



# **TurboMeeting User Manual For PC Users**

**Version 5.0 SP1**

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## Preface

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**TurboMeeting** is a multi-function web collaboration system. The client-server architecture requires Internet connectivity for its operation. TurboMeeting has four distinct functions based on these meeting types:

1. **Interactive Meetings** – This refers to conventional web conferencing including sales presentations, product demos, and interactive collaboration.
2. **Remote Support** – This function simplifies the connection to another computer to control and support it and provides a remote reboot capability for unattended support.
3. **Webinars** – This function ensures webinars that are easy, fast and reliable to join. You can join without any downloads.
4. **Remote Access to Computers** – This function provides access anywhere, anytime to remote computers such as your office or home computers even if your computer has power cycled, and even if Internet has disconnected (and has reconnected later).

Depending on the product model you buy, some of the meeting types may not be available to you.

## Organization

This manual provides the steps to use the **TurboMeeting** web collaboration system. The User Manual is organized as follows:

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Section 1	Setting up TurboMeeting
Section 2	Hosting an Interactive Meeting
Section 3	Joining a Meeting
Section 4	Common Features
Section 5	Remote Support
Section 6	Webinars
Section 7	Remote Access to This Computer
Section 8	Unattended Support
Section 9	Scheduling Meetings
Section 10	Managing Profile
Section 11	Support Contact

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## Terminology

The following terms are used throughout this manual. In a meeting, a **participant** can be either the Host or an Attendee:

- The **Host** is the person who initiates the meeting. The Host must have a user account in TurboMeeting system.
- The **Attendee** is the person invited by the Host to join a meeting. Attendee does not need an account in TurboMeeting system.

The Host or an attendee can either be:

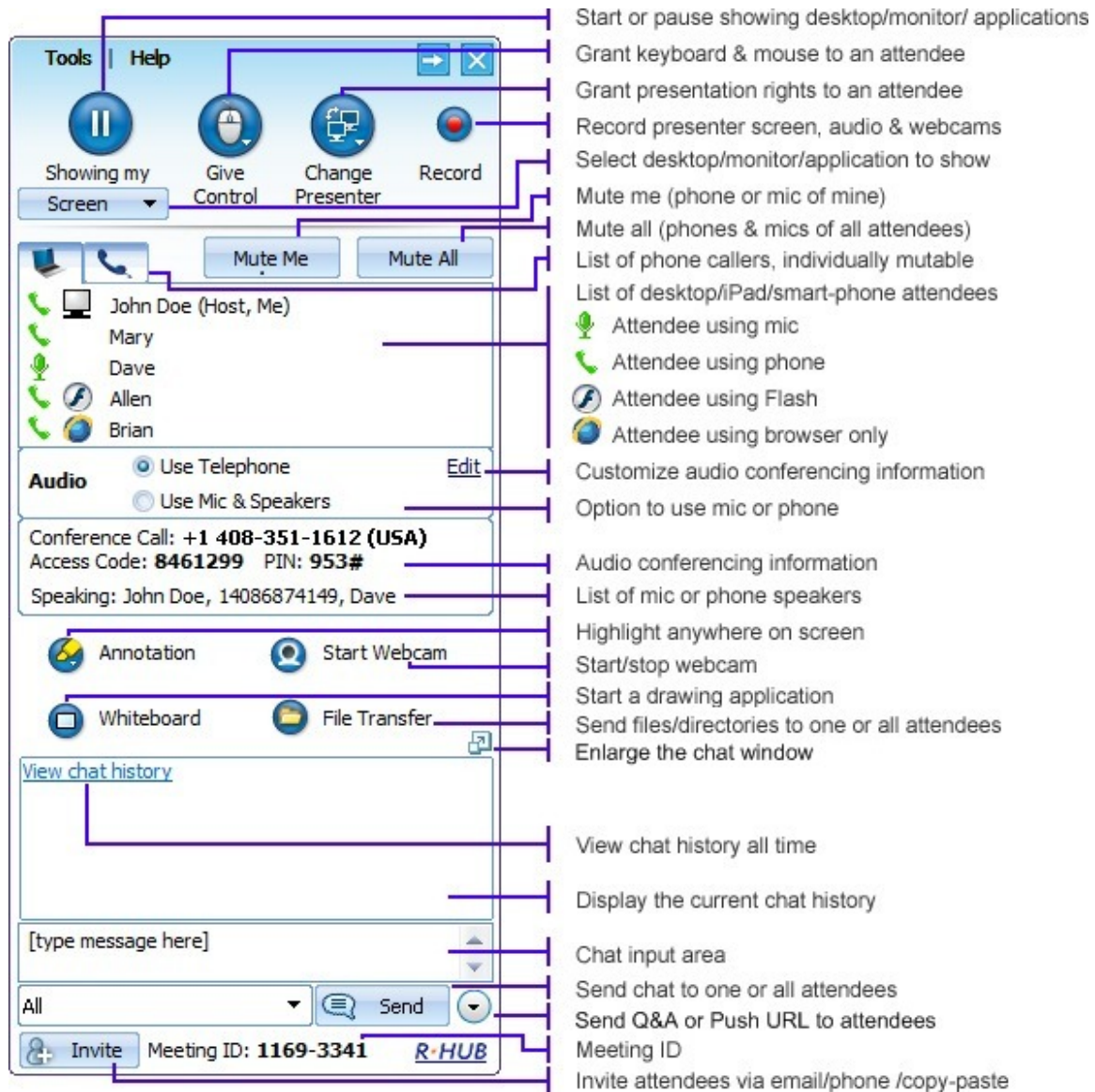
- The **presenter** showing their computer to all participants
- A **controller** controlling the Presenter's keyboard and mouse

## Constraints

Here are a couple of constraints:

- There is only one host and one presenter at any moment in a meeting.
- The host or the current presenter can assign any participant to be the presenter.

## TurboMeeting Control Panel and Key Functions for Presenter



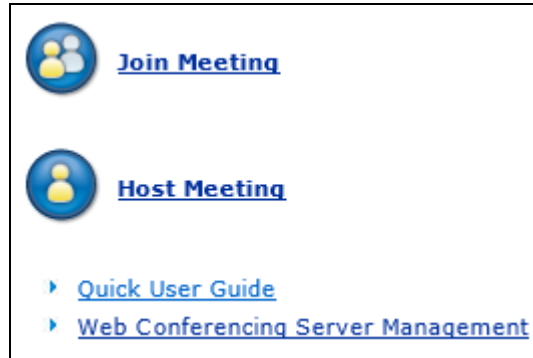
TurboMeeting Control Panel for Presenter

# 1. Setting up TurboMeeting

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To host any type of meeting, you need to download and run the **TurboMeeting** client.

1. In a web browser, go to your meeting server web address:



Home Page

2. Click the [Host Meeting](#) link or icon.
3. If the download does not begin, click the "restart the download" link.
4. In Firefox, click "Save File" and go to Downloads.
5. If **Downloads** appears, double click "TurboMeetingStarter"
6. Click "Run" or "Open". TurboMeeting downloads, installs and runs on your computer.

## Host Meeting

1. A download should automatically begin in a few seconds. If not, [restart the download](#).
2. Run the download.

If you have any difficulty in running the download, [use the compressed download](#), unzip it and then run "TurboMeetingStarter.exe".

Automatic download

If TurboMeeting does not install and run, click the "use the compressed download" link.

1. Extract (or unzip) the files from the resulting zip file.
2. Execute the extracted "TurboMeetingStarter" file. TurboMeeting is downloaded, installs and runs on your computer.

After TurboMeeting is installed, you can launch it by clicking the **TurboMeeting** shortcut on your desktop or via your computer's **Start** menu → **Programs** → **TurboMeeting** → **Start Meeting**.



You will have to sign in to host a meeting. Provide the following information:

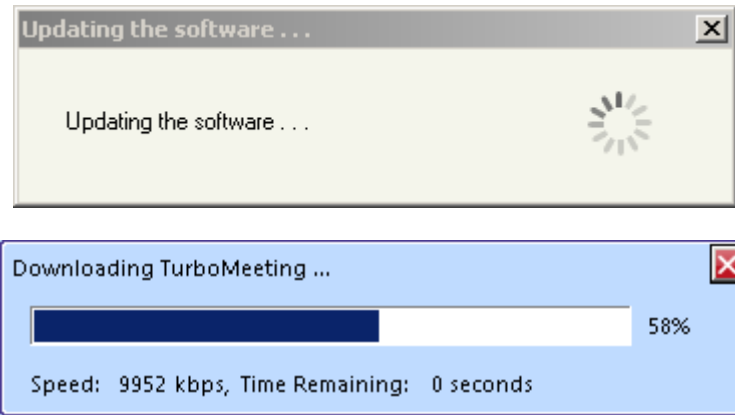
- Email Address (or Username)
- Password
- Meeting Server Address

The image shows a screenshot of the TurboMeeting sign-in window. The window has a light blue header with "Tools | Help" and standard window controls. Below the header are three circular icons: "Host" (a single person), "Join" (two people), and "Schedule" (a calendar). The "Host" tab is selected. The form contains three text input fields: "Email Address" with the value "john@doe.com", "Password" with masked characters "\*\*\*\*\*", and "Meeting Server Address" with the value "meeting.YourCompany.com". There is a checkbox labeled "Remember Me" which is checked. A "Sign in" button is located at the bottom center. The "R-HUB" logo is in the bottom right corner.

Signing in to host a meeting

## 1.1. TurboMeeting Automatically Upgrades After the Server Is Upgraded

After the RHUB server is upgraded to a new version, a user's TurboMeeting client will automatically upgrade the next time that user tries to start TurboMeeting. These are the dialogs that the user will see while automatically upgrading, which should take less than one minute:



Automatic upgrade dialogs



## 2. Hosting an Interactive Meeting

---

Using the **TurboMeeting** product, you can host four types of meetings. This section discusses the steps to host an interactive meeting. This meeting type is the conventional method of web conferencing. Each attendee (using either a PC or Mac) can interact in the meeting and can become the Presenter or a Controller.

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop.



2. Enter the login credentials and **Sign In**.
3. In the meeting control panel, click the **Host** icon to host an unscheduled impromptu meeting.

Tools | Help | Sign Out

Home Host Join Schedule

Meeting Type:

- ☒ Interactive Meeting *i*
- ☐ Webinar *i*
- ☐ Remote Support *i*
- ☐ Remote Access to This Computer *i*

Subject:

Password:

Security:

☐ Only attendees from my network *i*

Attendee Emails:

☐ Required

Available meeting rooms: 100  
Available participants: 1499

**R-HUB**

Meeting control panel

4. Select the **Interactive Meeting** type
5. Optionally, enter a **Password** for the meeting. If you enter a password, the invitees also need to enter the same password.
6. For security reasons, you can limit your meeting attendees to be **Only attendees from my network**, with the exception of authorized public IP addresses. See the Administrator Manual about how to set these authorized public IP addresses.
7. Selecting **Attendee Emails Required** forces every attendee in this meeting to specify an email id when joining the meeting in addition to their name.
8. Click **Continue**.

