



OmniPresent™

Powered By



Moderator Guide

ConferTel

www.ConferTel.net

866-930-4500

Summary

This guide is designed to be used by web conference Presenters and Moderators. The purpose of this document is to describe the functions available to them within the Web Conference room.

For the remainder of this document, we will use the term “Moderator” to represent all of the roles listed above.

Room Access

There are two methods for a Moderator to gain entry into a web conference room.

The first method is when you are already logged into our site (www.ConferTel.net) via **CUSTOMER LOGIN** (green button, upper right hand corner). Simply click on the **OmniPresent** tab on the upper navigation bar, accessible from any page, and you will be placed into your meeting room. This method is for Moderators only. Participants must join using the second method below.

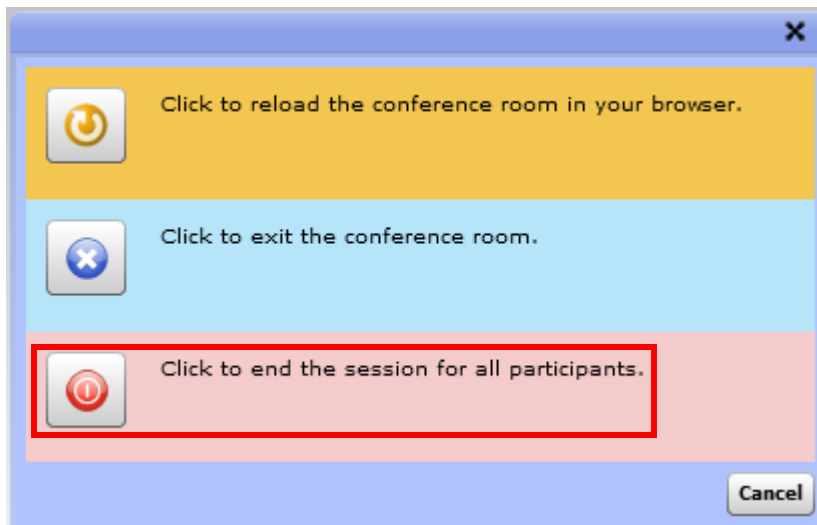
The second method is when you are not already logged in to our site. In this case, click on **JOIN A MEETING** (green button, adjacent to CUSTOMER LOGIN) . Select **OmniPresent** and enter as 'Moderator'. Type your Moderator PassCode and PIN (same as your audio credentials) and click Join. Your participants will join in similar fashion, except that they will select 'Participant' and type their Name (in lieu of PIN).

Please Note: OmniPresent requires no proprietary software downloads. However, it does require Adobe Flash Player, which is typically pre-installed on your computer. The login page will detect for a valid version of Adobe Flash Player or prompt you to install a valid version. You can also check your equipment via the System Compatibility link on the log in page.

Ending a Session

Only the Moderator has the rights to end a session manually. This can be done by clicking on the blue x icon on the top right and then the red “end the session for all participants” button.





System Requirements for Moderators

Browsers

Microsoft Internet Explorer 8.0 & up
Firefox 1.x & up
Google Chrome 8.x & up
Opera 7.11 & up
Safari 5.05 & up
AOL 9 (*AOL 9 web browser is not supported in our event registration)

Operating Systems

Windows 7 & up
MAC OS X 10.4 & up
Linux (application sharing is not available)
Android 2.2
IOS (for iPhone 4 & up; iPad)

Plug-ins

Adobe Flash Player 10.2 & up (latest version preferred)

Internet Connection

Web Conference: 256kbps Upload / 256kbps Download (without video)
Web Conference: 350kbps Upload / 350kbps Download (with webcam video)

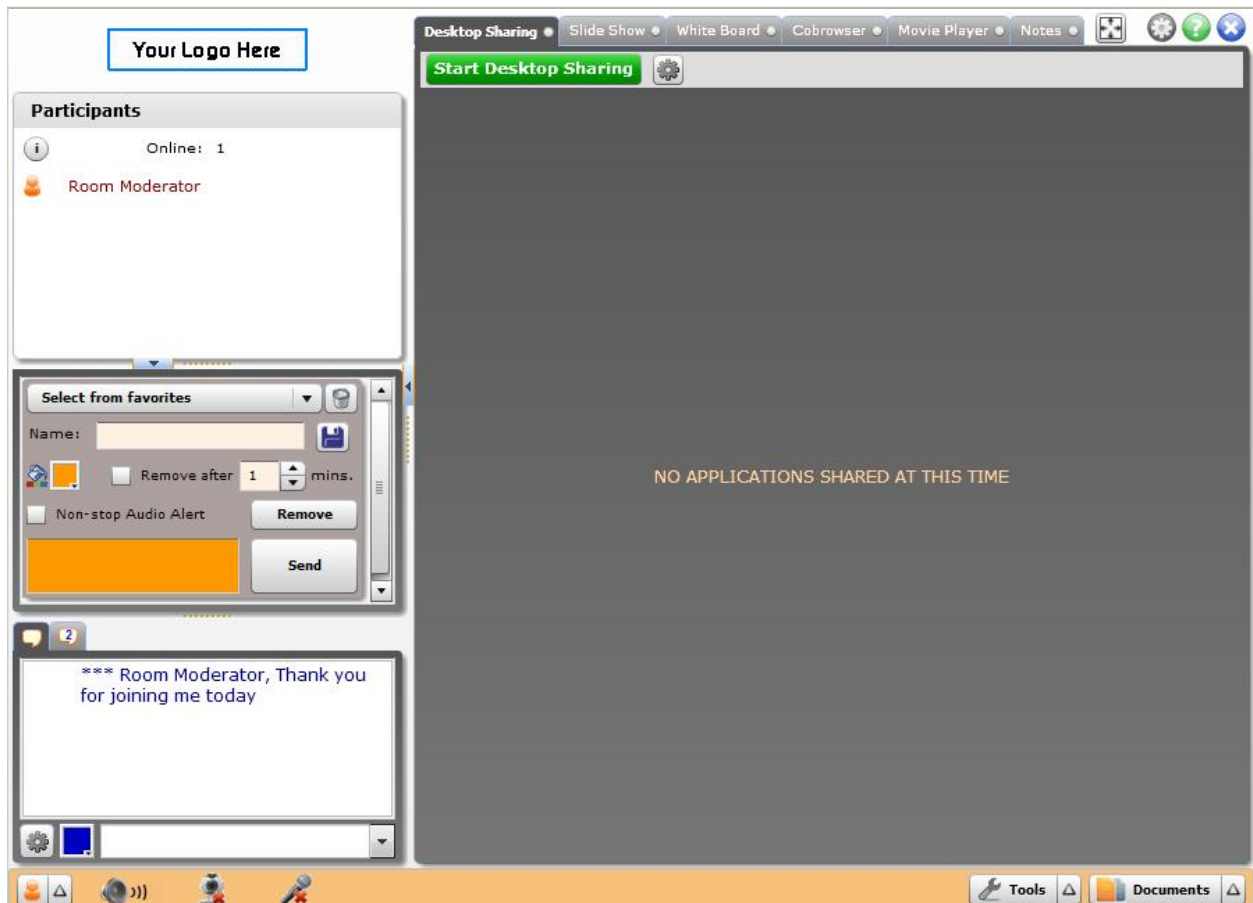
Hardware

Keyboard and Mouse or compatible pointing device
Speakers or USB Headset
Microphone (if using Voice)
Web Cam (if using Live Video)

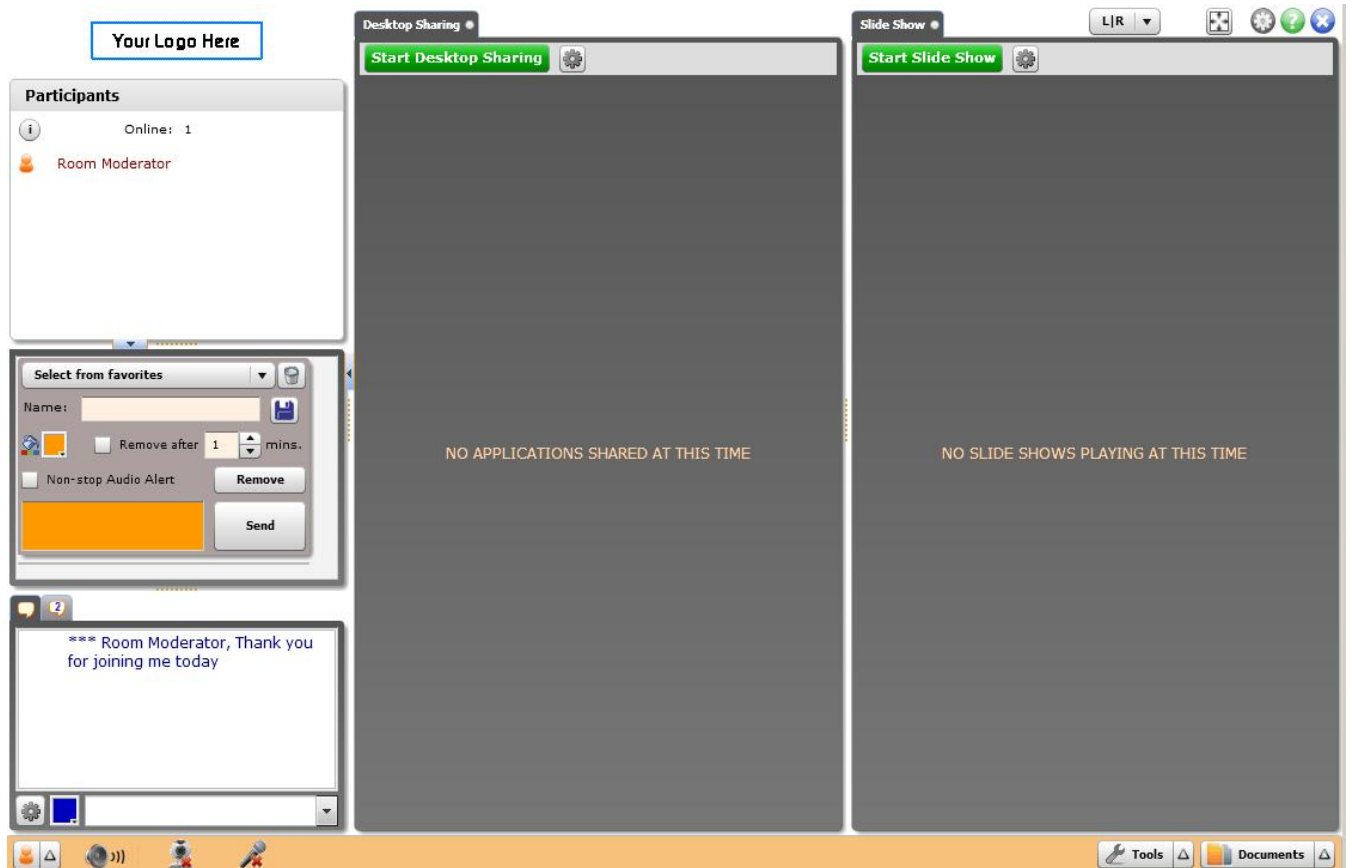
Configuring Layout

The web conference room can be configured with one single presentation area or a split screen view. Please see screen shots below:

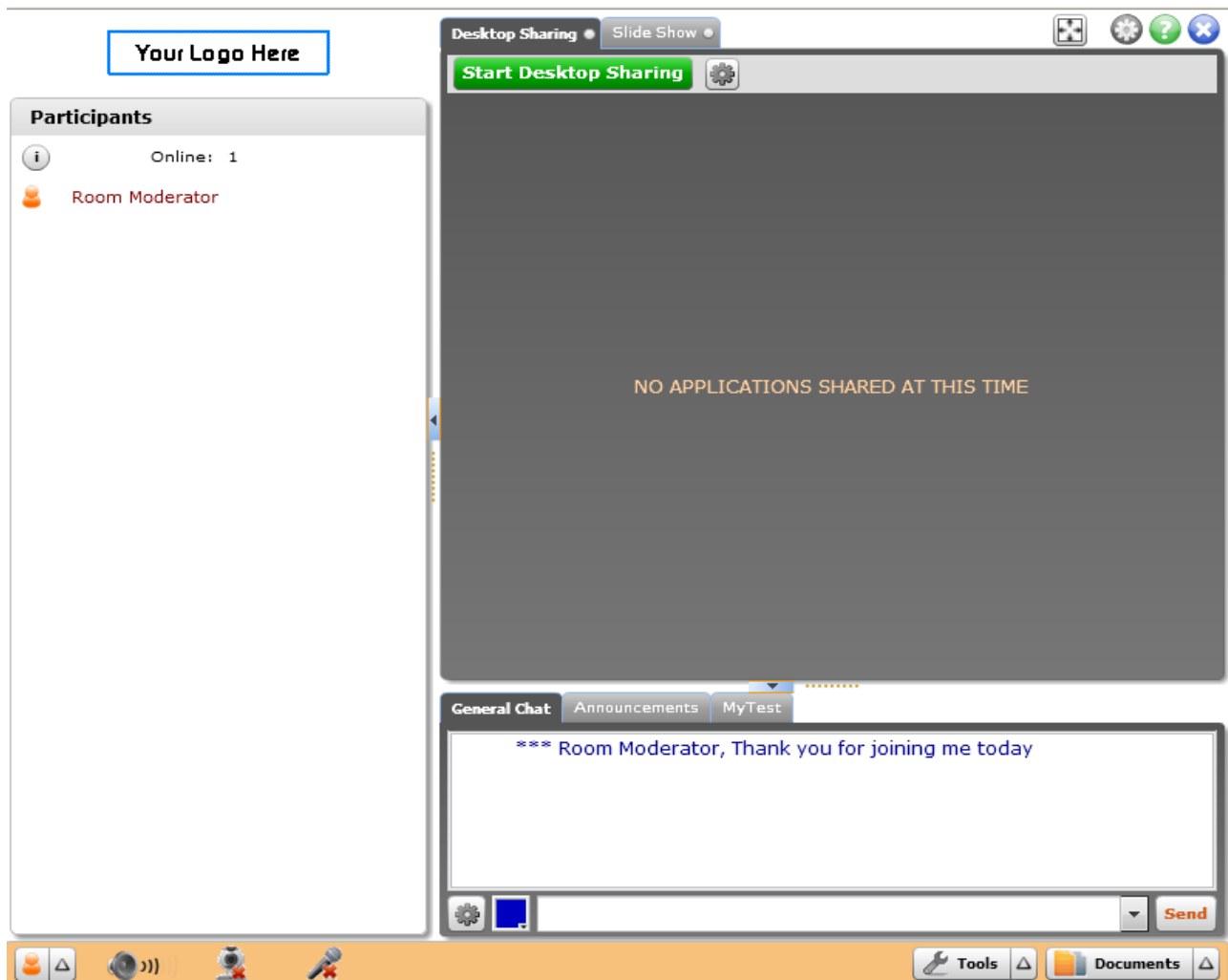
Single Presentation View with Chat on the Left:



