

TELECONFERENCING AND WECONFERENCING INSTRUCTIONS

You have already received an email with your account information and billing information. Following are instructions for getting the most from your Teleconferences and Web Conferences

Guest Entry

- STEP 1. Each guest calls assigned dial-in number
- STEP 2. Enter GUEST Conference Room Number
- STEP 3. Record name followed by pound (#) key

If guests arrive before the host, they will be placed in a waiting room with music on hold, until the host arrives. All guests who arrive after the host will automatically join the call and an entry tone* will play to the conference.

Host Entry (Start Teleconference)

- STEP 1. Host calls assigned dial-in number
 - STEP 2. Enter HOST Conference Room number
 - STEP 3. Record name followed by pound (#) key
- Once the host arrives the call will automatically begin.

OPTIONAL FEATURES WHILE ATTENDING A CALL

Pressing the Star (*) key will access **MENU OPTIONS** when in any teleconference.

Host Menu Options

- Options 1&2** Sub Conference Rooms 1 and 2 respectively
- Option 0** places the user back in the main conference room.
- Option 3 End Call** - disconnects all callers and ends billing for the call.
- Option 4** Turn ON/OFF Guest Speaking Privileges-**Mute Guests**
 - 1-turn off
 - 2-turn on
- Option 5** Enhanced Features
 - Enhanced Feature 1 Turn ON/OFF **Conference Recording****
 - Enhanced Feature 2 **Play Roll Call** - Plays names of all attendees present
 - Enhanced Feature 3 **Lock/Unlock Conference Room**

Special Features!

- Facilitator's Ear** Callers are announced to the facilitator only (host) as they arrive. Accompanies entry tone. Call us to turn this feature on per room. Not recommended for calls with over 15 callers due to added minutes of introduction.
- **Playback** Record your conference and receive a private pin number. Have callers call your Toll Free number and enter pin to hear replay of conference. Per minute charges apply.
- **High quality CD** recordings of conferences can be made at the time of the conference. You simply press the record option when on a conference call to begin or end recording your conference at any time. Cost:\$15.00. Contact us to discuss ftp options.

Guest Menu Options

- Options 1 & 2** - Sub Conference Rooms 1 and 2 respectively
- Option 0** places the user back in the main conference room.
- SELF MUTING** - # (Pound) key is the **self mute feature**. This will turn the mute feature on and off for each individual. Helpful if caller is on a bad cellular phone connection or is in a noisy location.

View live conference calls online from your computer and play back the recorded name of an individual.

1. Login to Account Management with your toll free number and Guest/Host Room numbers
2. If you are the Account Administrator, click on the specific room number (if you are a room owner, but not the administrator, you login will bring you to the Room Administration page).
3. Click on 'On-Line Call Management'
4. You will see a list of all your active and recent conferences
5. You may click on any conference listed and see who is or was on the call (IN PROGRESS means it is a live conference)
 - On the conference call detail page you will see all the callers associated with that call
 - You will see the Caller ID, start time, and end time (if they have hung up)
 - There is a button to play the name recorded by each caller, as well as an icon showing whether the caller's line has been muted

If you record or lock the conference room, you will see a spinning disk or a pad lock icon, respectively, at the top of the list

QUICK START GUIDE

Working with WebConferencing by RemoteLink is fast and easy! This Quick Start Guide will walk you through the initial set up and get you on your way to sharing your presentation with your web audience!

7 Easy Steps to show your presentation

1. Invite your guests (see email templates, pg 5)
2. Open your presentation.
3. Start your conference. If you haven't already done so you will need to download the software. (see below)
4. You will see each participant's name in the Meeting Control Panel as they log in. As Moderator, your name will have [Mod] by it.
5. Choose Desktop Sharing and the level of sharing you would like by clicking on the chevron next to Desktop Sharing.
6. Navigate through your presentation on your computer. All participants will be watching your screen through their Desktop Viewer and listening through the teleconference.
7. When the meeting is over, chose END MEETING from the Moderator menu option in the Meeting Control Box.

Starting your conference

Create a meeting at <https://conference.remotelink.com/conf/webconf?pageid=45&cam=webconf&eng=rlhiw&key=none> using the same access numbers you use to call in to your teleconference room.

If you haven't downloaded the software you will be prompted to do so. This should take less than a minute, depending on your connection. Enter your teleconference Dial In and Host Room Numbers (*guests use the Guest Room Number you provide*)

Accept terms of service and Click the Login button to start WebConferencing

The screenshot shows two login forms side-by-side. The left form is titled 'GUEST LOGIN' and the right is 'HOST LOGIN'. Both forms have a warning message: 'Your web conference has the same Numbers as your teleconference account. If you do not have a teleconferencing account, please click here to create one.' Each form contains three input fields: 'Dial In Number', 'Guest Room Number' (for the guest form) or 'Host Room Number' (for the host form), and 'Handle (name)'. Below the fields is a checkbox for 'I agree to terms below' and a 'Login' button.

