

**Web Conferencing
Overview
February 2010**

Conferencing Services

- **Use Web Conferencing to add easy and robust Web conferencing and collaboration to a call**
- **Use the Conference Record Archive Management tool**
- **Use the Podcasting capabilities**

Conferencing Services

- **Continue to begin a self-paced overview of**
 - Web Conferencing capabilities
 - Conference Reporting
 - Conference Recording & Archive Management
 - Podcasting

Web Conferencing

- **Web Conferencing offers advanced conference control and functionality.**
- **The easy-to-use online user application gives all the control a user needs to**
 - Send web conference invitations
 - Manage audio and/or web conferences on-line
 - Change account options
 - Share Microsoft® PowerPoint® presentations with participants
 - Share any desktop applications including the entire desktop
 - Record the entire meeting including the audio and visuals for playback later
 - Create and send Podcasts of recorded conferences

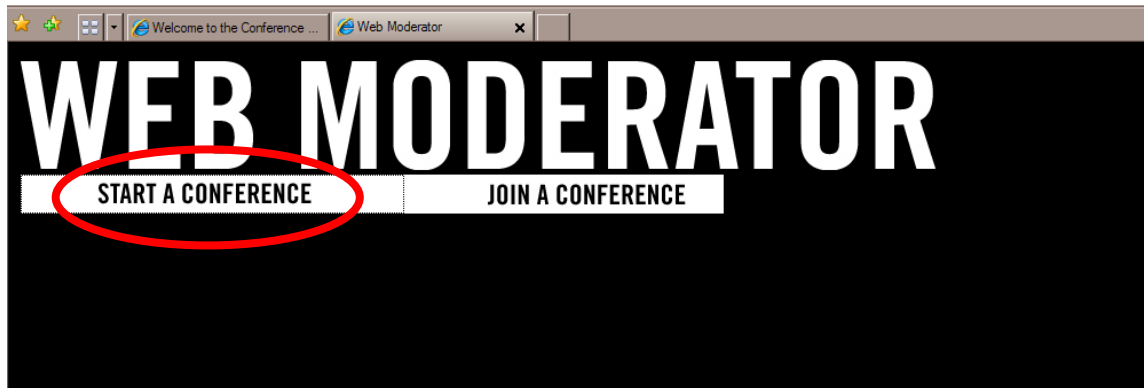
Important Note: Web conferencing is designed for high speed Internet users.

Powerful Web Conferencing Features

- **Slide presentation sharing** (including caching)
- **Desktop and desktop application sharing** (including sharing of meeting moderator role)
- **Multiple presentation file upload & storage**
- **Simple, easy-to-use interface**
- **SSL encryption for Chairperson and participants**
- **Chat**
- **Q & A management** (participant hand raise)
- **Manage Audio conferences online**
- **Post-meeting report with Web conference participant information**
- **Optional Web conference security passcodes and optional passcodes for recording playback**
- **On-demand recording that automatically synchronizes slides and audio for easy online playback**
- **Recording playback registration, notification & reporting**
- **Edit recorded conferences**
- **Manage Conferencing Account Options online**
- **Host web conferences with up to 2,000 participants**
- **Create and manage podcasts of recorded conferences**

Web Conferencing

➤ To log on to a Web Conference: simply go to <http://autorecord.cfer.com/wholesale> , and click on, "Start a Conference."

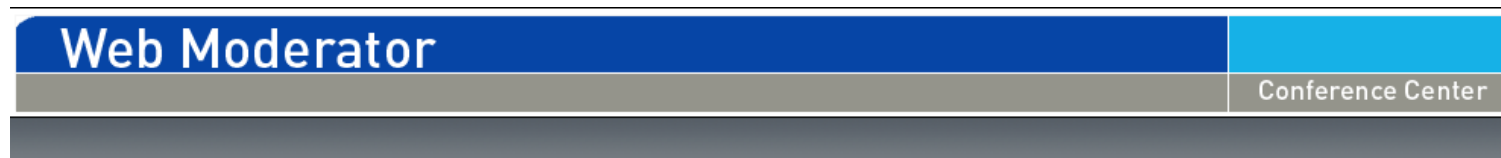


Helpful Hint: Other means to access your conferencing services are through the Telephony Toolbar



Web Conferencing Login

- Enter your Conferencing phone number, 7-digit Access Code and Chairperson Passcode, then click "Login"
- This is the same information used to dial in to a Audio Conference.



Chairperson Login

Conference Phone Number:

Access Code:

Passcode:

Web Conferencing Homepage

➤ This is the initial screen you'll see upon logging into the conferencing web portal

- From here, you can
 - Start a Conference
 - Create a Meeting Invitation
 - View Reports
 - Manage Recordings and Podcasts

The screenshot displays the 'Web Moderator' interface. At the top, there is a blue header with 'Web Moderator' and a 'Conference Center' tab. Below the header, there are buttons for 'Technical Support', 'Logout', and 'Help'. On the left, a sidebar menu includes 'Web Moderator', 'Home', 'View Reports', 'Manage Recordings', and 'Podcast Feed Settings'. The main content area is divided into two sections: 'Meetings' and 'Meeting Invitations'. The 'Meetings' section features a green 'Start a Meeting' button, the 'Conference Phone Number: 800.867.1317', the 'Audio Access Code: 2391034', and a link for 'Edit Participant Registration'. The 'Meeting Invitations' section has a 'Create New Invitation' button and a message stating 'No new meeting invitations have been created'. At the bottom right, there is a 'Time Zone' dropdown menu set to 'Eastern Time (US & Canada)'.

