

Accessing the Audio and Web Conference

- Browse to <https://mas.baycollege.edu/>
- Click the [Audio and Web Conferencing Public Portal](#) link if you are only participating in a conference.

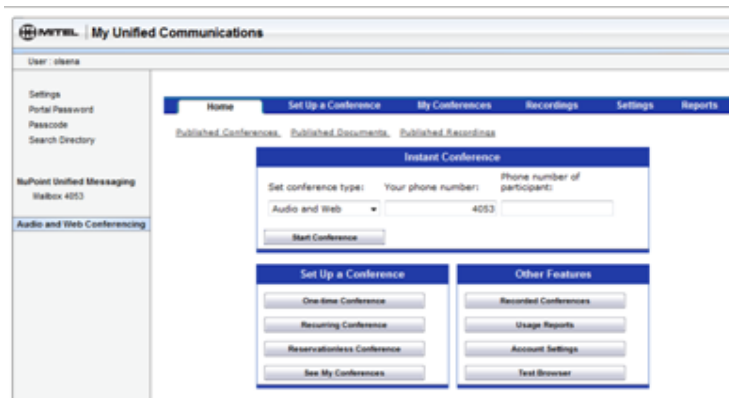
Creating, Editing or Deleting a Audio and Web Conference



- Enter your log in information
 - : Log In
 - o **Login ID:** Is in a last name first initial format For example: smithj
 - o **Password:** For a first time user is 1234 and you are then prompted to change the password to something more secure. Your password should then, moving forward, be your domain password that you use to log into your PC.
 - o **Note:** The remember me option will allow you to skip the login and go straight to your conferences. You will be prompted to login again if you use the logout link to exit or the server reboots.



Navigating Your Audio and Web Conferences-- Click on the Audio and Web Conferencing link on the lower left-hand side of window.



- : **Home Tab:** This is where you go to set up your conferences-audio, audio and web, or web only.
 - o **Other Features:**
 - **Test Browser**-Click this first to check if the browser you are using will work.
 - If you have not already done this step you should see this message:



The Collaboration Client did not start automatically.

Browser restrictions did not allow Collaboration Client to start, or the necessary version of Collaboration Client is not installed.

Download and run the Collaboration Startup Program.





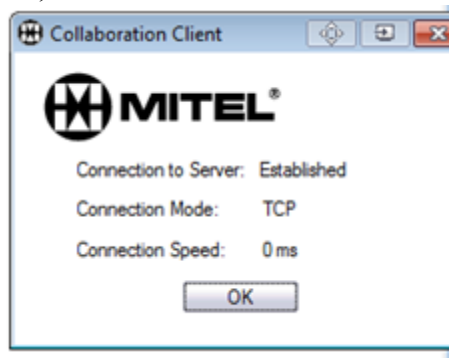
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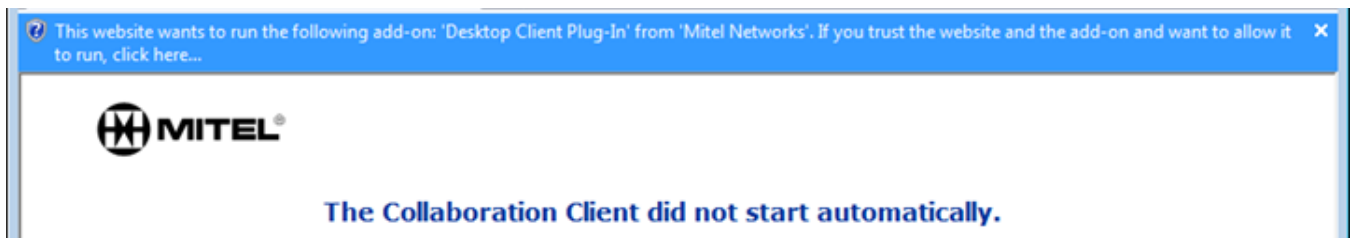
Download and run the Collaboration Startup Program.



- Click OK.
- Click Run
- Click Run, a second time.



- Click OK
- If prompted by a box at the top of your browser window left click and select run add in.



- **Instant Conference:** Starts immediately for that one instance-on demand.
- **Set Up A Conference:**
 - **One Time Conference**-One instance of a conference. For example, today at 3:00 pm.
 - **Recurring Conference**-Repeats at a specific time. For example, every Monday at 9:00 am.
 - **Reservation less Conference**-Is always open and available to join. This is good for frequent users who need to use their bridge at varying times on demand. The reservationless conference lasts for 6 months.
- **Other Features:**
 - **Recorded Conferences**-Lists conferences you have recorded.



