

WEB CONFERENCE

Using the Infoshare Tool

User Manual

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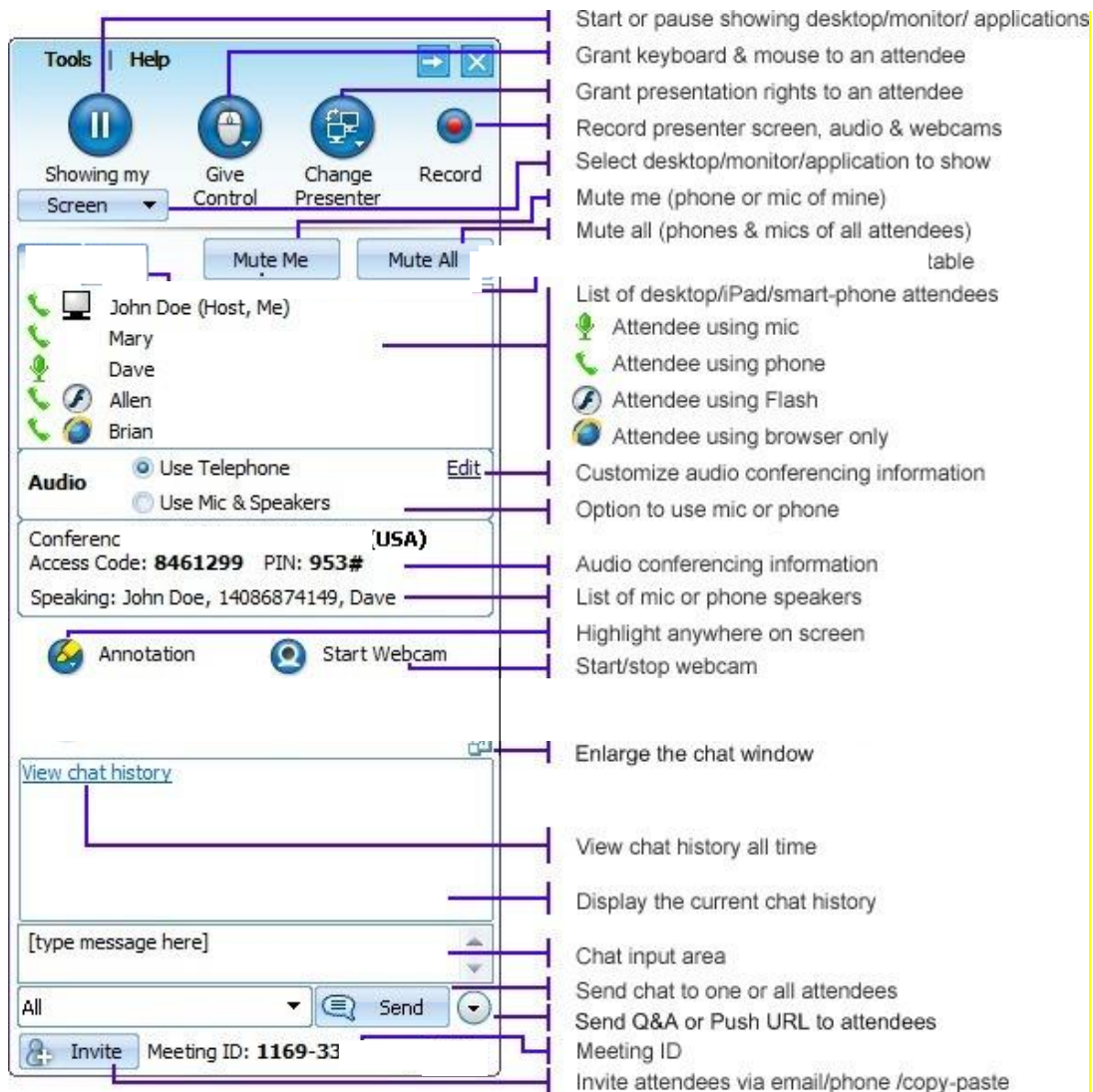
Preface

Infoshare is a multi-function web conferencing tool which requires Internet connectivity for its operation.

Infoshare has two distinct functions based on these meeting types:

1. **Interactive Meetings** – Conventional web conferencing usage such as sales presentations, product demonstrations and interactive collaboration. Software download required.
2. **Webinars** – Are easy, fast and reliable-to-join seminars. Your guests can join without any downloads straight from the browser. No software download required.