Create Meeting Invitations

Conference Center

Technical Support Logout Help

Web Moderator
Home
View Reports
Manage Recordings
Podcast Feed Settings

Create Meeting Invitation

Conference Title: *	<input type="text" value="Training Session 2"/>	?
Host(s): *	<input type="text" value="NGT DEMO"/>	?
From Email: *	<input type="text" value="caitlin.clark-zigmond@ngt.com"/>	?
Email Subject:	<input type="text" value="audio Conference Invitation"/>	?
Date: *	<input type="text" value="11/13/2007"/> (MM/DD/YYYY)	
Time: *	<input type="text" value="08:00 AM"/> Eastern Time (US & Canada)	
Duration: *	<input type="text" value="01"/> : <input type="text" value="00"/> (HH:MM)	
Conference Type:	<input checked="" type="radio"/> Web & Audio <input type="radio"/> Audio Only <input type="radio"/> Web Only	
Conference Phone Number(s): *	<input checked="" type="checkbox"/> 8008671317 U.S. & Canada Toll-Free ? <input type="checkbox"/> 303.248.2995 U.S. Toll ?	
Add International Toll-free Numbers (Optional):	<input type="text" value="Select a number to add"/>	
	<input type="checkbox"/> Include link to list of all toll-free numbers	
Access Code:	7486169	
Description: Limit 1000 characters	<input type="text" value="Agenda:
Introductions
Starting a conferencing
sharing Documents"/>	

The “Create a New Invitation” button takes you to a screen that allows you to create an invitation to a web conference

Review Your Meeting Invitation

You may copy and paste this into your own email client:

From: CAITLIN CLARK ZIGMOND
Subject: audio Conference Invitation

You have been invited to attend this audio conference by CAITLIN CLARK ZIGMOND.

Title: Test Meeting
Date: 11/27/2007
Time: 08:00 AM Eastern Standard Time
Duration: 1 hour
Description: Test

Add this conference to your calendar:
<http://cc.callinfo.com/invite/m9wpkm9rt170>

Audio Conference Information:

Conference Phone Number(s):
U.S. & Canada: 800.867.1317

Click here for a list of global toll-free numbers:
www.themeetingsonLink.com

Access Code: 2391034

You will be placed on music hold until CAITLIN CLARK ZIGMOND starts the audio conference.

Web Conference Information:

Test your computer for compatibility prior to the conference:
<http://test.callinfo.com>

Preview your meeting invitation

To return to Invitation Page, click
“Close” button on upper right
corner of screen

Edit Meeting Registration

Meetings

[Start a Meeting](#) **Conference Phone Number:** 866.740.1260
Audio Access Code: 2091672 [Edit Participant Registration](#)

Custom Registration

Use the form below to create up to 5 custom registration fields. Note that the "Name" field is always required. These fields are used for web conference participant registration and as the default registration for future recordings. Registration for individual recordings can be set in the Manage Recordings section.

	Field Title	Required
	<input type="text" value="Name"/>	<input checked="" type="checkbox"/>
Remove	<input type="text" value="Email"/>	<input type="checkbox"/>
Remove	<input type="text" value="Phone"/>	<input type="checkbox"/>
Remove	<input type="text" value="Company"/>	<input type="checkbox"/>
Add Field		

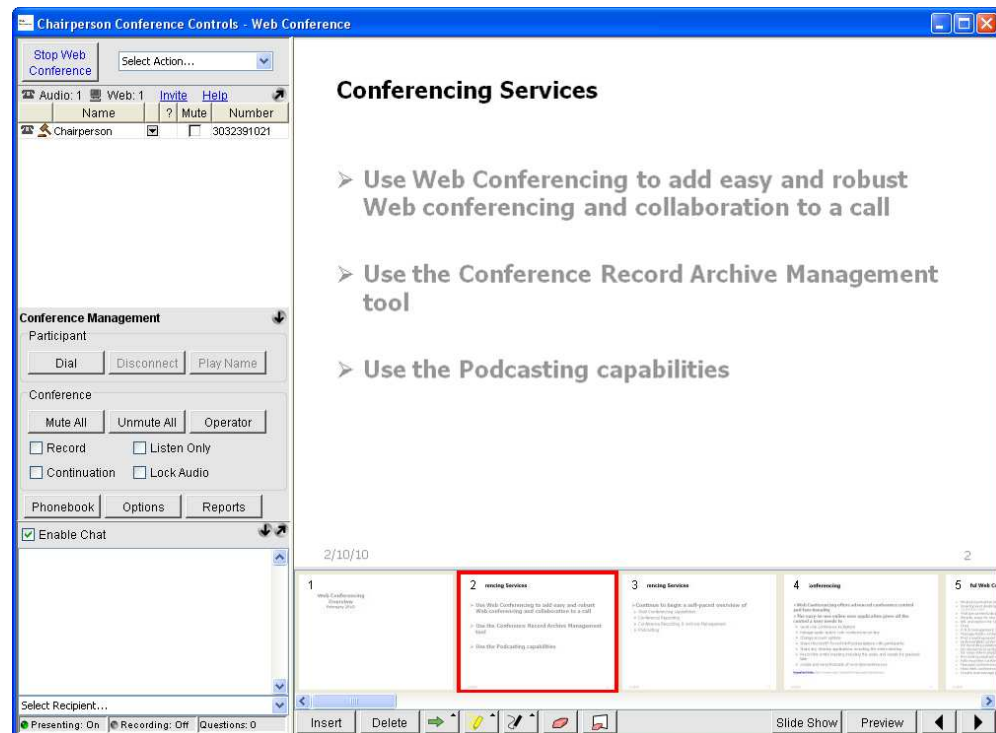
[Save](#) [Cancel](#)

