

Web Conferencing Help

INTRODUCTION

Web Conferencing makes it convenient for users to organize meetings or schedule meetings with just a click. It provides you the ability to attend or give presentations by simply being at your desktop. Web Conferencing can be used for training, sales demonstration or new feature release demonstration with partners, clients, prospective clients and users. You can schedule meetings with as many people as you want or if you want to start a meeting right away, ad-hoc meetings can be convened instantly.

System requirements

Operating system

Windows XP, Windows 2000, Windows Vista, Windows 7, Mac Leopard 10.5, Mac Snow Leopard 10.6

Minimum Hardware

A minimum of 50 MB free disk space

A minimum bandwidth of 128 kbps

Processor: Pentium IV or above

Browsers

Internet Explorer 8.0 (or higher), Mozilla Firefox 3.5 (or higher), Google Chrome 10 (or higher) Safari 5.0.5 (or higher)

Software

Java Runtime Environment








OVERVIEW

Terms

- ◆ **Moderator:** In Web Conferencing, a moderator is the one who schedules and conduct meetings. The moderator, as the initiator of a meeting, has access to the Web Conferencing presenter toolbar by default.
- ◆ **Viewer:** A viewer is anyone, who attends a Web Conference.
- ◆ **Presenter:** The presenter is the one who takes the stage. The presenter can share their desktop with others, and in general be in charge of the meeting.

While the Moderator is the presenter by default (and has access to the Web Conferencing presenter toolbar), a meeting can have multiple presenters, one at a time. Any viewer can be made the presenter by the moderator. This presenter will then have access to the presenter toolbar.

Icons

	The Web Conferencing icon is displayed in your system tray when you have a meeting active. You can right click on this icon to close the meeting.
	This icon is on your desktop when you minimize your Web Conference window.
	The white arrow turns to a pale gray when you place your cursor on the arrow.
	This icon indicates that the viewer is the moderator.
	This icon indicates that the viewer is the invitee.
	This icon indicates that the viewer is the presenter.
	This icon indicates that the viewer has the control of the desktop.

Features

- ◆ **User friendly interface**
- ◆ **Chat online:** You can chat online with all the viewers in the meeting.
- ◆ **Share desk:** Share your desk with the viewers and make them feel that you are with them right there.
- ◆ **Drawing tools**
- ◆ **Instantly change presenters**

Easy to invite: You can invite people by email--your emails are generated automatically--or you copy and paste the invite link and send it through chat, or public IMs like Yahoo, MSN, AOL, Gmail etc.

STARTING A MEETING

For Moderator

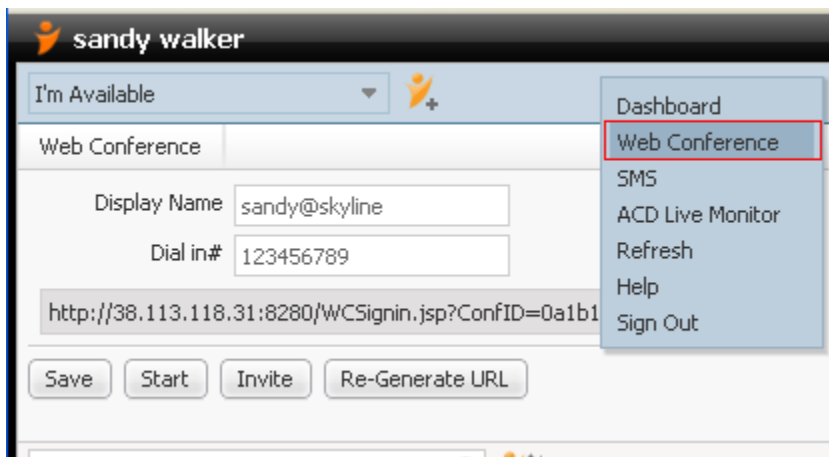
The Web Conferencing is embedded in Our Service UCC and runs only from the UCC. Therefore, to initiate a conference you must be Our Service user. You can invite anyone to a conference by sending out a link by email or chat. By clicking this link anybody, including those who are not Our Service users, can join your conference.