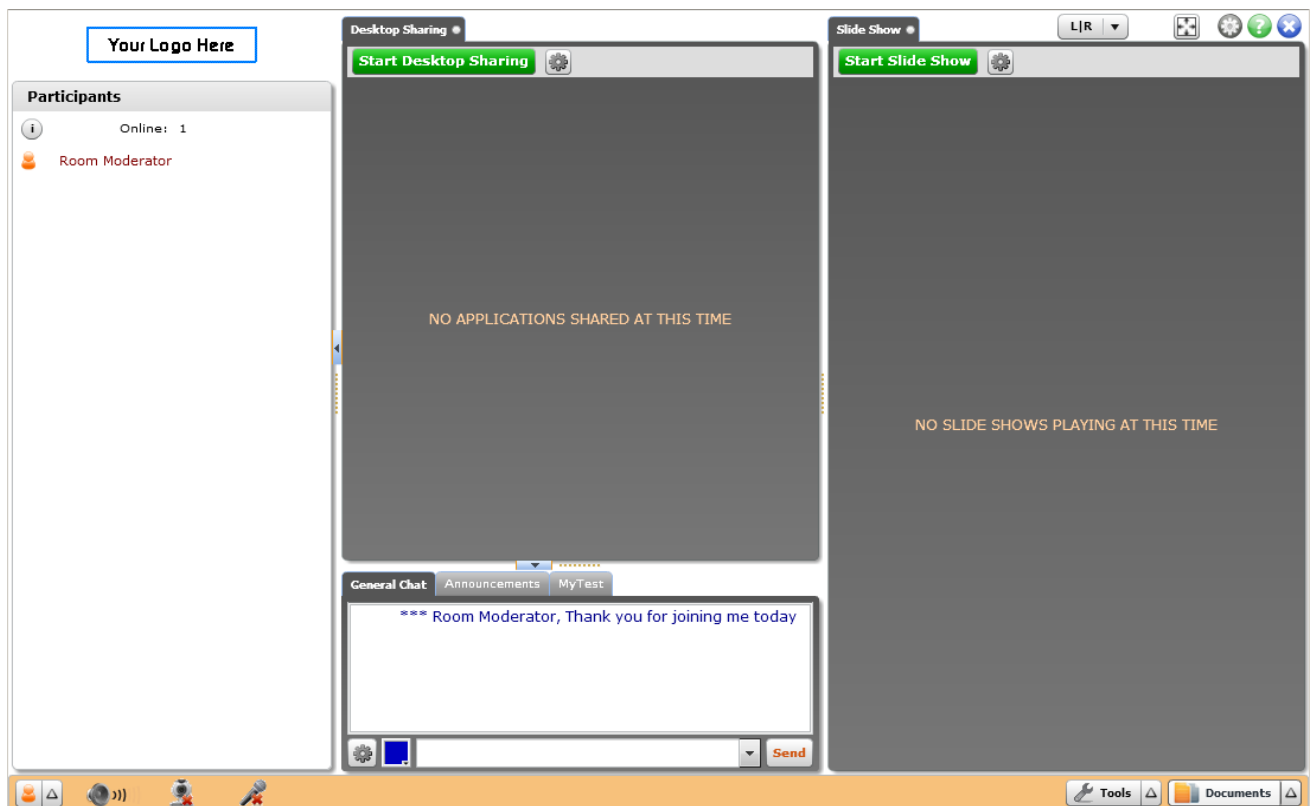
Split Screen View with Chat on the Left:



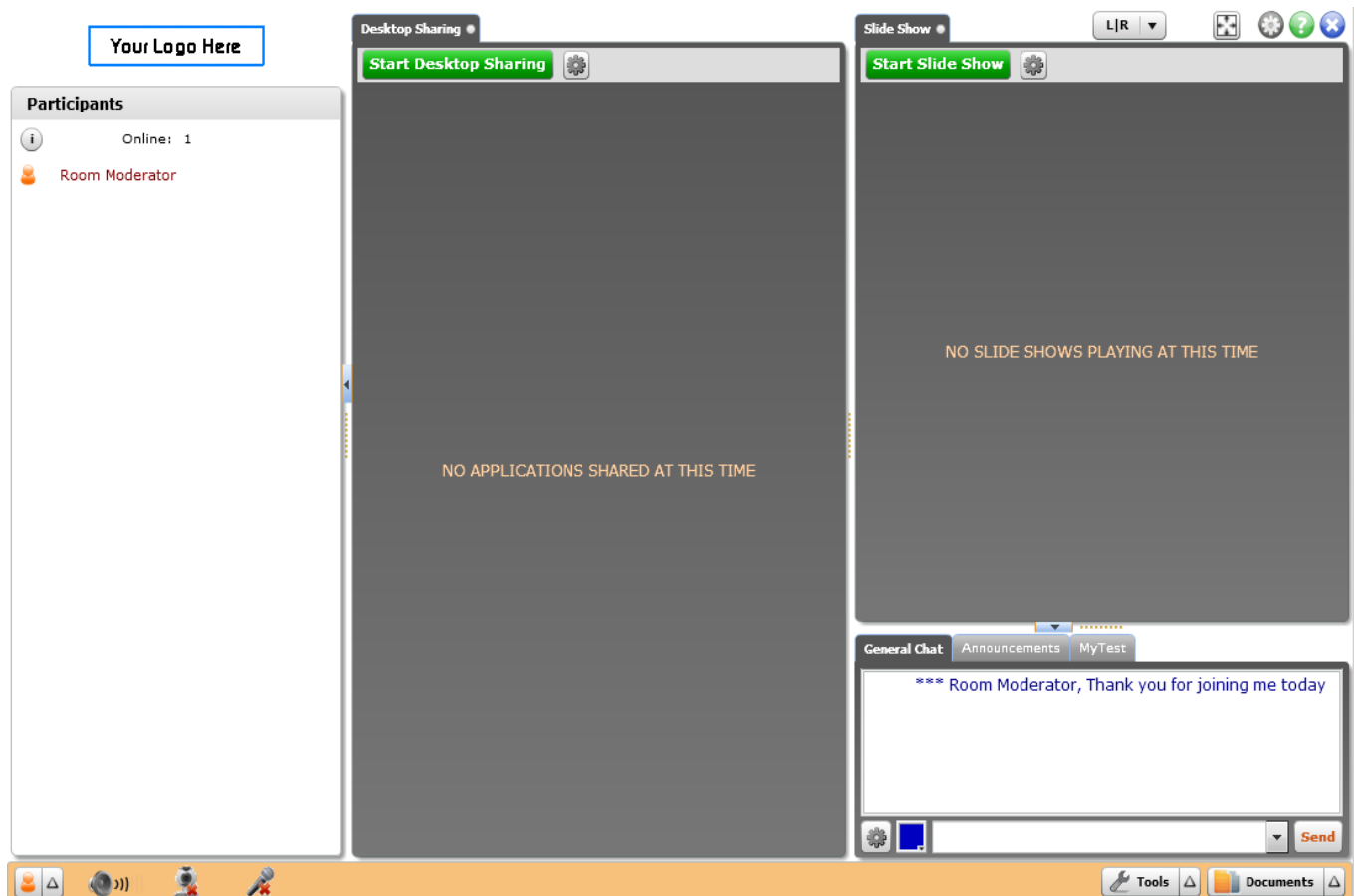
Single Presentation View with Chat on the Bottom:



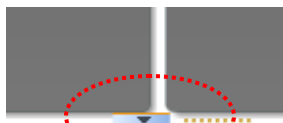
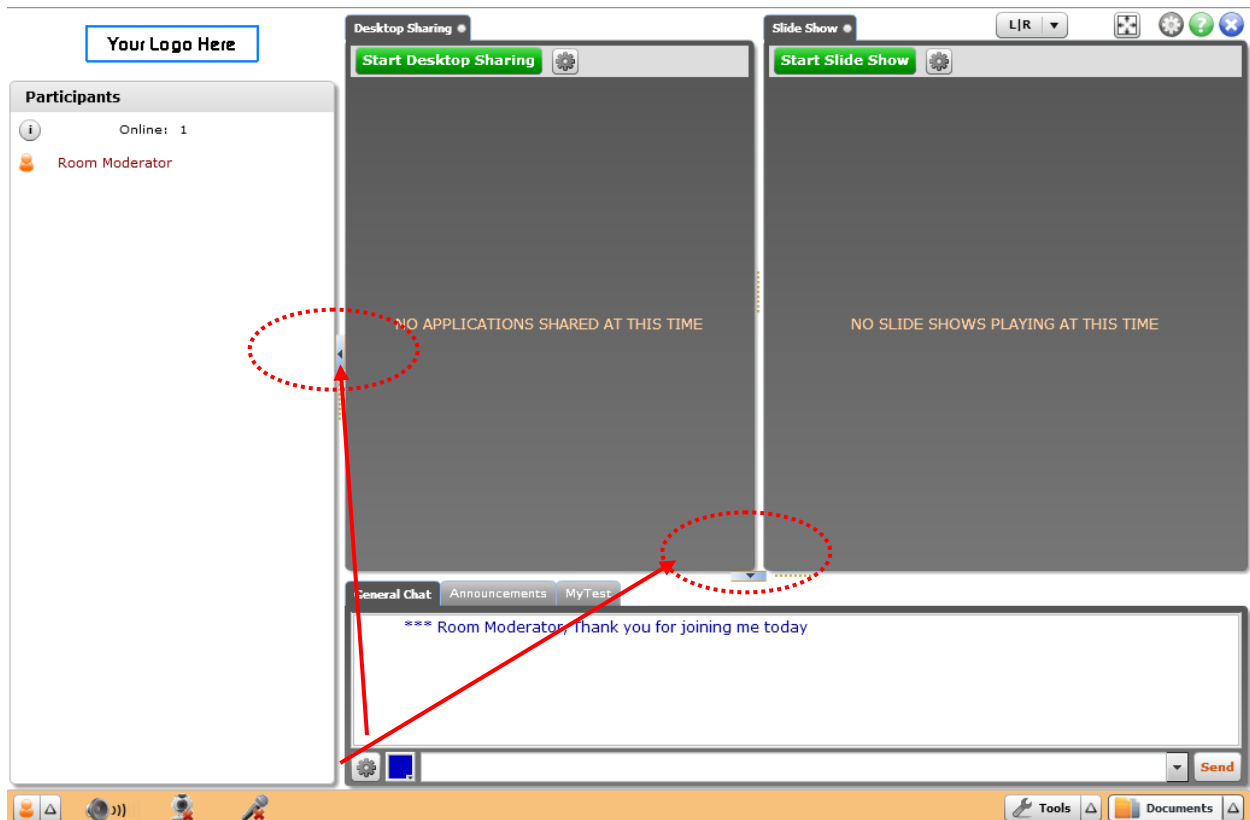
Split Screen View with Chat under Left Media Module



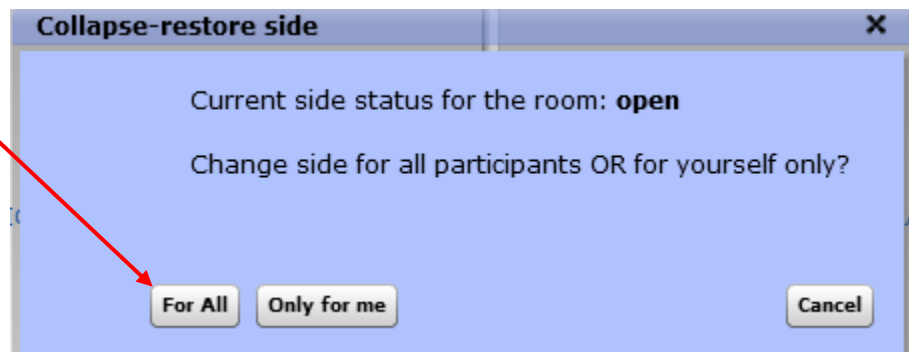
Split Screen View with Chat under Right Media Module



Split Screen View with Chat on the Bottom:



Clicking on this button allows presenters to hide the chat and/or the participant's panel. Presenters will see the following menu popup that allows them to hide this for everyone or just themselves.



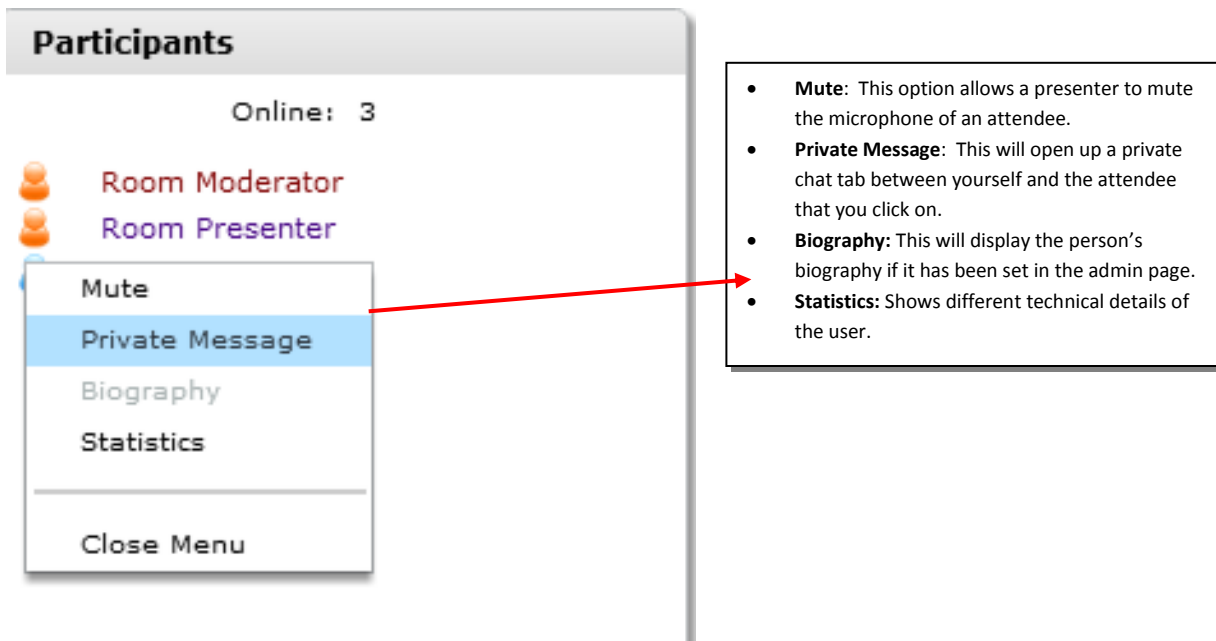
Participants List

The Participants List appears on the left pane of the window. It allows you to see who is logged into the room, as well as perform several important administrative functions.

Next to each participant's name you will see an icon indicating their status. Possible status icons include:



If you left click on any attendee's name, a menu will appear that will give you several administrative functions. If you have a *presenter* role, your menu will look like this:





The screenshot shows a window titled "Participants" with a sub-header "Online: 3". Below this, there are two orange person icons. The first is labeled "Room Moderator" in red text, and the second is labeled "Room Presenter" in purple text. A context menu is open over the "Room Presenter" icon. The menu contains the following options: "Mute", "Private Message" (highlighted in blue), "Biography", "Statistics", and "Close Menu". A red arrow points from the "Private Message" option in the menu to a text box on the right.


- **Mute:** This option allows a presenter to mute the microphone of an attendee.
- **Private Message:** This will open up a private chat tab between yourself and the attendee that you click on.
- **Biography:** This will display the person's biography if it has been set in the admin page.
- **Statistics:** Shows different technical details of the user.


If you have a *Moderator* role, your menu will look like this:

Participants

 Online: 3

 Room Moderator

 Room Presenter

 Grant Controls

- Mute
- Disable Chat
- Can Private Message: ▶
- Kick From Room
- Ban From Room
- Private Message
- Statistics

Close Menu

- **Grant Controls:** You may grant full presenter privileges temporarily to an attendee or select different controls for them: Microphone, webcam, desktop sharing or all media module tabs, or full presenter (all).
- **Mute:** Selecting this option will mute the microphone audio from that one particular user.
- **Disable Chat:** This option is used to remove the ability for an attendee to enter in chat messages.
- **Can Private Message:** This option is used to grant or deny an attendee the ability to send messages to other attendees that cannot be seen by anyone else.
- **Kick From Room:** This option is used to remove the attendee from the room. Note, they may be able to re-join the room immediately.
- **Ban From Room:** This option is used to remove the attendee from the room and prevent them from being able to log back in.
- **Private Message:** This will open up a private chat tab between yourself and the attendee that you click on.
- **Statistics:** This will give you information about the attendee's connection to the room.

Audio

This section covers the various methods of audio communication that are available within the web conference room. There are essentially three ways that you can setup audio:

1. VOIP
2. Telephone (with need to record audio)
3. VOIP + Telephone

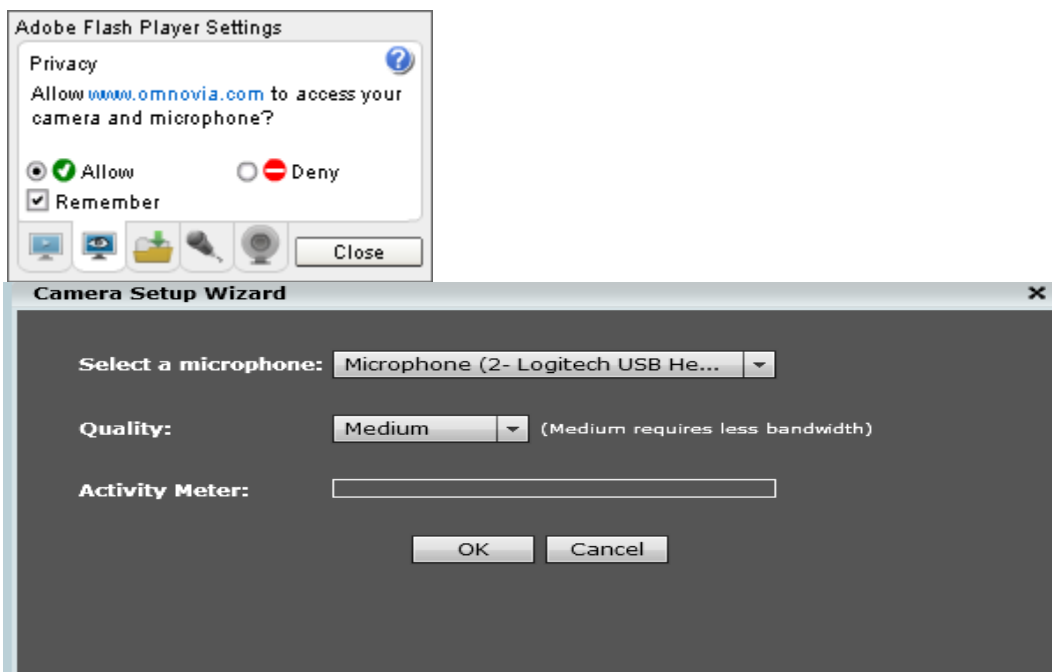
VOIP

The web Conference allows for a headset, built-in microphone on computer or free standing microphone to be used. Please follow these steps to setup your microphone:

1. Click on the microphone icon on the bottom toolbar of the room.



2. The first time that you do this, you will get a popup window that will walk you through the microphone setup. It will look like this:



3. Please choose your microphone from the drop down menu and test your audio.
4. Then on the second tab, please check "Allow" and "Remember".