This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.



Meeting screen

You can now invite attendees to join the meeting. To invite attendees:

9. Click the **Invite button**
10. Click the **Email** button to email the steps to the invitees or click **Copy** and paste the details to the attendees via online messaging tools or web-based email clients.

Invite Attendees

×

Invite Attendee

Call attendee and say:

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)**

Access Code: **3232169**

OR invite by:

Email

Copy

☐ Invite Panelists

Invite attendees

12

### 3. Joining a Meeting

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When you receive an invite from the host, open your browser and

1. In the browser's address bar, enter the meeting server's address
2. Click the **Join Meeting** icon.
3. Fill in the **Meeting ID**, **Meeting Password** (if any) and **Your Name**.
4. Click the **Join Meeting** button.



The screenshot shows a web form titled "Join Meeting". It contains three input fields: "Meeting ID:", "Meeting Password:", and "Your Name:". To the right of the "Your Name:" field is the text "(the name shown in the meeting)". Below the input fields is a button labeled "Join Meeting".

Joining a meeting

5. If the meeting is a webinar, which does not require any download, you join the meeting.
6. If the meeting is not a webinar, the file TurboMeetingStarter.exe or MACStarter downloads.
7. If the download does not begin, click the "restart the download" link.
8. In Firefox, click "Save File" and go to Downloads.
9. If **Downloads** appears, double click "TurboMeetingStarter" or "MACStarter".
10. Click "Run" or "Open". TurboMeeting downloads, installs and runs on your computer and you will automatically join the meeting.

If you have already installed the **TurboMeeting** client, follow these steps to join a meeting:

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop.

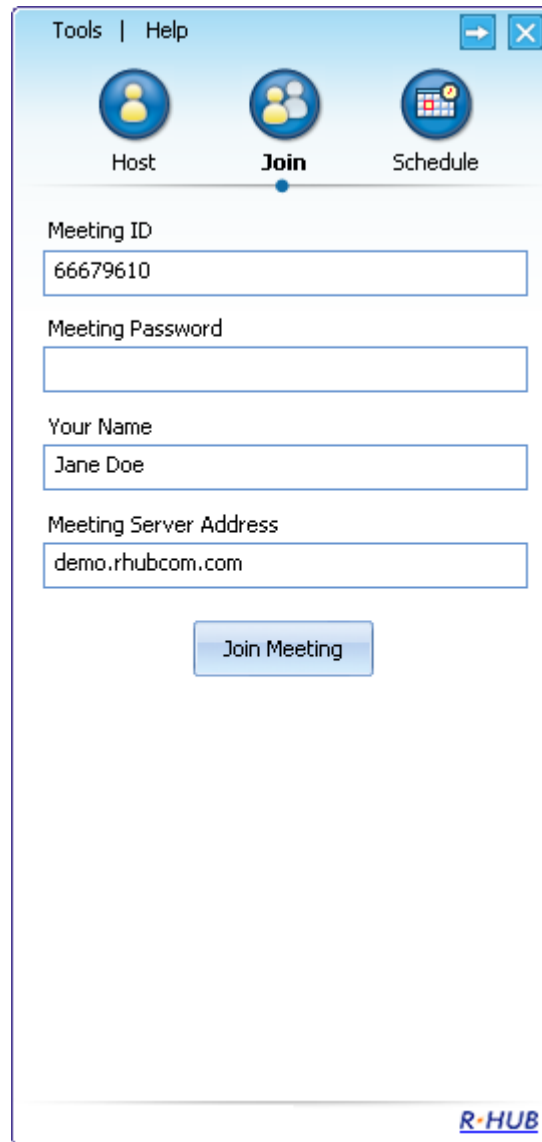


2. Click the **Join** button.



Option to join a meeting

3. Enter the **Meeting ID**, **Meeting Password** (if required), **Your Name**, and the **Meeting Server Address**.



The screenshot shows a software window titled "Tools | Help" with standard window controls. It features three circular icons at the top: "Host" (a single person), "Join" (two people), and "Schedule" (a calendar). The "Join" tab is selected, indicated by a blue dot. Below the icons are four text input fields: "Meeting ID" containing "66679610", "Meeting Password" (empty), "Your Name" containing "Jane Doe", and "Meeting Server Address" containing "demo.rhubcom.com". A "Join Meeting" button is positioned below these fields. The "R-HUB" logo is in the bottom right corner.

Details required while joining a meeting

4. Click **Join Meeting**.

## 4. Common Features

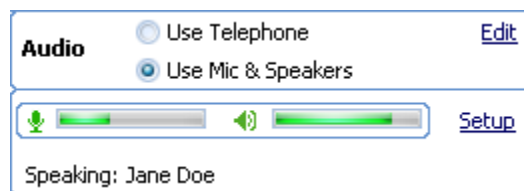
There are many features that are common to all four types of meetings. This section discusses the common features.

### 4.1. Audio Conferencing Using Telephone and Computer Audio

New in the 5.0 release, the conference call telephone and computer audio are integrated together. Thus, each attendee can choose whether they listen and talk on the phone or by using a headset on their computer.

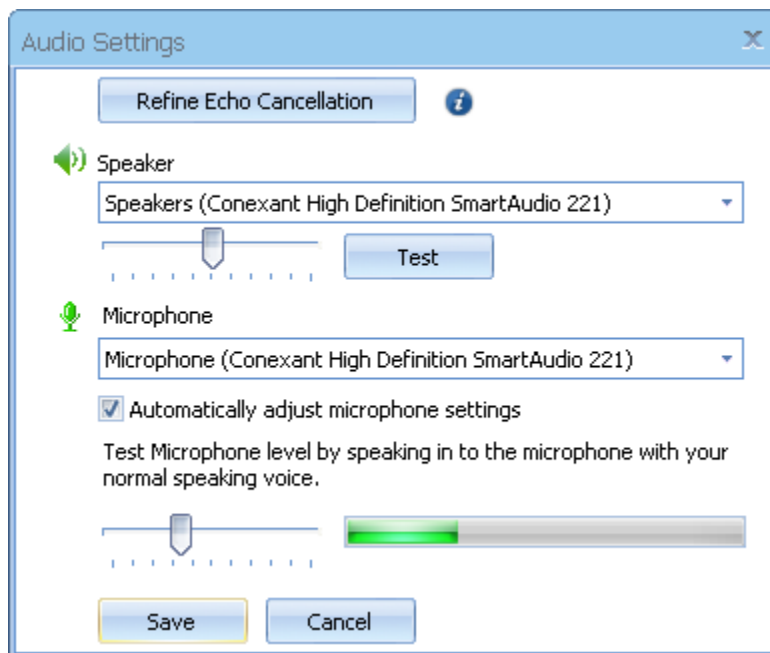
The host of the meeting **must start the meeting in TurboMeeting** before the conference call can begin.

An attendee can choose “Use Telephone” then call in with the provided phone number and Access Code. Or an attendee can choose “Use Mic & Speakers” VoIP computer audio. When using computer audio, a headset is strongly recommended since built-in speaker sound used by any one participant can generate echo for the other participants:



Audio Modes, Volume meters, Speaking indicator

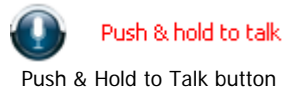
If “Use Mic & Speakers” is chosen, a participant can click **Setup** to change the volume of their speakers or microphone or to change which device should be used as their speakers or microphone. It is best to setup and test new headsets before joining a meeting.



VoIP Computer Audio Setup dialog

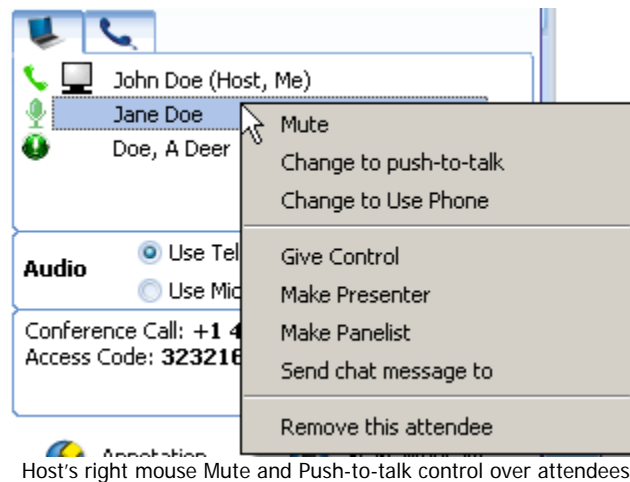
If an echo is heard in the meeting, the person causing the echo probably will not hear it; the host should advise this person that they can fix the echo problem by clicking their **Refine Echo Cancellation** button.

The **Push & Hold to Talk** function is activated when more than five possible talkers appear in a meeting (five is the default setting that can be changed by the administrator). When the **Push & Hold to Talk** button is present, the attendee must click and hold the **Push & Hold to Talk** icon to be heard.



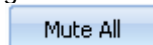
Push & Hold to Talk button

An attendee can also have the **Push & Hold to Talk** icon if the host pushes the right mouse button on the attendee's name in the Attendees list and chooses **Change to push-to-talk** for that attendee. Then, the host can undo this setting by pushing the right mouse button on the attendee's name and choosing **Change to free-to-talk**.



Host's right mouse Mute and Push-to-talk control over attendees

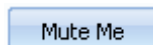
The host can also mute individual attendee's by pushing the right mouse button on an attendee's name in the Attendees list and choosing **Mute**. The host can mute all attendees, both on the telephone and on the computer, by clicking the **Mute All** button.



Host's 'Mute All' attendees button

The host can minimize background noise and echo by selectively choosing any or all attendees and muting them or by individually forcing attendee's into Push-to-Talk mode.

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



Attendee's 'Mute Me' button

The host can right mouse on each attendee's name in the Attendees list and change their mode of communication by choosing **Change to Use Phone** or **Change to Use Mic**.

There is a telephone tab which shows everybody who has dialed into the Conference Call number. A PIN number is provided to all attendee's who join the online meeting. If an attendee enters this optional PIN number, then their name will appear in the telephone tab instead of a



telephone number; and their name will also appear in the **Speaking** list, thus making it easier to determine who is talking during a meeting. In the telephone tab, the host can right mouse on a caller's name or phone number and **Mute** or **Unmute** them.