Note: If you have already downloaded Web Conference plug-in, it will start instantaneously else it will first download the plug-in and then start the Conference.

There are two ways of organizing a conference:

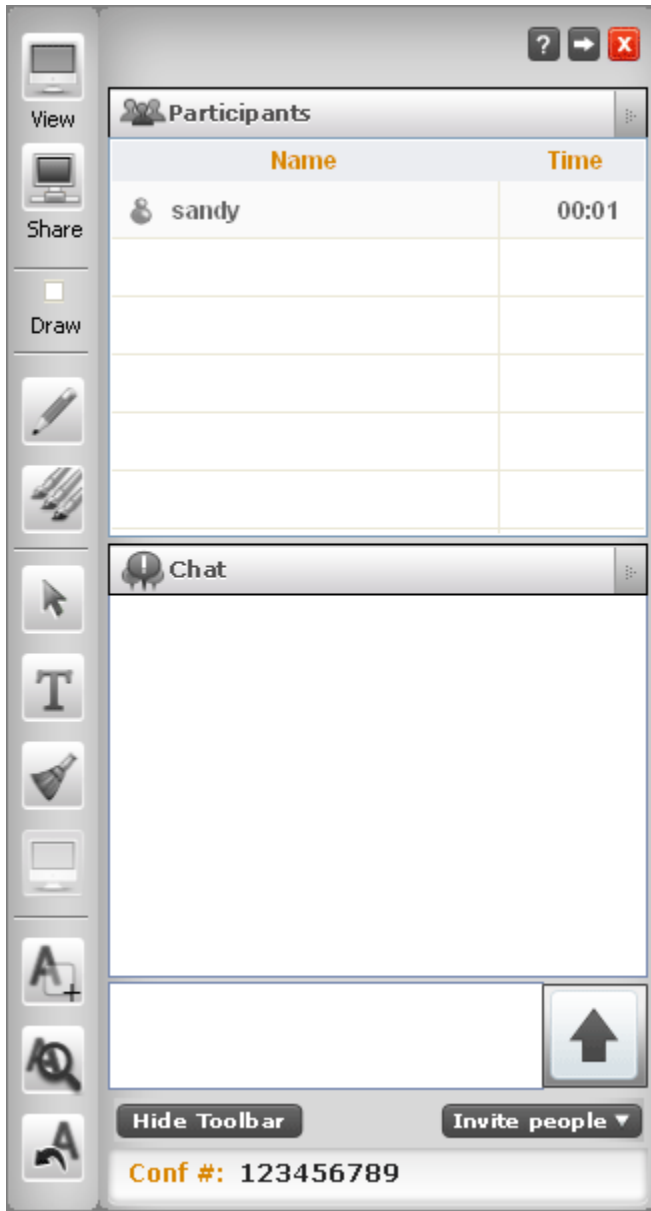
- ◆ Instant conference
- ◆ Starting a Conference Instantly

To start a Web Conference, click on the Web Conference option from the Actions Menu on the UCC panel and click on the Start button as displayed in the following screen:



- ◆ To begin a Web Conference immediately, click the **Start** button.

This launches the Web Conferencing window as shown below:



Your conference has started. Now if you re-load the UCC and tried to start Web Conference again then the following alert will be displayed:

"Please close all the active browsers and try again."

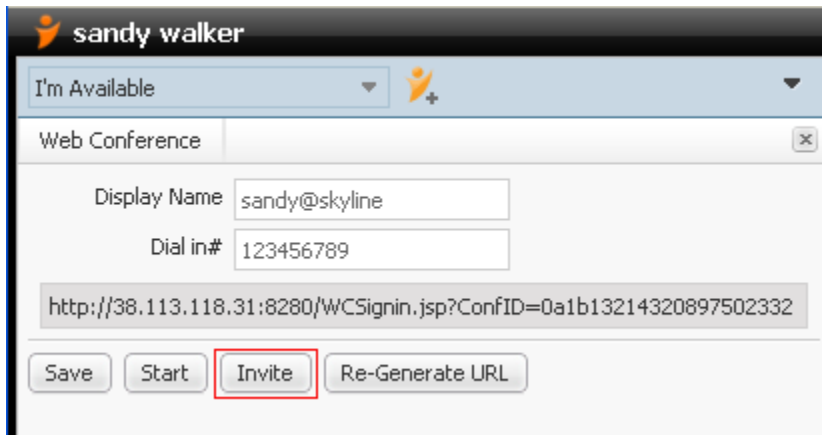
Note: The above mentioned behavior (re-load the UCC) is not so in MAC, as such when UCC is reloaded Web Conference Moderator closes.