Infoshare Control Panel and Key Functions



The image shows the Infoshare Control Panel interface with various tools and functions. The interface is divided into several sections: Tools, Help, Audio, Conference Information, Chat, and Invite. The Tools section includes buttons for Showing my Screen, Give Control, Change Presenter, and Record. The Audio section includes buttons for Mute Me and Mute All. The Conference Information section includes fields for Access Code, PIN, and Speaking participants. The Chat section includes a chat history window and a chat input area. The Invite section includes an Invite button and a Meeting ID.

Annotations on the right side of the image describe the functions of the controls:

- Start or pause showing desktop/monitor/ applications
- Grant keyboard & mouse to an attendee
- Grant presentation rights to an attendee
- Record presenter screen, audio & webcams
- Select desktop/monitor/application to show
- Mute me (phone or mic of mine)
- Mute all (phones & mics of all attendees)
- List of desktop/iPad/smart-phone attendees
- Attendee using mic
- Attendee using phone
- Attendee using Flash
- Attendee using browser only
- Customize audio conferencing information
- Option to use mic or phone
- Audio conferencing information
- List of mic or phone speakers
- Highlight anywhere on screen
- Start/stop webcam
- Enlarge the chat window
- View chat history all time
- Display the current chat history
- Chat input area
- Send chat to one or all attendees
- Send Q&A or Push URL to attendees
- Meeting ID
- Invite attendees via email/phone /copy-paste

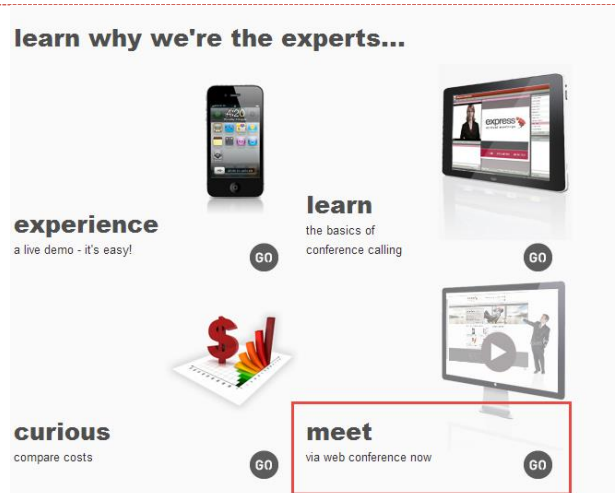
1. Setting up Infoshare

1.1 Installing Infoshare

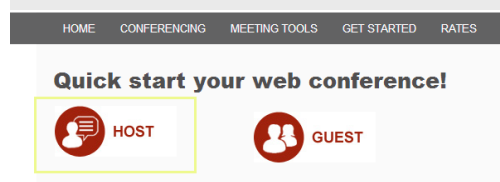
Navigate to the company website www.expressvirtualmeetings.com.au and scroll down the page.

Click on **meet via web conference now**

[View our simple video on Youtube now](#)



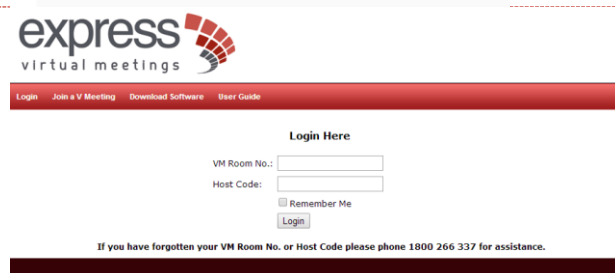
Click on **Host**



VM Room No: Type the VM Room number given to you by Express Virtual Meetings.

Host Code: Type in the Host code provided.

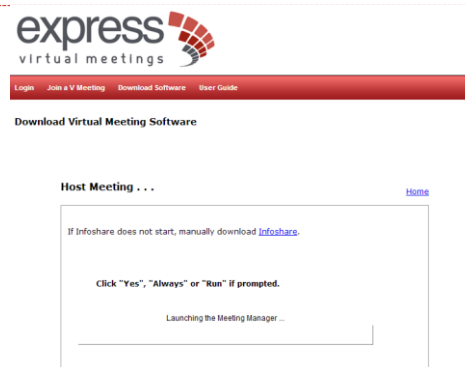
Click on **Login**



Click on **Download Software** and the software will automatically download.



If download does not begin you can choose to manually download.



1.2 Launching Infoshare

Access Infoshare

Click the Infoshare shortcut on your desktop or via your computer's Start menu → All Programs → Infoshare → Start Meeting.