Create up to 5 custom registration fields to gather unique information about your participants

© 2007 Global Crossing - Proprietary 29

Conducting a Web Conference

The intuitive interface makes it easy to use. Users can see a list of Web Conference participants and share applications with them. The Chairperson can also manage questions, and after the meeting will receive an e-mail report with names of the online participants as well as the time they joined and left the conference.



Start A Web Conference

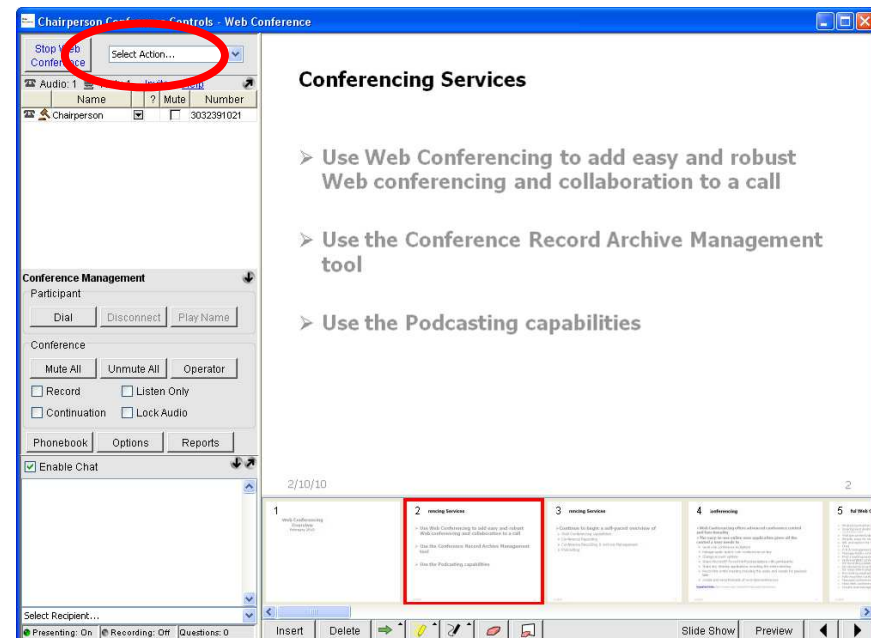
- To start a Web Conference, select “Start Web Conference” from the Conferencing Controls Screen
- Enter optional Web Conference security passcode and press “Start.” Users can proceed without a passcode by selecting “Start”



- To end a Web Conference, simply select “End Web Conference” from the Conference Controls Screen

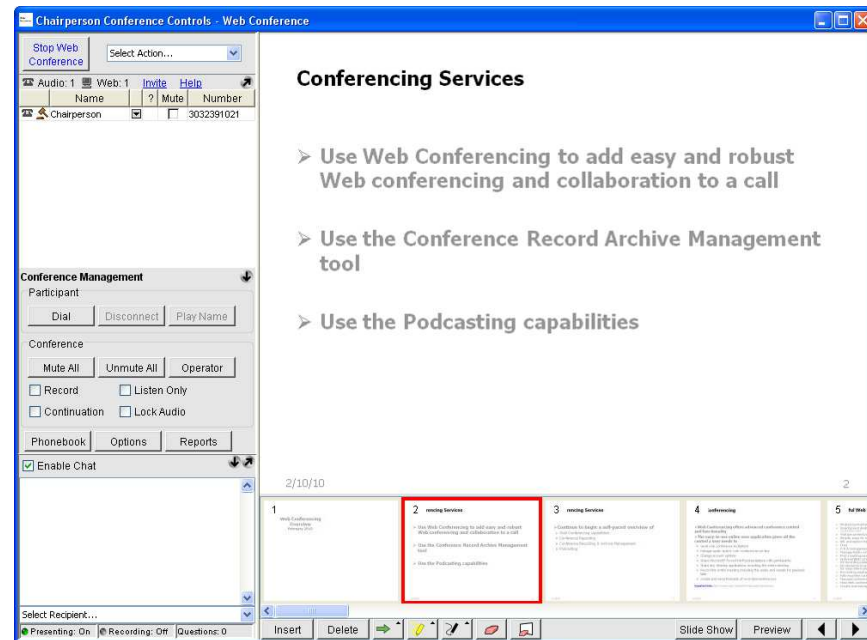
Desktop Application Sharing

- To begin sharing applications on a desktop, select application from the Presentation Mode drop down list.
- The application displayed on the desktop will be shared with participants.
- Remember when sharing (especially your desktop) to close any applications that you do not wish to share or that could interrupt your conference, like email or IM.
- Users can conduct a “web tour” by clicking on the browser and pointing it at web destinations
- To return to the slide presentation, click on “Slide Presentation” on the Presentation Mode drop down list

