page. The **View Larger** link displays the recording in a larger pop-up window.



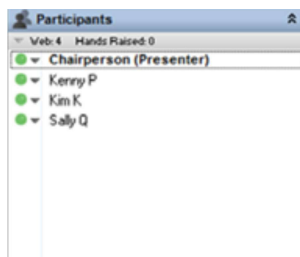
Web Meeting Conference Controls

Opening meeting controls from the Conference Center displays the Conference Controls window for conducting and managing a meeting. The Conference Control screen is your main console for managing your conference. All the features of the Web Meeting service are available through this console.



Participants Panel

The Participants Panel lists all participants who have joined the meeting, including the chairperson. Web meeting participants are listed under the **Participants** heading and audio conference participants are listed under the **Audio Controls** heading.



- Participants are listed as they join the meeting. If they join before the meeting has started, they are listed as being in the lobby.
- For on-demand meetings, passing the cursor over a participant displays the registration information for that participant.
- Clicking the right mouse button on a web participant brings up a menu of options for that participant.
 - **Lower Hand** lowers the participant's hand if it is raised.
 - **Chat** opens a separate window for the chairperson and co-presenters to chat with the participant.



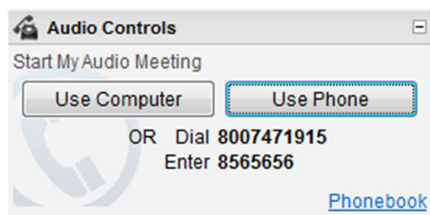
- **Disconnect** removes the participant from the meeting.
- **Promote to Co-Presenter** makes the participant a co-presenter. A meeting can have multiple co-presenters. Co-presenters have access to all the same meeting controls as the chairperson and can do everything the chairperson can do except appoint other co-presenters, disconnect the chairperson or other co-presenters, or manage the audio conference controls.
- **Lower All Hands** lowers all participants' hands that are currently raised.
- **Grant Control of My Applications** grants control of selected applications another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the applications.
- **Grant Control of Desktop** grants control of the desktop to another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the desktop.
- **Mute/Unmute** mutes or unmutes the participant's phone line. Participants can mute and unmute themselves as well, using their phone keypad.
- **Disconnect** disconnects the participant from the audio conference.
- **Play Name** plays back the participant's name. Names are only available for playback if the Name Record option is set.
- **Add to Phonebook** displays the new entry dialog to enter the participant in the phonebook.
- **Rename** allows you to replace the listed number or name for the participant with a new name.

Audio Controls Panel

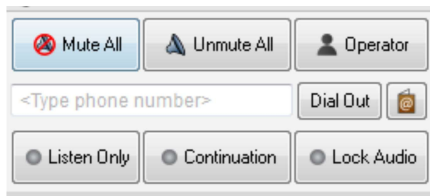
The **Audio Controls** panel provides controls for managing an audio conference. Only the chairperson has access to the audio controls.

To start an audio conference from the Audio Controls panel:

1. Click the **Use Phone** button. This displays the Call My Phone dialogue.



2. Enter the phone number of the phone you will be using for the audio conference, beginning with the area code. Enter only numbers; spaces and special characters are ignored.
3. If you are outside the United States or Canada, choose the country where you are located from the drop-down list.
4. Click the **Call My Phone** button. When your phone rings, answer it and follow the verbal prompts to join and start the audio conference.

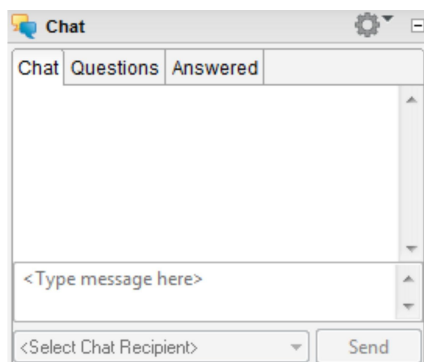


After the audio conference has begun, the Audio Controls panel displays the audio controls:

- **Mute All** mutes all participants. You can mute individual participants in the Participants Panel.
- **Unmute All** unmutes all participants. You can unmute individual participants from the Participants Panel.
- **Operator** displays a dialog to speak with an operator in private, or invite the operator to join the conference. When you request an operator, the **Operator** button changes to a **Cancel** button so the request can be cancelled if necessary.
- The **Phone Number** text box allows you to enter a phone number to dial out and add a participant to the conference. Special characters and spaces in the number are ignored, but the area code is required. A “011” prefix is required for phone numbers outside the United States and Canada.
- The **Phonebook** icon displays the Phonebook window to manage phonebook entries.
- **Dial Out** dials out to the number entered in the text box. Your conversation is private until you admit the person to the conference.
- **Listen Only** makes the conference a listen-only conference. You can unmute individual participants but participants cannot unmute themselves.
- **Continuation** continues the audio conference after the chairperson has disconnected from the call.
- **Lock Audio** locks the audio conference and prevents new participants from joining. However, you can still dial out and add participants to the conference.