Telephone tab and Speaking list

People who use the Conference Call number have two commands they can enter on their telephone's keypad:

- \*2 - Raise Hand
- \*6 - Mute yourself (toggle on and off)

## 4.2. Pausing and Starting Screen Sharing

When you start a meeting, by default, your desktop will be shown to meeting attendees. The green icon indicates that your screen is being shown.



Icon indicating active application sharing

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

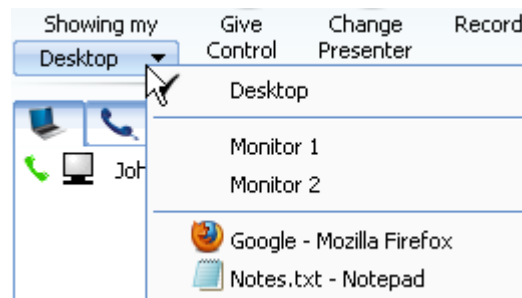


Icon indicating that application sharing is paused

To start showing your screen, click the **start** button.

## 4.3. Changing Application Sharing

By default, your desktop is shown to the other attendees. The **Showing My** drop-down list displays all the applications open in your system. To show another application, click the **Show My** drop-down and choose a running application or monitor from the list.



Option to change application sharing

## 4.4. Changing Presenter

The attendees who have joined the interactive meeting can also be the presenter to show his or her computer screen to meeting participants. By default, the host will be the presenter. However, during a meeting the host and the current presenter can assign any participant to be the presenter. To change the presenter, click **Change Presenter** and choose the presenter from the list, or right mouse on the participant's name in the Attendees list and choose **Make Presenter**.



Change Presenter options: Change Presenter button or right mouse "Make Presenter" option

## 4.5. Changing Controller

During the meeting, you as the presenter can assign a participant as the controller. A controller is the person who can control your mouse and keyboard.

To change the controller, click **Give Control** and choose the participant you want to control from the list, or right mouse on the participant's name in the Attendees list and choose **Give Control**.

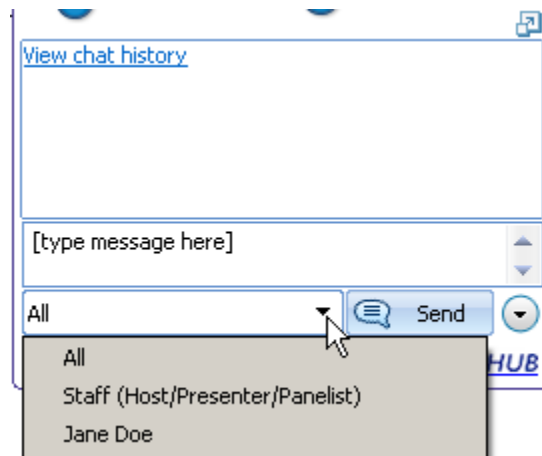


Give Control option

Click **Change Controller** then **Reclaim Controller** to reclaim control from the specified controller.

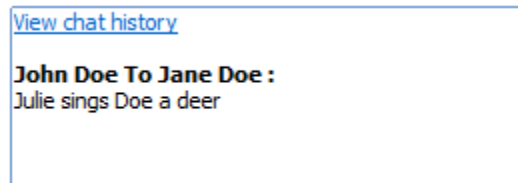
## 4.6. Chatting

While convening a meeting you can also chat with attendees. To chat with individuals, click the drop-down arrow and choose their name, or you can chat with **All** attendees. Enter your chat message where it says **[type message here]** then hit the Enter key or the **Send** button.




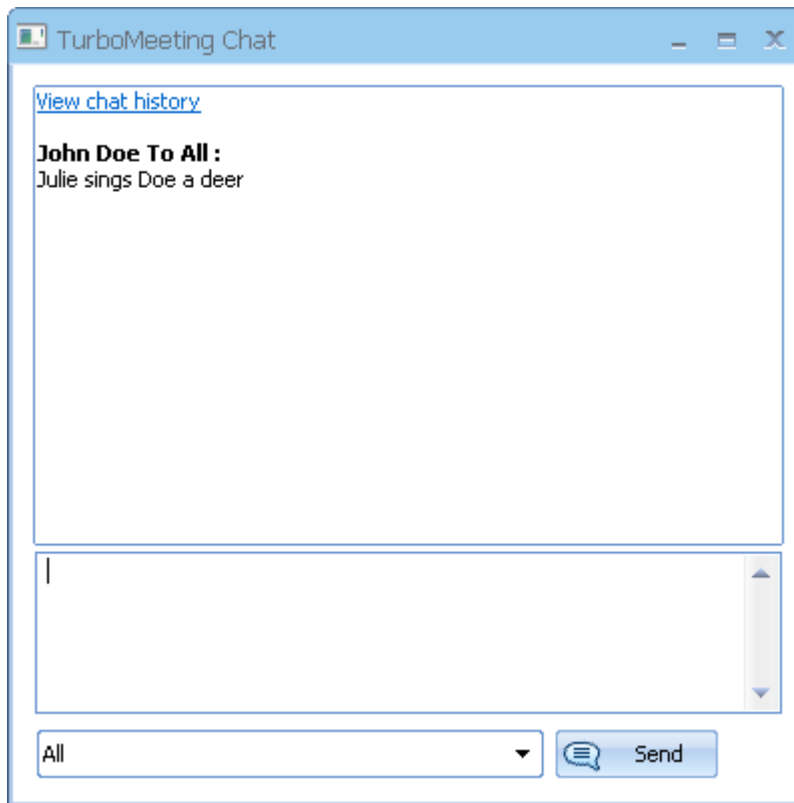
## Chat section of TurboMeeting control panel

Your entire chat dialogue for this meeting is shown in the TurboMeeting control panel:



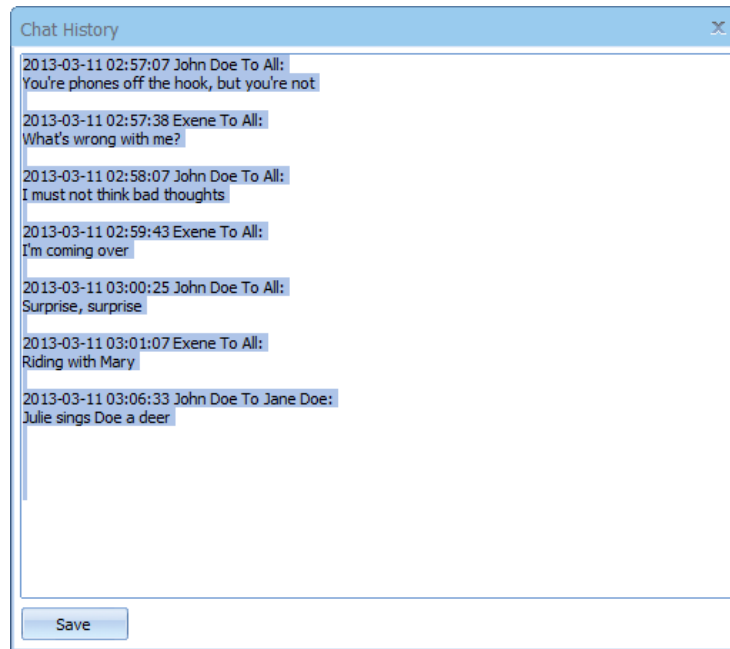
Chat dialogue for this meeting

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



Chat dialogue for this meeting

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



Chat dialogue for this meeting

## 4.7. Sending Files

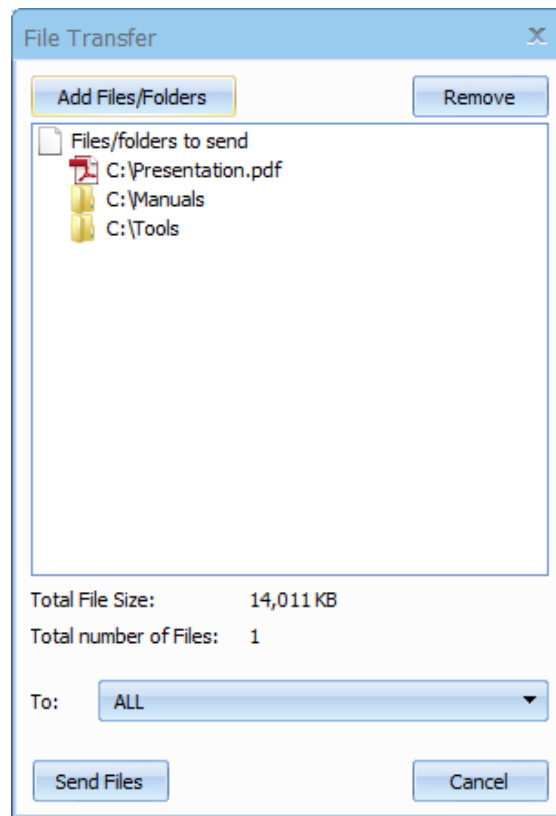
During a meeting, there may be a need to send files between meeting participants. Instead of opening an e-mail client and sending files, a participant can send files using TurboMeeting. To send files:

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



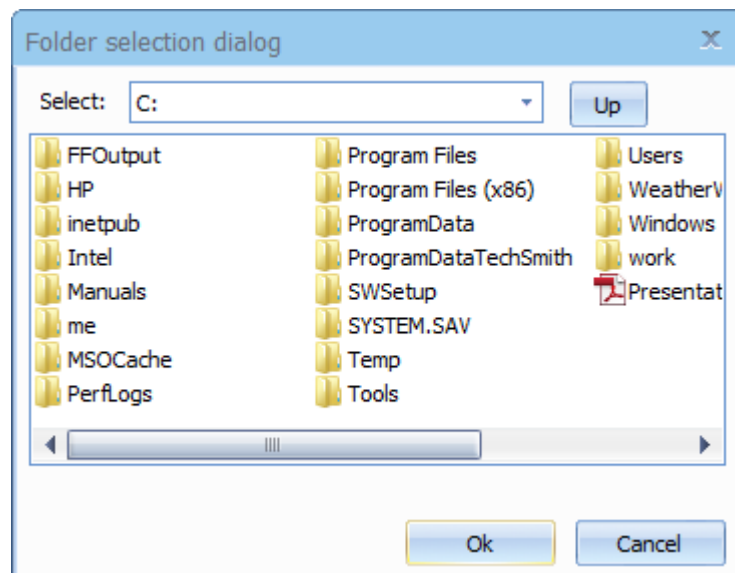
File Transfer button

- Click **Add Files/Folders**.



File Transfer dialog

- **Select** a particular file or folder from the drop-down list. The file or all the folders and files in that directory are displayed.



Folder Selection dialog

- 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 then select the participants to whom the files should be sent. By default, the files are sent to all other participants.
- Click **Send Files**.