Please note: We recommends using echo cancelling headsets for best results. If you are going to use the built-in microphone on your computer, you must use a set of headphones in order to listen to the audio. Otherwise you will receive feedback and echo.

Telephone

You can use any telephone conference bridge or direct calls. In the next section, we will explain how you can use the telephone and record the audio.

Telephone + VOIP

Using the Web Conference iBridge, you can provide your attendees with the choice of dialing into a conference bridge or listening to the audio from their computer speakers. Please follow these simple steps to use the iBridge:

All Speakers Are On Conference Bridge

1. Click on the tools button on the bottom right hand corner of the room.



2. Click on iBridge
3. Use the keypad to dial the conference bridge number.
4. Follow the voice prompts like you would normally do when dialing from a phone. Enter the call as a participant and not a moderator.
5. When you are connected the interface will turn blue and you will know you are connected by a new presenter entering the room called "iBridge".

All Speakers Are Using VOIP

1. Click on the tools button on the bottom right hand corner of the room.



2. Click on iBridge
3. Use the keypad to dial the conference bridge number.
4. Follow the voice prompts like you would normally do when dialing from a phone. Enter the call as a moderator and **not** a participant. **VERY IMPORTANT**
5. When you are connected the interface will turn blue and you will know you're connected by a new presenter entering the room called "iBridge".

Note: By default, audio from iBridge will not be recorded into a recast. Please contact your account manager about enabling the capture of iBridge audio into the recast recording.



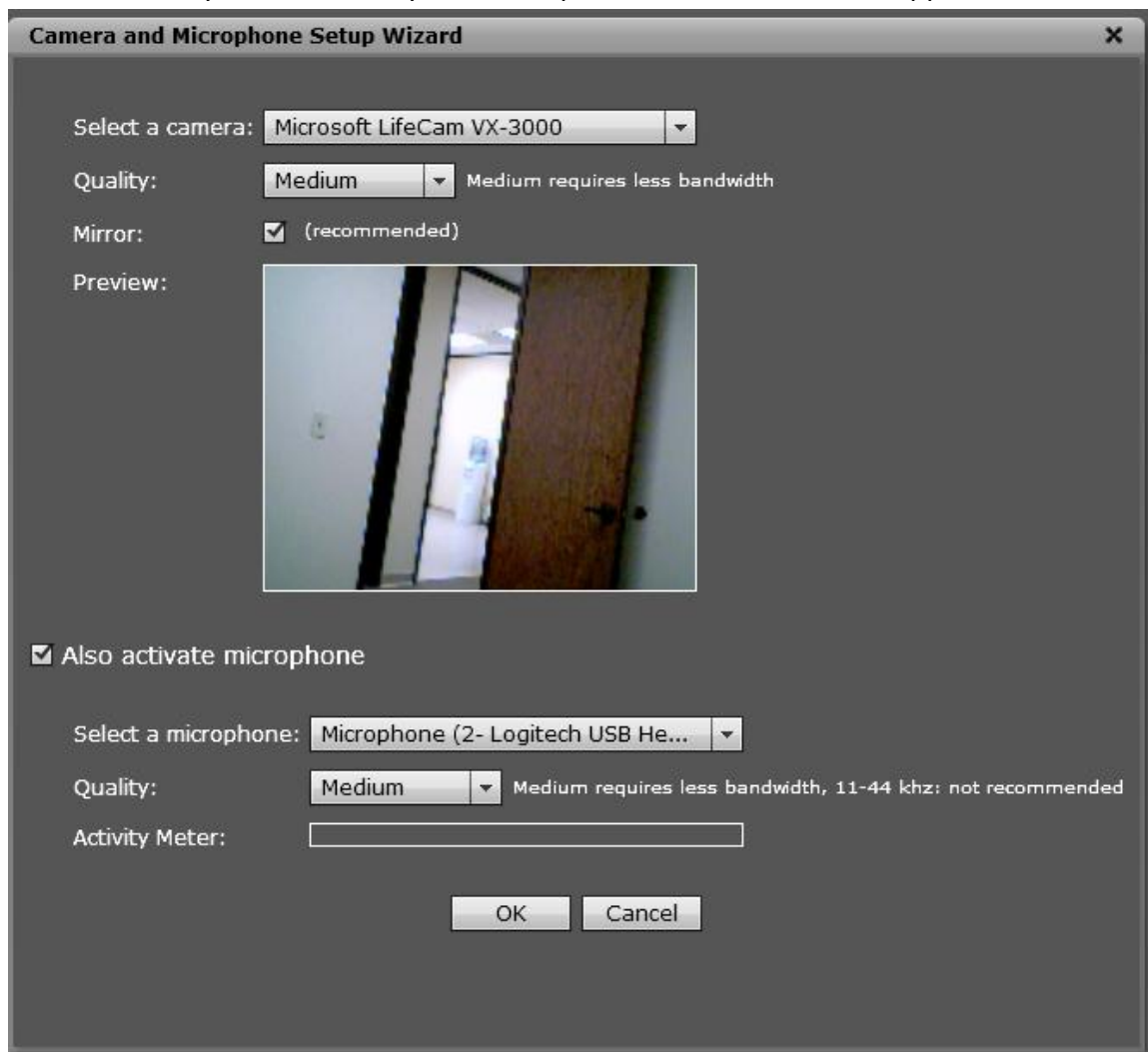
Webcam

This section covers how to turn on your webcam. Please follow these simple steps:

1. Click on webcam icon as shown below.



2. The Camera Setup Wizard will appear where you can choose the quality of your video and the specific camera that you would like to use. Please note: it is recommended to use medium quality in most cases.
3. If you can see your video in the preview window, you can then click on OK.
4. If you cannot see your video, please contact technical support.



Chat Options

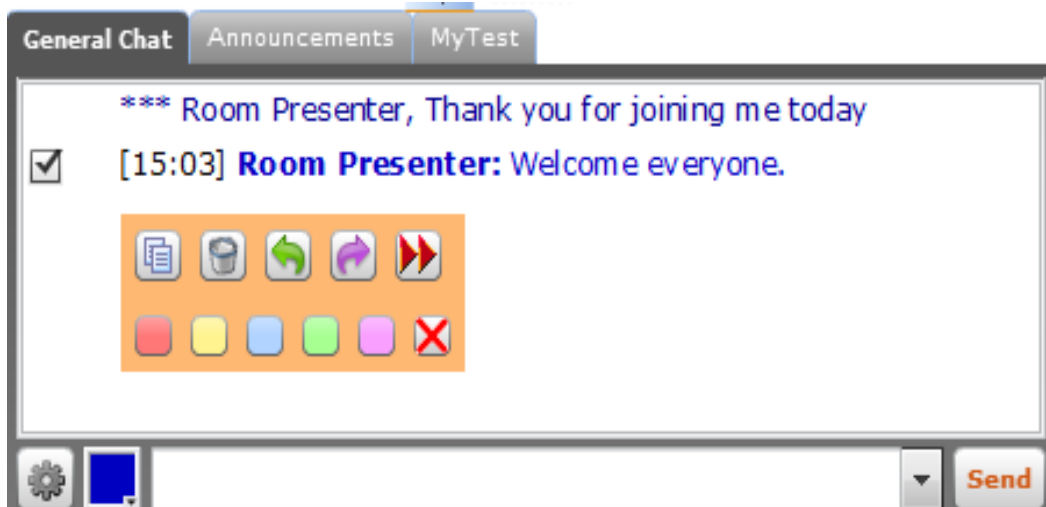
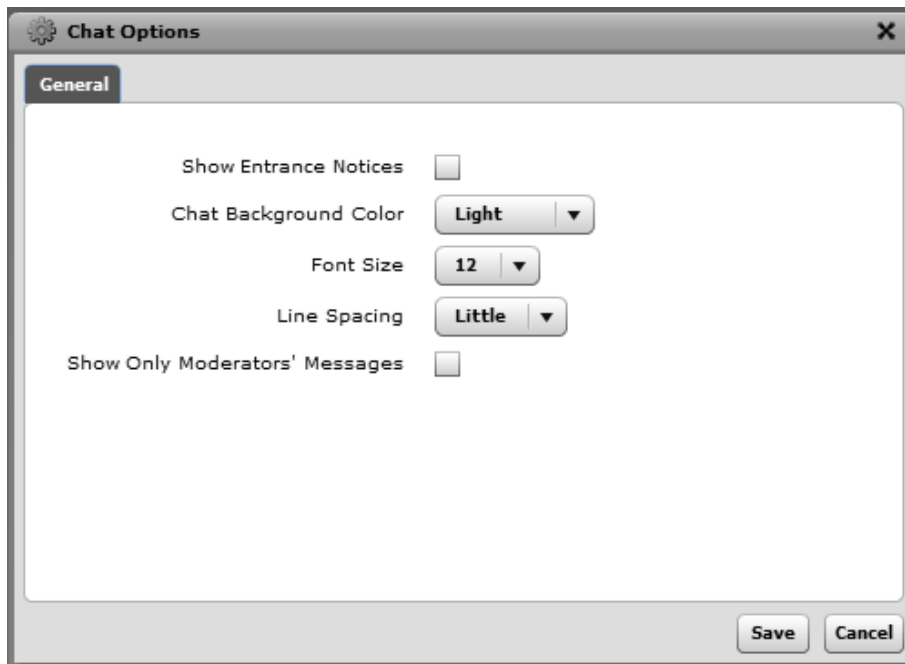
This section covers the various options that exist for the following roles:


1. Presenter Role
2. Moderator Role


Presenter Role


The following is a list of capabilities that Presenters have with chat:

1. Control whether to show entrance notices
2. Change the background color of chat for (only for them)
3. Change the font size of the chat (only for them)
4. Change the line spacing of the chat (only for them)
5. Copy the chat information to a clipboard
6. Participate in the 2nd chat tab (if created) that would be used for only Presenters and Moderators



 Copy text of chat entry

 Delete chat entry

 Send a private response to the author of that chat entry



Forward chat entry to all



Forward chat entry to other chat tab (if available)



Highlight chat entry with a specified color

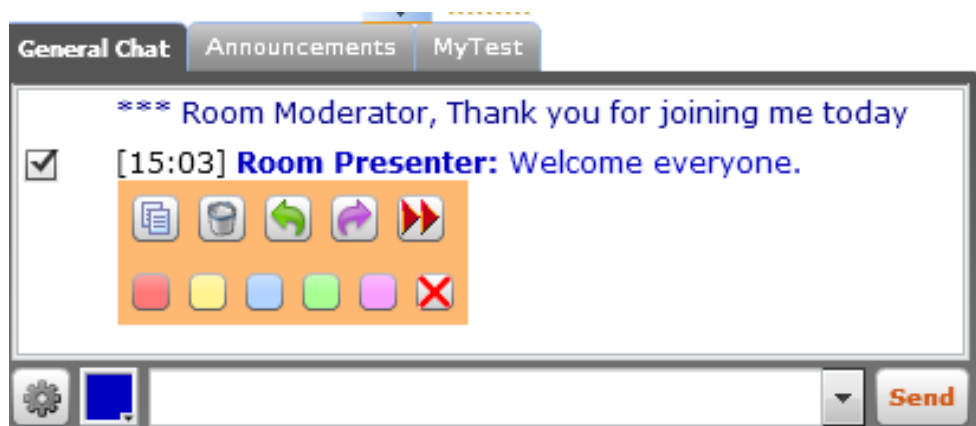
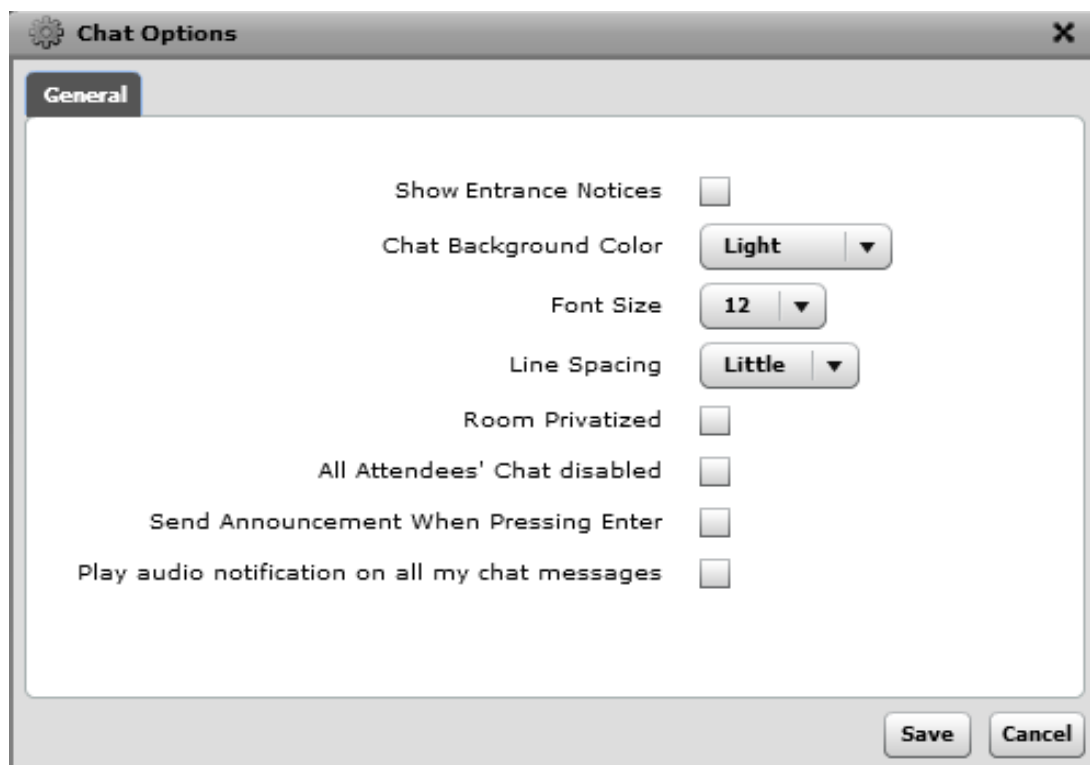


Removes highlight

Moderator Role

The following is a list of capabilities that Moderators have with chat:

1. Control whether to show entrance notices
2. Change the background color of chat for (only for them)
3. Change the font size of the chat (only for them)
4. Change the line spacing of the chat (only for them)
5. Control whether to make the room privatized
6. Control whether to disable all attendees chat
7. Copy the chat information to a clipboard
8. Participate in the 2nd chat tab (if created) that would be used for only Presenters and Moderators
9. Respond Privately to Attendee or Presenter Chat
10. Remove Chat messages
11. Forward Chat messages
12. Move Chat message from the General Chat to the Custom Chat tab
13. Highlight Chat messages with colors



Documents Folder

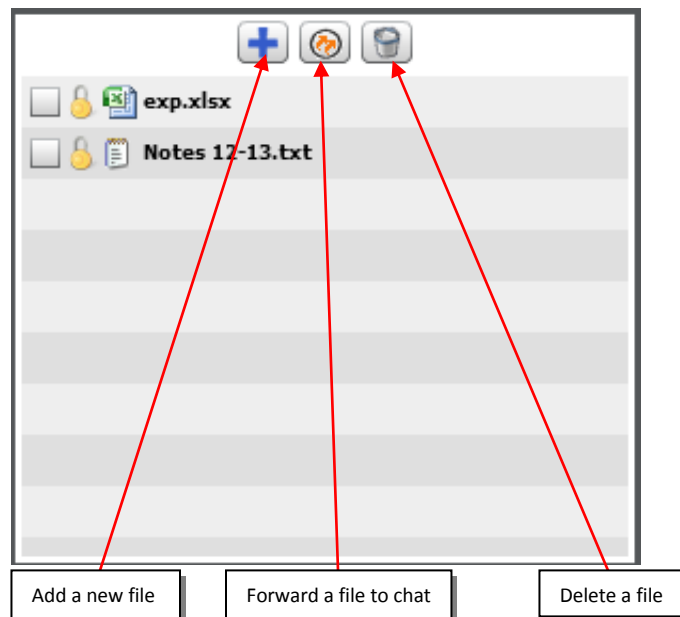
The documents folder allows you to upload any file type or website into a shared repository where attendees can download them from within the room.