The next step is to invite people to join the conference.

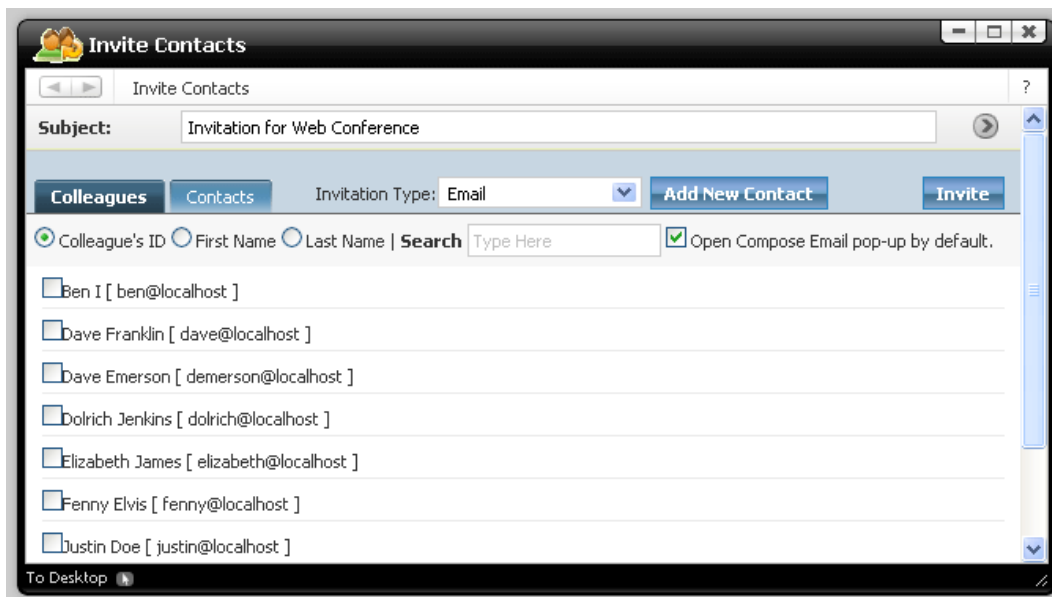
Invite People: Click on the arrow next to the button Invite People. This displays two options:

- ◆ Send Email
- ◆ Select this option if you want to invite people to your conference by email. This launches Outlook on system automatically. Enter the email address of the people you wish to invite. The link for the meeting is already included in the body of the new mail, along with a brief explanation of what the invitation is for. You can edit this text as necessary, and click Send.
- ◆ Copy Conference link.
- ◆ Click this to copy the conference link to your system clipboard. You can now send this link to people you wish to invite via chat systems such as Gmail, AOL, etc.

Alternatively, you can also invite users by clicking on the Invite button as shown in the following image:

