All Conferencing
Web Conference User Manual

Getting Started

System Requirements

Before getting started, consult the table below to make sure your system currently supports All Conferencing's web tools. The Web Meeting service uses Java. In the event that your computer does not have Java installed, you will need to download and install Java before using Web Meeting.

Chairperson & Co-presenters

Platform	Supported Browsers	Supported Java Versions
Microsoft Windows: 98, Me, 2000, XP, Vista	Internet Explorer: 5.0, 5.5, 6.0, 7.0 Firefox: 1.0+ Netscape: 7.0+, 8.0+ Mozilla: 1.4+	1.3.1_03 - 1.3.1_19 1.4.1 - 1.4.1_07 1.4.2 - 1.4.2_13 1.5.0 - 1.6.0
Apple Macintosh: OS X 10.2+ OS 9 - Not Supported	Safari: 1.0+ Mozilla: 1.4+ Firefox: 1.0+ Camino: 0.7+	1.3.1 1.4.2 1.5.0-1.5.0_07
Linux - 2.4+ Kernel	Mozilla: 1.4+ Galeon: 1.27 Firefox: 1.0+	1.3.1_03 - 1.3.1_19 1.4.1 - 1.4.1_07 1.4.2 - 1.4.2_13 1.5.0 - 1.6.0

Participant

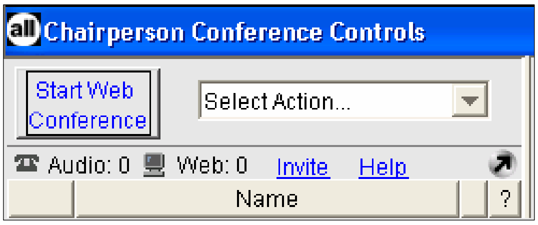
Platform	Supported Browsers	Supported Java Versions
Microsoft Windows: 98, Me, 2000, XP, Vista	Internet Explorer: 5.0, 5.5, 6.0, 7.0 Firefox: 1.0+ Netscape: 7.0+, 8.0+ Mozilla: 1.4+	1.1.4 (IE) 1.3.1 - 1.3.1_19 1.4.1 - 1.4.1_07 1.4.2 - 1.4.2_13 1.5.0 - 1.6.0
Apple Macintosh:	Safari: 1.0+	1.3.1

OS X 10.2+ OS 9 - Not Supported	Mozilla: 1.4+ Firefox: 1.0+ Camino: 0.7+	1.4.2 1.5.0-1.5.0_07
Linux - 2.4+ Kernel	Mozilla: 1.4+ Galeon: 1.27 Firefox: 1.0+	1.3.1_03 - 1.3.1_19 1.4.1 - 1.4.1_07 1.4.2 - 1.4.2_13 1.5.0 - 1.6.0
Solaris 2.9 (5.9)	Mozilla: 1.2.1 (Solaris version)	1.4.2

Starting a Conference

Starting a Conference (Chairperson)

1. Go to **www.allmymeetings.com.**
2. Select **"Start/Manage A Web Conference.**"
3. A pop-up window appears and prompts you for your phone number, access code and Chairperson pass code.
4. Click **"Log in."**
5. The Web Meeting application launches. This acts as your **main control screen.**
6. To begin conferencing, select **"Start Web Conference"** on the upper left of the screen.



7. You will be asked if you'd like to assign an optional Web Conference security pass code. If you do, select "Set Extra Code." A text box appears prompting you to input a 4-9 character security code. (If you assign a Web Conference pass code, be sure to inform all participants of the security pass code before you begin the conference!) You may proceed without a pass code by selecting **"Start."**

Joining a Web Conference (Participant):

To join a web conference, participants can either sign in on www.allmymeetings.com, or be invited via email by the Chairperson.

To join via the site:

1. Participants visit www.allmymeetings.com and select **"Join as a Participant"** under **"Web Meeting.**"
2. A pop up window appears and prompts them for the meeting phone number and access code. Click "Log in" after entering.

3. A pop-up window appears prompting them to enter their name (required), email, phone and company.

Participants will not see the Web Meeting controls. Once they log in, participants will initially see the generic Web Conference screen if the conference has not started. If they log in after the Web Conference has started, participants will see the mode that the Chairperson is showing.