Please follow these simple steps to upload either a file or website:

1. Click on the documents button.



2. Click on the blue + symbol to upload a file.
3. Click on browse to find a file on your computer or network drive. Choose either Add a new file or Add a new link.
4. Click the file and then click open.
5. You can make this a private file (attendees cannot see it) by checking Private.
6. You can also add comments about the file.
7. Click "Add" when you want to add this to the documents folder.



New Document?×

☒ Add new file ☐ Add new link

Used Space: 0.0 / 50 MB

File: * Browse

Private: ☐

Comments:

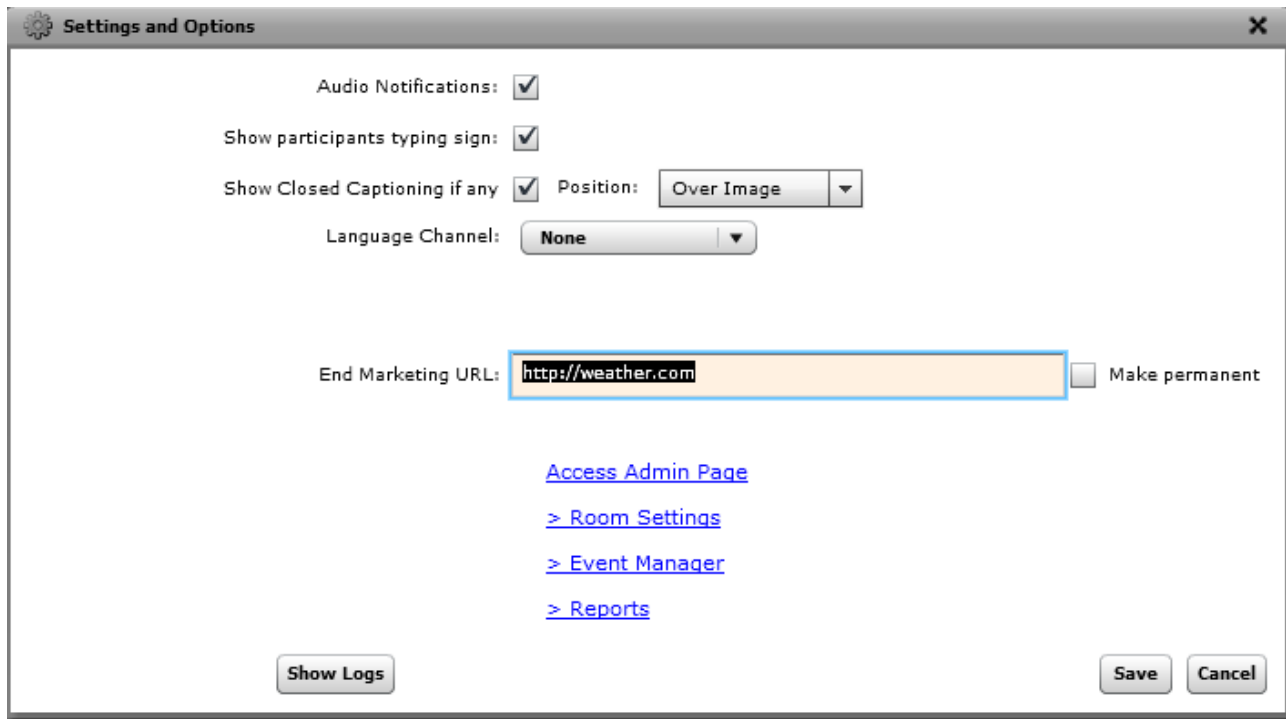
Channel: None

Announce it in chat: ☒

Add Cancel

Setting and Options

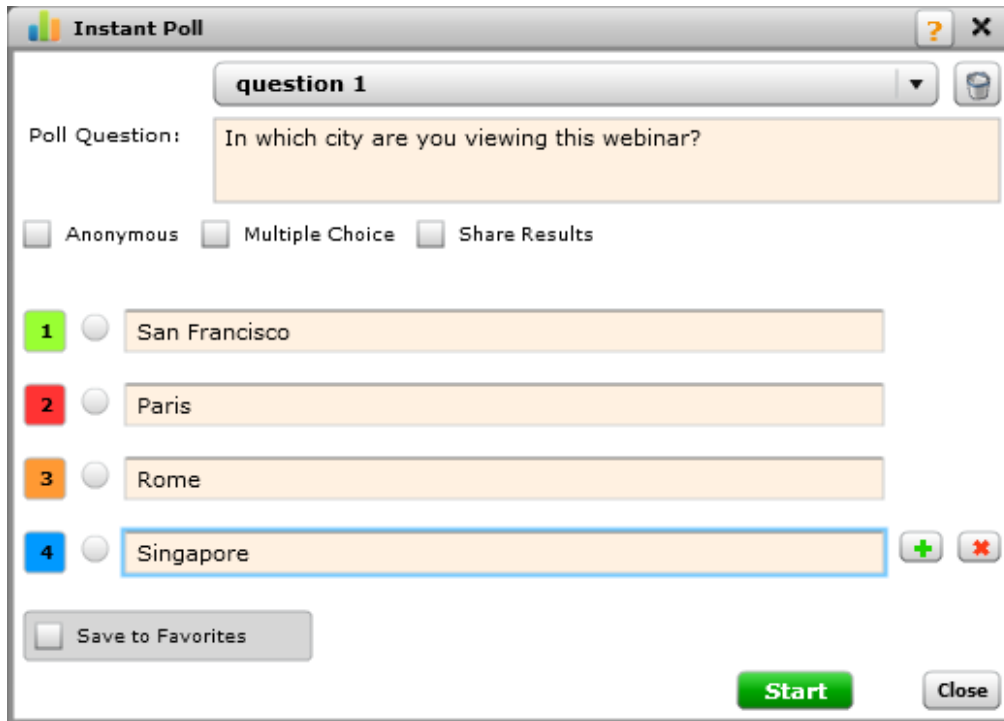
This section covers the in-room settings and options button as shown below:



- **Audio Notifications:** Checking this box will enable an audio chime when certain functions in the room are performed.
- **Show Participants Typing Sign:** Checking this box will enable a blinking "A" icon next to the person who is typing a chat message.
- **Detach Private Messages:** Checking this box will open private chat messages in a new window, instead of as a new tab in the chat area.
- **Play Audio Notification on all My Chat Messages:** Checking this box will play audio notification only on your chat messages if the Audio Notifications box is unchecked.
- **End Market URL:** Attendees will be pushed to this URL when a room moderator ends the room.
- **Access admin Page:** This link allows a moderator to access the configuration portal "admin page" without having to log in again.
- **My Stats:** This provides personal information about your connection.
- **Show Logs:** This is used by our technical support team to help troubleshoot.

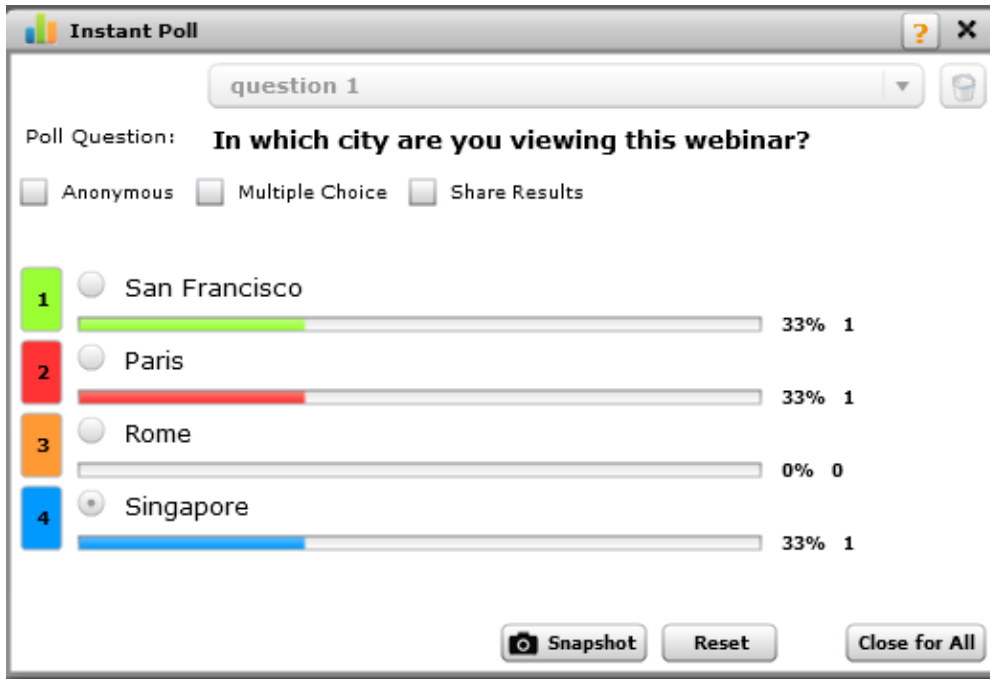
Tools

Instant Poll



The screenshot shows a window titled "Instant Poll" with a standard OS window header (minimize, maximize, close buttons). Inside the window, there is a dropdown menu labeled "question 1" with a small trash icon to its right. Below this is a text box labeled "Poll Question:" containing the text "In which city are you viewing this webinar?". Underneath the text box are three checkboxes: "Anonymous", "Multiple Choice", and "Share Results", all of which are currently unchecked. Below these are four radio button options, each with a colored square to its left: 1 (green) for "San Francisco", 2 (red) for "Paris", 3 (orange) for "Rome", and 4 (blue) for "Singapore". The "Singapore" option is currently selected, indicated by a blue border around its text box. To the right of the "Singapore" text box are two small buttons: a green "+" and a red "x". At the bottom left of the window is a checkbox labeled "Save to Favorites", which is unchecked. At the bottom right are two buttons: a green "Start" button and a grey "Close" button.

- **Select from Favorites:** This is where you can find all of your saved questions.
- **Poll Question:** This box allows you to enter in your poll question.
- **Anonymous:** When attendees respond to the poll, this eliminates the colored icon of their choice that appears next to their name.
- **Multiple Choice:** You can set each question to be a single choice or give attendees the ability to choose more than one selection.
- **Share Results:** This allows attendees to see the percentage of votes for each selection as it occurs.
- **Save to Favorites:** Checking this box allows you to save your poll question for future use.



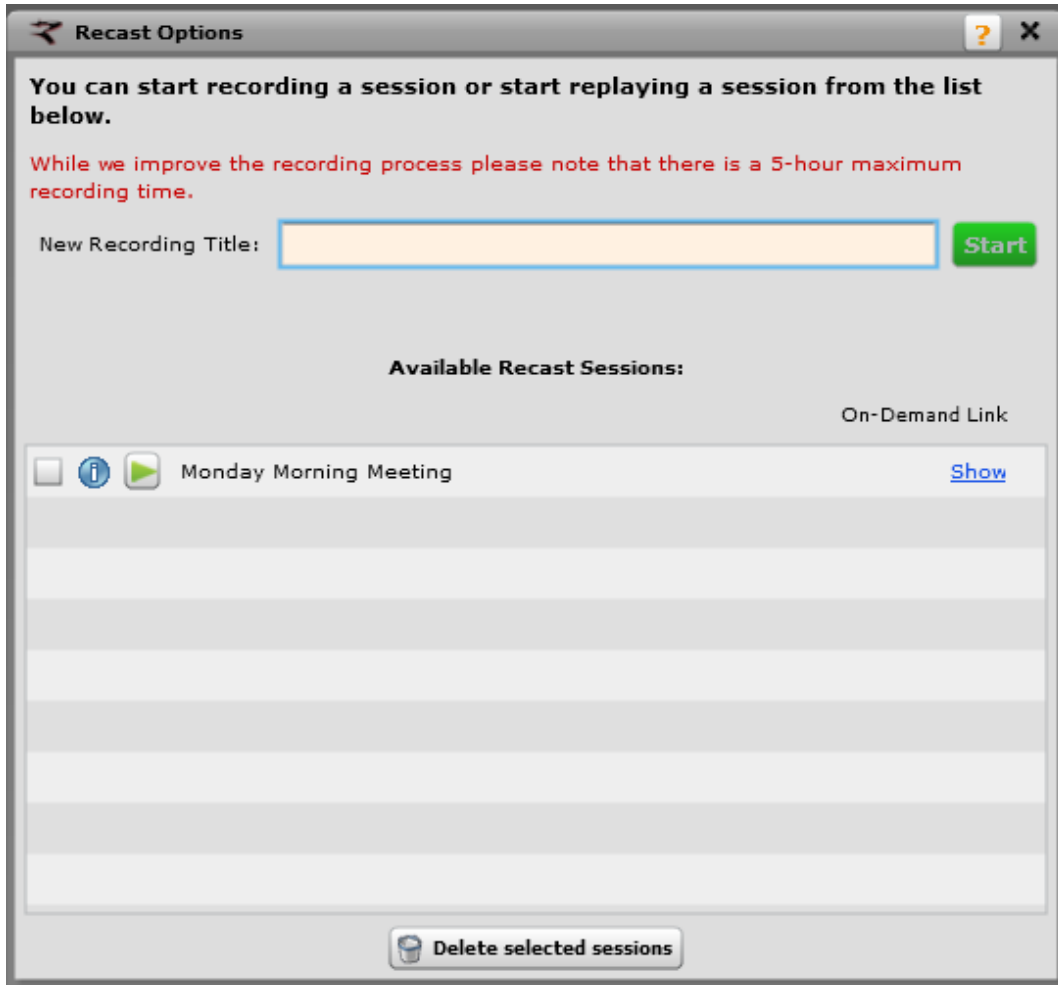
The image shows a software window titled "Instant Poll". At the top, there is a tab labeled "question 1". Below the tab, the text "Poll Question:" is followed by the question "In which city are you viewing this webinar?". Underneath the question, there are three checkboxes: "Anonymous", "Multiple Choice", and "Share Results", all of which are currently unchecked. The poll options are listed below, each with a colored square (1: green, 2: red, 3: orange, 4: blue) and a radio button. The results are shown as horizontal bars with percentages and counts.

Option	City	Percentage	Count
1	San Francisco	33%	1
2	Paris	33%	1
3	Rome	0%	0
4	Singapore	33%	1

At the bottom of the window, there are three buttons: "Snapshot" (with a camera icon), "Reset", and "Close for All".

Snapshot: You can save a picture in the .png format to the documents folder. This can either be private (moderators and presenters only can see it) or public (available for everyone)

Recast Recorder

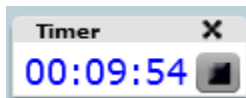


The image shows a software window titled "Recast Options". At the top, it says "You can start recording a session or start replaying a session from the list below." Below this, a red message states: "While we improve the recording process please note that there is a 5-hour maximum recording time." There is a text input field labeled "New Recording Title:" followed by a green "Start" button. Below this is a section titled "Available Recast Sessions:". To the right of this section is the text "On-Demand Link". The session list contains one entry: "Monday Morning Meeting" with a checkbox, an information icon, and a play icon. A blue "Show" link is to the right of the entry. At the bottom of the window is a button with a trash icon labeled "Delete selected sessions".

- **New Recording Title:** This is where you enter in the name of your recording.
- **Available Recast Session:** This is a library of all recasts that have been created within this specific room.
- **On-Demand Link:** Clicking this link will show the link that people can use to watch a personal viewing of the recording.

Timer

The timer can serve as a countdown mechanism viewable either by everyone or just presenters and moderators.



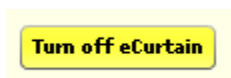
eCurtain

Clicking on the eCurtain bring the curtain up for all attendees. They will see the following red curtain with a custom message on it. You can also customize the music that is played while the eCurtain is down.