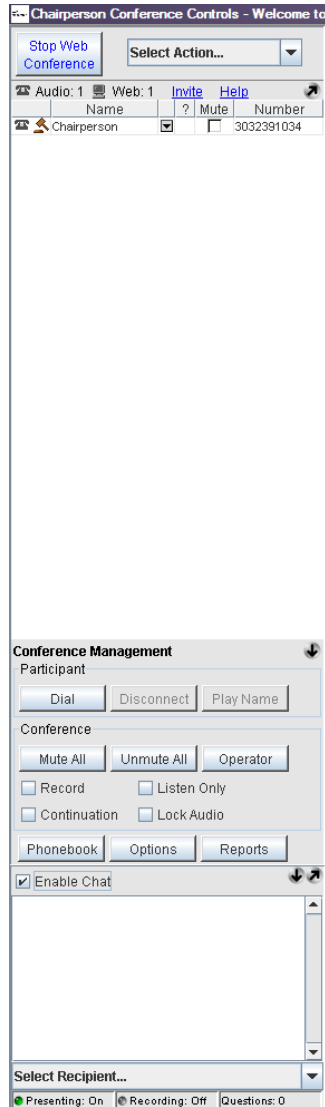


Manage Your Presentation

- The following buttons on the Conference Control Screen are available to manage a presentation
 - Slide Deck (thumbnails) - Displays a thumbnail-sized version of the slides. Double click on a slide to show it to participants.
 - New - Upload a new PowerPoint slide set that replaces the current slide set.
 - Insert - Adds another presentation file to the current slides.
 - Delete – Option to remove specific slides or all presentation files.
 - Preview - Previews a slide without displaying it to all participants.
 - Arrow Keys – Move through the slides in the presentation.



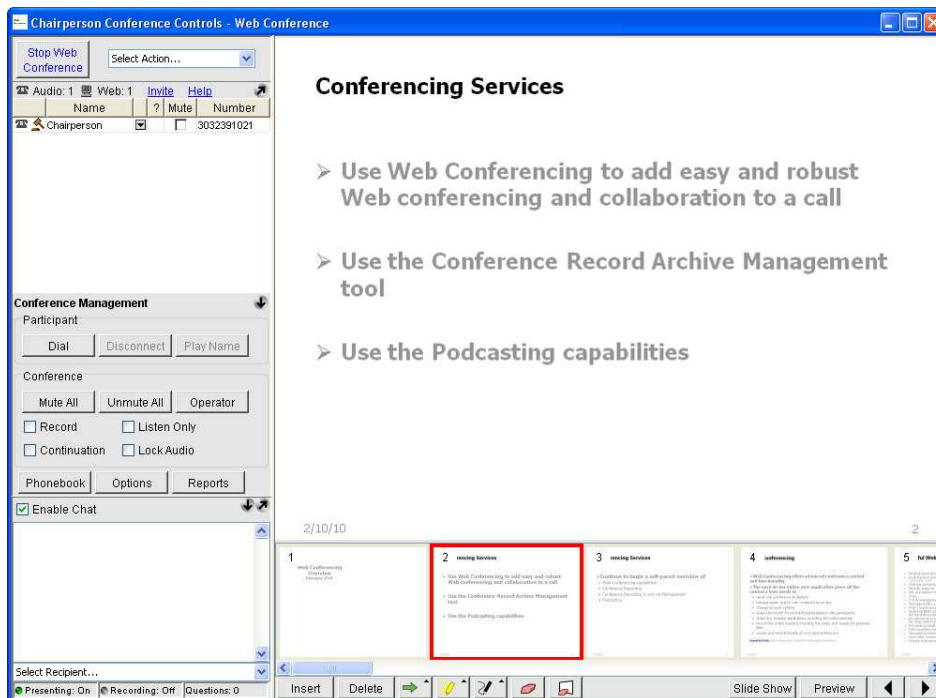
Audio Control Features



- The Web Conferencing interface lets a chairperson control an audio conference call
- From the Audio Controls Screen, you can
 - ◆ Dial Participants
 - ◆ Mute Participants on Entry
 - ◆ See List of Participants
 - ◆ Mute/UnMute individual Participants
 - ◆ Mute All/UnMute All
 - ◆ Play Name
 - ◆ Lock Conference
 - ◆ Disconnect Conference
 - ◆ Allow Conference Continuation
 - ◆ Chat
 - ◆ Record Conference
 - ◆ Access Reports & Recordings
 - ◆ Access your Phonebook
 - ◆ Change Account Options
 - ◆ Contact an Operator
 - ◆ Get Help