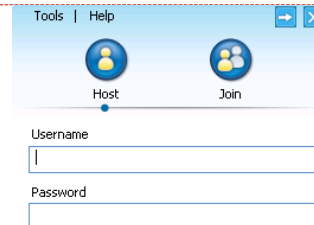


Sign in to Host a meeting

Provide the following information

Username (Insert VM Room Number)

Password (Insert Host Code)

The image shows the 'Sign in to Host a meeting' window. It has a title bar with 'Tools | Help' and window control buttons. Below the title bar are two icons: 'Host' (a single person) and 'Join' (a group of people). Below these icons are two input fields: 'Username' and 'Password'. The 'Username' field contains a single character 'I'.

Start your meeting

After you have entered the login details a list of scheduled meetings will appear

Click on Start for the meeting you wish to host

If you have not scheduled any meetings, there will be nothing listed in this window. Therefore you will need to start an unscheduled meeting.

The image shows the 'Start your meeting' window. It has a title bar with 'Tools | Help | Sign Out' and window control buttons. Below the title bar are two icons: 'Host' (a single person) and 'Join' (a group of people). Below these icons are two tabs: 'Scheduled' (selected) and 'Active'. Below the tabs is a section titled 'List of scheduled meetings:'. It contains a table with one row of data: '1. 27/02/2014 11:45 AM (ID: 1907-4612)' and 'Test 5.0SP1'. Below the table are three buttons: 'Start', 'Invite', and 'Poll'.

2. Hosting an Interactive Meeting (Unscheduled)

This meeting type is the conventional method of web conferencing. Each Guest (using either a PC or Mac) can interact in the meeting and can become the Presenter or a Controller.

Enter the login credentials and **Sign In**.

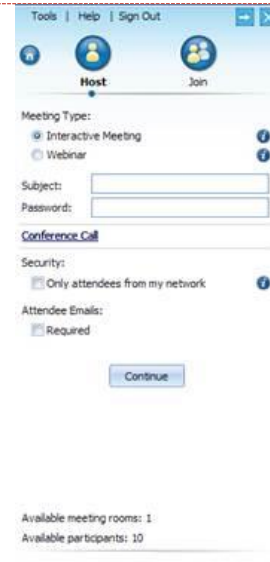
In the meeting control panel, click the **Host** icon.

Select the **Interactive Meeting** type

Optionally, enter a **Password** for the meeting. If you enter a password, the guests also need to enter the same password.

Selecting **Guest Emails Required** forces every Guest in this meeting to specify an email id when joining the meeting in addition to their name.

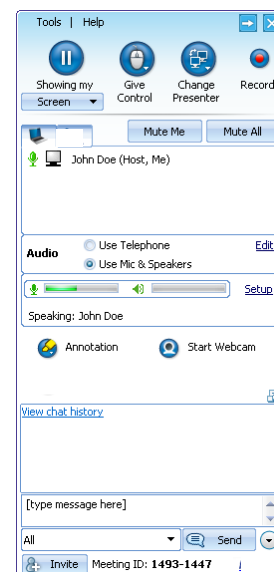
Click **Continue**



The screenshot shows a 'Tools | Help | Sign Out' menu at the top. Below it are 'Host' and 'Join' buttons. The 'Meeting Type' section has 'Interactive Meeting' selected. There are input fields for 'Subject' and 'Password'. A 'Conference Call' link is present. The 'Security' section has 'Only attendees from my network' checked. The 'Attendee Emails' section has 'Required' checked. A 'Continue' button is at the bottom. At the very bottom, it says 'Available meeting rooms: 1' and 'Available participants: 10'.

Invite Guests to join the meeting.

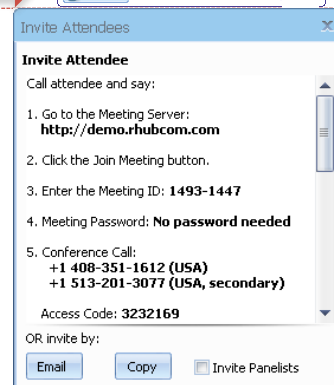
Click the **Invite** button



The screenshot shows a 'Tools | Help' menu. Below it are buttons for 'Showing my Screen', 'Give Control', 'Change Presenter', and 'Record'. There are 'Mute Me' and 'Mute All' buttons. A list shows 'John Doe (Host, Me)'. The 'Audio' section has 'Use Telephone' and 'Use Mic & Speakers' options. There are 'Annotation' and 'Start Webcam' buttons. A 'View chat history' link is present. At the bottom, there is a text input field, a dropdown menu set to 'All', and a 'Send' button. A red arrow points to the 'Invite' button next to the 'Meeting ID: 1493-1447'.

Invite Guests

Click the **Email** button to send the invite or Click **Copy** and paste the details into Outlook, Gmail or the email client you use.



