Conferencing Services

Web Meeting

Quick Start Guide
Table of content

1 PRODUCT INFORMATION .............................................................................................................................................................. 3
  1.1 GENERAL ........................................................................................................................................................................................ 3
  1.2 SUPPORTED OPERATING SYSTEMS AND LANGUAGES ....................................................................................................... 3
  1.3 FEATURES ...................................................................................................................................................................................... 3
2 BOOKING A CONFERENCE ............................................................................................................................................................. 4
  2.1 ACCESS THROUGH EXTRANET ................................................................................................................................................. 4
  2.2 ACCESSING AND BOOKING THROUGH OUTLOOK ADD-IN .............................................................................................. 4
  2.3 CONFERENCE OVERVIEW .......................................................................................................................................................... 5
  2.4 NEW CONFERENCE WITH WEB MEETING ........................................................................................................................................... 5
  2.5 BOOKING A WEB MEETING ....................................................................................................................................................... 6
  2.6 NOTIFICATION SERVICE ............................................................................................................................................................. 7
3 HOLDING A WEB MEETING ........................................................................................................................................................... 9
  3.1 ENTERING THE WEB MEETING AS MODERATOR ................................................................................................................. 9
  3.2 HOLDING A WEB MEETING AS MODERATOR .................................................................................................................... 10
  3.3 ENTERING THE WEB MEETING AS A PARTICIPANTS ........................................................................................................ 11
  3.4 SIDEBAR ...................................................................................................................................................................................... 12
4 RECORDING A CONFERENCE AND LISTENING TO / WATCHING THE CONFERENCE .................................................... 16
  4.1 RECORDING A CONFERENCE ................................................................................................................................................. 16
  4.2 LISTENING TO / VIEWING A RECORDING .............................................................................................................................. 16
1 Product information

1.1 General
Web Meeting offers an integrated solution for interactive meetings, conferences and training courses via the Internet with up to 1,000 participants. The key feature is the option to share desktop contents with other people and work on them together.

Web Meeting represents an addition to the existing conference portal. Conferences can be organised using the known service features, including dial-out, dial-in one-time and anytime conferences, Webinars and alert conferences.

Furthermore, Web Meetings can be booked under Windows via the Outlook add-in.

1.2 Supported operating systems and languages
- Windows 2000, XP, Vista, Windows 7, Windows 8 (moderators and participants)
- Mac from OS X 10.06 onwards
- A web client is available for participants for other operating systems: watch, chat, integrated phone conference. There are two versions of the web client.
  - Flash web client: Requires the installation of Adobe Flash Player
  - HTML JavaScript web client. Application examples: Linux computers, iPhone, iPad, Android
- Automatic adjustment of language to the operating systems of the participant in German, English, French, Italian, Spanish, Dutch, Japanese and Russian

1.3 Features
Screen and file sharing
- Screen sharing for all participants
- Application selection (applications can be excluded from transmission)
- Switch presenter
- Preview screen (display what contents will actually be transmitted to the participants)
- File board (exchange files, max. 20 MB per file)
- Remote control (presenter's screen can be controlled by another participant)

Communication
- Integrated teleconference
- Chat
- Whiteboard
- Video (up to six video participants per meeting)

Recording
- Generation and preparation of multimedia recording of desktop sharing meeting and teleconference
2 Booking a conference

2.1 Access through Extranet

Open the login page for conferencing services on the Corporate Business Extranet https://extranet.swisscom.ch/conference/sso_login.do

Enter your username and password and then click on “Login”. You will be taken to the overview page in your personal conference portal.

2.2 Accessing and booking through Outlook add-in

Download the Outlook add-in from your conference portal and install it to your Windows computer. You can book teleconferences with or without Web Meeting directly through the “New Conference” tab.

Tip: Alternatively, you can access the overview page in your personal conference portal with your login information saved in the background following the procedure shown in the screenshot below.
2.3 Conference overview
By clicking on “New conference” you can book a new meeting.