Web Conferencing - Meeting Record

➤ To start a recording, check the “Record” box on the Audio Control Screen



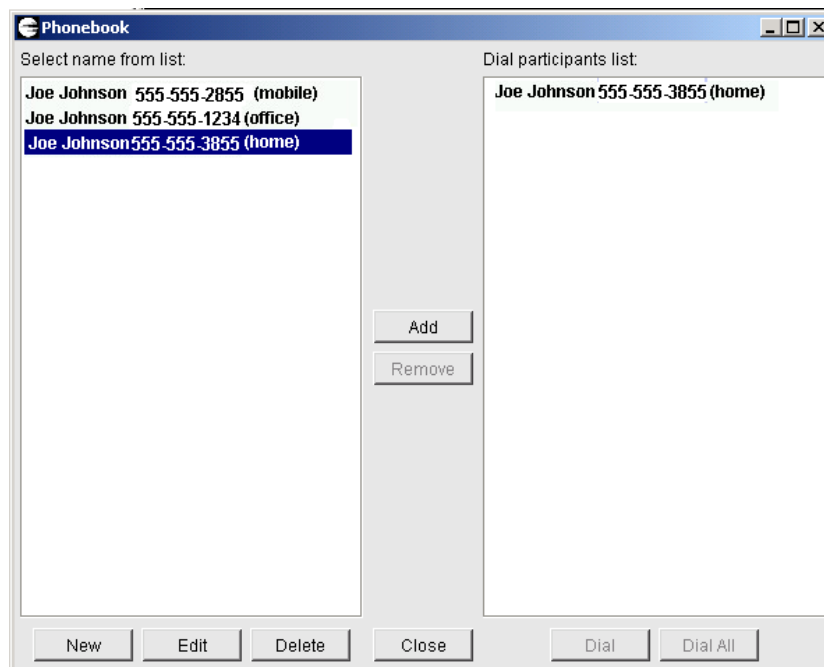
- ◆ When the recording starts, a message will play that notifies participants the meeting is being recorded (per regulatory requirements).
- ◆ If a Web conference is active, your presentation slides will automatically be synchronized with the audio recording.
- ◆ To end the recording, press the “Record” button on the Audio Control Screen.

Web Conferencing - Meeting Chat

- **The Web Conference interface displays a Chat box that allows the user to communicate with all or a selected set of participants**
- **Participants can also send private messages to the Chairperson**
 - From the Chat drop down menu the user may select a specific participant's name if they want to send a private message to that person
 - The user may turn off the Chat feature by un-checking the "Enable Chat" box at the bottom of the screen
 - The user may pull the Chat box out and view it or size it as a separate window on the screen by double clicking on the arrow button in the upper right corner of the Chat box. To return it to its original location on the left side of the control screen, just close the window

Web Conferencing – Dial out

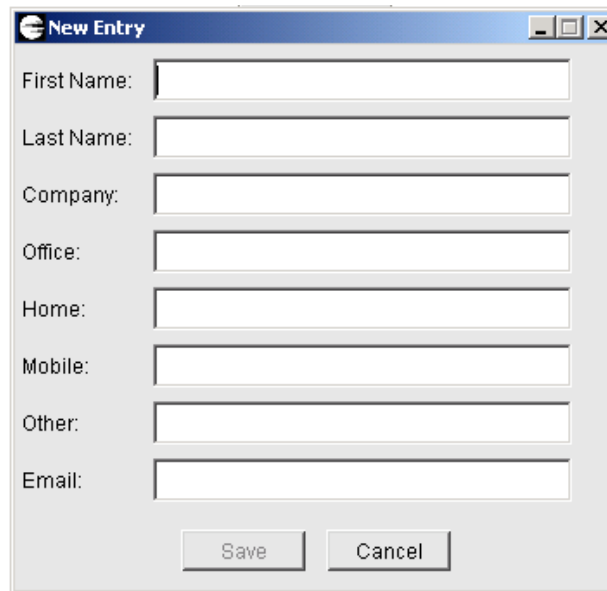
➤ The phone book lets users keep track of participants and streamline the process of starting meetings by making it easy to dial out to an individual or group.



- ◆ Users can highlight up to 20 participants and then select “Add” to simultaneously add them all to the list.
- ◆ Select “Dial All” to dial out simultaneously to all of the participants included in the Dial Participant list.