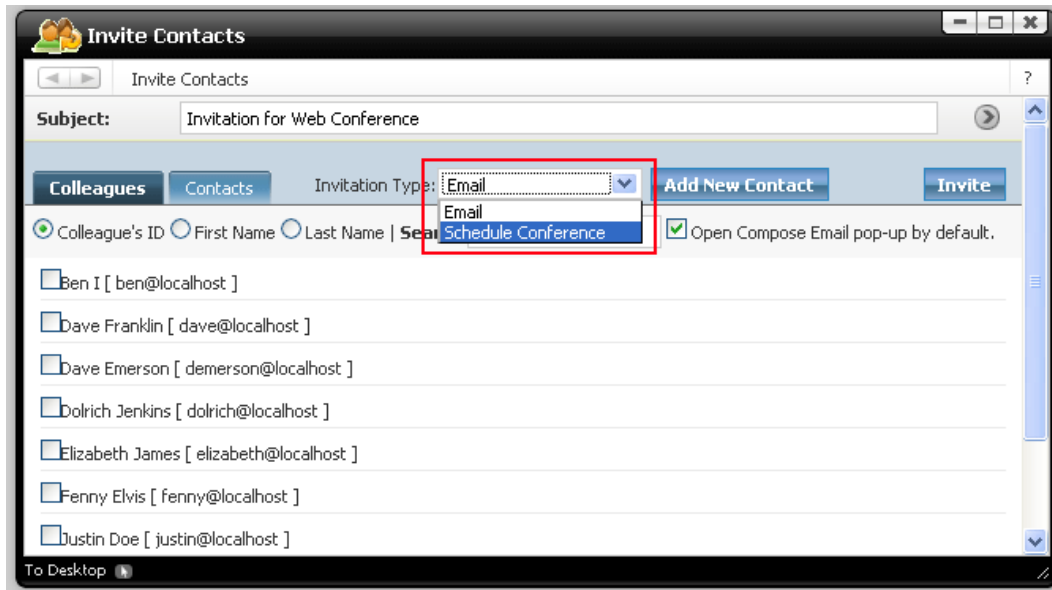


This opens a window as shown below:



Select the users you wish to invite to the conference. Enter the Conference title in the Subject text-box.

- ◆ Clicking the Colleagues tab displays all your contacts listed in the UCC panel.
- ◆ Clicking the Contacts tab displays all contacts added by you.
- ◆ You can click the Add New Contact button to add a new contact, and invite to the conference.



Note: Web Conference chat will also be saved in the Web UCC Archive

- ◆ Scheduling a Conference

To schedule a conference select Schedule Conference from the Invitation Type drop-down list.

ATTENDING A MEETING

Attending a Conference

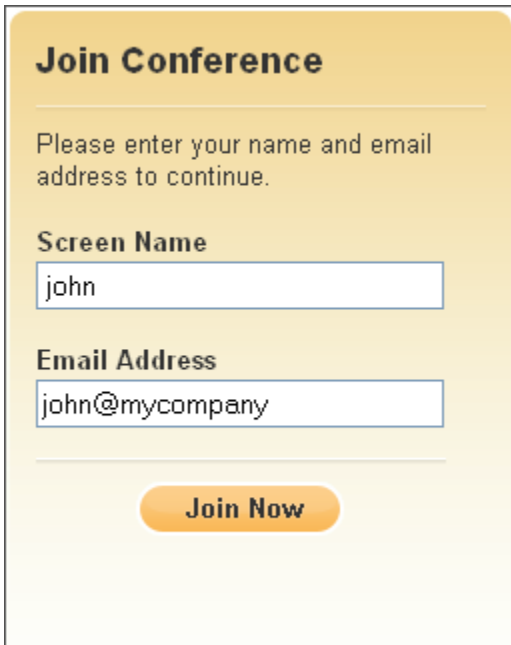
You can join Our Service Web Conference regardless of whether you are Our Service user or not. Even for those who are not Our Service users, the Web Conferencing presenter toolbar, along with options for share desk etc. are available.

Joining a Web Conference is simple. You get an invitation to a Web Conference in the form of a link, something like:

<https://web40.wspbx.com/WCSigin.jsp?ConfID=0a1x13y43z0897502332>

You can either click on this link, or copy and paste the link in your Web browser and click **Go / Enter**.

Once the page loads, the following screen is displayed:



The screenshot shows a web form titled "Join Conference" with a yellow background. Below the title, it says "Please enter your name and email address to continue." There are two input fields: "Screen Name" with the text "john" and "Email Address" with the text "john@mycompany". At the bottom of the form is a yellow button labeled "Join Now".