To accept a Web Conference invitation:

1. The participant will receive an email from the Chairperson inviting them to join the web conference, along with the URL to do so.
2. Participant clicks on the URL and is prompted to enter his/her name (required) email, company name, and phone number, before selecting “Submit” to join the conference.

Conference Controls

The Conference Control screen is your main console for managing your conference.

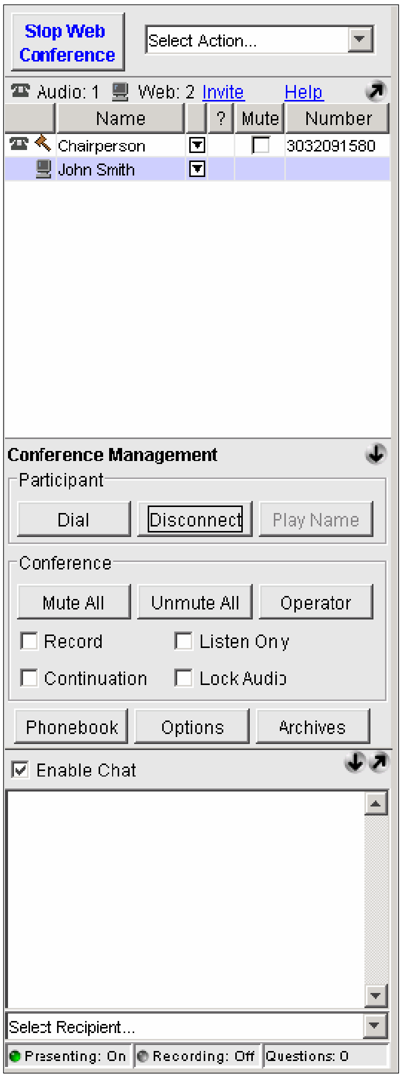
As the Chairperson:

The Web controls manage the web conference and are divided into two parts – the *Chairperson controls* and *Slide controls*. The Chairperson controls allow you to manage the participant list, access your recordings, show applications or your desktop, and designate co-presenters. Slide controls allow you to upload slides, preview slides, and make annotations.

Web Controls

The Chairperson controls are located on the left side of the Conference Control Screen.

- **Start/Stop Web Conference:** Click this button to start or stop your web conference. Any participants waiting to join the conference will be placed into the conference.
- **Select Action…:** Select this to switch between Application showing, slide showing, desktop showing, or to grant control to another participant.
- **Invite:** Launches your default email client to invite a participant after the Chairperson has initiated the conference.
- **Help:** Online help.
- **Participant List:** Lists the participants in the conference call as well as:
  - Icons for web and audio
  - Mute/Unmute
  - Questions – a question mark appears (and the line is highlighted) when a participant has used the "Raise Hand" feature.
  - Originating phone number (Audio Only)
- **Conference Management**
  - Dial: Dials out to a participant from within the conference.
  - Disconnect: Disconnects a participant from web or audio.
  - Play name: Plays a participant's name (if name record has been activated under "Options.")
  - Mute All: Mutes all participants, so no one can speak except the Chairperson.



- Unmute All: Takes all participants off mute. Note that participants can unmute themselves by hitting *7 on their phone at any time.
- Operator: Dials out to an operator for assistance.
- Record: Records a conference. (Note: You must wait for the “Recorder” to show in the participant list.)
- Listen Only: Participants are muted and cannot unmute themselves.
- Continuation: Allows the conference to continue after the Chairperson has logged off.
- Lock Audio: Locks the conference and prevents new participants from joining.

➢ **Phonebook:** Can be populated with frequently dialed numbers or just ones for a particular conference. In the phonebook interface, you can add new numbers, edit numbers and delete numbers. Simply move numbers over to the dial list using the arrow keys and select “Dial” to dial individually and “Dial All” to dial all the participants at once (up to 20 at a time.)

➢ **Options:** Change the present and future settings of your conference. Optimize for speeds, set name record, or turn on quick start. See “Setting Conference Preferences” for more Information

Participant Controls

Participants have two controls available to them through the web interface:

➢ **Raise Hand:** Allows the participant to notify the chairperson that they have a question.

➢ **Full Screen:** When full screen mode is enabled, the chat box is broken out as a floating window. The chat window can be minimized or sent to the background by making the presentation window the active window. Close the window to return to the normal view.

Scheduling a Conference

Coming soon!