## 4.8. Recording

During a meeting, you can record the actions on the presenter's screen. If the Audio Conference settings in your RHUB appliance and your meeting are using the "RHUB integrated free audio conferencing service", then all audio heard in the meeting will be recorded.

This paragraph explains how audio gets recorded if you are using your own audio conferencing service. If VoIP audio is used, the voices of all TurboMeeting attendees are recorded automatically. If VoIP is not used, the recording captures sounds 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.



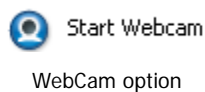
Click the record button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable. Just run the file and it will replay the entire recording session.

A recording converter tool is available that allows you to convert TurboMeeting recordings from their proprietary format into one of these standard formats: AVI, Flash FLV, or WMV. You will need to host them yourself. Also note that webcams are not included in the converted recording. [http://www.rhubcom.com/user\\_reference/turbomeetingconverter.exe](http://www.rhubcom.com/user_reference/turbomeetingconverter.exe)

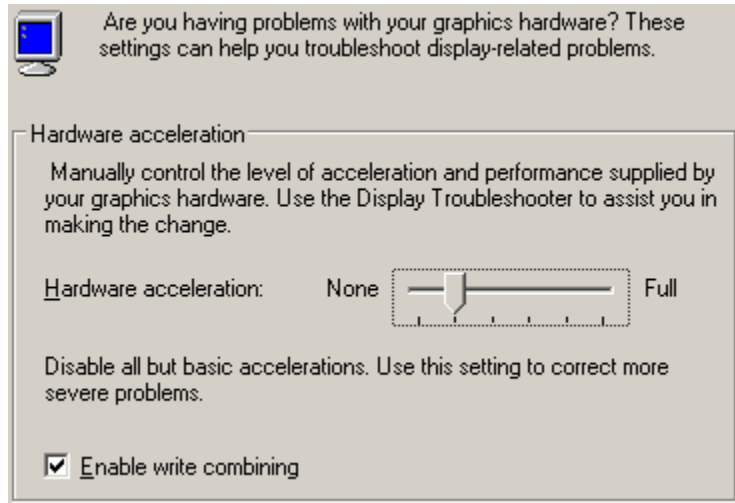
If you have a Mac recording, you will need to convert the recording on a Windows system.

## 4.9. Using Webcam

During a meeting, up to four participants can start their web cameras, or Webcams. Each participant's Webcam video will be visible to all attendees.



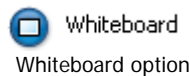
If the web camera is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via Display Settings, then by clicking the Advanced settings button, then by clicking the Troubleshoot tab.



Windows graphics card Hardware acceleration setting

#### 4.10. Using Whiteboard

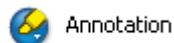
While making the presentation you might have to illustrate some points. The Whiteboard option in TurboMeeting is used for this purpose. Click Whiteboard and the Paint application opens, where you can illustrate certain points or draw diagrams.



Whiteboard option

#### 4.11. Using Annotation

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



Annotation option

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".



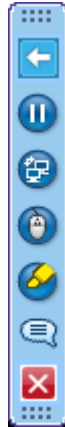
Emphasis using Annotation feature



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 color and click Save.

#### 4.12. 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 that changes color when a chat message is received.



Floating toolbar

#### 4.13. Hide the Attendee List

As the meeting host, you can hide the attendee list from your attendees. Click the menu item "Tools" then "Preferences". Under General, uncheck "Attendees can view attendee list" and click Save.

#### 4.14. Disable Recording Function

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

#### 4.15. 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".

#### 4.16. Image Quality

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

- Low Quality (fastest)
- High Quality

- Truecolor (24-bit slowest)

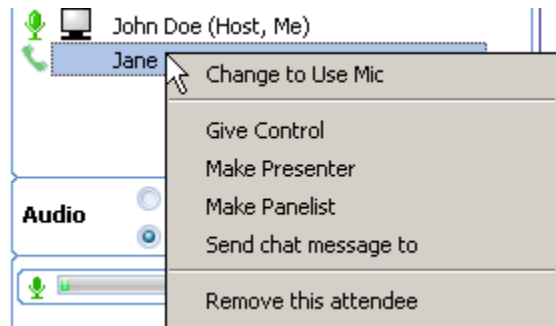
To change the color, choose the menu item “Tools” then “Preferences” and choose the relevant option. The High Quality color setting is recommended for its combination of speed and image quality.

#### 4.17. Stop Additional Attendees

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

#### 4.18. Remove Attendees

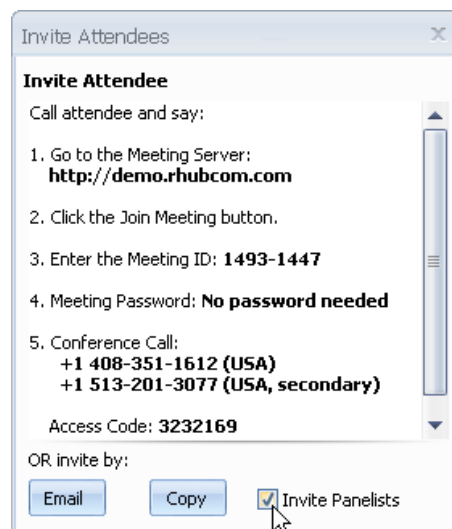
As the meeting presenter, you can remove attendees from the meeting. In the Attendees list, right click the attendee's name and choose “Remove this attendee”.



#### 4.19. Make an Attendee a Panelist

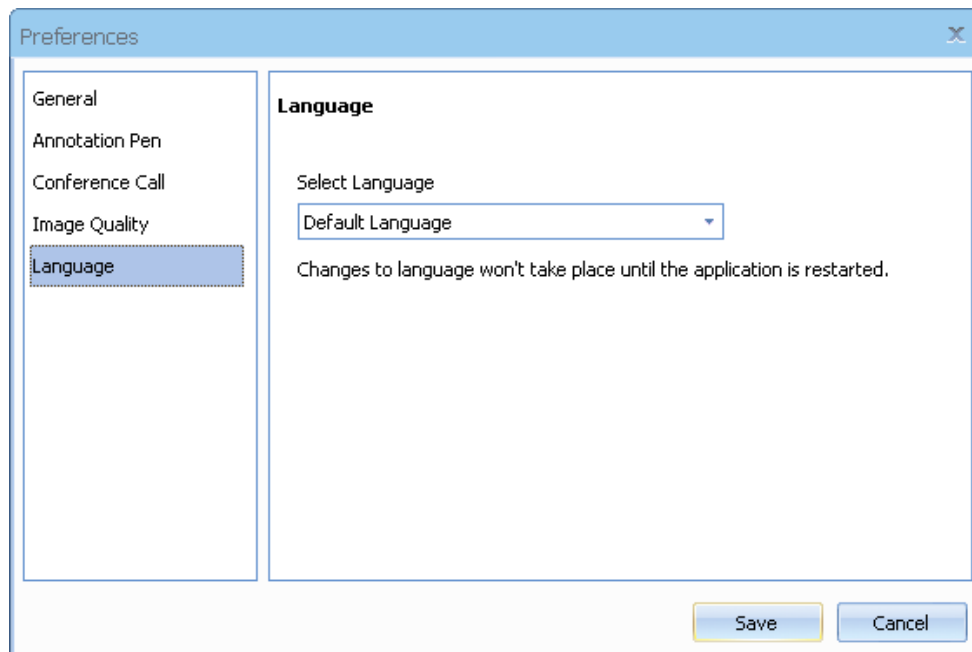
A “panelist” in a meeting can aid the presenter by receiving and responding to chats.

The host can make an attendee a participant by right mousing on the attendee's name in the Attendees list and choosing “Make Panelist”. Or the host can invite panelists before the meeting starts by selecting the “Invite Panelists” check box in the Invite Attendees dialog.



## 4.20. Change Language for TurboMeeting UI

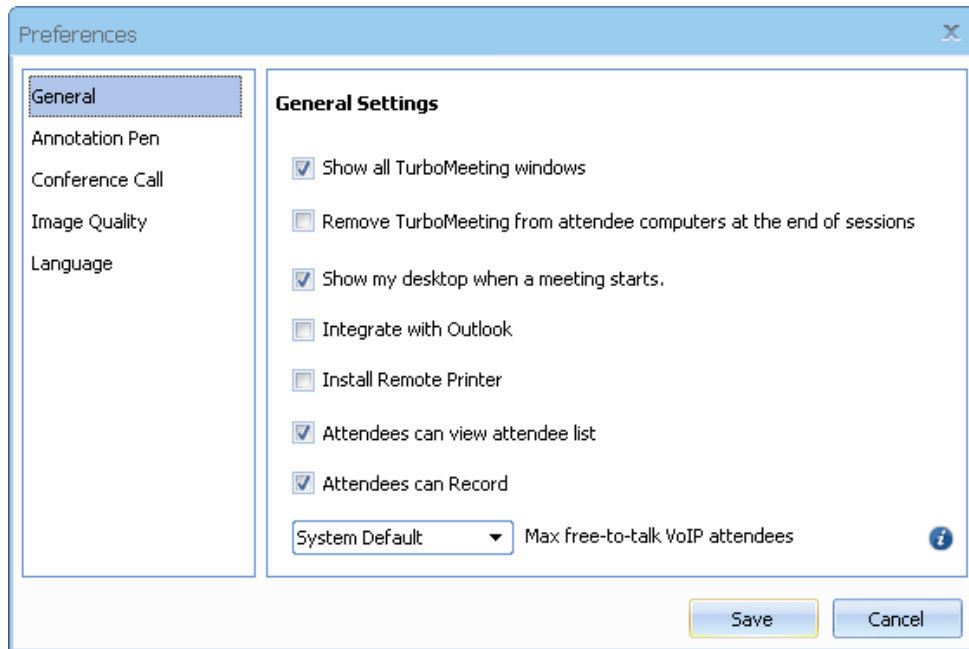
Each TurboMeeting user can change the language of their TurboMeeting user interface. Click the menu item "Tools" then "Preferences". Click "Languages" and select a language from the drop-down list.



Language setting

## 4.21. Show all TurboMeeting Windows

As the meeting presenter, you can display all transparent windows on your screen. By default, attendees cannot see the host's TurboMeeting and its associated windows since these windows are treated as transparent. To expose the TurboMeeting control panel and associated windows, click the menu item "Tools" then "Preferences" and under "General" check "Show all TurboMeeting windows" and click Save.