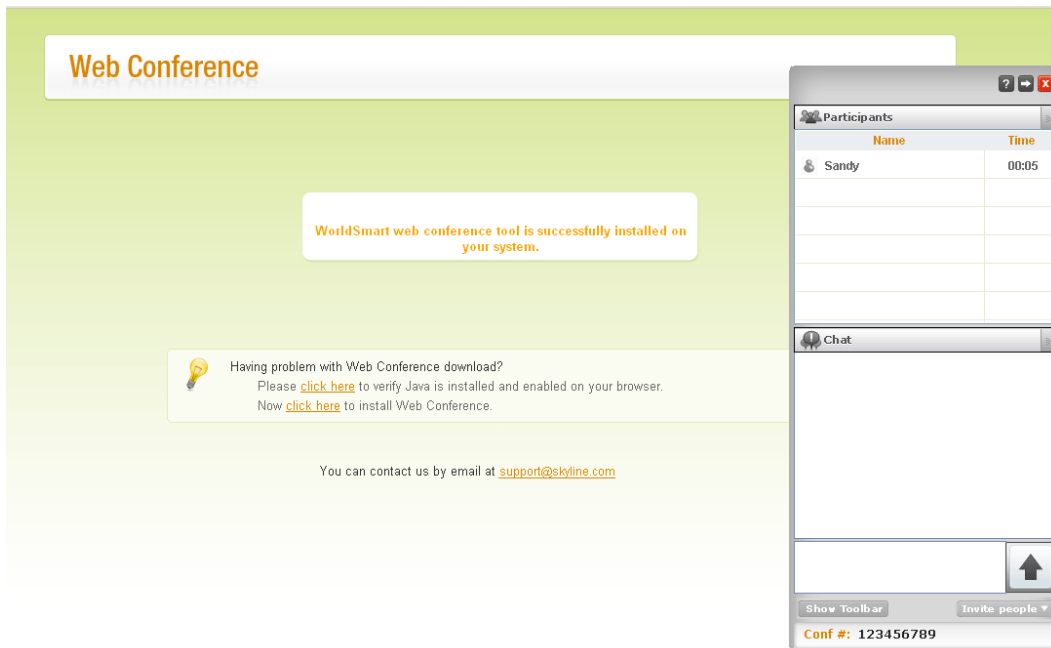
Enter your name and Email address in the appropriate fields and click **Join Now**.

This is all you need to do. In a few moments the conference will launch on your system.

Note:

A security warning (asking if you trust the software) may sometimes be displayed when you click Join Now. Click Run, Our Service is perfectly safe.

Our Service Conference will load in the following page. Once the conference is loaded, you will see the following conference interface (the left hand panel in the following screen) on your system:



Note:

The Web Conferencing interface you see is not actually embedded in the browser window. This is an independent window on your screen. You can close the browser window if you wish to; this will not end the Web conference.

BEING THE PRESENTER

Web Conferencing integrates text chat and collaboration features, and also lets you conveniently share an audio conference room number.

This section outlines the range of features available in Web Conferencing. The toolbar explained below is available to the moderator (the initiator of the conference). Thus, the moderator is the default presenter. However, the moderator can make one of the viewers the presenter. This can be done by right-clicking the appropriate viewer in the participants' pane and selecting **Make Presenter**.

Then the viewer temporarily becomes the presenter and can share desktop etc., with access to the Web Conferencing toolbar. The initiator of the meeting can always right-click the presenter-viewer and select **Make Viewer** to take charge of the meeting again.