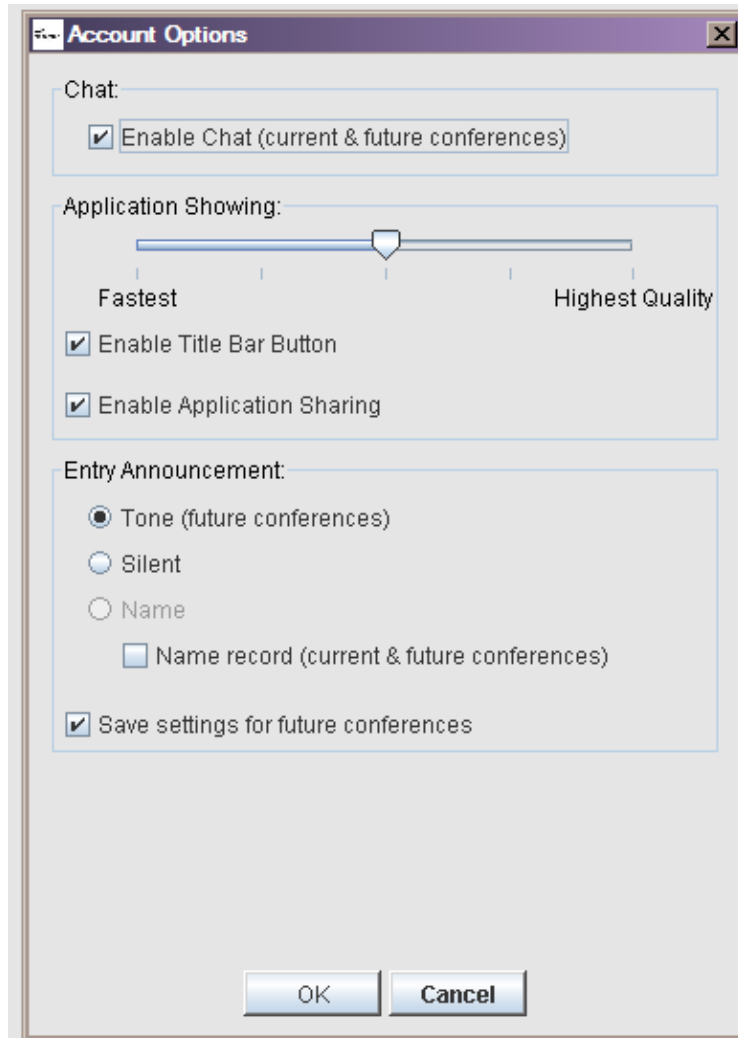
Web Conferencing - Phone Book

- To add a new phone book entry, click the “New” button.
- Enter the First Name, Last Name, Company, Office Phone, Home Phone, Mobile, Other and E-mail. Click “Save” to add the new entry.



The image shows a screenshot of a web application dialog box titled "New Entry". The dialog box has a blue title bar with a small icon on the left and standard window control buttons (minimize, maximize, close) on the right. The main area of the dialog contains eight text input fields, each with a label to its left: "First Name:", "Last Name:", "Company:", "Office:", "Home:", "Mobile:", "Other:", and "Email:". At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

Web Conferencing - Account Options



- To change account options, select "Options" from the Audio Control screen
- Users can change the features for the current call or for future calls

Quick Reference Guide

Start/Stop Web Conference → Stop Web Conference

Participant List → Participant List

Mute Box → Mute

Help → Help

Conference Management

Participant Management → Dial, Disconnect, Play Name

Conference Features: Record Listen Only, Continuation, Lock Audio → Record, Listen Only, Continuation, Lock Audio

Phonebook → Phonebook

Chat Session → Enable Chat

Change Account Options → Options

Contact an Operator → Operator

Slide Presentation Features → Insert, Delete, Slide Show, Preview

Conferecing Services

- Use Web Conferencing to add easy and robust Web conferencing and collaboration to a call
- Use the Conference Record Archive Management tool
- Use the Podcasting capabilities

Conference Reporting

- To view a real-time report showing the details of the conferences you have hosted
 - Select the "View Reports" button
 - Then select to view a report of your "Meetings" or "Recordings."
 - The Meeting report header includes basic information about the conference such as date and time the conference started and ended, the number of participants, as well as the participant and chat reports.

Web Moderator
Conference Center

[Technical Support](#) | [Logout](#) | [Help](#)

Web Moderator

Home

View Reports

Meetings

Recordings

Manage Recordings

Podcast Feed Settings

Meeting Reports

Total Web Conferences: 13 << first 1 - 13 last >>

Start	End	Participants	Participant Report	Chat Report
Nov 26 2007 10:25 AM	Nov 26 2007 10:26 AM	1	View Save	View Save
Nov 26 2007 09:46 AM	Nov 26 2007 10:24 AM	1	View Save	View Save
Jun 19 2007 04:02 PM	Jun 19 2007 05:11 PM	4	View Save	View Save
Jun 19 2007 04:01 PM	Jun 19 2007 04:01 PM	1	View Save	View Save
Apr 25 2007 12:30 PM	Apr 25 2007 12:32 PM	1	View Save	View Save
Apr 19 2007 10:55 AM	Apr 19 2007 10:58 AM	1	View Save	View Save
Apr 05 2007 01:10 PM	Apr 05 2007 02:12 PM	19	View Save	View Save
Apr 04 2007 01:55 PM	Apr 04 2007 02:31 PM	34	View Save	View Save
Mar 01 2007 09:03 AM	Mar 01 2007 09:58 AM	4	View Save	View Save
Feb 02 2007 11:02 AM	Feb 02 2007 11:57 AM	2	View Save	View Save
Jan 16 2007 01:24 PM	Jan 16 2007 02:56 PM	34	View Save	View Save
Jan 11 2007 12:53 PM	Jan 11 2007 01:33 PM	23	View Save	View Save
Jan 11 2007 11:06 AM	Jan 11 2007 11:46 AM	32	View Save	View Save

All times are Mountain time zone. (UTC -0700)