The 'Invite Attendee' dialog box shows instructions: 'Call attendee and say:', followed by a list of steps: 1. Go to the Meeting Server: <http://demo.rhubcom.com>; 2. Click the Join Meeting button.; 3. Enter the Meeting ID: 1493-1447; 4. Meeting Password: No password needed; 5. Conference Call: +1 408-351-1612 (USA), +1 513-201-3077 (USA, secondary). It also shows 'Access Code: 3232169'. At the bottom, it says 'OR invite by:' with 'Email' and 'Copy' buttons, and a checkbox for 'Invite Panelists'.

3. Hosting a Webinar (Unscheduled)

The **Webinar** meeting type allows you (as the Host) to conduct easy and reliable webinars.

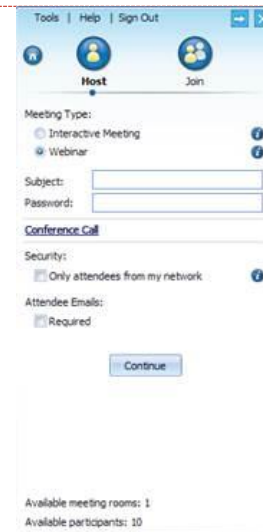
- Guests join the webinar without downloading the Infoshare software and view the presenter's screen using view only mode.
- Additional presenters join the meeting in interactive mode. They can show their computer screens to all meeting guests.

Enter the login credentials and **Sign In**

In the meeting control panel, click the **Host** icon

Select the **Webinar** type

Click **Continue**



Invite Guests

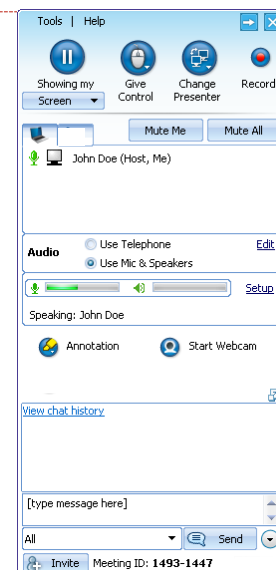
Click the **Email** button to send the invite or Click **Copy** and paste the details into Outlook, Gmail or the email client you use.

Make a Guest a presenter during the webinar

If a guest has joined the webinar in the view only mode, (by clicking the URL rather than via the email instructions), they can become a presenter by clicking the **Switch to Interactive Meeting** button.

This will initiate the download for the Infoshare tool automatically.

If you already have it installed on your desktop, this will open the Infoshare tool.



Switch To Interactive Meeting

4. Joining the Web Conference as a Guest

4.1 Joining a Virtual Meeting from your email

Click on the link received in the invitation from the Host.

1. Please join my Infoshare session,
<http://203.173.40.132/join?id=19074612&password=>

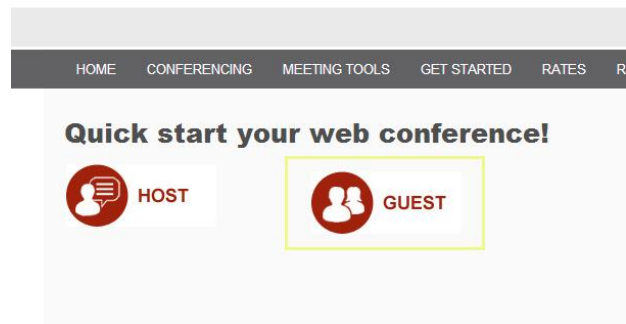
The software will download automatically and you will join the web conference.

4.2 Joining a Virtual Meeting from the website

Navigate to the company website
www.expressvirtualmeetings.com.au and scroll down the page.

Click on **meet via web conference now**

Click on **Guest**



Enter the **Virtual Meeting ID** provided by the Host.

Enter the password provided by the Host if applicable.

Click **Join Meeting**

The screenshot shows the 'Join a Virtual Meeting' form on the Express Virtual Meetings website. The form is titled 'Join a Virtual Meeting' and contains three input fields: 'Virtual Meeting ID:', 'Meeting Password:', and 'Your Name:'. The 'Meeting Password:' field has '(optional)' next to it, and the 'Your Name:' field has '(the name shown in the meeting)' next to it. Below the input fields is a 'Join Meeting' button. The Express Virtual Meetings logo is visible above the form.

5. Audio Connection

5.1 Using Telephone

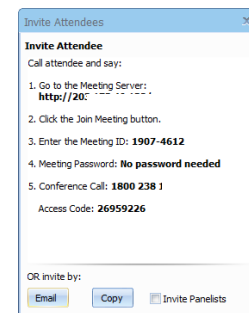
Guests can join the conference call via telephone using the details provided by the Host.