Scheduling a Meeting From Within a Web Conference

1. While a conference is currently in session, click on ‘Invite.’ An outgoing email screen will pop up.
2. Fill in the Email Address.
3. Fill in the Subject Line (required).
4. Choose the Start and End time for your meeting.
5. Send the meeting invite.

Slide Controls

Chairperson/Presenter: The slide controls allow you to manage your presentations by uploading files, making annotations, and previewing slides.

Slide Controls include the following:

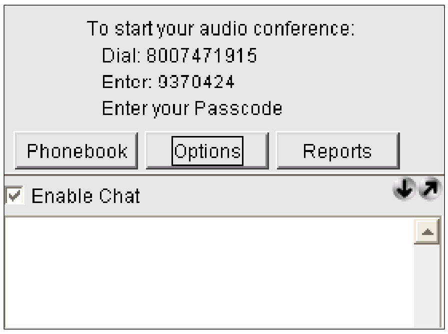
- **Insert:** Allows you to upload PowerPoint presentations or jpgs.
- **Delete:** Allows you to delete one slide or all of the slides in a presentation.
- **Annotation Tools**: Arrows, check marks, highlighters, and colored pens are all available by clicking on the relevant icon and then clicking on the presentation to insert.
- **Erasers:** The single eraser erases what you just inserted; the eraser with whiteboard icon erases all annotations.
- **Slide Show:** Places the presentation into full screen mode. Click 'Restore' to return to the original state.
- **Preview:** Allows you to preview slides before you show them to your participants.
- **Arrow Keys:** Click on these keys to move through the slides.

Managing Your Conference

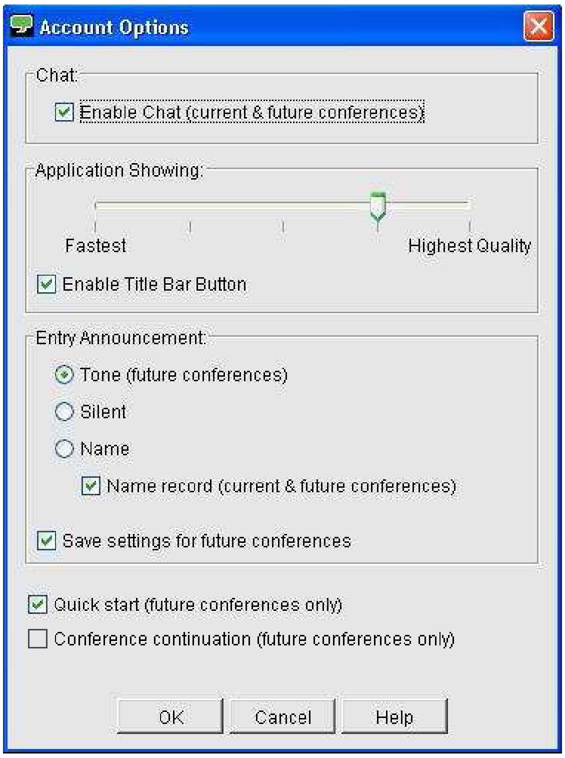
Managing your conference includes setting your preferences and changing presentation modes.

Setting Preferences

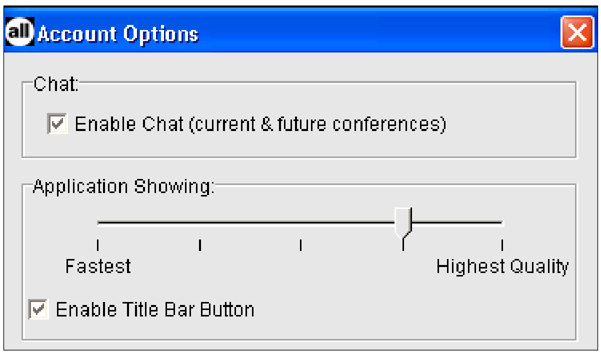
A Web Meeting allows you to set several options on your account that will help you personalize your conferences. The 'Options' button on the Conference Control Screen gives you access to these preferences.