Web Conference - Archive Management

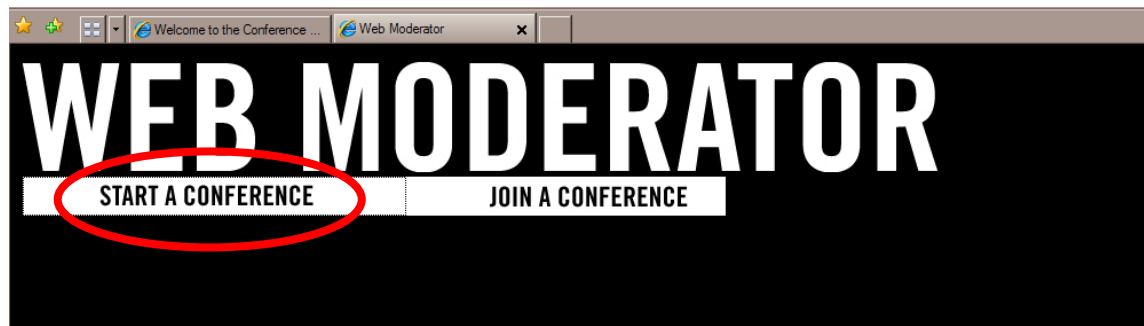
- For playback, hosting and management of a recorded conference call, use the **Web Conferencing Archive Management tool.***
- **This simple on-line application gives users complete “point and click” control of all of their recorded conferences.**

Important Note: This feature is designed for high speed Internet users.

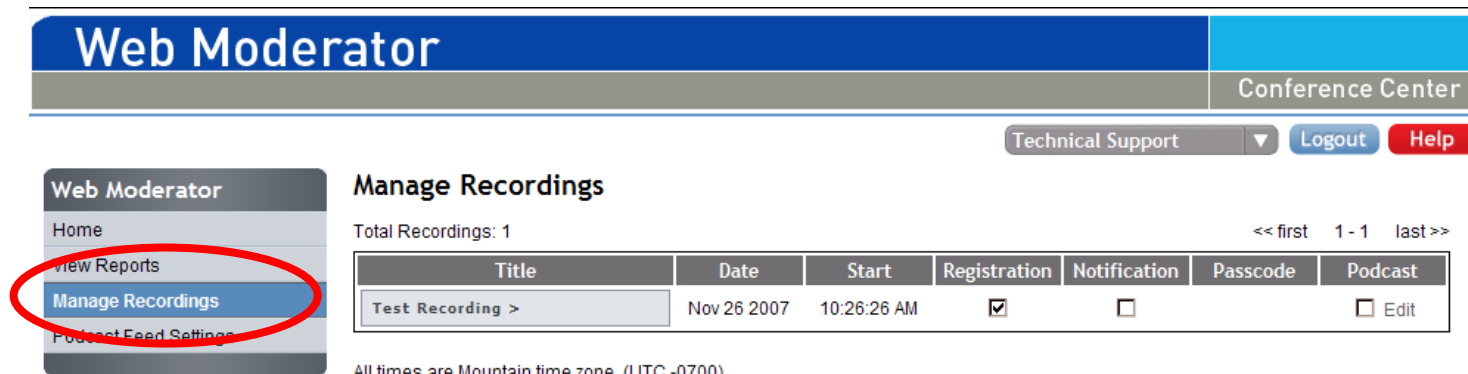
Helpful Hint: downloading files to a local computer saves money, since a user would not have to then pay for having them hosted/stored on their behalf

Web Conference Archive Management

➤ To view or manage a conference recording, simply go to <http://autorecord.cfer.com/wholesale> and click "Start A Conference"



➤ From the portal homepage click on "Manage Recordings"



Web Moderator

Conference Center

Technical Support Logout Help

Web Moderator

- Home
- View Reports
- Manage Recordings
- Podcast Feed Settings

Manage Recordings

Total Recordings: 1 << first 1 - 1 last >>

Title	Date	Start	Registration	Notification	Passcode	Podcast
Test Recording >	Nov 26 2007	10:26:26 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Edit

All times are Mountain time zone. (UTC -0700)

Conference Management Screen

The screenshot shows the 'Web Moderator' interface. At the top, there is a blue header with 'Web Moderator' and a grey header with 'Conference Center'. Below the header, there are buttons for 'Technical Support', 'Logout', and 'Help'. On the left, a sidebar menu includes 'Home', 'View Reports', 'Manage Recordings' (highlighted), and 'Podcast Feed Settings'. The main content area is titled 'Manage Recordings' and shows 'Total Recordings: 1'. Below this is a table with the following data:

Title	Date	Start	Registration	Notification	Passcode	Podcast
Test Recording >	Nov 26 2007	10:26:26 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Edit

Below the table, it states: 'All times are Mountain time zone. (UTC -0700)'. Navigation links '<< first 1 - 1 last >>' are also present.

Once in Manage Recordings, a user will see all previously recorded conferences in the Archive List.

■ List includes

- ◆ Title of each archive
- ◆ Date and time recorded
- ◆ Registration
- ◆ Notification
- ◆ Optional security passcode
- ◆ Podcast

■ Selected archives can be

- ◆ Named/Renamed, E-mailed, Played, Downloaded, Deleted and/or assigned additional Security.

Recording Reports

- To view a real-time report showing playback activity for a recording
 - Select the "Recordings" button under "View Reports."
 - The report header includes basic information about the recording such as Recording Title, Start, End, total Playbacks to date, and Playback Report. If registration information was collected, it is also displayed.
 - To View the Playback Report, select the "View" button.
 - To Save the Playback Report, select the "Save" button.