REMEMBER: A Host must login before any Guests may join the meeting. (*Do not give guests your host room number*)

NOTE: You may want to download your software in advance of your web conference, go to:

<https://webconf.remotelink.com/cgi-bin/conf/CheckConfig.pl>

Words you'll want to know:

Moderator - Typically the person who created the WEB meeting. The moderator can control the activities and capabilities of all participants in the meeting, start and stop services, end the meeting, and even remove a specific participant from the meeting.

Participant - Meeting attendee. Joins a meeting and can chat with all other attendees, share his/her screen, view the screen of another attendee, share files and more. Can be granted Moderator status if the Moderator chooses.

Host - Moderator

Guest - Participant

Handle - Name

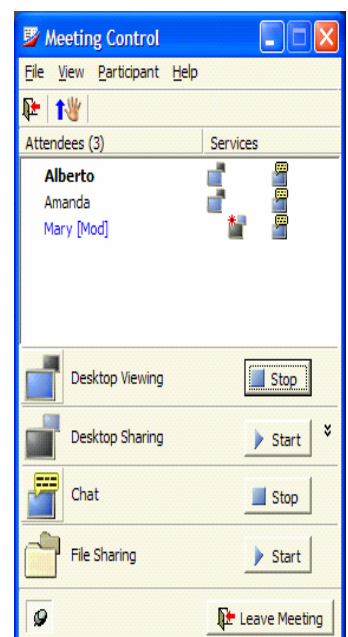
Meeting Control Box - Gives you control over your services during the meeting. This is where you can see who is in the meeting, who is the moderator and allow or deny other features. As the participant you may choose to minimize this screen and just work through the Desktop viewer.

Desktop Viewer - Where you see the another participant's desktop (as they choose.)

Desktop Sharing - Allows you to share your desktop with other participants. They then see your desktop through their desktop viewer and you will not have a desktop viewer (as you are the one sharing your desktop)

Chat - Where you share text messages during the meeting - they will be visible to all participants.

File Sharing - Ability share a file for all to retrieve and save to their computers.

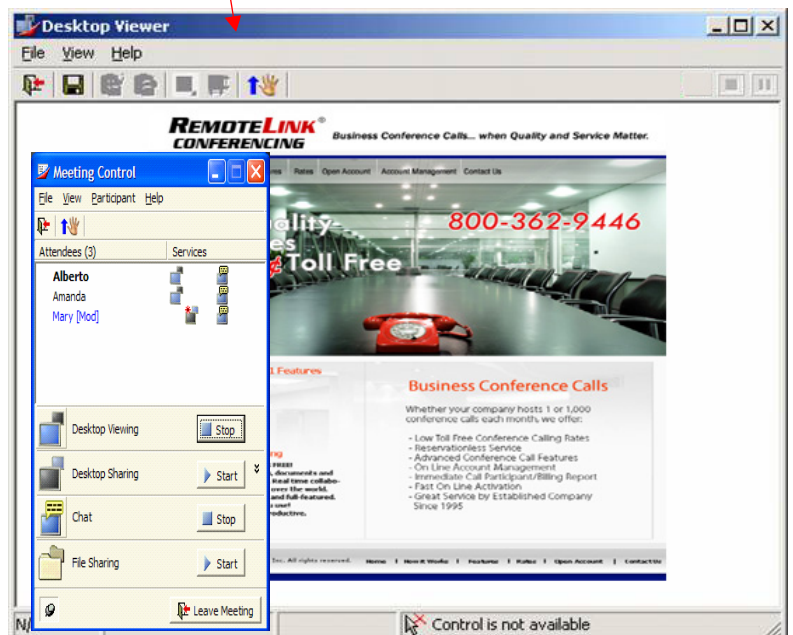
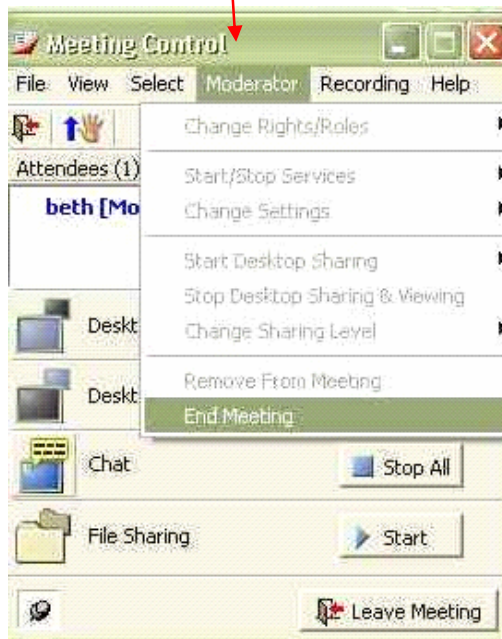
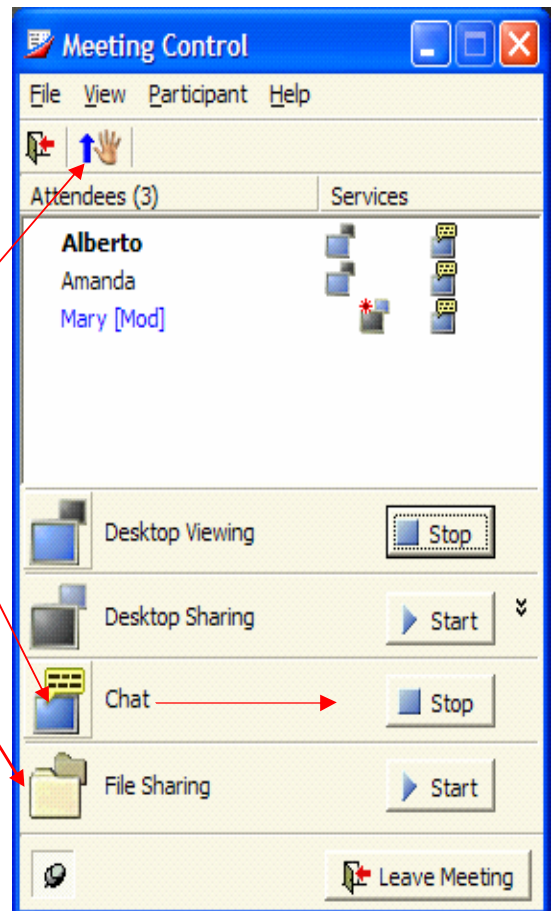