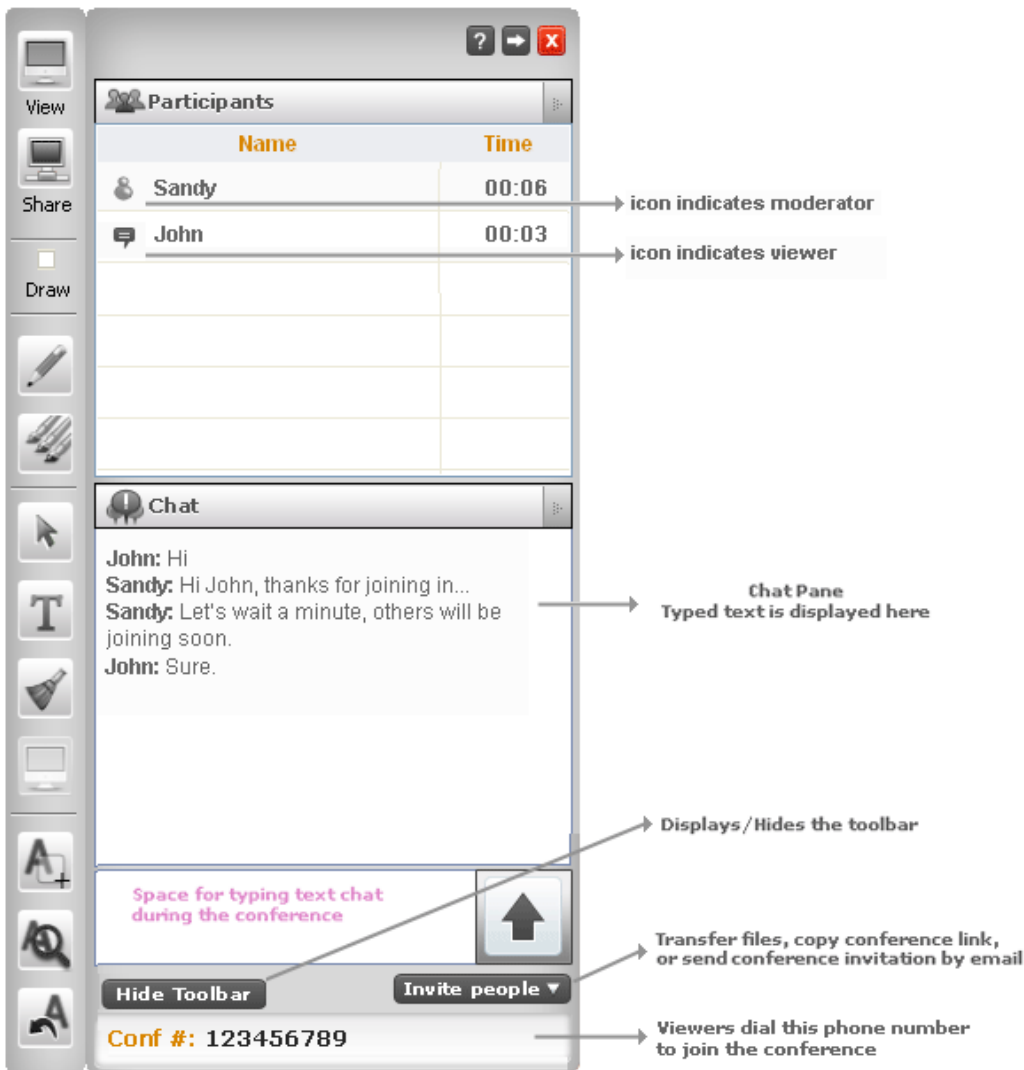
Using the Web Conferencing Interface

The Web Conferencing interface has three components:

- The main interface
- The Desktop Viewer
- The Web Conferencing Toolbar

An explanation of the interface, and the functions it offers, follows:

The Main Interface




Note: Please note that only 1024 characters are allowed in space for text area and the excess characters will be discarded.

The Desktop Viewer



When you as the moderator share your desktop with the viewers, or when the presenter shares their desktop, it is displayed in the DesktopViewer shown above.

The Web Conferencing Toolbar



Click this icon to share your desktop with the attendees.

Click this icon to display or hide the DesktopViewer.

Enable this checkbox to use the drawing / writing tools below.

Selects the width of the lines to draw on your screen.

Selects the color for the lines to draw on your screen.

Click this icon to draw an arrow on your screen.

Type in text on your screen with this tool.

Click this to erase your text or lines.

Click this icon to share a specific application with the attendees

Zoom to a part of your screen when sharing your desktop.

Specify the zoom level in percentage.

Cancels any active zoom in share desk.