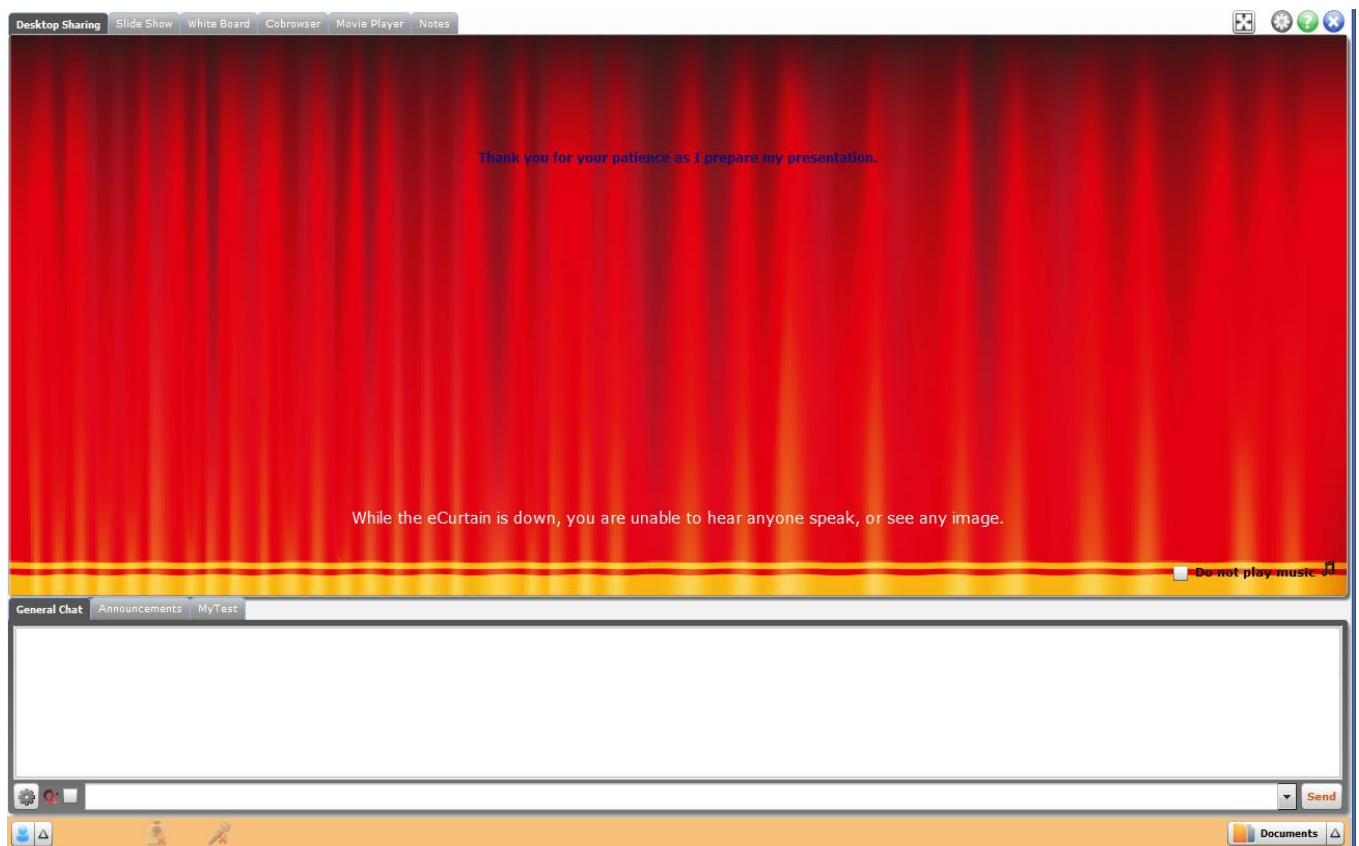
Now, you may also choose to keep the eCurtain from being dropped down yet still mute audio from the moderators.



Presenters and Moderator will see the following blinking button inside the room. This is an indicator that the curtain is active. Clicking this will bring the curtain up and you will see a countdown with an "on air" message alerting you that the curtain is up and you are live.



Attendees will see something similar to this.



Emailer

Send Email

This form allows you to invite people to this running conference or send general emails to all participants in the room.

Send Invite

▼

Enter the email address: would like to invite separated by semicolons (;).

Send Invite

Send Email

To:

luis@gmail.com

Subject:

Please join this web conference.

Message:

Please use the link below to join:

Link: <http://saenz.omnovia.com/goodName>

Password: Paris

Thank you!

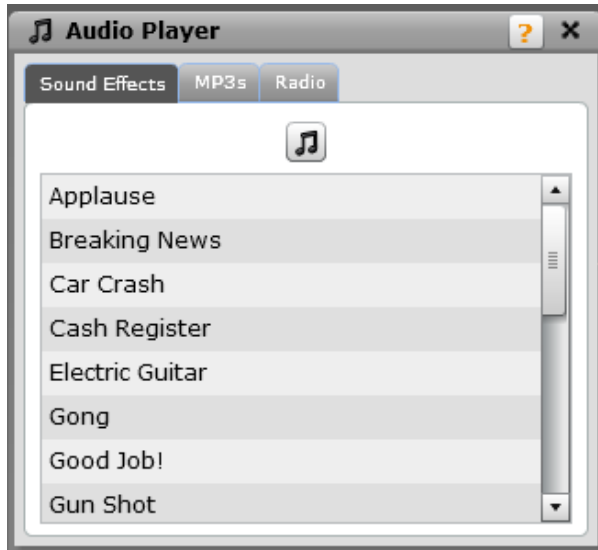
Send

Cancel

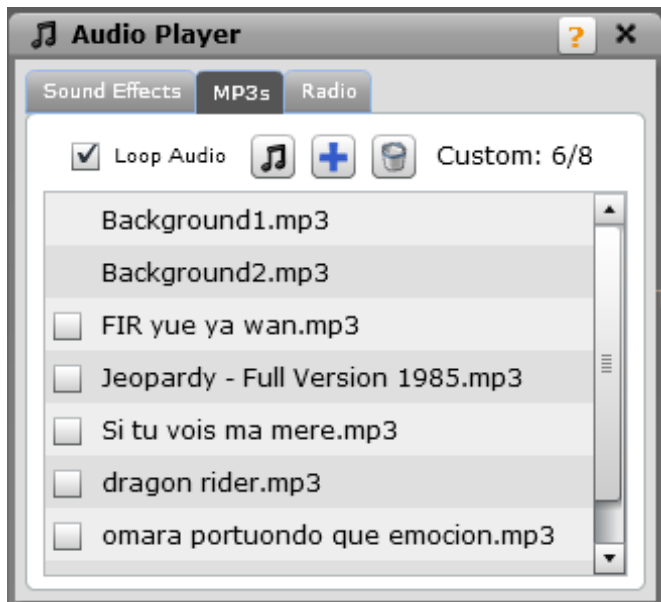
This allows you to quickly send an invitation to someone or just a normal email message.

Music Player

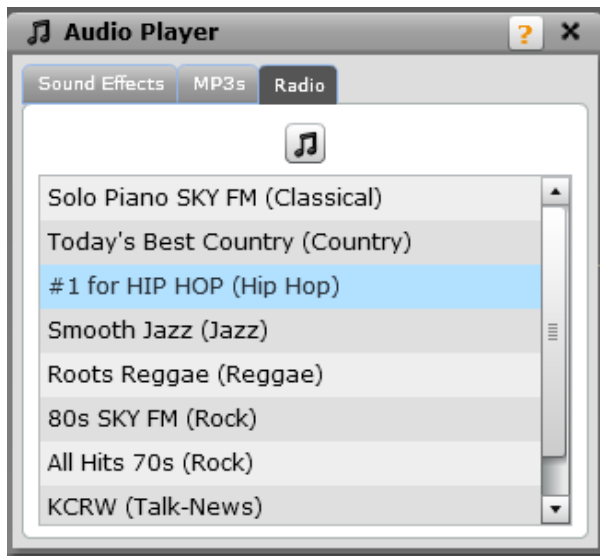
You can play sound effects from a pre-populated list of files here.



You can play background music from a list of pre-populated files here or upload your own files by clicking on the blue + symbol.

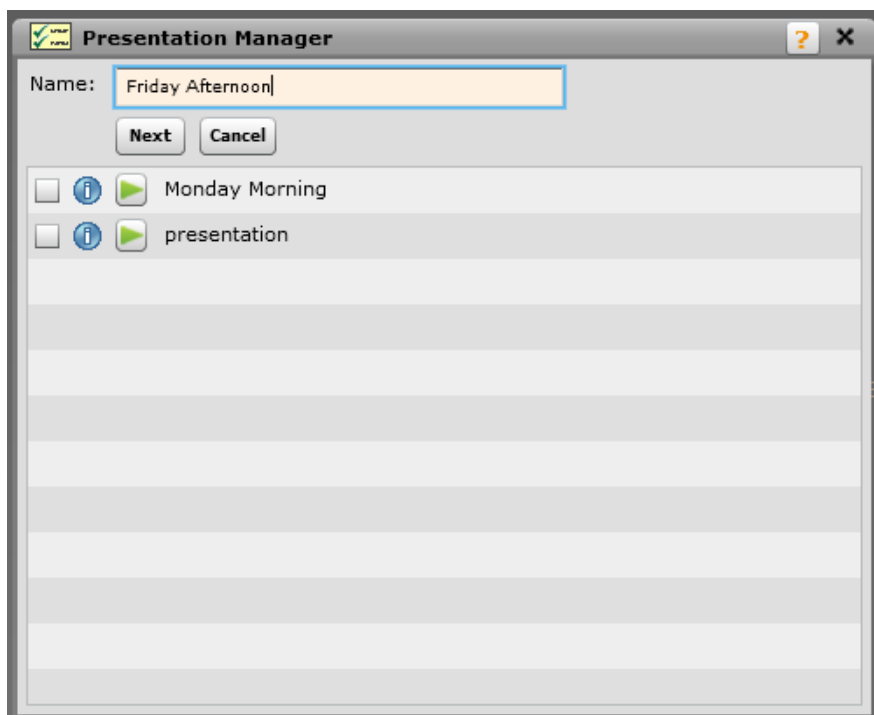
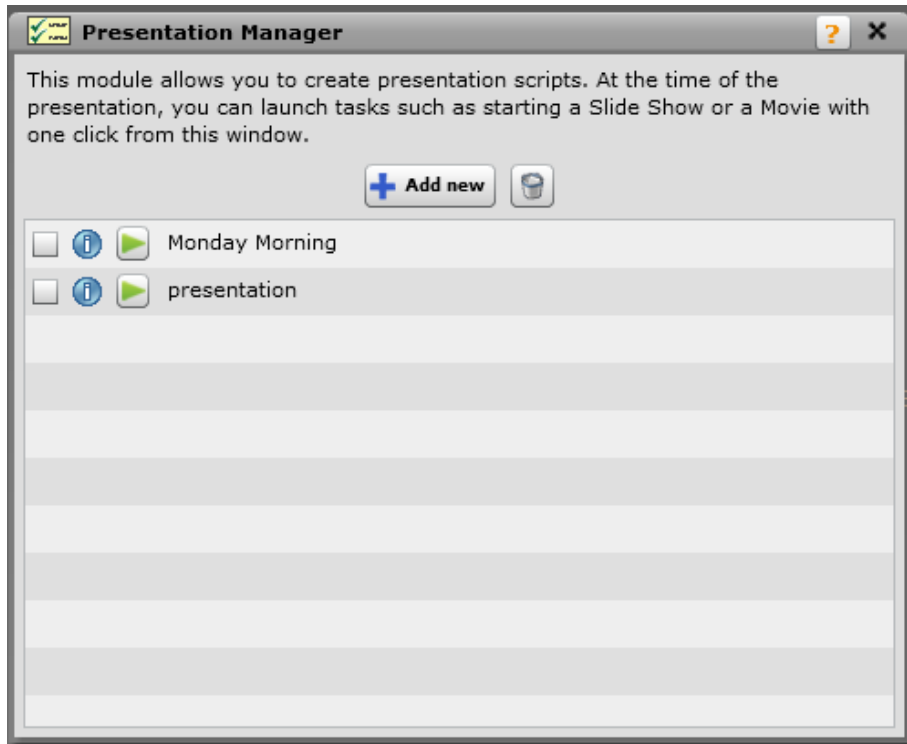


You can also choose to play an internet radio station from a list of pre-populated stations.



Presentation Manager

This feature allows you to pre-record action steps from within the room and plays them back using a simple to manage interface.

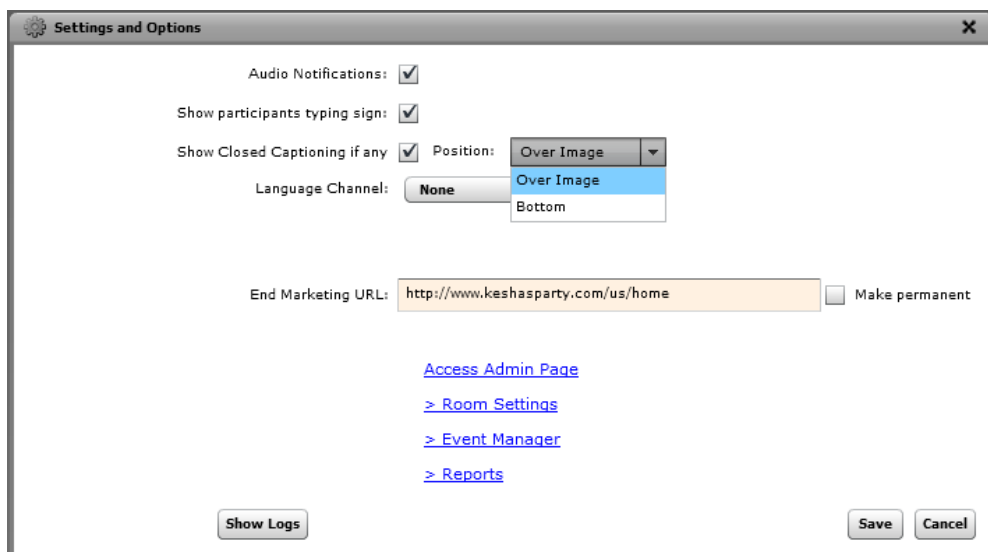
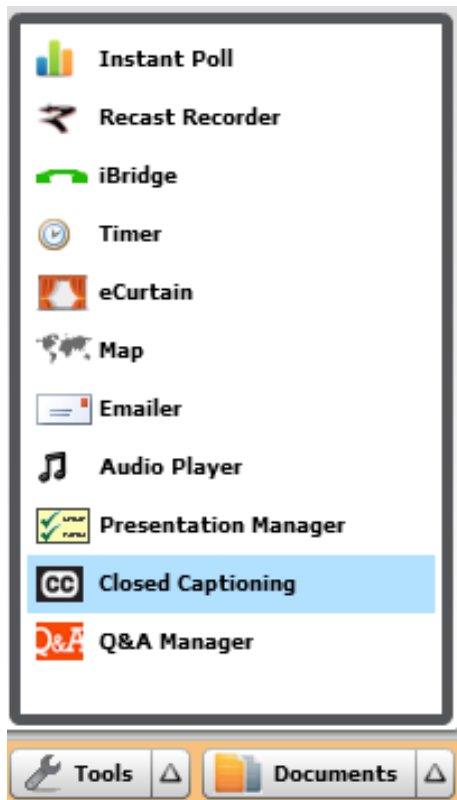


Close Caption

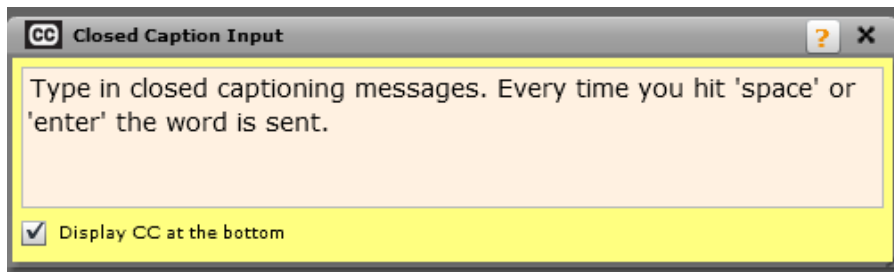
The web conference platform now supports a method for closed caption.

You will have to have a moderator typing what you wish to appear in the closed caption.

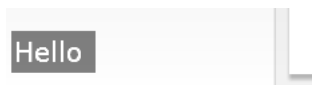
You can access this feature by clicking on tools and clicking on “Closed Caption”.



The following box will appear which is where the person typing the closed caption will type the text.