The "Options" menu is broken into three sections:



1. Chat: Allows you to enable/disable chat for future conferences.

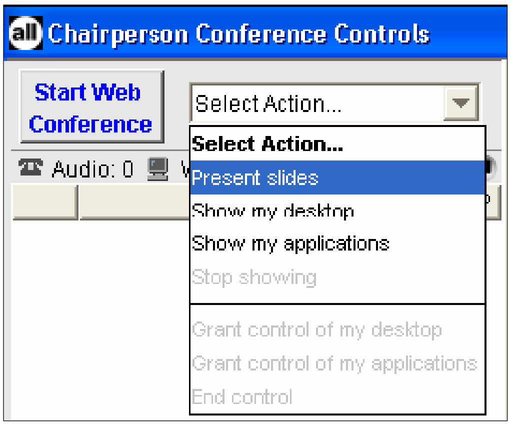


2. Application Showing: This slider allows you to optimize your application showing for better performance. By choosing highest quality, your participants will receive a true color representation of your application. By choosing fastest performance, you will decrease the amount of color information sent, thereby increasing transfer speeds.

   The "Enable Title Bar" Button enables/disables the "Showing" button (in the top right corner) on shown applications.

3. Entry Announcement sets the announcement heard when participants join the conference.
   - Tone: A beep will be heard when participants enter the conference.
   - Silent: Participants enter the conference silently.
   - Name: If name record is on, the participants name will be played when they enter the conference.
   - Name Record: If you want names to be played upon entry, this box must be checked along with appropriate name entry announcement. This option will also allow you to play back the names of participants by double-clicking on their audio line in the conference controls.
   - Quick Start: Allows the conference to start when the chairperson has not yet arrived.
   - Auto Continuation: Allows the conference to continue after the chairperson has hung up.

Slide presentation mode

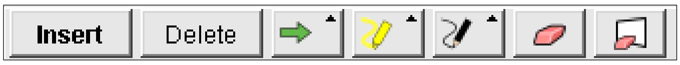


(Go to "Select Action…" > "Present Slides")
This mode allows you to present PowerPoint presentations and images to your conference participants. In slide presentation mode you may upload PowerPoint files or jpgs. This mode is the least resource intensive and easiest for all participants to receive (regardless of connection speed).

To switch into slide presentation mode:

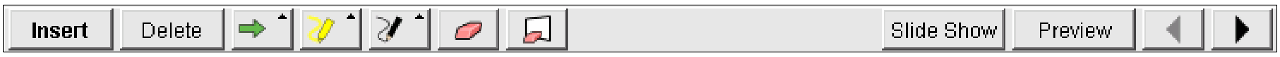
1. Expand the "Select Action…" drop down menu.
2. Choose "Present Slides." A dialog box will appear asking if you would like to start the conference if you have not done so already.
3. To move through the slides, use the arrow buttons in the lower right hand corner or double-click on the slide you wish to present.

To import presentations:



1. Click “Insert” on the Slide Control bar.
2. Choose the presentation you want to insert from the Upload Files dialog box.
3. Click “Open.” The presentation will start to upload.

Slide Presentation functions:



- **Slide Deck (Thumbnails):** The slide deck displays a thumbnail-sized version of your slides. To present a slide to all participants viewing the web portion of the conference, simply double-click on the desired screen. (You can file multiple presentations in your web meeting interface. The files will remain there until you delete them.)

  There are also right-click functions on the thumbnails. For example, if you select the first thumbnail, and right-click on it, you have the options to insert before or after, delete, go to the next slide, or to the previous slide.

- **Insert:** This button will add another presentation file or image to the current slides. The new presentation file is inserted directly following the slide that you select (click once to select and it will be highlighted in red). If you want to add the new presentation to the end of the current slide set, select the last thumbnail in the slide set, then select “Insert.” You can also use the “Insert” button to simultaneously upload multiple presentations by using the Shift or Control key to select multiple files on your desktop.

- **Delete:** This button removes the currently selected thumbnail slide. You can use the Shift or the Control key on your computer to highlight several slides to delete. You may also check the option in the “Delete” pop-up box that allows you to delete all the presentation files currently stored in your web meeting.

- **Slide Show:** This button gives you the option to go to a full screen mode. Using Slide Show will hide the Conference Control tab from room participants while keeping key functions like Annotation tools, a slide counter, and arrow keys.