Tips to Better Conferencing

We have provided you with 5 free hours of Web Conferencing. You may want to take a couple of minutes to get familiar with the environment before your first WebConferences. In the Meeting Control Box you will find a Help menu that will answer any of your questions.

Following are features you may use to maximize your WebConference!

1. **Raise Hand**– allows participants to make the moderator aware that they have a comment. Now the moderator can ask someone to speak as they see the raised hand. You may also want to ask participants to hold all questions till after the presentation has ended
2. **Chat**– enhances the conference aspect of your presentation. If you have a partner or assistant who can field questions through chat during your presentation you have maximized your time! You can also turn off all current chats. Letting participants know ahead of time whether or not you will be using this feature will streamline the communication process.
3. **File Sharing** - Have the files you will be sharing all located in the same folder before your meeting. This will save time searching your computer while participants wait.
4. **Desktop sharing** - If you are allowing Remote Viewing and Gesturing, ask participants not to move their mouse unless necessary as it may be seen over the presentation. Remember when you are the Sharing your desktop, all you see is YOUR DESKTOP. Everyone else sees your desktop through the Desktop Viewer.
5. **Ending the Meeting** - The Moderator ends the meeting for all participants by going to Moderator, End Meeting. Leave Meeting keeps the meeting open for 5 minutes.



REMOTE LINK[®] WEBCONFERENCE

Templates for Email invitations

Collaborative Web Conferencing

Subject: WebConference Tuesday, May 25th at 2 pm

Please dial into our regular teleconference room and then follow this link to the WebConference.

<https://conference.remotelink.com/conf/webconf?pageid=45&cam=webconf&eng=rlhiw&key=none>

Access numbers for both are provided below.

NOTE: To download the software in advance of our web conference, go to: <https://webconf.remotelink.com/cgi-bin/conf/CheckConfig.pl>

You may need administrative permissions on your computer.

Access Numbers for Teleconference and WebConference

Dial In Number: _____

Guest Room Number: _____

We will be working on _____.

Have all your documents and presentations ready to share and located in a central location for quick retrieval.

Please remember the following:

Use the Raise Hand option when you want to speak, the Moderator will call on you.

The chat feature may be used to ask related questions of other participants, but remember that when you send a chat, a box pops up on everyone's screen and can be distracting.

If you are not using your mouse to gesture or operate an application, please keep it still. When the Host allows gesturing on his desktop anyone who moves their mouse will show up on the screen and can be distracting.

If you are asked to share your desktop:

You maintain complete control over all your applications. Just move your mouse to stop control of your desktop.

Presentation Web Conferencing

Subject: WebConference Tuesday, May 25th at 2 pm

Thank you for interest in _____. We are pleased to have the opportunity to present our products to you via Tele and Web Conferencing.

Please dial into our regular teleconference room and then follow this link to the WebConference.

<https://conference.remotelink.com/conf/webconf?pageid=45&cam=webconf&eng=rlhiw&key=none>

Access numbers for both are provided below.

NOTE: To download the software in advance of our web conference, go to: <https://webconf.remotelink.com/cgi-bin/conf/CheckConfig.pl>

You may need administrative permissions on your computer.

The Dial In numbers and Room numbers are the same for both

Dial In Number: _____

Guest Room Number: _____

For your convenience:

Feel free to use the Raise Hand feature if you have a question. It will help us identify who is speaking and we can be sure to get all your questions answered. <name>, our product specialist, will be attending the WebConference for the sole purpose of answering your questions via the Chat feature. If you are asking a question via Chat, you need not raise your hand.

<name>, our WebConference Moderator, will talk you through basic Web Conferencing features before we begin our presentation today.

We hope that you find our time together informative and productive.

More Questions? Call (800)362-9446