An audio conference ends when the chairperson disconnects, or in continuation mode, when the last participant drops.

Chat Panel

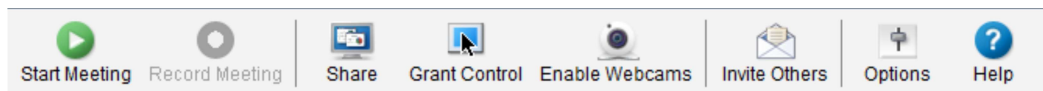


- There are three different tabs in the Chat panel that the chairperson, co-presenters and participants can use to communicate with one another during a live web meeting.



- The **Chat** tab is where all the comments can go that are not in the form of a question.
- The **Questions** tab will be populated with all chat messages that participants “Flag as Question.”
- The **Answered** tab populates with all Questions flagged as “Answered.”
- The new setting cog will have an option to **Enable / Disable** chat, depending on current state.
 - To disable chat during a meeting, click on the link at the top of Chat panel.
 - While chat is disabled, participants’ chat panels disappear.
 - While chat is disabled, the **Enable Chat** link enables chat and redisplay participants’ chat panels.
- The main part of the Chat panel shows a record of all chat messages. To send a chat, first select a recipient from the drop-down list at the bottom of the panel. Messages can be sent to all participants, to all co-presenters, or to individual participants or co-presenters. Selecting a recipient displays a one-line text entry box to type the message. To send the message, click the **Send** button.

Meeting Management Controls



Start / Stop Meeting

- The **Start Meeting** icon starts a web meeting. For on-demand web meetings, the Conference Security Passcode dialog appears, if enabled by options settings. This lets the chairperson set an optional security code that participants are required to enter to join the meeting.
- If an optional security passcode is used, it is only in effect for that meeting.
- During a web meeting, click the **Stop Meeting** icon to end the meeting.

Record / End Meeting

- The **Record Meeting** icon (greyed out until the meeting has been started) records a meeting. The recording includes everything participants see and hear during the meeting including slides, polls, and shared applications. The web portion is synchronized with the audio portion of the meeting in the recording. The Recording Name dialog lets you name the recording.
- You can access, manage, and edit recordings from the **Manage Recordings** link in the Conference Center.
- Click the **End Recording** icon at any time during a meeting to end the recording.

Share Desktop

- The **Share Desktop** icon shares your desktop with meeting participants so that you can demonstrate actions or show content in other windows. The Conference Controls window goes away and is replaced with the **Sharing Control Bar** (more details below).
- To stop sharing your desktop and return to the Conference Controls window, click the green icon on the left of the **Sharing Control Bar**.

Share Applications

- The **Share Applications** icon shares specific applications on your desktop with meeting participants.



- The Share Applications dialog that appears lists the applications currently running on your computer. You can select one or more of these applications to share. Participants see only the applications you select.

Grant Control

- The **Grant Control** icon grants controls of the individual applications or your entire desktop to a meeting participant.
- The Grant Control dialog that appears provides a choice between granting control of your entire desktop or selected applications. Applications currently running on your computer are listed in the left pane and participants are listed in the right pane.
 - To grant control of your entire computer, choose **Grant Control of Desktop** and then select a participant from the list of participants.
 - To grant control of individual applications, choose **Grant Control of Selected Applications**, select one or more applications for the list of applications, and then select a participant from the list of participants.