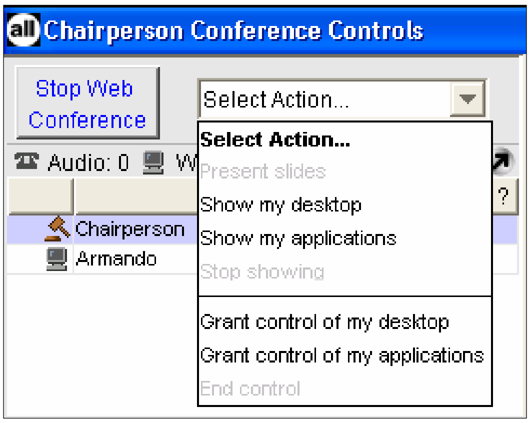
- **Preview:** To preview a slide without displaying it to all participants, click once on the slide to highlight it and then select the preview button. The slide will be displayed in a pop-up window. Use the arrow keys on the preview pane to horizontally scroll through the slide deck.
- **Arrow Keys:** To advance a slide in the slide deck, either double click on it or use the arrow buttons. The arrow buttons allow you to move forward and backward to display slides in the presentation. You can also use the scroll bar next to the thumbnail slide deck to locate a particular slide, and then double click on it to display it in the slide window.

Application showing mode

(Go to "Select Action…" > "Show My Applications")
This mode allows you to show any applications which are currently open. You may show web browsers, word documents, spreadsheets, and proprietary software. All open files of the chosen application type will be shown, and will have a "Showing" button in the top right corner. All other applications will have a "Not Showing" button on them. You may also toggle this button to change your presentation mode, show the current application, or switch to slides.

To show an application:

1. Choose "Show my applications" from the dropdown menu.



2. You will be shown a selection box with all of your currently opened applications listed.

3. Check the application you wish to show and click OK.

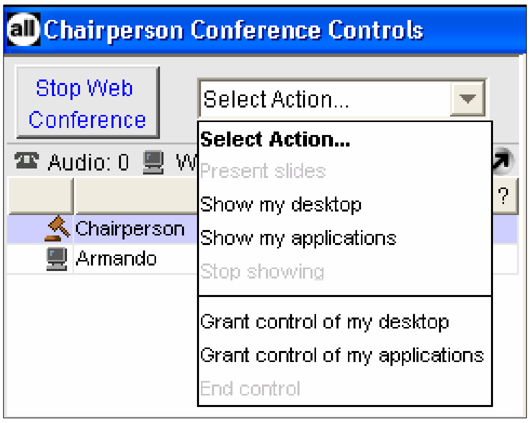
Desktop showing mode

(Go to “Select Action…” > “Show My Desktop”)
This mode allows you to show everything that is currently open on your desktop. It is important to note that desktop showing displays all applications and all actions performed by the Chairperson. Conversely, Application showing displays just the chosen application.

To show your desktop:

1. Choose “Show my desktop” from the dropdown menu.

2. You will be prompted to close any sensitive documents before entering desktop presentation mode. Click “Continue” and participants will be able to see your entire desktop.



3. You will notice a “Showing” button in the top right hand corner of your shown application. If you click on this button it will expand to reveal several different options.

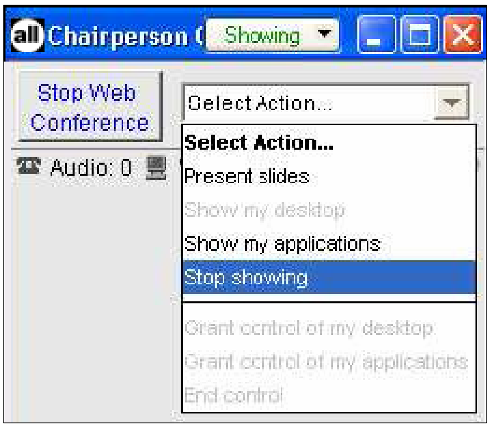
   - From this menu, you can present slides (which will put the conference back into slide presentation mode), show a specific application, or grant control.
   - If you choose to show an application, the application showing screen will allow you to choose an appropriate application. All other applications will be hidden.

Stop Application and Desktop Showing

There are two ways to stop Application and Desktop showing:

- From the “Showing” icon: Click the Showing icon in the application you are showing and click “Stop Showing.”

- From the Select Action Drop Down: Get out of the application you are showing and go back to the Conference Controls panel. Under “Select Action…” click on “Stop Showing.”



Co-Presenter

The Chairperson can delegate a co-presenter to share the responsibilities of presenting. A co-presenter can disconnect participants, grant control of applications, or switch presentation modes. However, a co-presenter cannot appoint another co-presenter, disconnect the chairperson, or manage the conference audio controls.