General settings

#### 4.22. Auto-Uninstall TurboMeeting from Attendee Computers

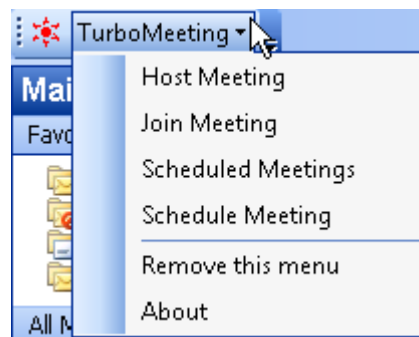
As the meeting host, you can tell the system to automatically uninstall the TurboMeeting client on the attendee computers at the end of a meeting session. Click the menu item "Tools" then "Preferences" and check "Remove TurboMeeting from attendee computers at the end of sessions" and click Save.

#### 4.23. Show Presenter's Desktop When Meeting Starts

As the meeting presenter, you can display all transparent windows on your screen when a meeting starts. Click the menu item "Tools" then "Preferences" and check "Show my desktop when a meeting starts" and click Save.

#### 4.24. Enable TurboMeeting Outlook toolbar

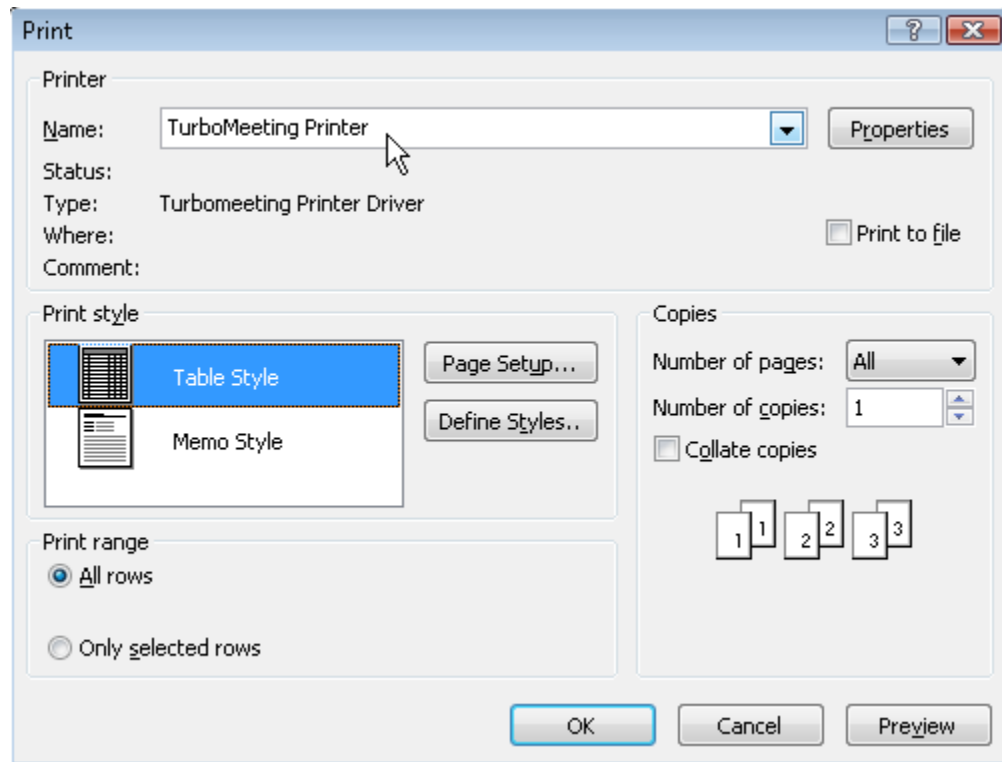
Users can add a TurboMeeting toolbar to Microsoft Outlook. Click the menu item "Tools" then "Preferences", check "Integrate with Outlook" and click Save. The Outlook toolbar looks like this:



TurboMeeting Outlook toolbar

## 4.25. Remote Printing

Remote printing is the ability to print directly from the host computer to a printer of the attendee's choice on the attendee's network. This is useful if the host is printing from an application that is not installed on the attendee's computer. To enable printing to an attendee's printer, click the menu item "Tools" then "Preferences", check "Install Remote Printer" and click Save. Then, open the file to print and select Print. Choose the TurboMeeting Printer and click OK.



Choose TurboMeeting Printer to send output to attendee's printer

## 4.26. Emails and Calendar Events Generated for Invites

Calendar events for Outlook, Mac Mail, etc. are automatically generated when a TurboMeeting user schedules a meeting. An email is automatically generated when a user chooses to invite attendees to an active meeting.

The screenshot shows an Outlook meeting invitation window. The title bar reads "Join my TurboMeeting session: Discuss the new project - Meeting". The ribbon includes "Meeting", "Insert", and "Format Text". The "Meeting" tab is active, showing options like "Cancel Invitation", "Appointment", "Scheduling", "Attendees", "Options", "Recurrence", "Time Zones", "Categorize", "Spelling", "Proofing", and "Meeting Notes".

Below the ribbon, a status bar indicates "Invitations have not been sent for this meeting." The main form contains the following fields:

- To:** (Empty text box)
- Subject:** Join my TurboMeeting session: Discuss the new project
- Location:** TurboMeeting
- Start time:** Fri 10/18/2013, 3:00 PM
- End time:** Fri 10/18/2013, 4:00 PM
- ☐ All day event

The body of the invitation contains the following text:

1. Please join my TurboMeeting session, Friday, October 18, 2013, 3:00 PM, Pacific Daylight Time.  
<http://demo.rhubcom.com/join?id=14931447&password=>

Meeting ID: 1493-1447  
Meeting Password: No password needed

2. Use your microphone and speakers (VoIP – a headset is required). Or, call in using your telephone.

Dial:

- +1 408-351-1612 (USA)
- +1 513-201-3077 (USA, secondary)

Access Code: 3232169

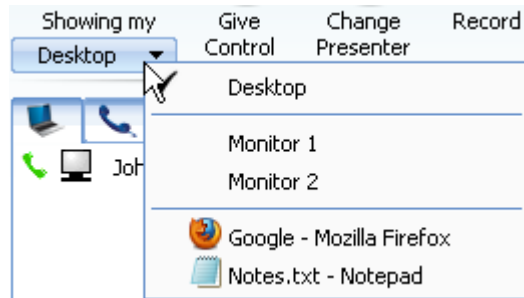
Optional Numbers:

- +43 7201-15330 (Austria)
- +61 2-8015-5628 (Australia)
- +32 28-08-64-70 (Belgium)
- +55 11-3958-4953 (Brazil)
- +1 647-557-8678 (Canada)
- +45 89-88-26-14 (Denmark)
- +358 9-4245-0726 (Finland)
- +33 1-82-88-57-42 (France)
- +49 3056-796661 (Germany)
- +30 21-1-198-4550 (Greece)
- +852 5808-5025 (Hong Kong)
- +81 34-520-8080 (Japan)
- +353 16-971965 (Ireland)
- +39 06-94804590 (Italy)
- +52 554-160-7902 (Mexico)

Outlook message with calendar information is automatically generated for a scheduled meeting

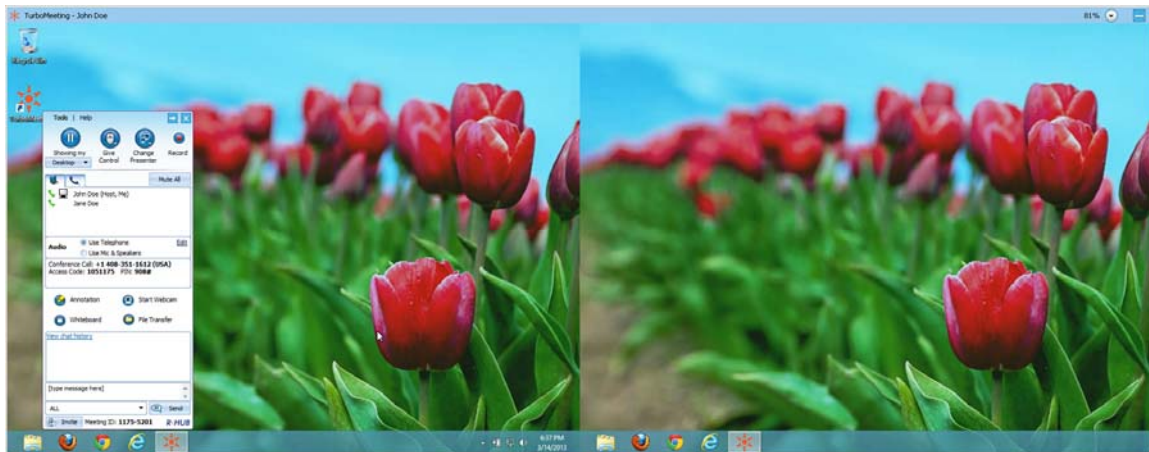
## 4.27. Multiple Monitors for Presenter

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.



Multiple Monitor selection in TurboMeeting

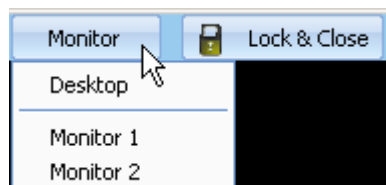
Below is the view that attendees would see for a presenter that has multiple monitors when the entire Desktop is displayed:



Multiple Monitor view if entire Desktop shown

## 4.28. Multiple Monitors for Supporter

A person that is providing Remote Support to a computer with multiple monitors is given the option in TurboMeeting to show the entire Desktop or to show individual monitors as shown below:



Remote supporter can view entire Desktop or individual monitors

#### 4.29. Multiple Webcam Video

During a meeting, up to 15 TurboMeeting attendees can display the video from their webcams by clicking the “Start Webcam” button.