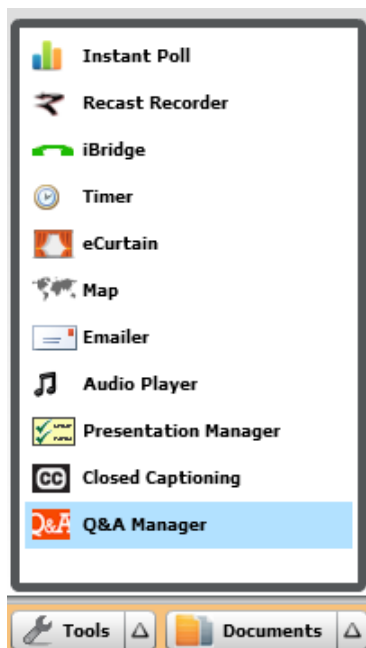


As the person is typing, the text will appear where it is set to appear in the configuration.

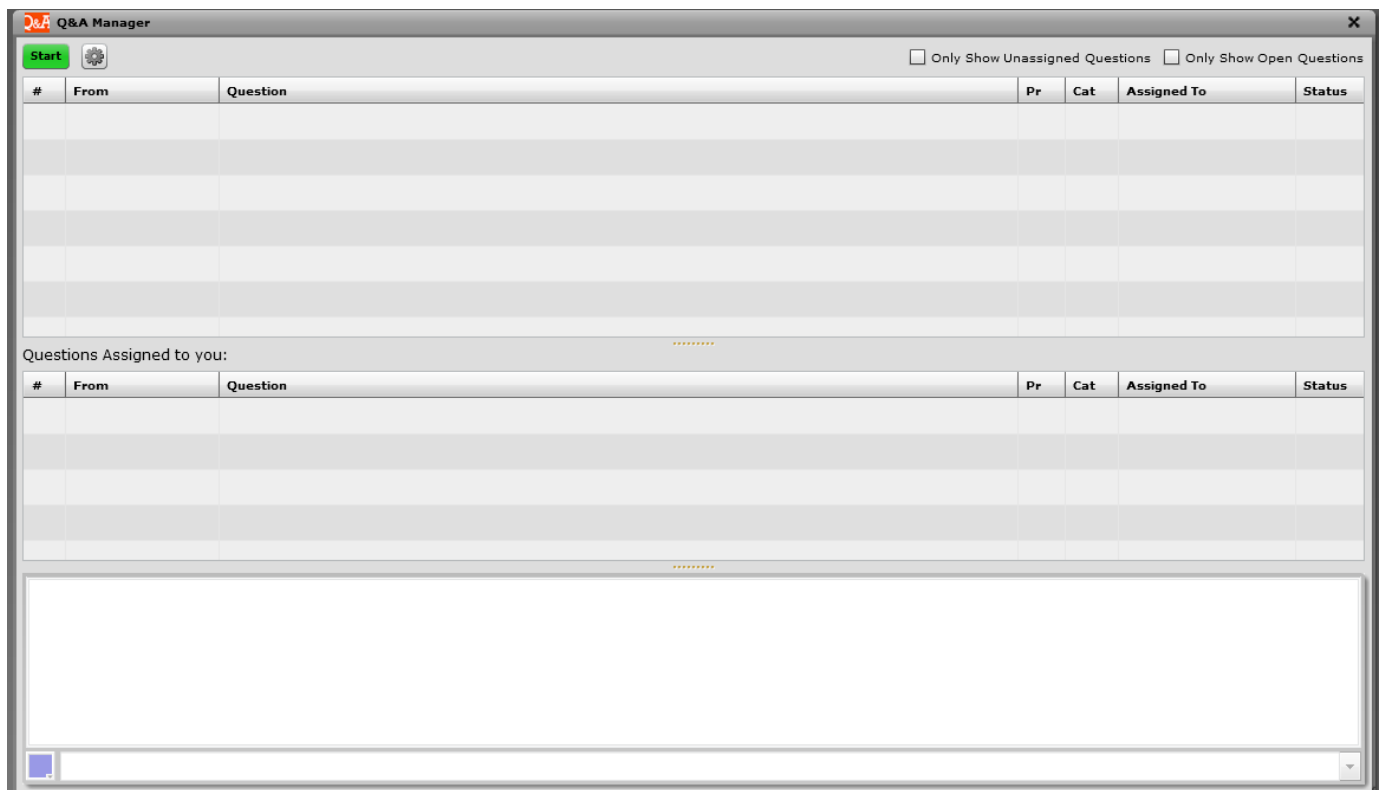


Q&A Manager

The Q & A manager is a great way to organize questions from attendees and provide them answers. A moderator can start the Q&A manager by going to tools and clicking on “Q&A Manager”.



To begin, click the start button.



After clicking the “Start” button, the attendees chat window will be changed like this.

Please keep in mind that attendees will not be able to chat while the Q&A manager is running.



Attendees may ask up to five questions by clicking on the “New Question” button, but this number can be raised in the settings panel for the Q&A manager.

Settings and options [X]

These settings will affect all participants and take effect immediately even on running sessions.

Max number of questions per attendee: [v]

Remove chat tabs while session is running: ☒

Simplified Grid for Presenters: ☒

Play sound on new questions: ☒

Notify attendee when a question is closed: ☒

Ask attendee if response was helpful: ☒

[Save] [Cancel]

When an attendee submits a question, the moderator has the choice to answer it themselves or assign the question to another moderator to answer.

Moderators answer type their answer in the space to the right of the box for choosing font color and may choose to either press enter or click on the “send” button to send their response.

A moderator may also choose to delete a question by clicking the “x” icon in the “#” column.

Q&A Manager [X]

[End] [Settings] ☐ Only Show Unassigned Questions ☐ Only Show Open Questions

#	From	Question	Pr	Cat	Assigned To	Status
1 [X]	Room Attendee	Will we be able to download the slide show?	Med	1	Select One Philip Saenz Room Presenter Room Moderator	[Red Circle]

Questions Assigned to you:

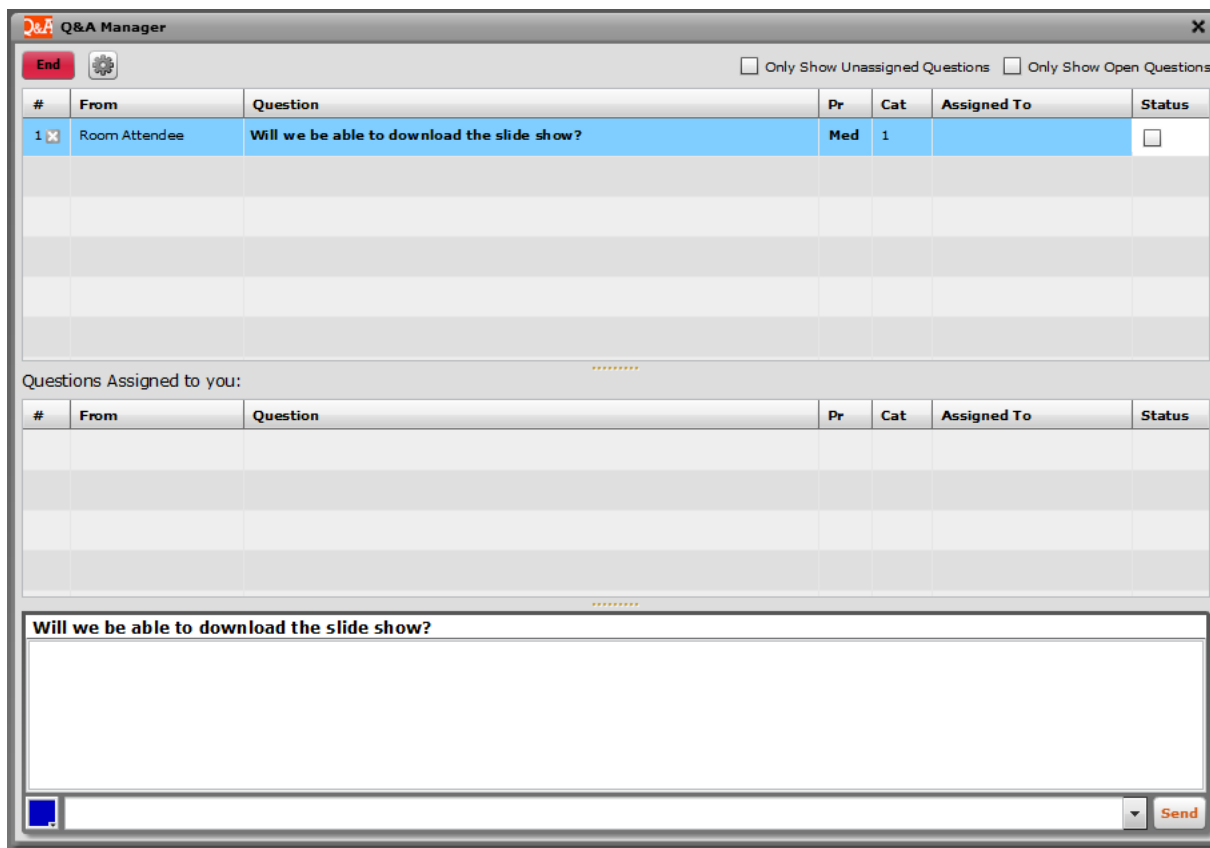
#	From	Question	Pr	Cat	Assigned To	Status

Will we be able to download the slide show?

[Color Picker] [Font Size] [Send]

They may also choose to close a question by clicking the colored circle in the “status” column.

Clicking it the first time will change the colored circle to a checkbox. Check the checkbox to close the question or uncheck it to leave it open or reopen the question.



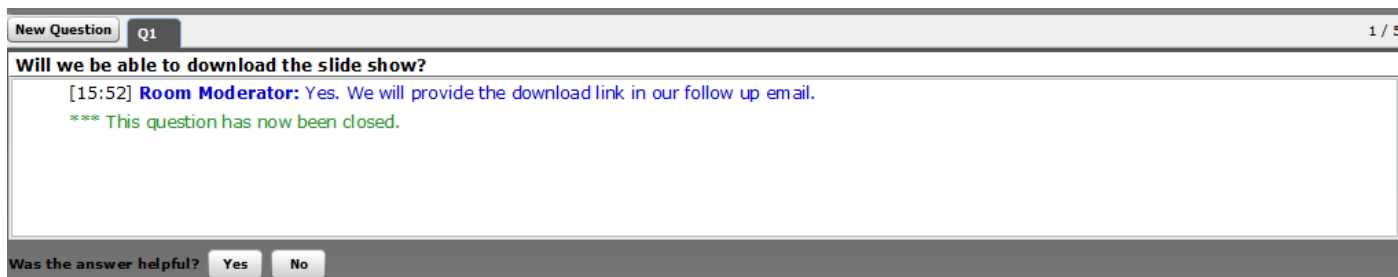
#	From	Question	Pr	Cat	Assigned To	Status
1	Room Attendee	Will we be able to download the slide show?	Med	1		<input type="checkbox"/>

Questions Assigned to you:

#	From	Question	Pr	Cat	Assigned To	Status

Will we be able to download the slide show?

Attendees may be given the option to give feedback on the answers denoted in the “status” column.



New Question Q1 1 / 5

Will we be able to download the slide show?

[15:52] Room Moderator: Yes. We will provide the download link in our follow up email.

*** This question has now been closed.

Was the answer helpful? Yes No

If the attendee chooses “yes”, the moderator will receive a smiley face in the “status” column.

Q&A Manager [End] [Settings] ☐ Only Show Unassigned Questions ☐ Only Show Open Questions

#	From	Question	Pr	Cat	Assigned To	Status
1	Room Attendee	Will we be able to download the slide show?	Med	1		😊

Questions Assigned to you:

#	From	Question	Pr	Cat	Assigned To	Status
---	------	----------	----	-----	-------------	--------

[Send]

If the attendee chooses “no” a frowning face will appear in the “status” column.

Q&A Manager [End] [Settings] ☐ Only Show Unassigned Questions ☐ Only Show Open Questions

#	From	Question	Pr	Cat	Assigned To	Status
1	Room Attendee	Will we be able to download the slide show?	Med	1		😊
2	Room Attendee	May I freely distribute the information presented here?	Med	1		😞

Questions Assigned to you:

#	From	Question	Pr	Cat	Assigned To	Status
---	------	----------	----	-----	-------------	--------

May I freely distribute the information presented here?

[15:57] Room Moderator: I'm sorry. The information presented here is copyright protected. Please do not distribute.

[Send]

The Q&A manager can be closed by clicking the “end” button.

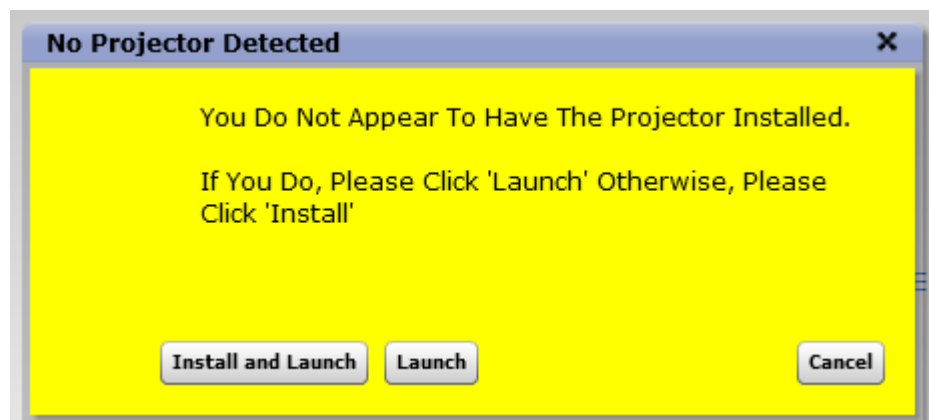
Media Module Tabs

Desktop Sharing

Click the “Start Desktop Sharing” button



If you get this window, click “Install and Launch” if the projector is not installed. If it is already installed just click “Launch”.



Then, you can choose if you wish to project a region of your screen, one monitor, or a specific application.

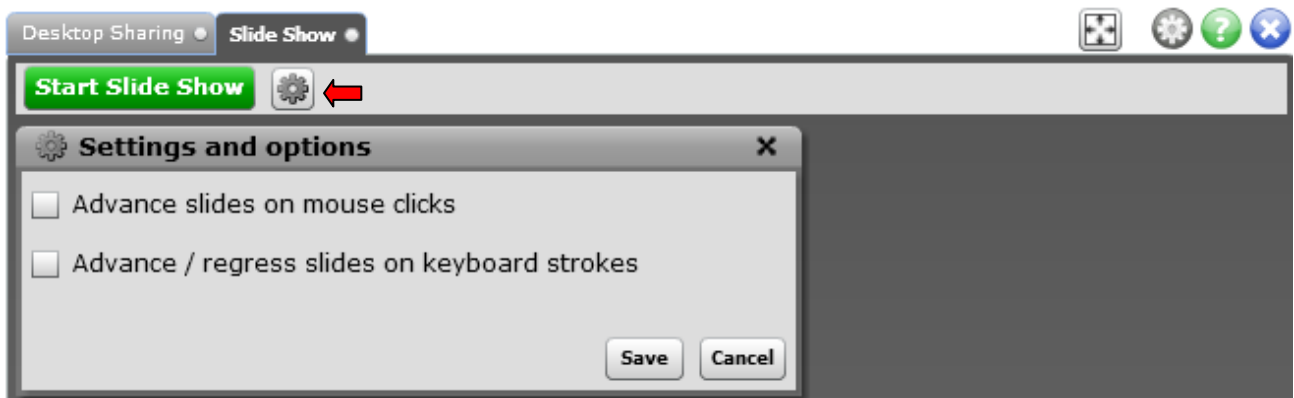


Slide Show Module:

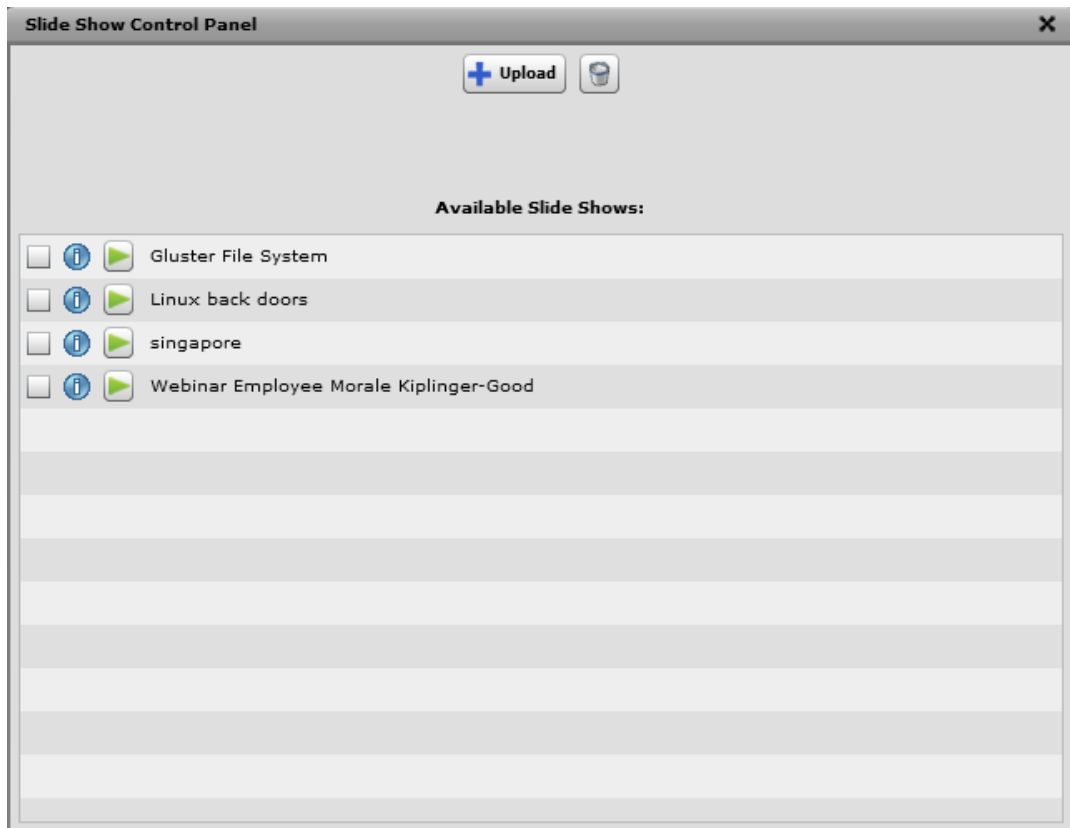
Use this to upload power point slide show documents (.ppt and .pptx files only). To start, go to the **Slide Show** tab. And click the button **Start Slide Show**.