Conference call details are automatically generated when the web meeting invitation is created.

Choose **Use Telephone**, then call the dial in number provided and enter the Guest access code to join the conference.

You can add or edit the details of your conference call if needed.

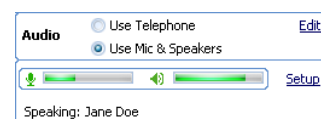


5.2 Using Computer Audio

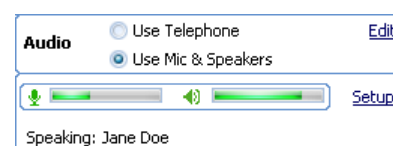
Choose Use Mic & Speakers

Instead of using the telephone, a **Guest** can choose to use their computer audio.

A headset is strongly recommended (as built-in speaker sound can generate echo for other guests).



The **Setup** link can be used to change the volume of the speakers or microphone.

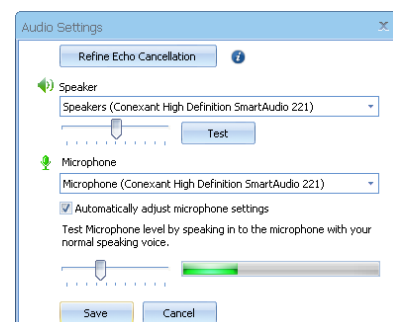


Managing Sound Levels

The Host can minimise background noise and echo

Minimising Echoes: If an echo is heard in the meeting, the person causing the echo probably will not hear it

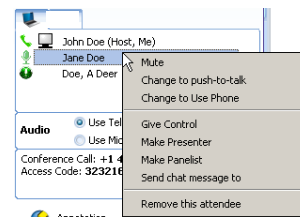
The Host should advise this person that they can fix the echo problem by clicking their **Refine Echo Cancellation** button.



Automatic Push-to-Talk function

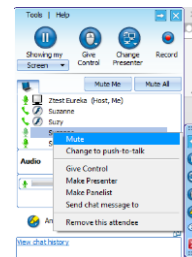
This function is activated when more than five possible talkers appear in a meeting.

When the **Push-to-talk** button is present, the Guest must click and hold the Push-to-talk icon to be heard.



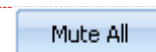
Host muting individual lines

The Host can also mute individual Guests by pushing the right mouse button on a Guest's name in the Guests list and choosing **Mute**.



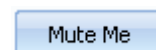
Host muting all lines

The Host can mute all Guests using the computer audio, by clicking the **Mute All** button.



Guest Mute

Each Guest (and Host) can mute themselves by clicking the **Mute Me** button or by pushing the right mouse button on their name in the Guest list and choosing **Mute Me**.

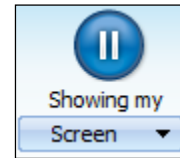


6. Screen Sharing and Meeting Controls

6.1 Starting Screen Sharing

Sharing your screen

When you start a meeting your desktop will be shown to meeting Guests by default. The **Showing my** text indicates that your screen is being shown.



Pausing screen sharing

To pause showing your screen, click the **pause** button. The **pause** button becomes a **play** button and the word **Paused** indicates that the screen-sharing has been paused.

To start showing your screen again, click the play button.



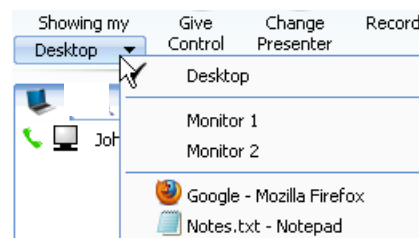
6.2 Sharing Applications

Changing the application shown on screen

Whilst your desktop is displayed by default, you can show Guests other applications.

The **Showing My** drop-down list displays all the applications open in your system.

To show another application, click the **Showing My** drop-down and choose a running application or monitor from the list.



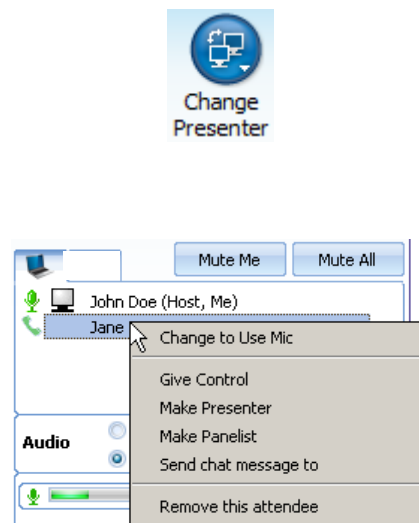
6.3 Changing Presenter

By default, the Host is the presenter when a meeting begins.