Multi-Party video conference with 15 attendees webcams

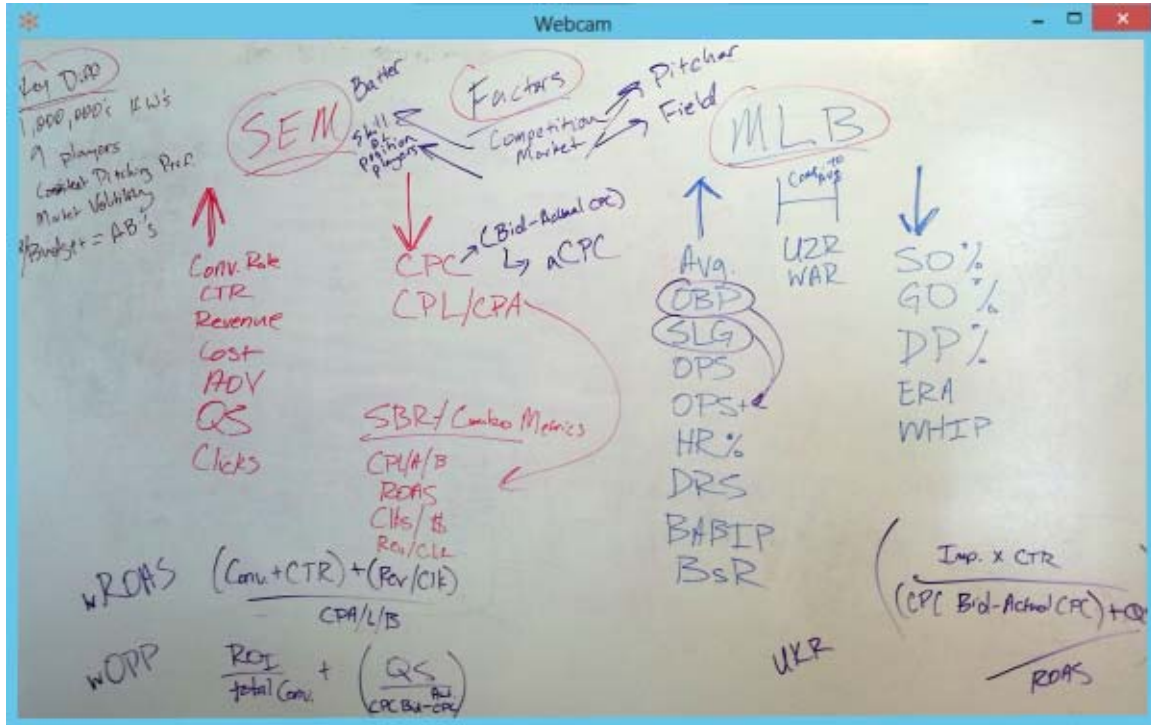
The presenter controls the location of where the video appears in the viewer window. The presenter can change the size of the of Webcam window by clicking the Maximize/Minimize button.



#### 4.30. 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.



Large HD full-screen view of webcam

#### 4.31. Polling

The host of a meeting can create a poll with questions and multiple choice answers for the attendees. 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 attendees to voting for just one response or allow the attendees to vote for multiple responses.

New Poll

Question (128 character Max)

What is the meaning of life?

Responses (up to 64 characters per response)

1. Try and be nice to people
2. Avoid eating fat
3. Read a good book every now and then
4. Get some walking in
5. Live together in peace + harmony w/ people of all creeds+nations

Response Type

☐ One response only

☒ Multiple responses

Submit

Interface for creating a new Poll

After the poll question is created, the host can begin polling the TurboMeeting attendees for responses. The attendees will see a window similar to this:

Vote

What is the meaning of life?

Please select one or more choices:

☒ Try and be nice to people

☐ Avoid eating fat

☒ Read a good book every now and then

☒ Get some walking in

☐ Live together in peace + harmony w/ people of all creeds+nation

OK

Attendees voting window

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 attendee voted.

The host's "Manage Poll" window provides a [Close Polling](#) link. (A [Start Polling](#) link initially appears where [Close Polling](#) appears below).

Question and Response	Votes	Action
What is the meaning of life?	0 Vote	<a href="#">Edit</a>   <a href="#">Delete</a>
<input type="radio"/> Try and be nice to people <input type="radio"/> Avoid eating fat <input type="radio"/> Read a good book every now and then <input type="radio"/> Get some walking in <input type="radio"/> Live together in peace + harmony w/ people of all creeds+nation		

[Close Polling](#)

The host's "Manage Poll" Interface

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 attendees see a window with the polling results. Finally, the host can click the [Share](#) link to close each attendee's "Polling result" window.

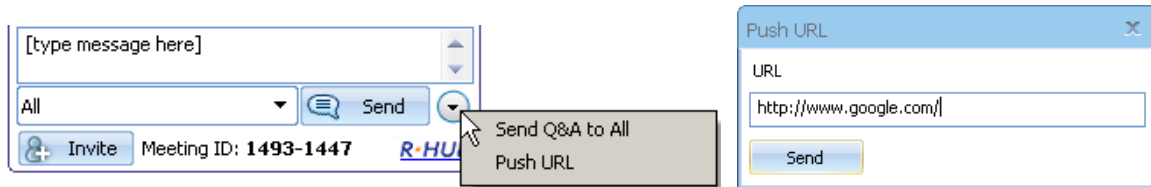
What is the meaning of life?

- ☐ Try and be nice to people 75%
- ☐ Avoid eating fat 50%
- ☐ Read a good book every now and then 75%
- ☐ Get some walking in 75%
- ☐ Live together in peace + harmony w/ people of all creeds+nation 50%

Ok

The attendee's "Polling result" window

### 4.32. Push URL to Attendees

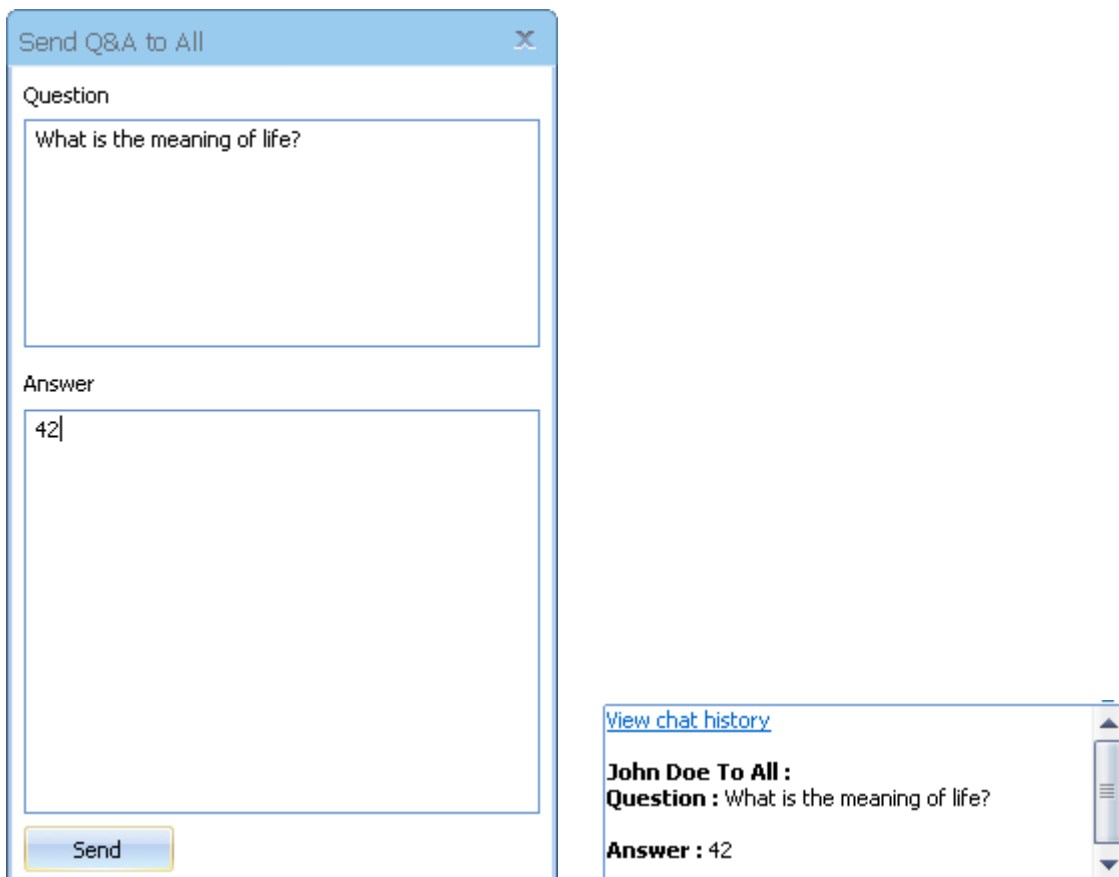


“Send Q&A to All” and “Push URL” options

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

### 4.33. Send Q&A to All Attendees

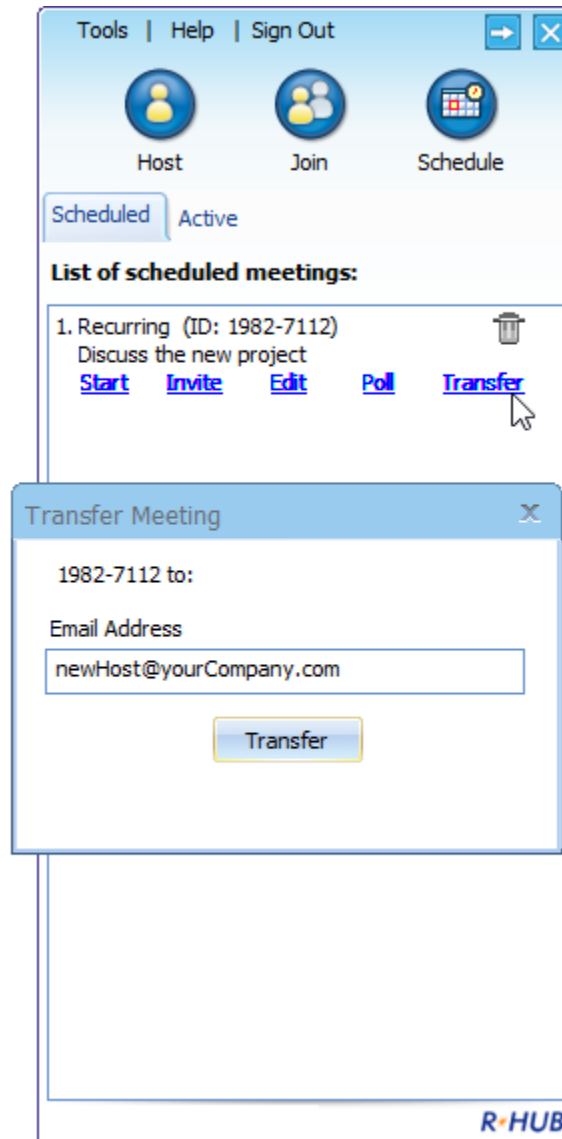
The presenter can send a question and answer to their attendees. The attendees see the question and answer in their chat window. The circular button on the bottom right of the control panel contains the “Send Q&A to All” feature.



“Send Q&A to All” and attendees view of Question and Answer in their chat window

#### 4.34. Transfer Scheduled Meeting to a New Host

Before a meeting starts, the host of a scheduled meeting can transfer the meeting to another host. This is helpful if the original host will not be available to the host the meeting. Note that the RHUB system administrator can also transfer a meeting to a new host.



Transfer scheduled meeting to a new host

## 5. Remote Support

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This function simplifies the access to another computer so that you can control and support it. As the host, you can view and control the attendee's computer as soon as the attendee joins the meeting. In addition, this feature provides a unique remote reboot capability.