GIVE CONTROL

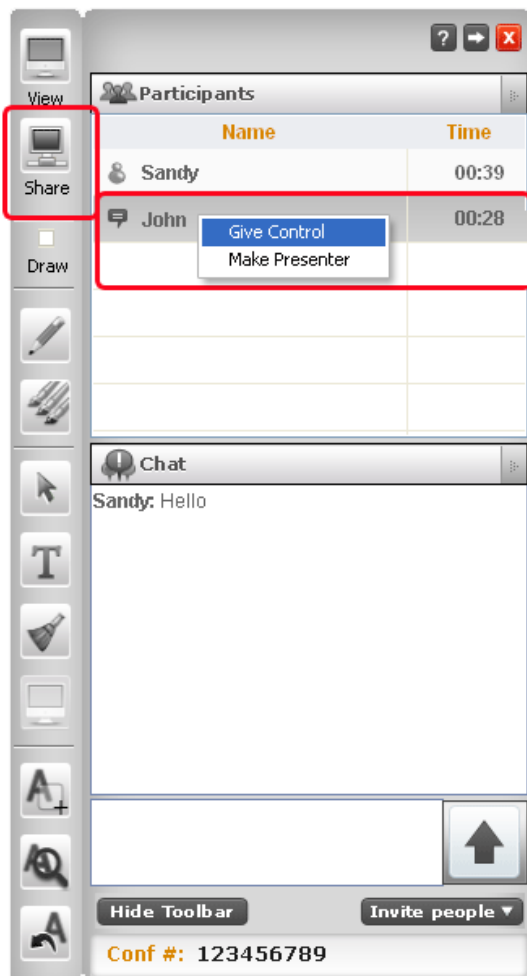
During a conference, moderators can give control of their desktop to another conference participant during their share desktop session.

For instance, if you are the moderator in a conference with participants A and B, you can share your desktop with both of them at the same time by clicking the Share button in the toolbar of the conference window. This will display your desktop to both the users, though the control of your desktop will remain with you.


While your desktop is in share, you can pass control of your desktop to another participant in the conference, but not to multiple participants at a time.

To pass the control of your desktop to another conference participant:

- Click the share button on the toolbar
- Right-click the appropriate viewer in the participants' pane and select the **Give Control** option as shown in the following image:



Note: The option display on clicking the viewer in the participants' pane varies in Mac and Windows OS

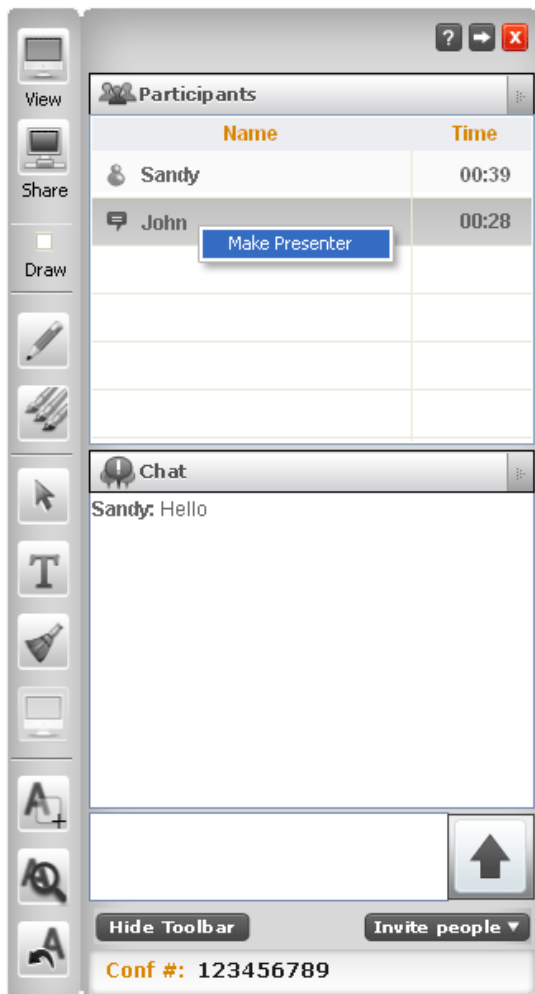
The participant will now have the control of your desktop. Once you have given the control of your desktop to the participant, the icon displayed against the particular user will change to 

The following alert will be displayed when you try to take control from the Moderator (where moderator has given control to one of their viewer):

"Sorry! This action is not possible, please select appropriate viewer to take control."

Making Viewer as Presenter

Moderator can also make any of their viewers as Presenter during the Web Conferencing. The following is the UI of the same:



Now when you try to take back the presenter-ship from the Moderator (whose has given the presenter-ship to one of their viewers), the following alert screen will be displayed: **"Sorry! This action is not possible as you are trying to make moderator as viewer"**