To make a participant a co-presenter:

1. Expand the action arrow next to the participant's name to reveal the menu.
2. Select "co-presenter," and the participant who was appointed co-presenter will have their icon change from a computer to a gavel as shown below.
3. When a participant is made a co-presenter, a dialogue box will appear notifying them that they are now a co-presenter. The participant interface will update to reflect the change. They will receive their own set of moderator controls without audio controls present. Their moderator controls allow them to share their applications and their desktop or give someone remote control of their computer. When co-presenter status has been removed by the chairperson, the co-presenter will see a notification box. Co-presenters can show their applications and desktop or remote control another person's computer.

Granting Control

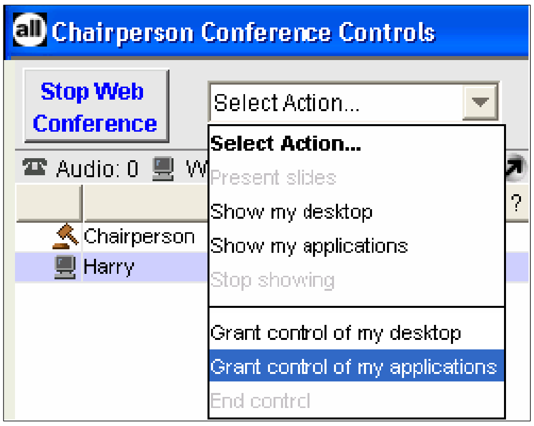
Granting control refers to the process of giving control of your computer or application to another participant. Only a chairperson or co-presenter can grant control to another member of the conference. A chairperson or co-presenter can grant control of an application or desktop through the Chairperson controls or through the Showing/Not Showing button.

Granting Control through Chairperson Controls

The Chairperson controls allow you to grant control in two different ways: Using the "Select Action…" drop down menu, or by using the participant action arrows next to the participant's name.

Granting Control through Presentation Mode

1. From the "Select Action…" drop down menu, select "Grant control of my applications."
2. The grant control selection box appears, allowing you to select the appropriate application and the participant to which you wish to grant control.
3. Select an application and a participant and click OK.



Note:

- You may give a participant control over more than one application but only one participant can have control at any given time
- A pop-up box will appear for the selected participant telling them they now have control.
- The chairperson or co-presenter who granted control will also receive a pop up box notifying them of the change.
- The participant currently controlling an application or desktop will see “Remotely Controlling Presenter’s Computer” in the top of their browser bar.
- The chairperson controls are updated to reflect who is remotely controlling by using two green arrows next to the participant’s name

Granting Control by Expanding Participant Action Arrow

Another way to grant control through the moderator controls is by expanding the participant action arrow next to the participant’s name.

1. Choose the participant or co-presenter you wish to grant control to and expand the action arrow next to their name.
2. The application selection box will appear and the appropriate application can be selected.

Granting Control through Showing/Not Showing Buttons

There are times when using the “Showing” button to grant control is easier. For instance, when the chairperson is already showing an application and wants to pass control of the application without using the moderator controls. To grant control using the “Showing” button:

1. Show the application you wish to give another participant or co-presenter control over.
2. Expand the “Showing” button on the application you wish to grant control.
3. Select “Grant control of this application.” You will be prompted to select the participant to whom you wish to grant control.

Removing Control

You can remove control in three ways:

- Switch presentation modes
- Use the participant action arrow
- Expand the "Controlling" button and remove control through that menu.

Anytime control is removed, the controlling participant will be notified by a warning box.

Participant Controls

Participants have two controls available to them through the web interface:

- **Raise Hand:** The Raise Hand feature allows the participant to notify the chairperson that they have a question.
- **Full Screen:** When full screen mode is enabled, the chat box is broken out as a floating window. The chat window can be minimized or sent to the background by making the presentation window the active window. Close the window to return to the normal view.

Chat

Chat allows participants and presenters to communicate with each other through the web interface. Chat is also a way to ask questions during a conference. Chat is disabled until you start the web meeting.