Sharing Control Bar

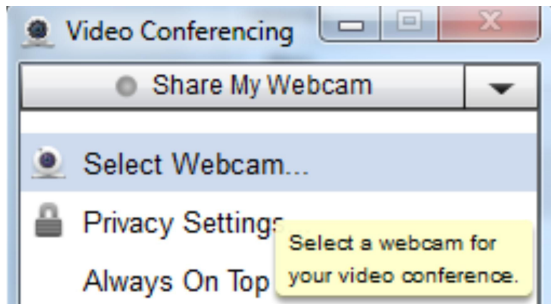


- The Sharing Control Bar appears whenever you share applications or grant control of the desktop or individual applications, temporarily replacing the Conference Controls window.
- Click and hold the **Move** icon to drag it to a new location on the screen. The control bar appears horizontally when you drag it to the top or bottom of the screen, and vertically when you drag it to the left or right. It also snaps to the edges of the screen.
- The **Return** icon ends sharing or control and returns to the Conference Controls window in slide sharing mode.
- The **Record** icon starts or stops recording the meeting.
- The **Share Desktop** icon shares your desktop with meeting participants.
- The **Share Applications** icon shares individual applications with meeting participants.
- The **Grant Control** icon grants control of your desktop or individual applications to a meeting participant.
- The **Participants** icon displays a list of participants.
- The **Phone** icon displays the audio control panel.
- The **Chat** icon opens the chat controls.
- The **Minimize** icon minimizes the Sharing Control Bar. In Windows, double-click the Web Meeting tray icon in the task bar to redisplay it. In Mac OS, right click the Web Meeting icon in the dock and select the Web Meeting Conference Controls option.
- To stop a meeting while sharing without returning to the Conference Controls window, click on the Web Meeting tray icon in the task bar and select the **Stop Meeting** option from the pop-up menu.



Enable Webcams

- To start, click on the **Enable Webcams** button.
- Click **Share My Webcam** in the video conferencing panel to show your video. Here you can select your webcam privacy settings as well.



- Allow the Adobe® Flash® Player to access your webcam and check the **Remember** box (first time only).
- To stop, click the **Stop My Webcam** button.

Invite Others

The **Invite Others** icon invites participants while a meeting is in session. This launches your default mail client with a default message that includes a link to the Participant Registration web page for the meeting. The Invite Others icon is only available for on-demand meetings.

Options

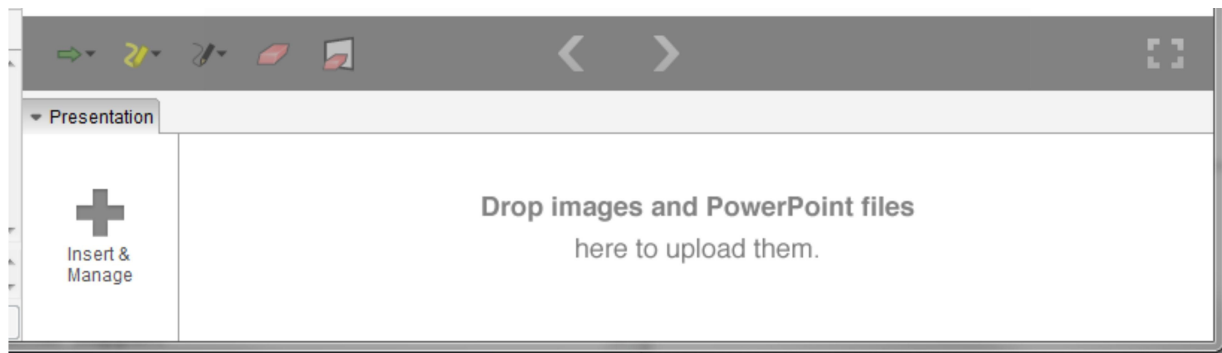
The **Options** icon changes Web and Audio conference settings.

- **Web Options**
 - **Prompt for Security Passcode for Web Conference:** If checked, the Conference Security Passcode dialog appears when you start an on-demand web meeting, allowing you to set an optional security code that participants are required to enter to join a meeting.
 - **Show warning before sharing Desktop:** If checked, the Share Warning dialog appears when you share or grant control of your desktop.
 - **Sharing Performance:** Use the slider to control sharing performance. The higher the quality, the lower the speed, and vice-versa.
- **Audio Options**
 - The Entry Announcement settings control the announcement you hear.
 - **Tone (future conferences):** Plays a tone when participants join and leave the conference (default).
 - **Silent:** Participants join and leave the conference silently.
 - **Name:** Participants are prompted to say their names when they dial into an audio conference and the names are announced as they join and leave the conference. This option is only available if you check the Name record option below.
 - **Name record (current & future conferences):** Participants are prompted to say their names when they dial into an audio conference, regardless of the entry announcement mode setting. The chairperson can play back recorded names during an audio conference from the Participants panel.



- **Save settings for future conferences:** Saves the current Entry Announcement settings for future conferences
- **Quick Start (future conferences only):** Allows the audio conference to begin before the chairperson arrives. The setting takes affect for future audio conferences only.
- **Auto Conference Continuation:** Sets the default to allow audio conferences to continue even after the chairperson disconnects. The chairperson can turn continuation off during a conference from the Audio Controls panel or from the phone keypad.
- **Advanced Options**
 - **Enable Title Bar Button:** Choose this option to display the Sharing, Not Sharing, and Controlled buttons in application title bars when you share applications or grant control (default).
 - **Enable Application Sharing:** Choose this option to enable sharing and granting control of individual applications (default). If you change this setting, you must close and reopen the Conference Controls window for the change to take effect.