During a meeting the Host can assign any guest to be the presenter by choosing the **Change Presenter** icon.

The Host can choose the presenter from the list, or right mouse click on the guest's name in the Guests list and choose **Make Presenter**.

The new presenter can change control back to the Host using the same functions.



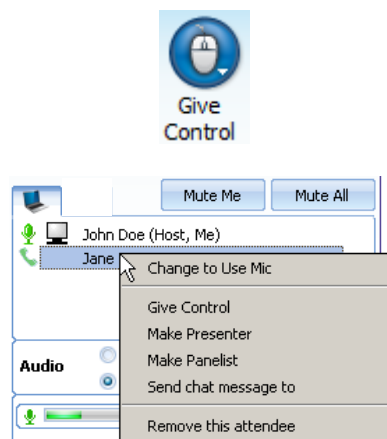
6.4 Changing Controller

By default, the Host will be the presenter when a meeting begins.

During a meeting the Host can assign any guest to be the controller by choosing the **Give Control** icon.

The Host can choose the presenter from the list, or right mouse click on the guest's name in the Guests list and choose **Give control**.

The new presenter can change control back to the Host using the same functions.



7. Tools for Running a Successful Meeting

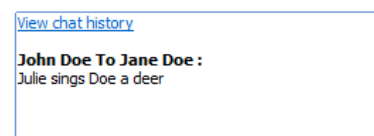
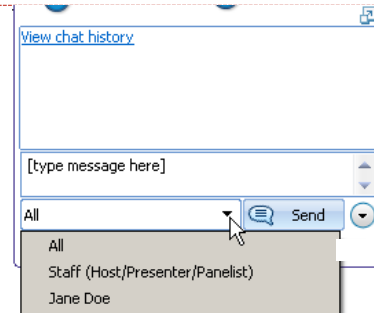
7.1 On-Screen Communication Tools


Using the Chat Feature

To chat with individuals, click the drop-down arrow and choose their name, or you can chat with **All** Guests.

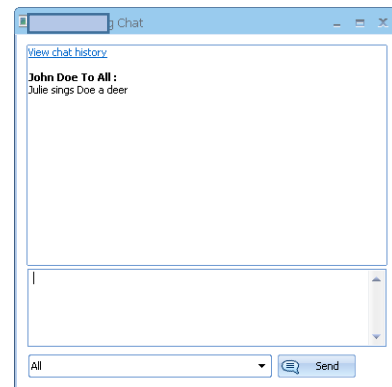
Enter your chat message where it says **[type message here]** then hit the **Enter** key or the **Send** button.

Your entire chat dialogue for this meeting is shown in the Infoshare control panel.



You can expand the Chat dialogue into a separate, resizable window by clicking the  button just above the Chat dialogue

The **View chat history** feature shows your entire chat dialogues for all of your meetings



7.2 Annotation Tools

Use the Annotation feature to highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasise the interesting area using the mouse pointer.

When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the **Esc** key or click the Annotation button and select **Stop Annotation**.

You can change the size of the annotation pen. Click the menu item **Tools** then **Preferences**. Then choose **Annotation Pen** and select a new size and colour and click **Save**.



Using Whiteboard



While making the presentation you might have to illustrate some points. Click **Whiteboard** and the Paint application will open. From here you can illustrate certain points or draw diagrams.

7.3 Tools for Interaction

Send Q&A to All Guests

The presenter can send a question to all of their Guests.

The Guests will see the question in their chat window. The circular button on the bottom right of the control panel contains the **Send Q&A to All** feature.

Polling

The Host of a meeting can create a poll with questions and multiple-choice answers for the Guests.

Poll questions can be created ahead of time by clicking the Poll link in the user's list of scheduled meetings. Or the Host can create a poll question during the meeting by clicking the **Tools** menu item then the **Poll** option.

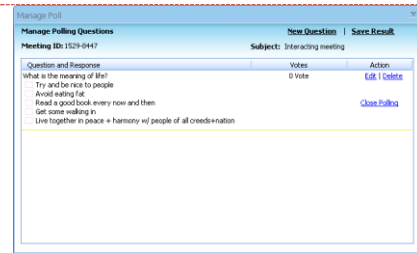
Each poll question can have up to five pre-determined answers. The poll can limit the Guests to voting for just one response or allow the Guests to vote for multiple responses.

The poll stays open until the Host decides to close polling.

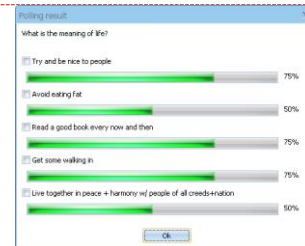
Once the poll is closed, the results are tabulated for each answer.