The screenshot shows the Web Moderator interface. At the top, there is a blue header with "Web Moderator" and a grey header with "Conference Center". Below the header, there are buttons for "Technical Support", "Logout", and "Help". On the left, there is a sidebar menu with "Web Moderator" at the top, followed by "Home", "View Reports" (which is highlighted), "Meetings", "Recordings", "Manage Recordings", and "Podcast Feed Settings". The main content area is titled "Recording Reports" and shows "Total Recordings: 1". There are navigation links: "<< first", "1 - 1", and "last >>". Below this is a table with the following data:

Recording Title	Start	End	Playbacks	Playback Report
Test Recording	Nov 26 2007 10:26 AM	Nov 26 2007 10:26 AM	0	View Save

Below the table, it says "All times are Mountain time zone. (UTC -0700)".

Recording Report Settings

➤ Registration

- Registration asks the viewer to enter their name, company name, phone number and e-mail address when they access the recording for online playback. The system requests this information but does not require it. You can change this feature setting for a specific recording as often as you like.

➤ Notification

- To be notified via email each time a recorded file is played back by a viewer, check the "Notification" box for that recording. (An end user will need to have a current e-mail address on file). You can change this feature setting for a specific recording as often as you like.

➤ Security Passcode

- A user may require viewers to enter a security code to access the recording. Users can change this code as often as they like.

Manage Recordings

ReadyTalk
Home
View Reports
Manage Recordings
Podcast Feed Settings
Send Us Feedback

Manage Recordings

Total Recordings: 4 << first 1 - 4 last >>

Title	Date	Start	Registration	Notification	Passcode	Podcast
Recording >	Jul 26 2007	10:54:35 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Edit
Recording >	Apr 19 2007	04:22:47 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Edit
Recording >	Apr 18 2007	02:35:45 PM	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Edit
Unedited King Interview >			<input type="checkbox"/>	<input type="checkbox"/>	1234	<input type="checkbox"/> Edit

Options
All times shown in time zone. (UTC -6)

- Play Recording
- Download >
- Email Recording
- Show Recording Link
- Edit Registration
- Rename Recording
- Recording Report
- Passcode
- Edit Recording
- Delete Recording

- **Show Recording link:** Displays URL for recording
- **Edit Registration:** Allows Chairperson to change registration data on a per recording basis
- **Edit:** Allows chairperson to cut out parts of recording

Edit Recordings

Manage Recordings

Total Recordings: 4 <<list 1-4 list>>

Title	Date	Start	Registration	Notification	Passcode	Podcast
Recording >	Jul 28 2007	10:54:35 AM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Recording >	Apr 19 2007	04:22:47 PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Recording >	Apr 18 2007	02:35:45 PM	<input type="checkbox"/>	<input type="checkbox"/>		
Unedited King Interview >			<input type="checkbox"/>	<input type="checkbox"/>		

Options
All times shown in time zone: (UTC)

- Play Recording
- Download >
- Email Recording
- Show Recording Link
- Edit Registration
- Rename Recording
- Recording Report
- Passcode
- Edit Recording**
- Delete Recording

Recording Editor - Mozilla Firefox

Create Cut Point

Start: 5:11 End: 6:22

Add Cut Point

Cut Points

- 01:01:01 - 02:02:02
- 04:01:01 - 04:02:02
- 06:01:01 - 06:02:02

Make Cuts

View Past Cuts

Exit

- Edit recordings
- Make single or multiple cuts
- View/undo past cuts

Podcasting

- Only service that allows customers to seamlessly take audio and web conferences and turn them into audio podcasts with visuals
- Create listener communities around causes, niche topics, products/brands; generate targeted web site traffic
- Simply:
 - Record
 - Edit
 - Publish

Create a Podcast

Web Moderator Conference Center

Technical Support Logout Help

Web Moderator
Home
View Reports
Manage Recordings
Podcast Feed Settings

Podcast Feed Settings

Feed settings successfully updated.

Publish Podcast

My Podcast Page: <http://cc.callinfo.com/!cx5khmq/subscribe.html>

Title: CAITLIN CLARK ZIGMOND's Feed

Subtitle:

Description:

Author: CAITLIN CLARK ZIGMOND

Owner Name: CAITLIN CLARK ZIGMOND

Owner Email: autorecord@cfer.com

Copyright:

Your Website: <http://cc.callinfo.com/!cx5khmq/subscribe.html>

Categories:

Remove Select Category... Select Subcategory...

Add Field

Keywords:

Add

Remove

iTunes compatible

Fill in the necessary info to create a podcast feed


Once your feed is created you can add recordings to it at any time

Publishing a Podcast Feed

Subscribe To: CAITLIN CLARK ZIGMOND's Feed


Author: CAITLIN CLARK ZIGMOND

Audio & Visual Podcast Feed ⓘ

Subscribe with  **iTunes** Audio & Visual

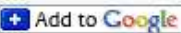



For other video-capable applications, use this URL
Feed URL: <http://cc.callinfo.com/f/cx5khmg/rec.xml>

Audio-Only Podcast Feed ⓘ

Subscribe with  **iTunes** Audio Only

For other applications that do not support video, use this URL
Feed URL: <http://cc.callinfo.com/f/cx5khmg/aud.xml>

Online Audio and Visual Playback ⓘ

Feed URL: <http://cc.callinfo.com/f/cx5khmg/web.xml>

- Place the feed URL on your website or email to subscribers

- Subscribers have several options to choose from depending on their playback preference

- You can subscribe to multiple feed formats

THANK YOU!