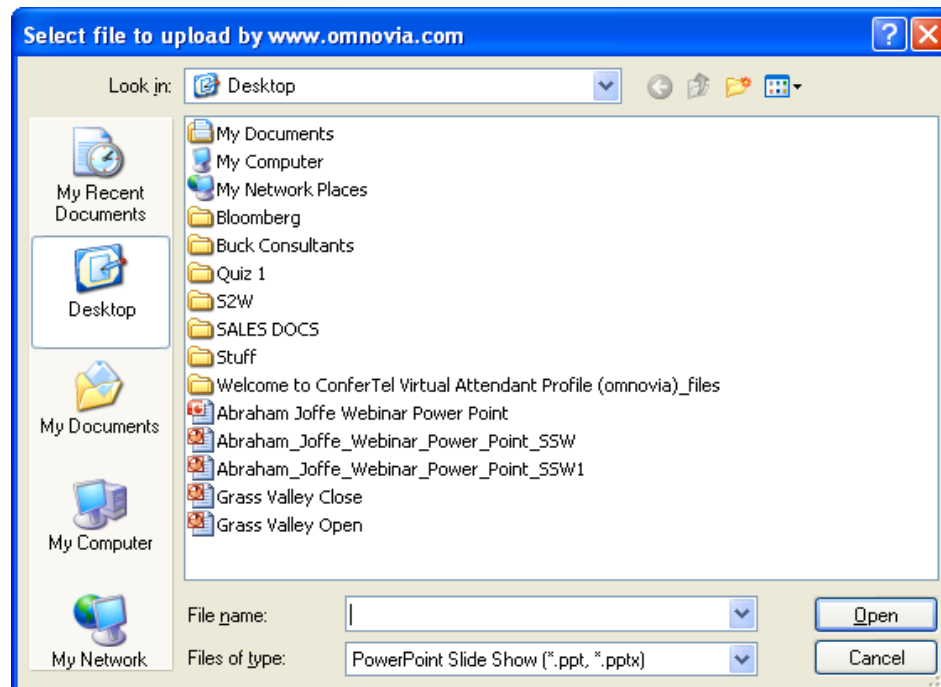
You can now choose if you want to disable or enable slide show advancement by mouse clicks and/or keyboard strokes using the arrow keys. Just click the wheel or cog icon next to the “Start Slide Show” button.



From this menu you can chose to delete a slide show, play one, or upload a new one. To upload a new slide show, click on the **Upload** button.

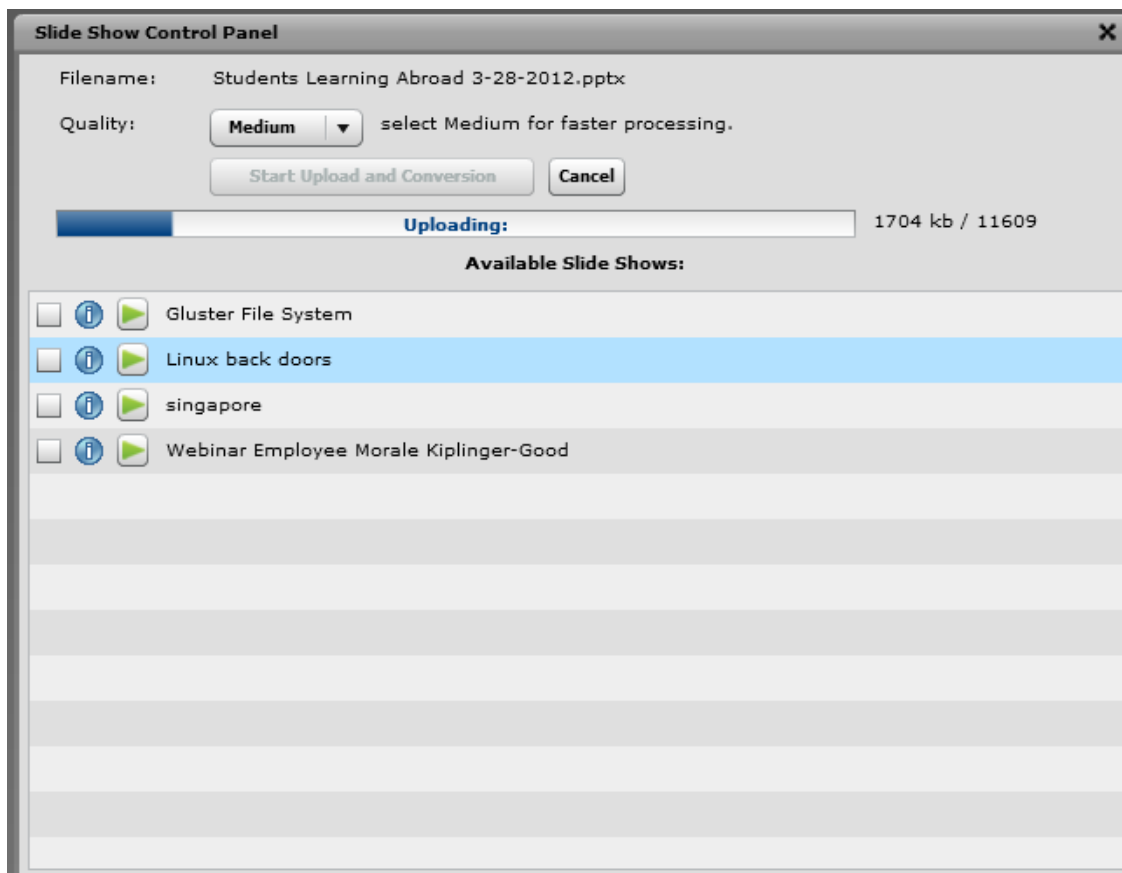


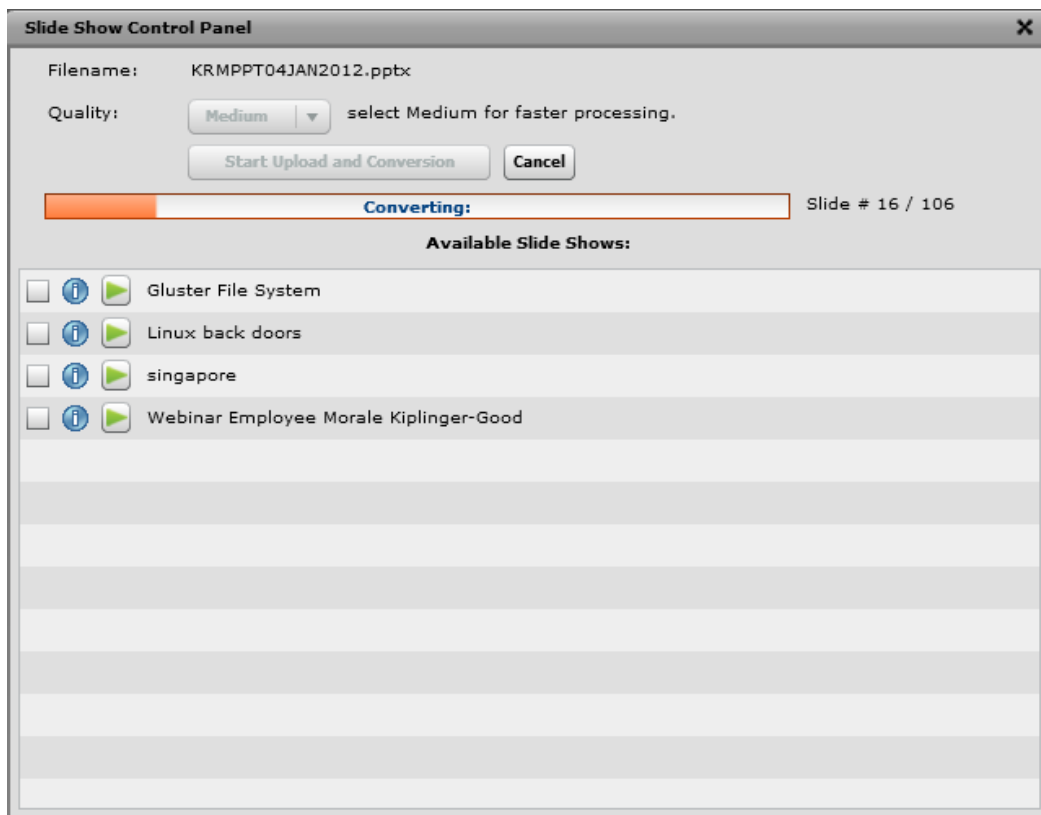
Choose one from your computer.



Then click **Start Upload and Conversion**.







Then, click on the green triangle button to the left of the slide show to play it.



Movie Player

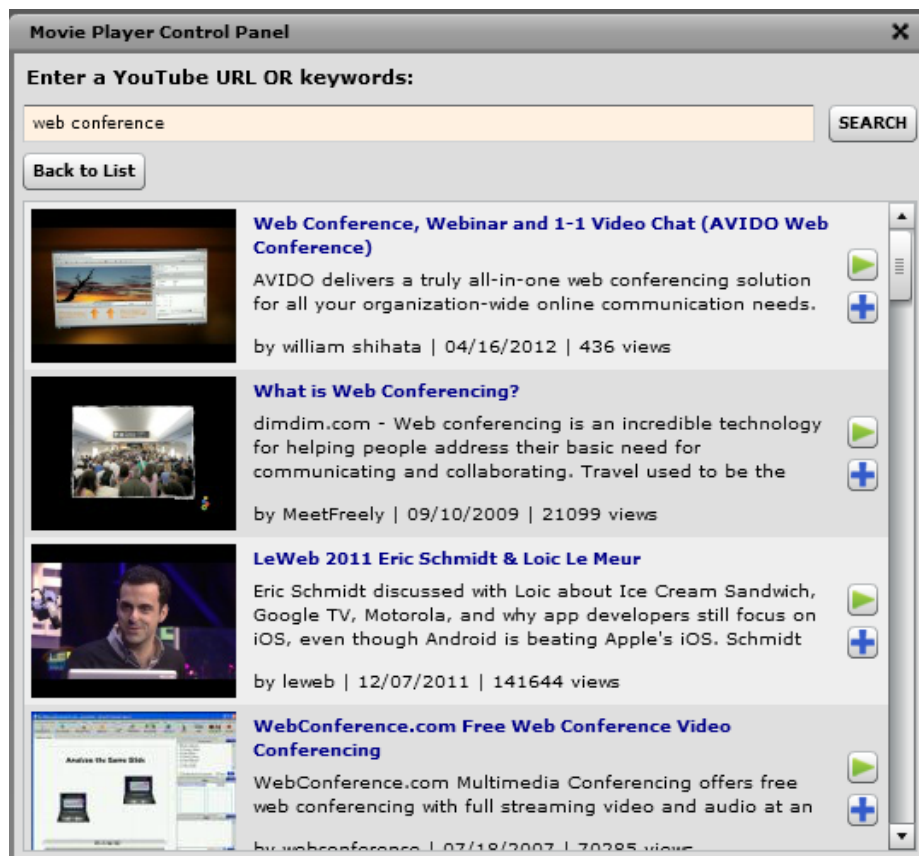
You can upload a video file from your computer, load a YouTube movie, or record a video from your webcam. To get started go the **Movie Player** tab and click the **Start Movie Player** button.



You will see the list of movies already available. Click the green triangle button to play one.



Click on the **YouTube** button to start search through YouTube's search engine to find videos to add to the movie player playlist. Click the plus button to add it to the playlist or just click the green triangle button to start playing the movie.



Alternatively, you can upload a movie that you have on your computer. The movie will go through an uploading process and then a conversion process and will appear in the list when complete.

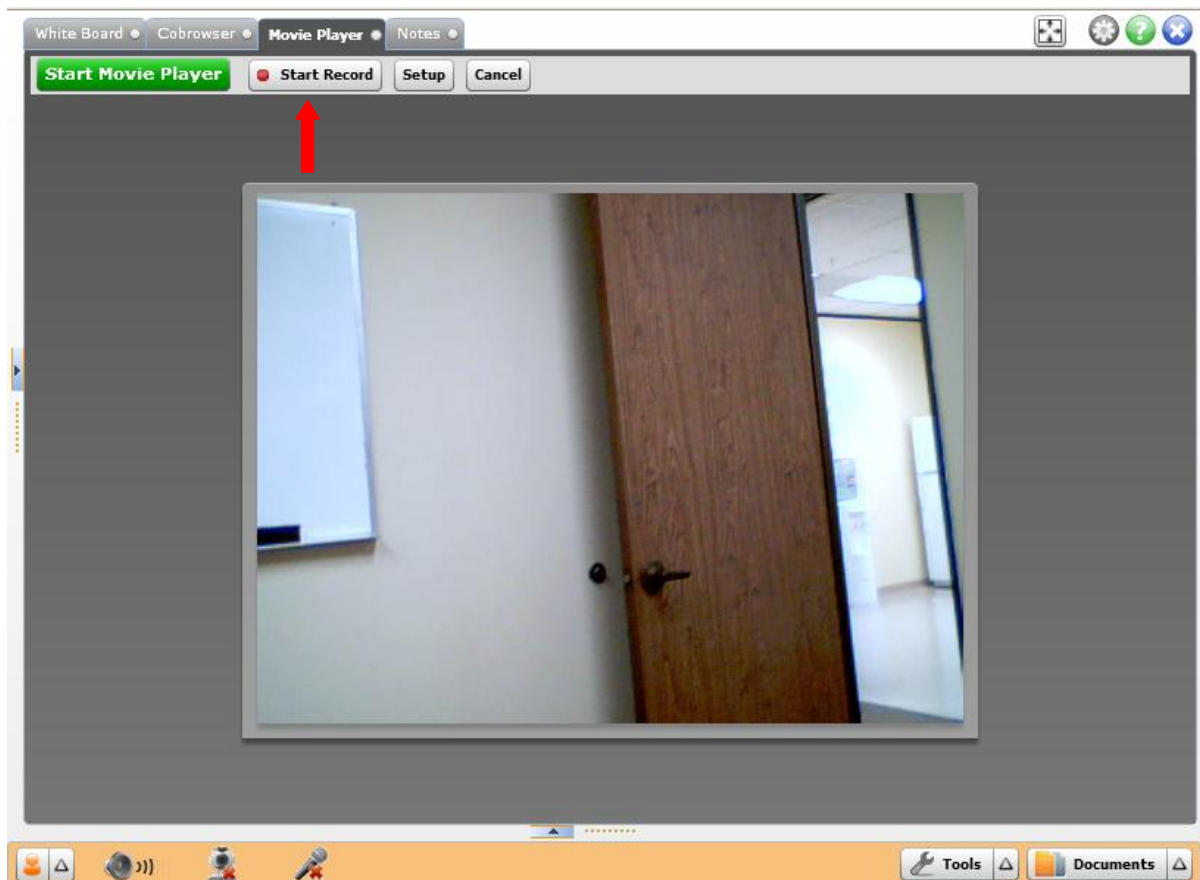
Accepted formats are: .avi, .flv, .mov, .mp4, .mpg, and .wmv