### 5.1. Starting a Remote Support Meeting

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Enter the login credentials and **Sign In**.
3. Click the **Host** icon to host an impromptu support meeting.
4. In the next step, choose the **Remote Support** meeting type.
5. Enter the **Password**, which is optional. If you enter a password, the invitees also need to enter the same password.
6. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

### 5.2. Inviting the Attendees

Consider a situation where you are facing a problem with your system and want the technician to access your system and solve the problem. In such situations the technician hosts a Remote Support Meeting and invites you to join the meeting.

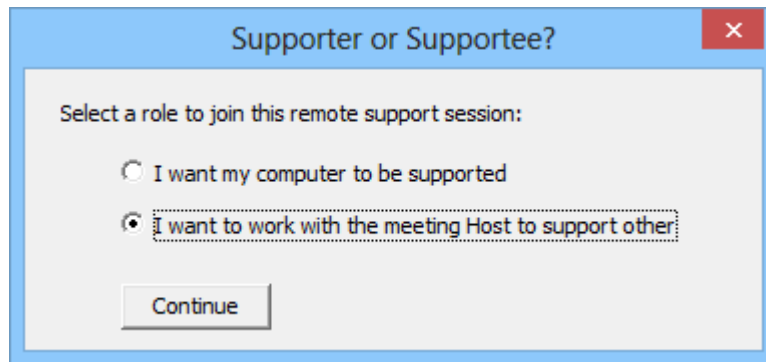
Another situation could be where more than one person is required to investigate and solve the problem. Consider for instance a case where you and your team leader have to support a computer facing some issue. In such a case, your team leader can initiate a Remote Support Meeting and invite you to support the system facing problems.

By clicking the **Invite** button, the meeting details can be emailed.

### 5.3. Providing Multi-Tier Support

To join a meeting as a joint-supporter, you need a user account in the TurboMeeting system and you need to follow the steps below.

1. Follow the path **Start** menu → **Programs** → **TurboMeeting** → **TurboMeeting Start Meeting** or double-click the TurboMeeting shortcut from the desktop.
2. Enter the login credentials and **Sign In**.
3. In the meeting control panel click the **Join** meeting icon to join a Remote Support meeting started by someone else.
4. There are two different ways in which you can join the meeting.



Options to join Remote Support Meeting

Here you choose the option **I want to work with the meeting Host to support other**.

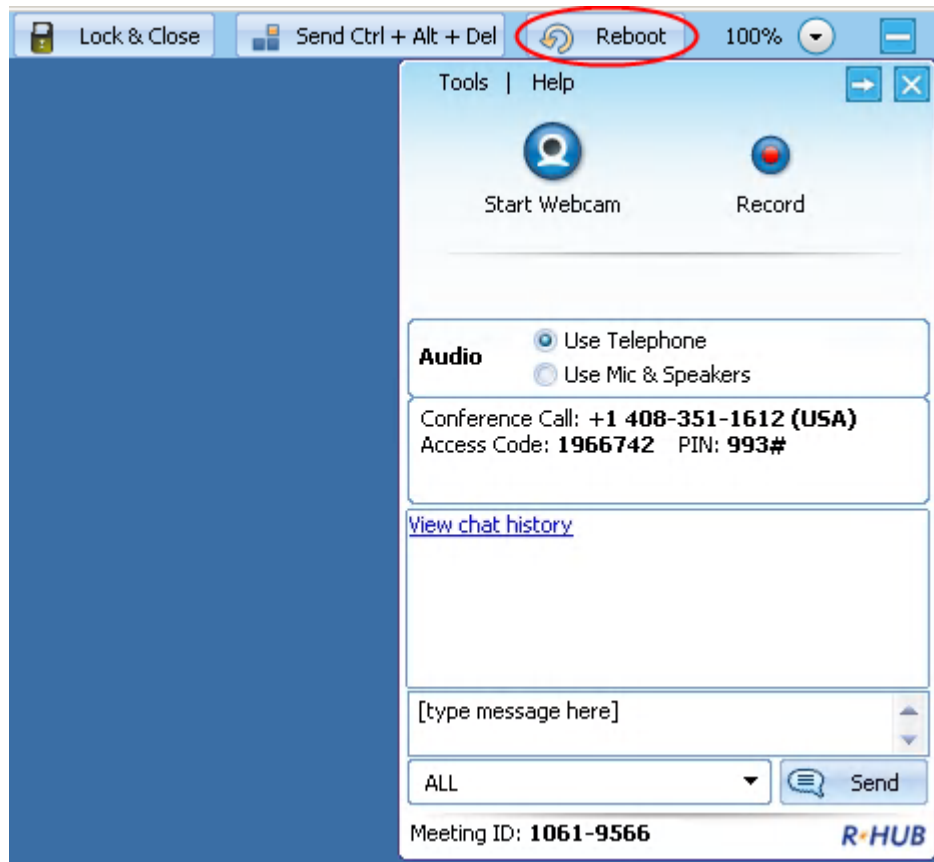
### 5.4. Switching to Training Mode

During a support session, you as the host may want to show your screen to the attendee to conduct a training session. You can **Change Presenter** so that you are the presenter. After the training session, you can change the presenter back to the attendee again.

### 5.5. Rebooting from Remote and Auto-Rejoining

There are situations where the attendee is not available at the system throughout the support session. However, the host may have to reboot the attendee's computer during the support session.

To reboot the attendee computer, the host simply clicks the **Reboot** button and chooses the reboot mode: "Reboot" or "Reboot to Safe Mode".



The view window of the remote support host

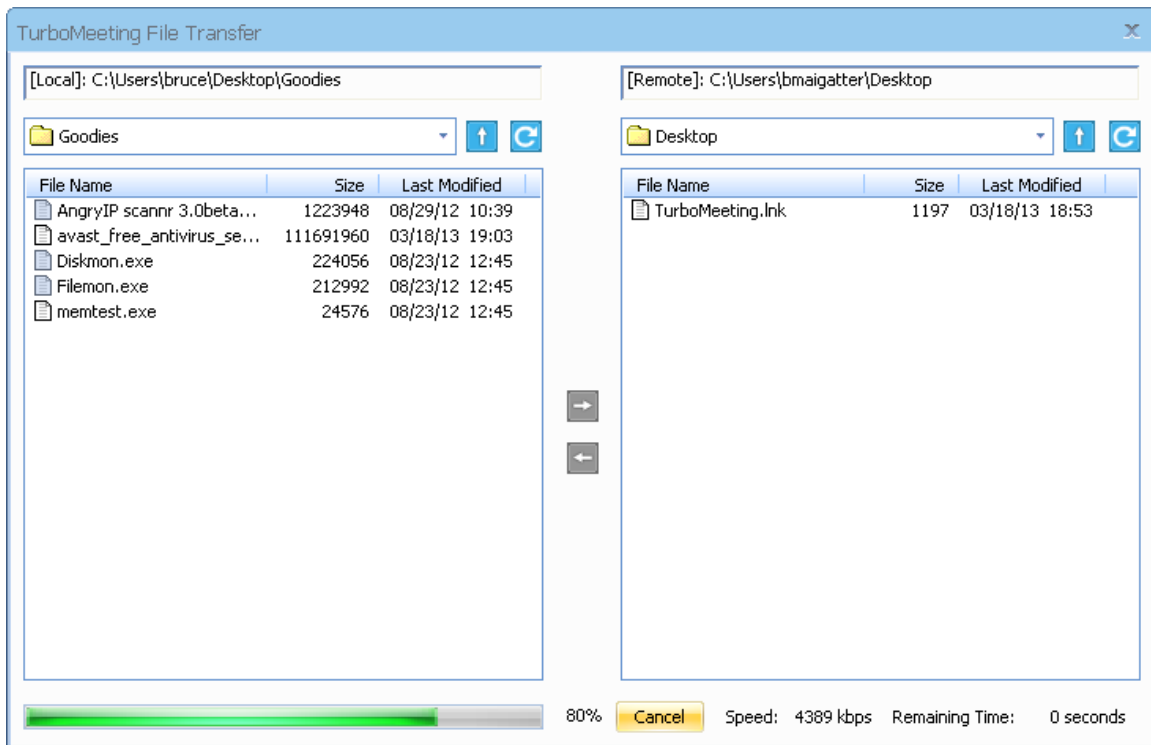
## 5.6. Closing Remote Support Session and Locking Computer

There are situations where the attendee is not available at the system throughout the support session. If the host finishes work on the remote computer, the host can click the **Close & Lock** button. This will close the remote support session and, as a safety measure, lock the attendee's computer. The result is that the attendee's computer will display the Windows Login screen if their computer is running Windows.

## 5.7. Remote Support One-to-One File Transfer

During a support session, you as the host may want to transfer files from your computer to the attendee's computer, or vice versa. To transfer files, the host clicks the **File Transfer** button in TurboMeeting. The host then chooses which files and folders to transfer and which direction to transfer the files. For security reasons, a warning message is displayed if the host tries to transfer a file from the attendee's computer.





File Transfer window during Remote Support session

## 6. Webinars

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The **Webinar** meeting type allows you (as the host) to conduct easy and reliable webinars. Attendees can join the webinar without downloading the TurboMeeting client and view the presenter's screen using "view-only-mode". Meanwhile, you can invite a few panelists who must join the webinar interactively. Meeting panelists can show their computer screens to all the meeting participants, which is different from view-only attendees.

Webinar registration and management pages are provided for you. See our Administration Manual for details on these pages.

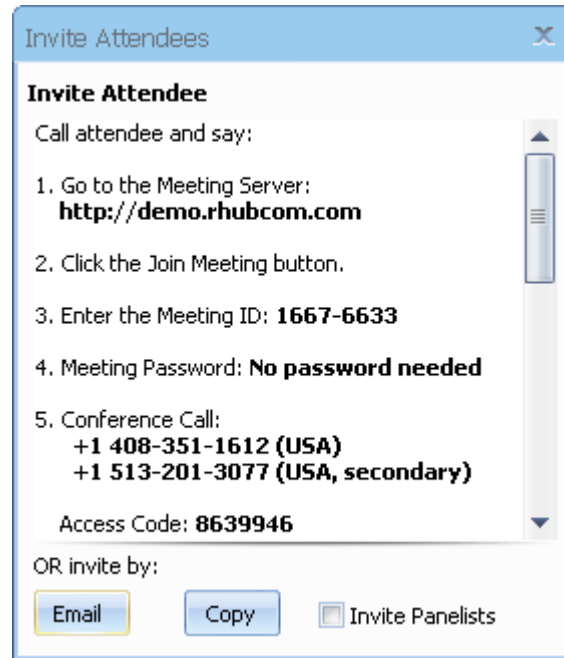
### 6.1. Starting a Webinar

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Click the **Host** icon
3. Enter your Email Address, Password and Meeting Server Address and click **Sign In**.
4. Click the **Host** icon to host an impromptu meeting.
5. In the next step, choose the **Webinar** meeting type.
6. Optionally, enter a **Password**. If you enter a password, the invitees also need to enter the same password.
7. Click **Continue**. This control panel displays the Attendees and the Meeting ID.