The poll is blind: there is no way to determine how each Guest voted.

The Host's Manage Poll window provides a Close Polling link. (A Start Polling link initially appears where Close Polling appears).



After the Host closes the polling, the Host sees a Share link where the Close Polling link used to be. When the Host clicks the Share link, the Guests see a window with the polling results. Finally, the Host can click the Share link to close each Guest's Polling result window.



Sending Files

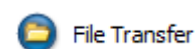
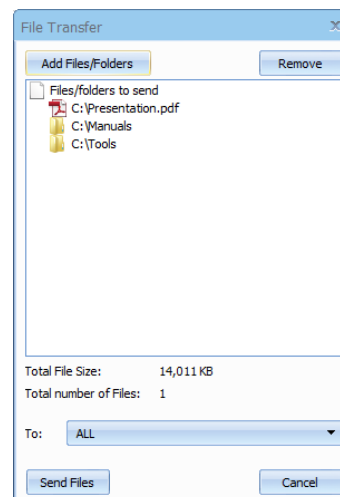
During a meeting there may be a need to send files between meeting guests. Instead of opening an e-mail client and sending files, a guest can send files using Infoshare.

To send files:

Click the **File Transfer** button to open the File Transfer dialog box.

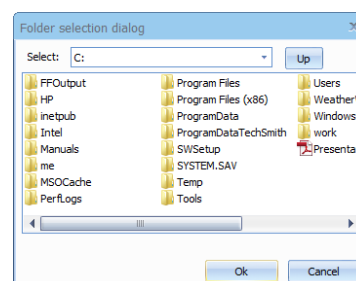
Click **Add Files/Folders** then select a particular file or folder from the drop-down list. The file or all the folders and files in that directory are displayed.

Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.



In the File Transfer dialog, click the drop down arrow next to the To label and select the guests to whom the files should be sent. (By default, the files are sent to all other guests.)

Click **Send Files**.



Recording

During a meeting, you can record the actions on the presenter's screen. If VoIP audio is used, the voices of all Infoshare Guests are recorded automatically.

If VoIP is not used, the recording captures sound via the computer's microphone; therefore, to record the meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the computer doing the recording in order to capture conversations.

Click the **Record** button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable which means you can simply run the file and it will replay the entire recording session.

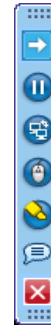


8. Control Your Meeting

8.1 Host Control Settings

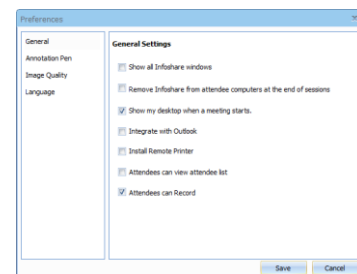
Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features including pausing/showing your screen, changing presenter, changing controller, annotation, and chat (this button changes colour when a chat message is received).



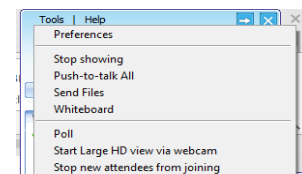
Guest List Hide

As the meeting Host, you can hide the Guest list from your Guests. Click the menu item **Tools** then **Preferences**. Under **General**, uncheck **Attendees can view Guest list** and click **Save**.



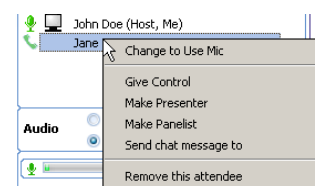
Stop Additional Guests

As the meeting presenter, you can stop any further Guests from joining the meeting. Click the menu item **Tools** then select **Stop new attendees from joining**.



Remove Guests

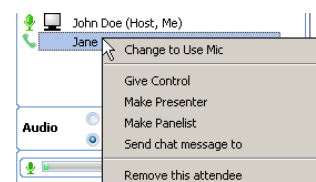
As the meeting presenter you can remove Guests from the meeting. In the Guests list, right click the Guest's name and choose **Remove this Attendee**.



Make a Guest a Panelist

A guest in a meeting can aid the presenter by receiving and responding to chats.

The Host can make a Guest a panelist by right clicking on the Guest's name in the Guests list and choosing **Make Panelist**.