Presentation Controls



Insert & Manage

- **Insert Slides**
 - The **Insert Slides** icon uploads and adds slides to your presentation. This displays a dialog for you to navigate to the file with the slide(s) you want to insert. By default, slides are inserted after the currently selected slide or poll.
 - Supported formats are: .PDF, PowerPoint (.ppt), PowerPoint 2007 (.pptx), .jpg, .png, .gif, .jpeg and mp. PowerPoint presentations are converted to multiple slides and inserted. All other formats are inserted as single slides.
 - You can have up to 200 slides or polls at any time per subscription, which remain until you delete them. If you attempt to insert more than this, the slides or polls exceeding the 200 limit are not inserted and a message is displayed to ask you to delete existing slides or polls to make room for the new ones.
- **Insert Polls**
 - The **Insert Poll** icon includes a poll in your presentation after the currently selected slide or poll. This displays the Poll Management dialog.
 - You can insert a saved poll that was previously created or create a new poll to insert. To insert a saved poll, select the desired poll question from the list of Saved Polls and make sure the poll shown in the Poll Preview is the one you want. Then click the **Insert** button. The poll is inserted after the selected, or current, slide or poll. Polls can be inserted before or during a meeting.



- A poll consists of a question, a question type, and one or more responses. You can choose from six question types:
 - **Yes/No:** The question requires a simple yes or no answer.
 - **Multiple Choice/Single Answer:** The question requires participants to choose a single answer from one or more choices.
 - **Multiple Choice/Multiple Answer:** The question requires participants to choose one or more answers from a variety of choices.
 - **Text/Comments Box:** The question requires a written response.
 - **Ranking Poll:** The question requires participants to rank a list of choices from 1 to n where n is the number of choices. Each choice must be given a unique rank.
 - **Opinion Poll:** The question requires participants to rate the relative importance of something from “Strongly Agree” to “Strongly Disagree” or “Not Applicable.”
- The **New Poll** button in the Poll Management dialog displays the Create Poll dialog: Follow these steps to create a new poll:
 1. Compose the poll question in the **Question Text** box.
 2. Select a question type from the **Question Type** drop-down list.
 3. For all question types except Yes/No, Text/Comments, and Opinion Poll, enter one or more answers in the **Answers** text box. After entering each answer, click the **Add** button to add it to the list of answers displayed. To delete an answer, select it from the list and click the **Remove** button. Use the up and down arrow icons to reorder the list of answers.
 4. Click the **Save** button to save the poll. The poll is added to the list of saved polls for you to insert in a meeting presentation.
 5. To edit a saved poll, select it from the list of saved polls in the Poll Management dialog and click the **Edit** button. This displays the Edit Poll dialog, which is the same as the Create Poll dialog described above.
 6. To delete a saved poll, select it from the list of saved polls and click the **Delete** button.
- During a meeting, participants see only the poll and then optionally, the poll results. The chairperson and co-presenters also see a summary of responses. The results and response summary update continuously until the poll is closed.
- The chairperson and co-presenters can participate in the poll, or click the **Skip to Results** button to see the results of the poll.
- You can control whether or not participants see the poll results by checking or unchecking the **Display Results to Participants** box above the response summary. Click the **Close Poll** button to close the poll, or proceed to the next slide or poll. Once a poll is closed, participants can no longer submit responses. However, you can go back to a closed poll to show participants the results of that poll.

Insert Video

- The **Insert Video** icon allows you to upload a pre-recorded video into a live web meeting.
- How to upload your video clip:
 1. In the Web Meeting Conference Controls locate the **Video** button under the Insert and Manage section.
 2. In the dialog box that opens click **Add New Video**.
 3. Locate the video or audio clip from your desktop you wish to upload and click **Open**.



- Supported files types are flv, mp4, mpeg, swf, wmv, mp3, wav, and wma.
- The maximum size of a video clip that can be uploaded is 100MB.
- You may keep up to 10 video clips in your video management library.

4. Once the video clip is done processing, it is available for inserting into your presentation.

NOTE: Processing can take up to 2 hours depending on video size and length. Please give yourself plenty of time to upload your video clip before your live meeting.

- How to insert and play your video clip:
 1. In the Web Meeting conference controls locate the **Video** button under the Insert & Manage section.
 2. Locate the desired video and click **Insert**. The video will be available in the slide presentation at the bottom of your Web Meeting conference controls.
 3. The video clip will now be available in your slide presentation. You may click and drag the video clip thumbnail to the desired location within your presentation.
 4. To play the video clip for your participants simply double click the video thumbnail in your slide presentation. The video clip load briefly and then instruct you to click the play button to start your video (located on the lower left hand corner of the playback window).
- **Delete**
 - The **Delete** icon deletes the currently selected slide(s) or poll(s). Deleted slides are removed permanently from your subscription. Deleting a poll removes it from the presentation, but the poll remains in your subscription until you delete it from the list of saved polls.