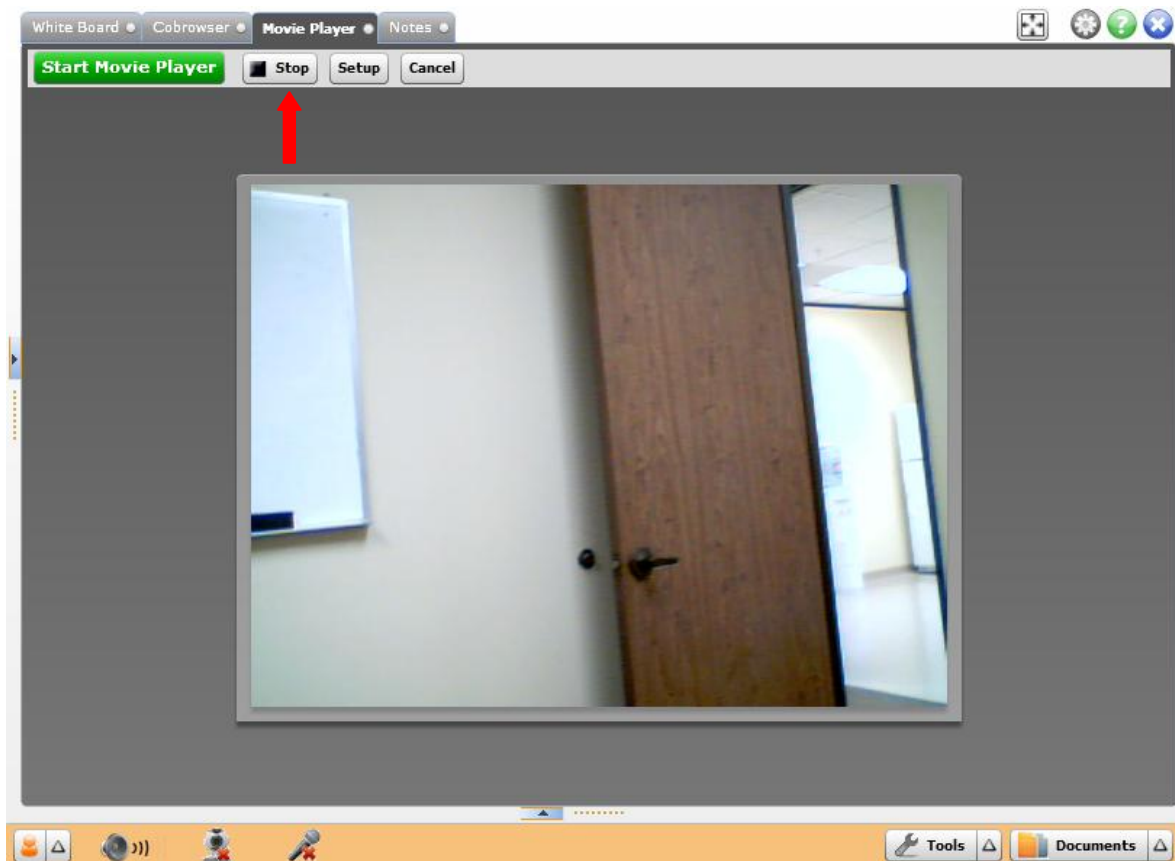
Also, you can record a movie from an available webcam.



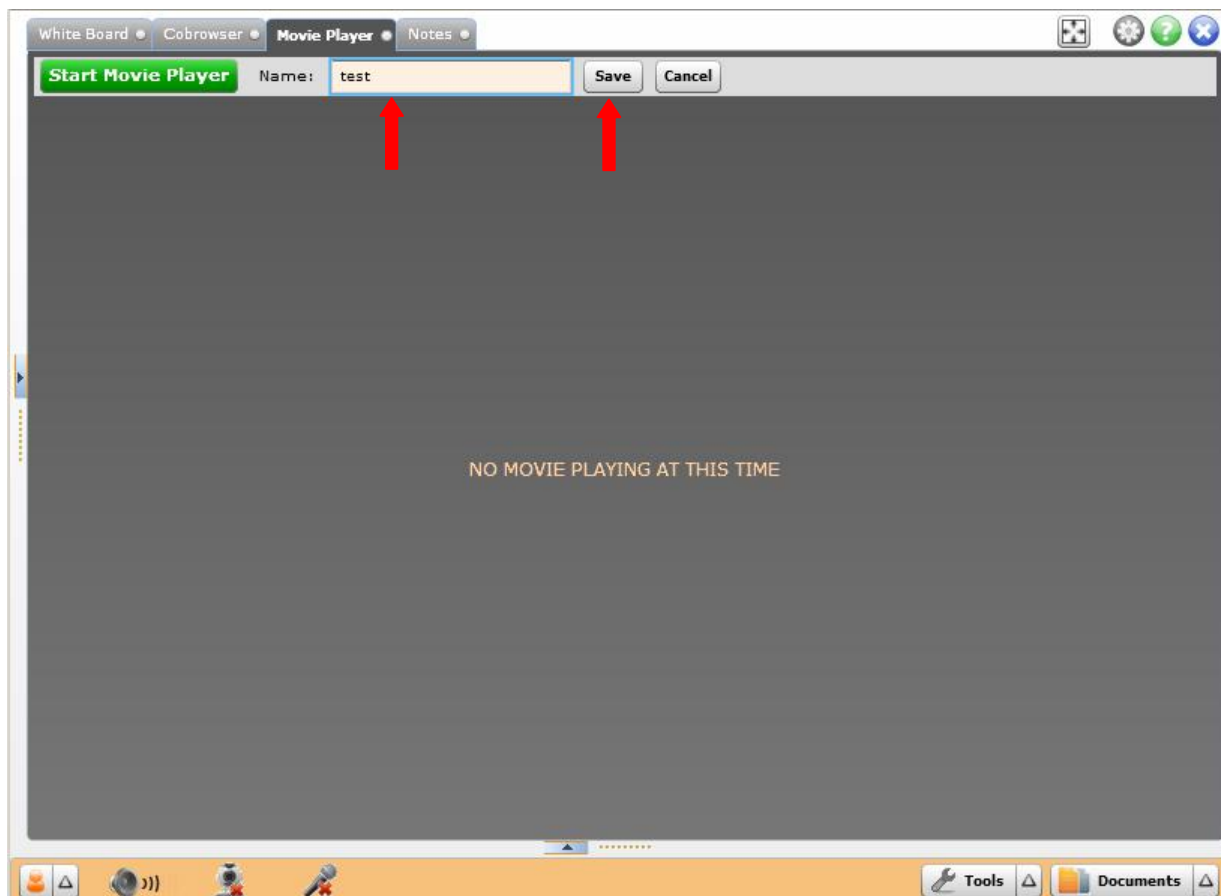
Click the “Record” button and you will go through the camera setup. Then you will be at this screen



Click on the start record to start recording from your webcam.



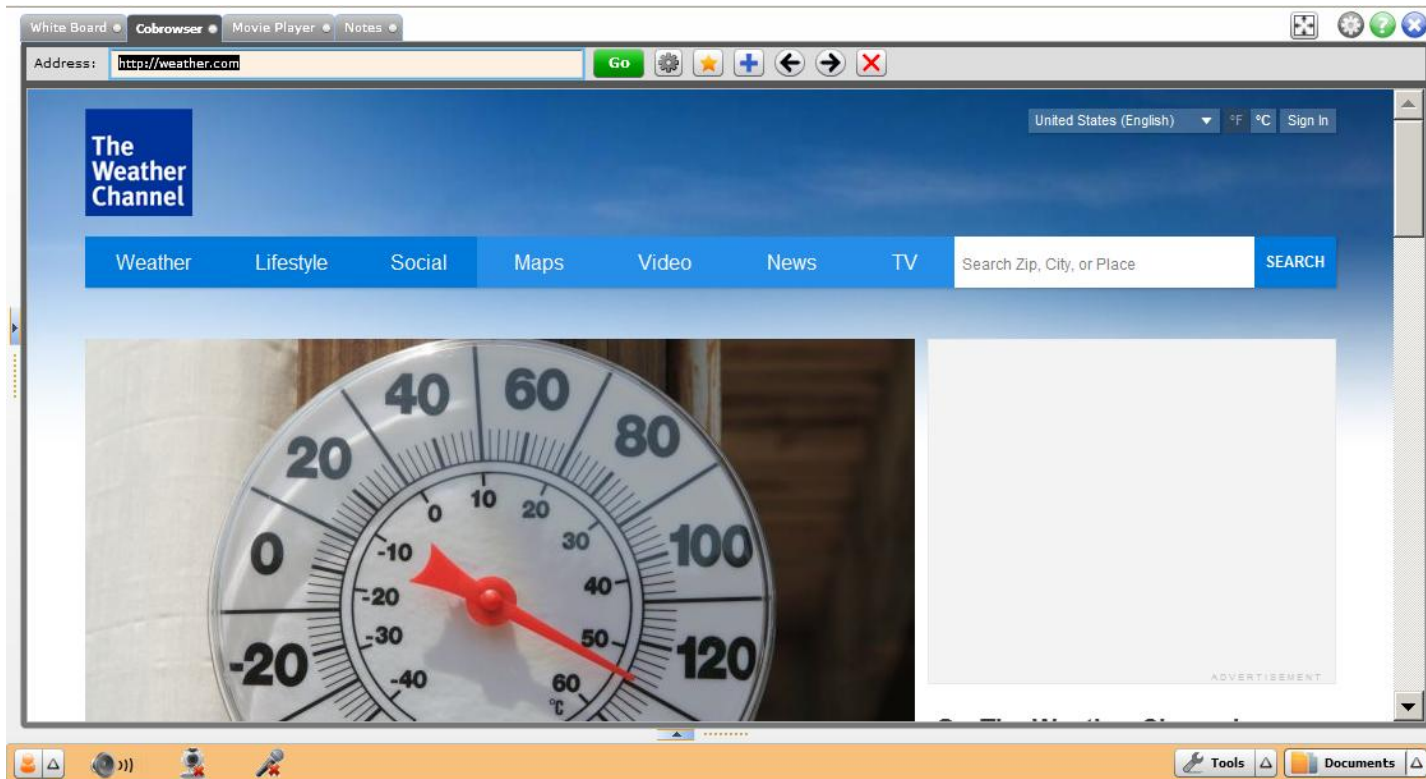
Click the stop button when finished.



Enter a name for the movie (which will enable the save button) and then click the save button. The movie will then be added to your list.

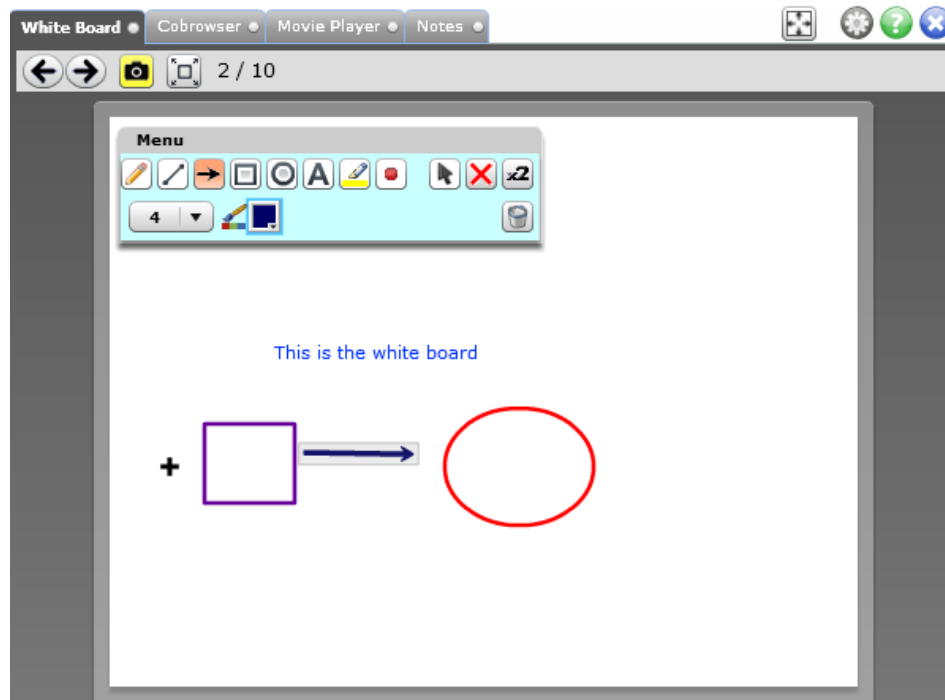
Cobrowser

The Cobrowser allows you to control a simple web browser from within the web conference room. When a presenter or moderator enters in a URL address, this gets pushed to each individual attendee.



White Board

You have 10 boards that you can use. Access them using the forward and back arrows. The white board works similar to the paint program in the Windows operating system.



Move between the 10 whiteboards



Saves a .png image of the white board to documents folder



Enter into full screen mode

2 / 10

Shows on which of the 10 white boards you are currently on



Starts Free hand drawing



Draws straight lines



Draws arrows



Draws rectangles and squares



Draws circles and ellipses



Add text to the white board



Highlight an area



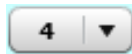
Selects a shape



Select a shape and then click this to delete it



Select a shape and click this to duplicate it



Select thickness of the object to be drawn



Select color to draw shapes and text with



Fills color of rectangles, circles and ellipses



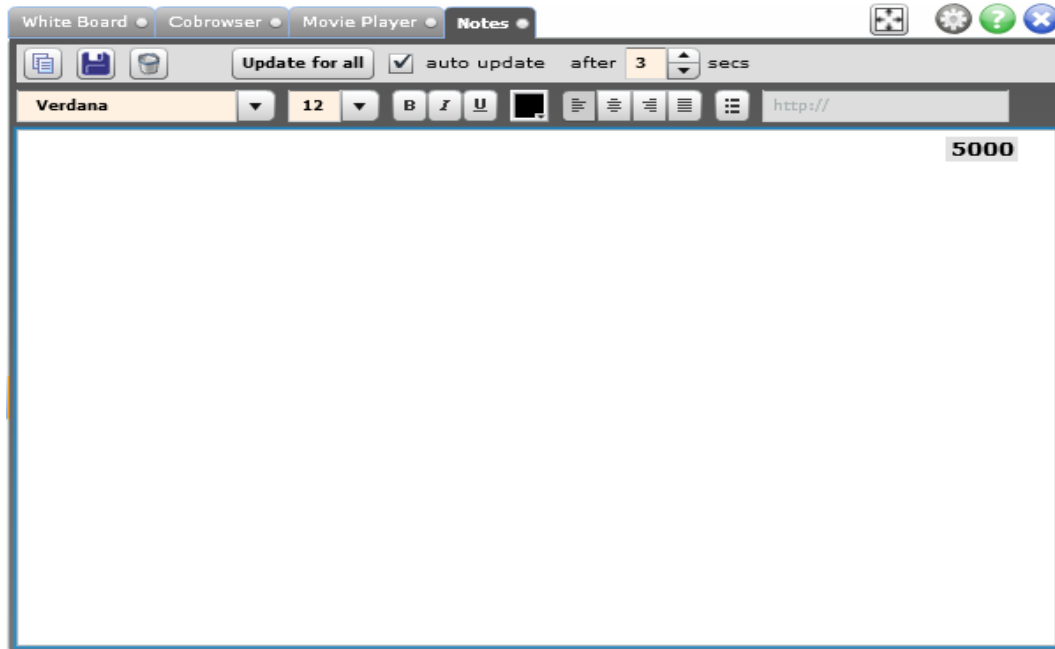
Simulates a laser pointer cursor, visible to attendees as you move it



Erases the entire board

Notes:

The notes module functions very similar to Notepad or a common text editor.



Copies text for pasting else where.



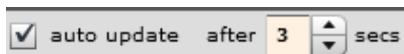
Save text as an MS word, pdf, text, or HTML file.



Clears all text



Everyone will not see changes until this button is clicked



Check this box if you don't want to have to hit the update button



Choose font style



Make text bold (B), italicized (I), or underlined (U)



Choose font color



Choose left, center, or right alignment of text



Put text in bullets items



Make a text a hyper link. Use this to input web address



Max 5000. Shows how many characters are left