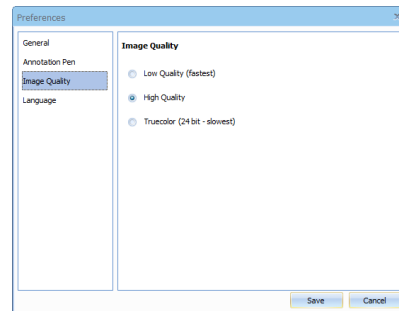
8.2 Screen Setup

Image quality

There are three image quality options available that let you choose between speed and image precision:

- Low Quality (fastest)
- High Quality
- Truecolor (24-bit slowest)

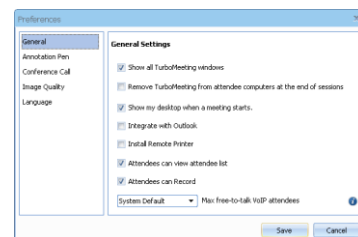
To change the colour, choose the menu item **Tools** then **Preferences** and choose the relevant option. The High Quality colour setting is recommended for its combination of speed and image quality.



Show all Infoshare Windows

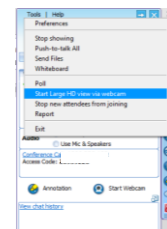
As the meeting presenter you can display all transparent windows on your screen. By default Guests cannot see the Host's Infoshare toolbar and its associated windows since these windows are treated as transparent.

To show the Infoshare control panel and associated windows, click the menu item **Tools** then **Preferences** and under **General** check **Show all Infoshare windows** and click **Save**.



Large HD View via Webcam

The presenter in a meeting can start a full-screen view of their webcam by clicking the **Tools** menu item then the **Start Large HD view via webcam** option. The resulting Webcam window is completely resizable and is a separate window from the multi-party Webcam window.



This large view of a webcam can be used to project a physical white board that the presenter is writing on. Or the webcam could project a large image of the presenter while Hosting a webinar.



Multiple Webcam Video

During a meeting, up to 15 Infoshare Guests can display the video from their webcams by clicking the **Start Webcam** button.

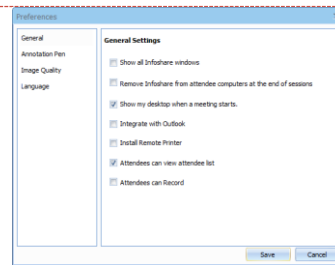
The presenter controls the location of where the video appears in the viewer window. The presenter can change the size of the Webcam window by clicking the Maximise/Minimise button.



9. Account Settings

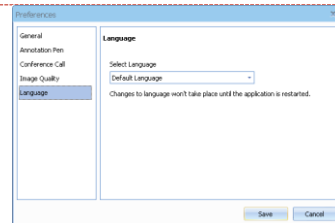
Disable Recording Function

As the meeting Host, you can disable recording functions so that none of the Guests can record the meeting session. Click the menu item **Tools** then **Preferences**. Under **General**, uncheck **Guests can Record** and click **Save**.



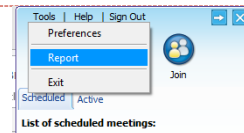
Change Language for Infoshare

Each user can change the language of their Infoshare user interface. Click the menu item **Tools** then **Preferences**. Click **Languages** and select a language from the drop-down list.



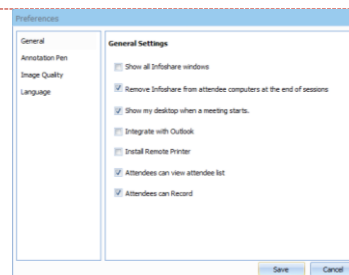
Report for Each User's Meetings

Each meeting Host can get a list of their past meetings by clicking the menu item **Tools** then **Report**.



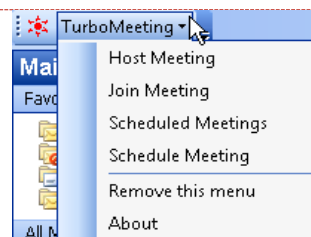
Auto-Uninstall Infoshare from Guest Computers

As the meeting Host, you can tell the system to automatically uninstall the Infoshare plugin on the Guest computers at the end of a meeting session. Click the menu item **Tools** then **Preferences** and check **Remove Infoshare from attendee computers at the end of sessions** and click **Save**.



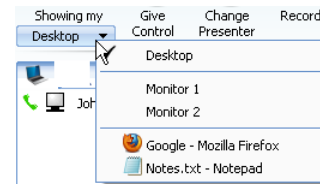
Enable Infoshare Outlook toolbar

Users can add an Infoshare toolbar to Microsoft Outlook. Click the menu item **Tools** then **Preferences**, check **Integrate with Outlook** and click **Save**.



Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.



Push URL to Guests

The presenter can push a URL or web page that opens up in a browser on each of the Guests' computers providing that the Guests have joined interactively. The circular button on the bottom right of the control panel contains the **Push URL** feature.