- **Usage Reports**-Gives you several report options.
- **Account Settings**-
 - Password--Change your password
 - Phone number--Enter or change your phone number.
 - Email Invitations--Set the email invitation format to use for conferences.
 - Delegates—Set up another user to manage your conferences for you.
- **Test Browser**-Tests that the browser is correctly set up
- : **Set Up Conferences Tab**: Another area from which you can set up any style of conference.
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▪ **Information to Be Entered When Setting Up a Conference**

The screenshot shows a web-based form for setting up a conference. It is divided into several sections:

- Conference Details:** Includes a dropdown for 'Conference Type' (set to 'Audio and Web'), a text field for 'Conference Name', a date selector for 'Start Date' (March 22, 2011), a time selector for 'Start Time' (4:45 PM, US/Eastern), a 'Duration' selector (1 hour, 00 minutes), and a checkbox for 'Published'.
- Billing Codes:** Includes text fields for 'Department' and 'Project'.
- Call Features:** Includes checkboxes for 'Leader Required' and 'Roll Call', and radio buttons for 'Join, Leave Tone' (Play to All Participants is selected).
- Password Protection (optional):** Includes text fields for 'Conference Password' and 'Confirm', and a checkbox for 'E-mail Password'.

 Buttons for 'OK', 'Clear', and 'Cancel' are visible at the top and bottom of the form.

- **Conference Type**- Audio Only, Audio and Web, or Web Only.
- **Name**-The name associated with the conference. This is especially important if you include it in the published area.
- **Start Date**
- **Start Time**-Only for the one time and recurring conference types. Reservationless is open.
- **Duration**-How long the conference will last. Shoot over on the time so that you are not interrupted. If time runs out the audio bridge will prompt you to extend the time. There is no duration required on reservationless conferences.
- **End Time-Only for reservation less** conferences. There is a 6 month maximum from the start date.
- **Published**- Optional. Allows others to view and join the conference via the published section of the AWC User Portal.

- **Department and Project**-Optional. Could be used for billing or time reporting purposes.
- **Leader Required**-The leader must be in this conference for it to start.
- **Roll Call**-Forces the attendees to record and announce their name when joining the audio conference.
- **Join/Leave Tone**-Plays when attendees join or leave the conference. Can be played to all or just the leader.

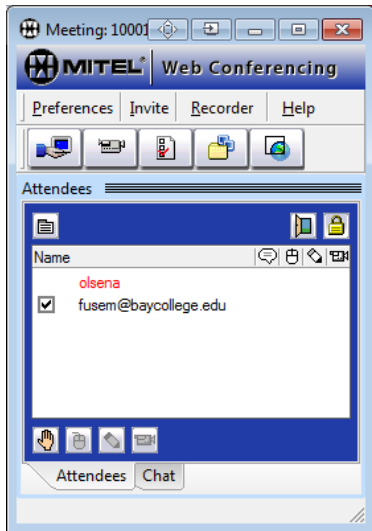
- *Password*-Optional. If used, the attendees will need the password to join the conference.
- : **My Conferences Tab:** Lists all of your conferences, organized by type, and allows you to send email invitations, join a conference, edit a conference, or delete a conference or add a conference.
- : **Recordings Tab:** Lists all of your audio and web conference recordings.
- : **Settings Tab:** Allows you to change the settings associated with your conferences and your password on your account.
 - **Password:** Change your account password.
 - **Phone Number:** Edit the phone number at which the system calls you.
 - **Email Invitations:** Change or customize the format used for your conference invitations.
 - **Delegates:** Assign a user that can manage your conferences for you when logged into their AWC. The format for the delegate user ID is their email address.
- : **Reports Tab:** View reports on your conference usage.

Options During an Audio Conference

- : **Conference Details:** Allows you to view the settings and options for the conference in use and send email invitations to attendees.
- : **Documents:** Allows you to upload a file to be saved with the conference. For example, meeting notes.
- : **Participants:**
 - **View Attendees on the Call and the Number They Called In On**
 - **Active Speaker**-allows the leader to view the participant that is actively talking. There may be up to 3 active speakers at one time.
 - **Mute 1 or More Participants (mute button dims to denote mute is active)**
 - **Drop 1 or More Participants**
 - **Put Participants on Hold and Bring Them Back From Hold**
 - **Call Out to Add a Participant**
 - *To Add an Internal Attendee*-Simply enter the attendees 4 digit extension.
 - *To Add an External Attendee*-Enter the number in a 1-area code-number format. The conference will give you an error and instruct you on how to correct if entered improperly.
 - **Record Audio and Save To Your Recording Section**-this option can only be used during an audio only style of conference. Audio and web conferences should be recorded from the web meeting box.

Options During a Web Conference--that can be displayed or given to attendees

- : From the Attendees tab, select the check box next to the user ID of the attendee that you would like to give permission to control.



○ Buttons are located at the bottom of the Attendees window

Hand button Acknowledge selected user. Mouse button enable/disable mouse control. Pencil button enable/disable whiteboard control. Camera button display the selected user's video from their webcam.