2.4 New conference with Web Meeting
A Web Meeting can be held with the conference types Dial-In single/anytime conference, Dial-Out conference and Webinar.
Dial-in /anytime conference
In a dial-in conference the participants dial into the conference at a set date and time. The anytime conference is available at all times with the same access data. There is the option to activate the "Wait for Moderator" feature, meaning that the conference can only begin upon the moderator joining.

Dial-out conference
In the case of a dial-out conference, the participants are called by the system and are connected to one another in the conference.

Alert conference
The alert conference is a dial-out conference that is available at all times and which can be initiated by the moderator by entering the access code at any time. The participants are called by the system, initially hear a text read out by the moderator and are then connected with one another in the conference.

Webinars
A Webinar is an online seminar to which participants log in through a registration link. A Webinar is generally held in combination with a web presentation or a Web Meeting.

2.5 Booking a Web Meeting
Enter the desired information, click on “Continue” and reserve the conference.
2.6 Notification service

The notification service allows you to send an invitation email to the participants with a link to the Web Meeting. The link for the participants is specific to each conference, but the same for all participants of said conference. Participants access the meeting through the corresponding login page following the link.

Tip: If the moderator and the account owner are the same, we recommend that you do not select to send a confirmation email to the account owner in the “options”.

If the required participants are entered in the address book of the conference portal, they can be selected easily from the address book for the notification.
Conferencing Services
Web Meeting - Quick Start Guide

Email Booking confirmation for the moderator

Dear moderator,

The conference on the subject of Quarterly Meeting has been booked on the account of Peter Muster.

Date: Mar 5, 2014 at 11:00 AM CET

Web Meeting: https://conferencing.swisscom.ch/conference/urllogin.do?l=en&TOKEN=33a86b9439dc8ae52019a3780c31f89

Dial In Numbers
+41 58 252 07 11 (Deutsch)
+41 58 252 07 22 (English)
+41 58 252 07 33 (Français)
+41 58 252 07 44 (Italiano)


Access code
Moderator: 708714
Participant: 777129

Security code: For this conference a Security code is not necessary.

Email participant invitation

Dear participant,

Peter Muster has invited you to a conference on the subject of Quarterly Meeting.

Date: Mar 5, 2014 at 11:00 AM CET

Web Meeting: https://conferencing.swisscom.ch/conference/preAuthLogin.do?token=f3ae0e0d959953c5bda54d962

Dial In Numbers
+41 58 252 07 11 (Deutsch)
+41 58 252 07 22 (English)
+41 58 252 07 33 (Français)
+41 58 252 07 44 (Italiano)


Access code
Participant: 777129

Security code: For this conference a Security code is not necessary.
3   Holding a Web Meeting

3.1   Entering the Web Meeting as moderator

Through the “Web Meeting” link in your moderator email confirmation, you are entering the Web Meeting directly as the moderator. Please make sure that you are logged out of the conference booking portal.

Please connect to the telephone conference now. After clicking the “Go to teleconference” button, you are offered different connection options, depending on the options chosen in the booking.

- **I will call** (the available dial-in numbers are displayed)
  - International access to Switzerland
  - Freecall access for the corresponding country
  - Local access for the corresponding country

- **Call me**

- **I am already connected** to the phone conference (if you have already dialled into the conference using the access details)

As soon as you connect to the telephone conference, the Web Meeting will start automatically.
3.2 Holding a Web Meeting as moderator

As soon as the first participant logs into the Web Meeting, you the moderator will receive the request to choose the applications you wish to share with your participants.

You can choose whether you want to display all applications to the participants or only certain applications. The selection can also be adjusted in the sidebar at any time during the meeting.
3.3 Entering the Web Meeting as a participants
Participants access the Web Meeting through the login page following the link in the participant email confirmation. The link is specific to each meeting, not to individual participants, and can therefore be forwarded to all participants.

To connect to the telephone conference, participants can choose from the same options as the moderator. The Web Meeting starts automatically after the moderator joined the Web Meeting.
3.4 Sidebar

- **“Pause” button**
  The transmission of the presenter’s screen is paused.