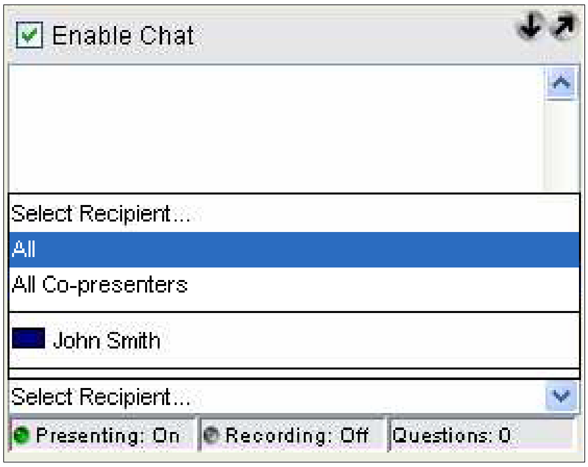
To send a message, use the drop down box to choose which participant should receive the message, type the message in the text field, and then press the "Send" button.
The chairperson and co-presenters have several options available to them when they chat. When a co-presenter or chairperson receives a chat message from a participant, they receive a warning that originates from the All Conferencing icon on their system tray.

There are four chat options:

- Presenters can chat privately one-on-one (even the Chairperson cannot view this) to another presenter.

- Presenters can chat to all other presenters in the conference (participants do not view this content).

- The Chairperson can also chat to everyone in the conference by selecting "All" from the expanded menu.



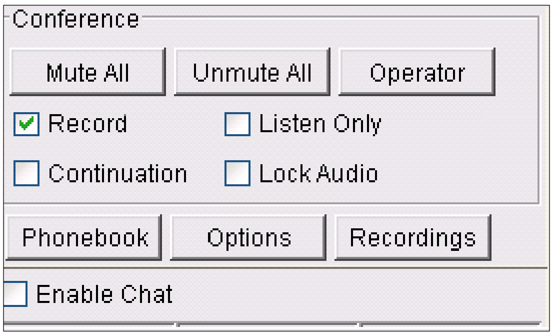
- Presenters can also chat to individual participants. This allows presenters to have a private conversation with one or more participants at any given time.

Recording a Conference

Web Meeting allows you to record both the audio and visual portion of your call. Video playback is synchronized with the streaming audio for a seamless playback even when jumping around the recording. You may record a conference by using the chairperson controls or your phone.

To record a conference using the Chairperson controls:

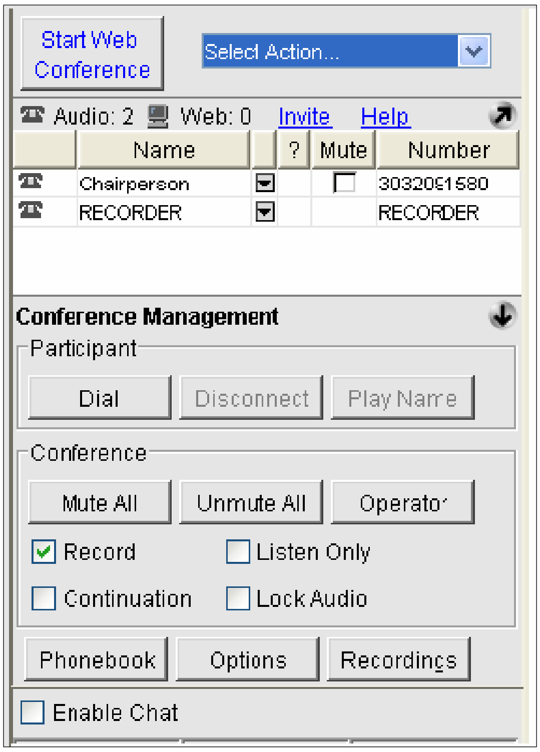
1. Start a web and audio conference and establish yourself as the chairperson
2. Check "Record" on the main control screen



3. A recorder will join the list of participants and you will hear a recording state that "This conference is now being recorded."

To record a conference using the phone controls:

1. Start an audio conference and establish yourself as the chairperson
2. Press *2 on your phone. Wait for the prompt and hit 1 to start the recording.
3. A recorder will join the list of participants and you will hear a recording state that "This conference is now being recorded."



Accessing Your Recordings

As the chairperson you may access your recordings at anytime using your access code and pass code. Recordings can be accessed in two different ways: Using the Conference Controls during the conference, or by visiting the www.allmymeetings.com site.