Buttons are located at top of the window under the menu names.



: **Desktop Sharing:** Shows all attendees the host's desktop and anything that appears within their sharing box.

: **Application Sharing:** Only shares specified applications that are running on the host's PC-not the entire desktop. This lets the host share applications that the other attendees might not have access to. For example, a power point presentation.

: **Video Conferencing:** This option requires a web camera and would initiate another window on the conference for viewing.

: **Polling:** Allows the host to pose questions to the attendees. The question then pops in the attendee's meeting box and allows them to answer using the radio buttons provided. The host then receives the results in a graph style view.

: **File Transfer/Document Manager**

- **File Transfer:** Designed for smaller size documents and allows the host to have one or all attendees download the document(s) to their PC.
 - *To Transfer a File-*The host will initiate the file transfer and select the documents to be downloaded and which attendees should receive them. When the host starts the transfer it will prompt the attendees and ask them where they want to save the file to. The attendee could deny the transfer if necessary.
- **Document Manager:** Designed for larger size files and allows the host to move files and documents from their PC to be retrieved by the attendees.
 - *Using Document Manager-*The host will initiate the document manager feature and the window will pop in all attendee's screens. The host can then move the files to the web conference session which then allows the attendees to move the file to a location on their PC.

: **Co-Browse:** Allows the host to control what web pages the attendees are viewing.

- **Using Co-Browse:** The host will initiate the co-browse feature which will open a separate browser window for the host and all attendees. When the host browses to a web page, all attendees will also be taken to that web page.

: **Chat:** Allows both the host and the attendees to initiate chat sessions during the web conference.

- **Using Chat As a Host or Attendee:** Click on the chat tab at the bottom of the meeting window. Type the message you wish to send and press enter to send the message. You can also click on the disk icon to save the chat history to a location on your PC.

- **Using Private Chat:** The host and attendees can hold a private chat session with specific users rather than everyone. Place a check mark in the attendee's box on the attendee tab and then press the options icon at the top and select private chat.
 - **Using Chat Phrases:** Allows the host and attendees to use "canned" messages for their chat. Click on the phrases icon on the bottom of the chat box and then choose a "canned" message, add your text to the phrase menu, make changes to the phrase menu for future use, or reload the menu after making changes.
 - **Clearing Chat History:** Allows the host to clear all chat history. Click on the options icon of the attendee box and select clear chat history.
- : **Attendees Box:** Shows the host and attendees all members of the conference. The host and attendees can then select specific members to chat with or give them certain functions within the conference.
- **Raise Hand, Thumbs Up, or Thumbs Down:** Lets the attendees raise their hand to signify a question, give a thumbs up or a thumbs down. The attendee must place a check in the host's box and then select the icon they wish to use.
 - **Whiteboard Control:** Allows the host to give an attendee whiteboard control when using the desktop sharing feature. While using desktop sharing, place a check in the attendee's box and click on the pencil icon that will be active. This then allows the attendee to add notes for all to see using the drawing toolbar. The host can remove the whiteboard feature at any time by clicking on the pencil icon again.
 - **Mouse Control:** While using desktop sharing, the host can give mouse control to any attendee. Place a check mark in the box of the attendee and then click on the mouse icon. This allows the attendee to navigate the host's desktop (the host still has control of their mouse as well). The host can remove mouse control at any time by clicking on the mouse icon again. If a host has selected the option to view a selected attendee's desktop from the options menu, the attendee can then reversely give the host control of their PC the same way.
- : **Lock Session:** By clicking on the lock icon, the host can lock the session so that no additional attendees may join.
- : **Preferences:** This menu allows the host to manage the web conference preferences. End users should limit their changes to the record tab. Within the record tab, you can distinguish which features should be recorded and where it should be stored. The "audio bridge" option needs to be selected if you wish your audio and web conference to record the audio portion as well.
- : **Invite:** Allows the host to send email invitations to additional attendees from within the web conference.
- : **Recorder:** By showing the recorder toolbar, the host may start recording, stop recording, or pause recording. The recordings are then saved to your recordings tab. This will record web only conferences as well as audio and web conferences. To record the audio portion of an audio and web conference be sure to adjust your preferences as mentioned above.
- : **Options Icon:** Allows the host to view or broadcast a selected attendee's desktop. This is a useful feature for troubleshooting a remote problem. The host can also transfer host capability to an

attendee and then pull it back when needed. Finally, the host can drop attendees from the conference if needed.

- : **Help:** Help files that can be referenced for further questions.
 - o https://mas.baycollege.edu/portal/Help/en_US/enduser/mergedProjects/Audio_and_Web_Conferencing_User_Help/Audio_and_Web_Conferencing_User_Help.htm