- **“Stop” button**
  Select this button to end the Web Meeting.

- **“Retract/extend sidebar” button**
  In order to improve the overview, the sidebar can be extended or retracted by clicking this button.

- **“Zoom” button**
  As a viewer, this function allows you to switch between the view of the entire image and an excerpt. When choosing the excerpt view, drag the cursor in the corresponding direction.

- **“Change viewing direction” button**
  Click on this button to make the presenter the viewer. This function is only displayed if the Web Meeting is taking place exclusively between two people.

- **“Whiteboard” button**
  The moderator can start a whiteboard.

- **“Record meeting” button**
  You can start the meeting recording function by selecting this button. The audio-visual recording can be downloaded as an AVI file after the conclusion of the conference and can be viewed and listened to using most audio-visual players.

- **“Special functions” button**
  You can test the connection performance by selecting this button.

- **“Select image transmission quality” button**
  Select the colour quality of the images to be transmitted.
All available toolbars located in the sidebar can be arranged as you wish. Double click the top of the bar to either remove the toolbar or integrate it into the sidebar again.

“Session” toolbar

Session lock: “on”

Additional participants can no longer participate in the meeting.

Password: If the moderator sets a password, the participants must provide the password, even if the session is not locked.

“Participants” toolbar

All Web Meeting participants are displayed.

The authorisations and functions of the participants can be adjusted for all participants as a whole or for individual participants via the arrow.

It is also possible to make an adjustment for an individual participant by right-clicking on his or her name.

The screen symbol denotes the presenter. The moderator can assign presentation rights to an active participant.

The remote control icon denotes a moderator or participant who is controlling the presenter’s computer via remote access. A moderator can assign remote control rights to an active participant.

In contrast to passive participants, active participants possess extended function authorisations.

“Application filter” toolbar

Show Sidebar:
Via this button you can select whether your sidebar is displayed to the participants.

Show new windows:
If this function is activated, applications started in the future will be shown.

Show Desktop:
If this function is activated, the desktop (screen background) will be displayed.

Show Taskbar:
If this function is activated, the taskbar will be displayed.

Application filter:
Deactivate the applications that should not be displayed.
Conferencing Services
Web Meeting - Quick Start Guide

“In Screen” toolbar

In the screen toolbar the presenter can see what is actually being transmitted to the participants.
If the presenter has several screens, this function can be used to select the screen to be transmitted.

“In Chat” toolbar

In this window, all sent chat messages including a time stamp and the sender can be viewed.
Choose whether your chat message should be sent to all participants or only to a specific participant.

“In Fileboard” toolbar

You can make files available to participants.
Move the desired file to the fileboard using drag & drop or the upload button.
Maximum size per file: 20 MB
As soon as the Web Meeting is finished, all files will be deleted.
Conferencing Services
Web Meeting - Quick Start Guide

“Video” toolbar
Click on “Video” in order to display the webcam videos of your meeting participants. The respective participant name can be found under the relevant video. The video window can also be dragged to any part of the desktop and subsequently enlarged.
A maximum of six video participants are possible in a Web Meeting.

“My Video” toolbar
“My Video” displays your video or image with the following options:
By clicking on the icon, you can select the device for the video transmission or a still frame.
You can define the quality of your video transmission.
You can pause, activate or deactivate the transmission.
Via the thumbnail image you can see at all times which content is being transmitted to the participants as a video or image.

“Log messages” toolbar
In the log messages you can see in chronological order all functions that have been used during a meeting.
After the end of the meeting, you have the option to save the log messages. A corresponding button can be found in the end dialogue.
4 Recording a conference and listening to / watching the conference

4.1 Recording a conference

As described in section 3.3 “Sidebar”, audio-visual conferences can be recorded using the corresponding button.

4.2 Listening to / viewing a recording

Following the conclusion of a conference, you can switch to the conference overview in your conference portal, select the held conference and click on the sheet icon under Actions.

Recorded Web Meetings are saved on the desktop and can be viewed and listened to by right-clicking on them. The AVI file can be viewed using most audio-visual players.