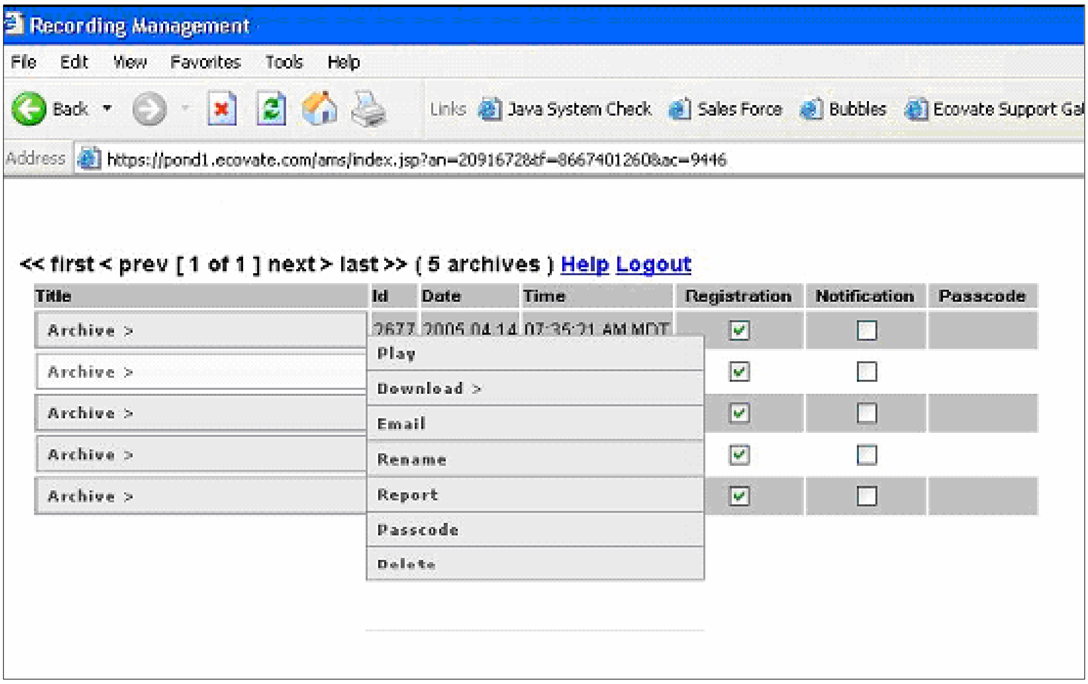
To access your recordings through the chairperson controls, click the "Reports" button provided on the Conference Controls Screen. The recording management screen will open. The management screen allows you to manage your recordings and set certain permissions and preferences.

To access your recordings through our website go to www.allmymeetings.com and select "Archive Management" under "Web Meeting."

Managing Your Recordings

If you move your mouse cursor over one of the recordings, a menu will appear with several options:

- Play: This will play the recording provided you have a Flash player.
- Download: This option allows you to download the audio portion or the audio and visual.
- E-mail: Selecting this option will allow you to e-mail the recording link.
- Rename: Changes the name of the recording.
- Reports: Generates a report for the selected recording that gives playback information as well as listener information. The reports can be saved as a text file.
- Pass code: Set a password on the recording to ensure privacy.
- Delete: Deletes the selected recording. This cannot be undone.
- Notification: Check this box when you want an e-mail generated to you each time the recording is viewed.
- Registration: This feature requires participants to register before they view the recording.



Recording Playback

You may playback recordings through the management interface or you may download them onto your computer and play them. (Playback requires the Macromedia Flash player. You may download the flash player from the site www.flash.com.)

To play a recording from the management screen:

1. Click “Play” in the interface.
2. If the registration option has been enabled, you will be prompted to register before you can view the recording.
3. Click “Register” after filling out the form and the flash player will launch and start playback.
4. The video portion is synchronized with the audio. This allows you to fast forward or rewind while keeping the slides in sync with the audio.

You may also play back your recording by downloading it to your computer:

1. From the recording management screen, choose the recording you wish to download and click “Download.”
2. Choose whether you wish to download the audio only or audio and visual and select a destination.
3. When the download is complete, you will have a zipped folder with the recording residing in your selected destination.
4. You must unzip the folder before attempting playback. Right click on the folder and choose “Extract All” to unzip it.
5. Choose a destination to unzip to and click “Next.”
6. Open the unzipped folder to make its contents available. Three items will be visible. Click on the Index.html file to play the recording. The file uses the resources in the Lib folder for playback.

Ending a Conference

If you are having both a web and audio conference, you must end both in order to end the session. The chairperson may end a web conference by closing the interface. The session will end and the chairperson and participants will be taken to the feedback page.