

WEB CONFERENCE USERS GUIDE



SERVICE REQUIREMENTS

Supported Browsers:

- ❖ **Microsoft Windows:** Internet Explorer 5.0 and above, Firefox 1.0 and above, Netscape 7 and above, Mozilla 1.7 and above, Opera 7 and above
- ❖ **Mac:** Safari 1.3 and above, Firefox 1.0 and above
- ❖ **Linux:** Firefox 1.0 and above, Netscape 7 and above, Mozilla 1.7 and above. *Please note that different browsers can be used within the same conference. Web browsers have to support javascript and cookies.*

LOGGING INTO TBG WEB CONFERENCING

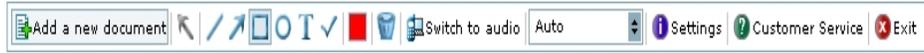
- ❖ To log in, go to www.tbgconferencing.com/webconference
- ❖ Select the language of your conference by selecting the appropriate flag (US English, UK English, French, Spanish, German, Japanese, Swedish, Portuguese and Dutch)
- ❖ Enter **Your Web Login** (*mandatory*)
- ❖ Enter your **PIN code** (*mandatory*) (Moderator PIN for the host of the conference; Participant PIN for those invited to attend)
- ❖ Enter your name as you would like it to appear to participants (*mandatory*)
- ❖ Click **Go** if you want to conduct an instant meeting.
- ❖ To pre-schedule a meeting or manage your account settings, check the box: "I am the presenter and I want to prepare an upcoming meeting or to manage my account." This will allow you to view your account details, change your settings, view or edit your content bank, view your meeting usage and prepare invitations.

CONDUCT AN INSTANT MEETING

Once you have logged in you will be greeted with the welcome screen.

Identification code (optional feature): After you enter the audio portion of your web conference, you can enter an Identification code that is displayed on the screen. This code, which is unique to all participants, allows us to link each attendee's separate audio and web connections together for identification purposes. When you or your participants enter the unique Identification code provided onscreen, each person will be identified by their web login name in one line within the Participant Window, as opposed to two separate lines.

MODERATOR TOOLBAR:



As the moderator, you will have access to all functions available on the toolbar:

- ❖ **Add a new document:** Upload documents from a local file or from a pre-stored file within the Content Bank.
- ❖ File types accepted include ppt, doc, xls, pdf, gif, jpg, txt.
- ❖ You can also select the page range that you wish to display.
- ❖ **Annotation tools:** Allow you to draw within the presentation.
- ❖ **Switch to audio:** This allows you to switch to the Audio console and manage your audio conference online. For more details, please refer to the “Audio console user Guide”.
- ❖ **Screen Size:** Change your screen size to small, normal, large, x-large or full screen.
- ❖ **Settings:** Establish the rights of the participants. Once you have selected the desired options, select the Apply Settings tab at the bottom of the screen.
 - ✓ **Chat Rights:** Enable or disable Public or Private chat rights.
 - ✓ **Participant Display:** Determine the participants’ view when they enter the conference: Full screen or Normal screen, View the full participant list. View the full content list and the thumbnails of each document page.
 - ✓ **Email Rights (Attendance Report):** As the moderator, you can automatically receive an attendance report via email. After the conference has concluded, an attendee report can be sent to your email address in either Html or Text format. If you select the attendance report, you will be asked, when exiting the conference, to confirm the email address the report will be delivered to and your time zone.
 - ✓ **File Transfer Rights:** Activate a public or private file transfer of documents to a participant or all participants.
 - ✓ **Content Rights:** Set participant rights to: Add contents, Save contents, Print contents, Present contents, View alone, and Annotate.
- ❖ **Customer Service:** Alert TBG Conferencing Customer Service for assistance.
 - ✓ An alert will appear to confirm the request. The Customer Service icon turns red when it is selected and then a customer service representative will start a chat session with you.
- ❖ **Exit:** Click **Exit** to end the conference.

PARTICIPANT TOOLBAR

Participants can not add a new document, change settings or access Customer Service. Below is the toolbar that participants will see.



PARTICIPANT WINDOW

The participant window enables the moderator to:

- ❖ Process a File Transfer
- ❖ Right click on a specific participant, for a private file transfer.
- ❖ Click on the icon at the top for file transfer to all participants.
- ❖ Invite participants via email.
- ❖ Dial out to a participant: Enter the phone number (no dashes or spaces required) and determine how you want the person brought into the call.
 - ✓ **Moderator:** The participant is brought into the call as a moderator.
 - ✓ **Intercept:** The participant will be in a private conversation with a specified participant prior to entering the conference.
 - ✓ **Add to Address book:** Before calling, this person will automatically be added to your address book.
- ❖ Change the participant view to Full Screen and Exit Full Screen.
- ❖ Manage individual participants: Click on the participant's name. You can Rename, Make Presenter, Allow Annotations, Transfer a file, Mute, Place on Hold or Disconnect a participant(s).

DOCUMENTS WINDOW

Allows the moderator to: View Thumbnails; Add a New Document; Add a Whiteboard for annotations; Save a Document as a JPG; Print; Rename or Remove a document; and Advance slides with arrow up and down keys.

MESSAGES WINDOW

Allows the moderator and any participant to send a message to any other participants. Messages may also be sent privately to an individual participant.

SETTING UP A CONFERENCE

If the check box is selected on the login page, this will allow you to view your account details, change your settings, view or edit your content bank, view your meeting usage, and invite participants to your conference. You will see the below tabs.

- ❖ **My Account:** This tab displays your Web Login, name, email address and time zone.
- ❖ **Meeting Settings:** The Chat Rights, File Transfer Rights, Content Rights, Participant Display, and Email settings are also available from the Moderator Tool Bar as previously described.
- ❖ **Conference Arrival Rights:** You can set how the participants arrive to the conference:
 - ✓ Free Access: Allows participants to enter without the moderator in attendance
 - ✓ Need Moderator: Prohibits participants to enter the conference without moderator's attendance. They will see the below message in red if the moderator has not joined.
 - ✓ Waiting page: If the moderator has not joined the conference yet, the participants will receive a Please Wait message and will automatically join the conference when the moderator joins.

- ❖ **Start Conference In:** This is a moderator feature only. You can choose to join the web conference or the audio console during the log in process. You can easily switch from one or the other once you are logged in.
- ❖ **Content Bank:** Pre-store documents in the TBG Conferencing Content Bank.
 - ✓ Select a document from your computer that you wish to store in the Content Bank. Once you have uploaded the content successfully, it will appear under the title of "select content for your meeting."
 - ✓ When you check the box to the left of the file name, the document will be presented automatically at the beginning of your next conference.
- ❖ **Meeting Usage:** View the usage of your account by day, week or month. You can also export the data in Excel format.
- ❖ **Invite:** Enter the email addresses of those you would like to invite to the conference & specify the time and date of the meeting. Separate the email addresses by a comma or hit return after each one.