## 6.2. Inviting Attendees

To invite attendees:

8. Click the **Invite** button.
9. Click **Email** to mail the URL to the invitee or click **Copy** and paste the URL to the attendees via online messaging tools.



Invite attendees for a webinar

## 6.3. Joining a Webinar

The meeting invite you receive from the host will contain a clickable URL embedded with the meeting ID. Go to the specified URL to join the webinar.

Alternatively, you can go to the meeting server website, click the **Join Meeting** button and then fill in the Meeting ID, Meeting Password and Your Name to join the webinar.

## 6.4. Inviting Meeting Panelists

In the webinar mode, the host send the URL details of the meeting to the attendee via email. The attendee who joins the webinar - by clicking the above URL - can also become an interactive attendee by clicking the **Switch to Interactive Meeting** button.



Switching to interactive meeting

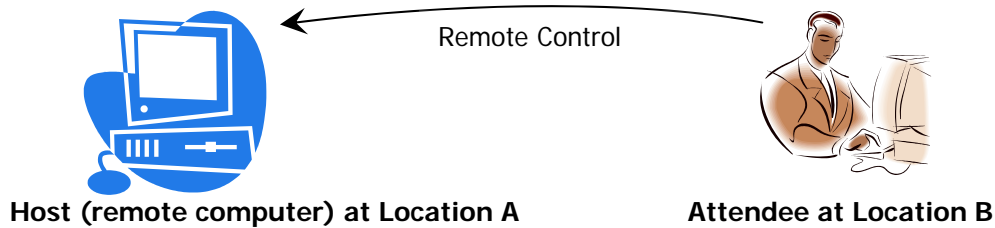
If **TurboMeeting** is not previously installed, it will be downloaded automatically.

The host can assign an interactive attendee to be the presenter as a meeting panelist. All attendees including the host will be able to see the new presenter's screen.

## 7. Remote Access to This Computer

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Using this meeting type, you can allow your computer to be remotely controlled at any time. For example, the host computer (designated as the remote computer) in **location A** can be controlled by an attendee computer in **location B**. The **TurboMeeting** client should be installed in both the computers.



You have to host a remote access meeting in the computer at **location A** before another computer at **location B** could access this particular remote computer.

Some of the features of this meeting type are:

- Always on after power recycled: The connection to the remote connection is restored even if there is a power outage at the remote location
- Meeting password encryption cannot be reverse engineered: The meeting password is encrypted superbly; there is no decryption algorithm available to determine this password.
- Auto-reconnection: The **TurboMeeting** client automatically verifies the connectivity every two seconds. If the connection is dropped for any reason, the client attempts to restore the connection.

### 7.1. Starting a Meeting for Remote Access

Follow the following steps for the computer at Location A:

1. Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
2. Click the **Host** icon and, if asked, enter the login credentials and **Sign In**.
3. In the next step, choose the **Remote Access to This Computer** meeting type.
4. Enter the meeting **Password**. The Password is mandatory.
5. Click **Continue**. This control panel displays the Attendees and the Meeting ID.

## 7.2. Remotely Accessing my PC

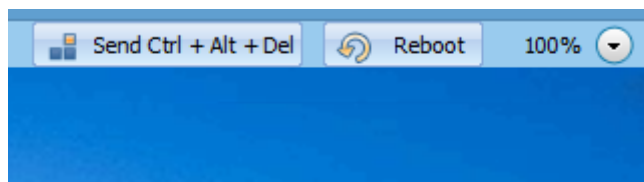
After you start a **Remote Access** meeting at Location A, you can now join the meeting from anywhere (Location B) to remotely control the computer at Location A.

- Launch TurboMeeting by clicking the **TurboMeeting** shortcut from the desktop
- Click the **Join a Meeting** icon
- Fill in the **Meeting ID**, **Meeting Password**, **Your Name**. In this type of meeting, the Password is mandatory.

Note that you have to remember the meeting password. There is no way to recover the meeting password.

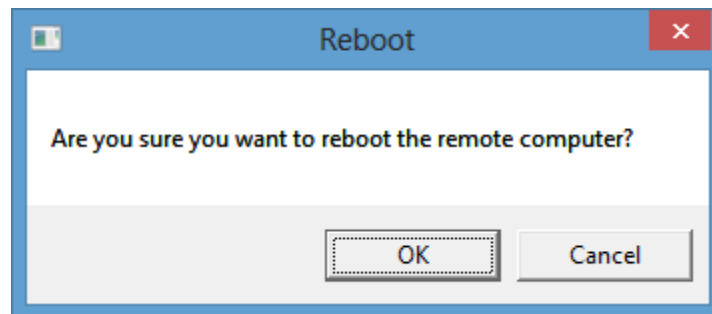
After joining a **Remote Access** meeting, you can perform the following remote tasks in addition to the remote control and file transfer:

- Control the task manager of the remote computer
- Reboot the remote computer



Option to reboot the remote computer

For example, if you click **Reboot**, the remote computer is rebooted upon confirmation.



Confirmation for rebooting a remote computer

Note that even if you exit the **TurboMeeting** application from your computer at **location B**, the **TurboMeeting** client will still work on the remote computer at **location A**. This allows you to access the computer (in location A) from other places and at different times.

You can use the zoom option to Fit-to-screen to fit the screen of the remote computer to the size of your screen. In addition, the zoom option can show the remote computer's screen as a certain percentage of its original size.

## 8. Unattended Support

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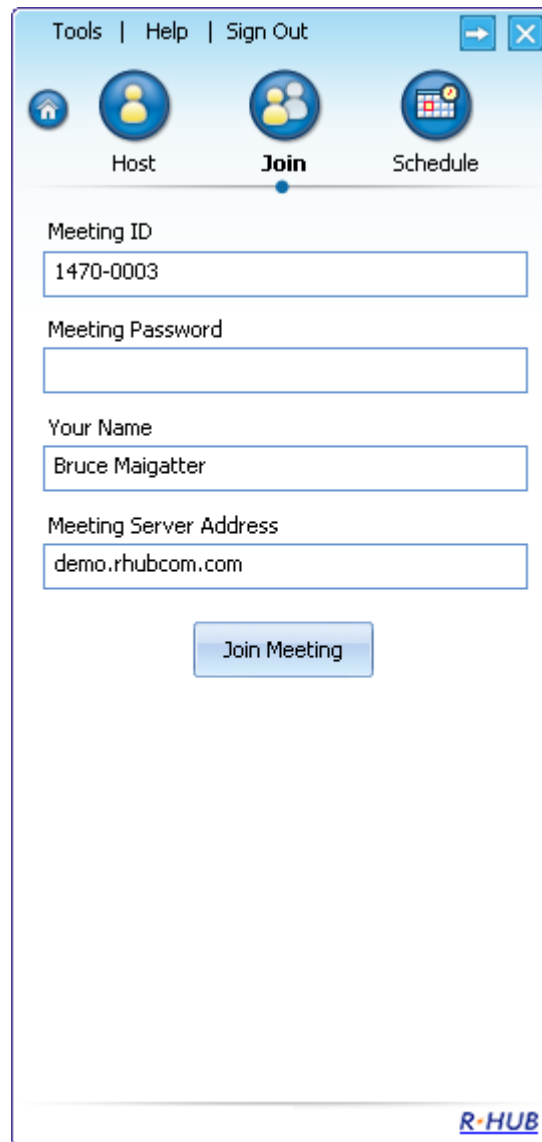
Unattended Support is a support session that occurs when the person being supported, the supportee, is not present when their computer is receiving support. An Unattended Support session works exactly the same as a “Remote Access to This Computer” meeting.

To enable an Unattended Support session (or meeting), the supporter first starts a Remote Support meeting and clicks continue:

The screenshot shows a software window titled 'Host' with a menu bar containing 'Tools', 'Help', and 'Sign Out'. Below the menu bar are four icons: a home icon, a person icon labeled 'Host', a group of people icon labeled 'Join', and a calendar icon labeled 'Schedule'. The 'Host' icon is selected. The main area of the window is titled 'Meeting Type:' and contains four radio button options: 'Interactive Meeting', 'Webinar', 'Remote Support' (which is selected), and 'Remote Access to This Computer'. Each option has an information icon (i) to its right. Below the radio buttons are two text input fields: 'Subject:' with the text 'Stacey laptop' and 'Password:'. Below these fields is a section titled 'Attendee Emails:' with a checkbox labeled 'Required'. At the bottom of the form area is a 'Continue' button. At the very bottom of the window, it says 'Available meeting rooms: 10' and 'Available participants: 988'. The R-HUB logo is in the bottom right corner.

Supporter starts a Remote Support meeting

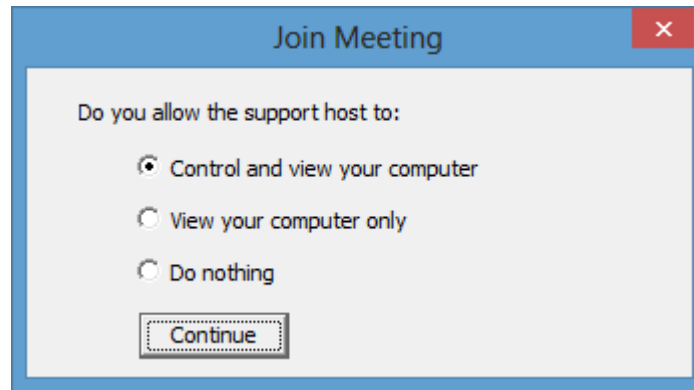
On the supportee's system, the supportee clicks the link in the email the supporter sent or goes the meeting server's web site, clicks **Join Meeting** enters the generated meeting id, password and name to join this Remote Support meeting.



The screenshot shows a web application window titled "Tools | Help | Sign Out" with a blue header bar. Below the header, there are four circular icons: a home icon, a person icon labeled "Host", a group of people icon labeled "Join" (which is highlighted with a blue dot), and a calendar icon labeled "Schedule". The main content area contains four text input fields: "Meeting ID" with the value "1470-0003", "Meeting Password" (empty), "Your Name" with the value "Bruce Maigatter", and "Meeting Server Address" with the value "demo.rhubcom.com". A blue "Join Meeting" button is positioned below the input fields. The R-HUB logo is visible in the bottom right corner of the window.

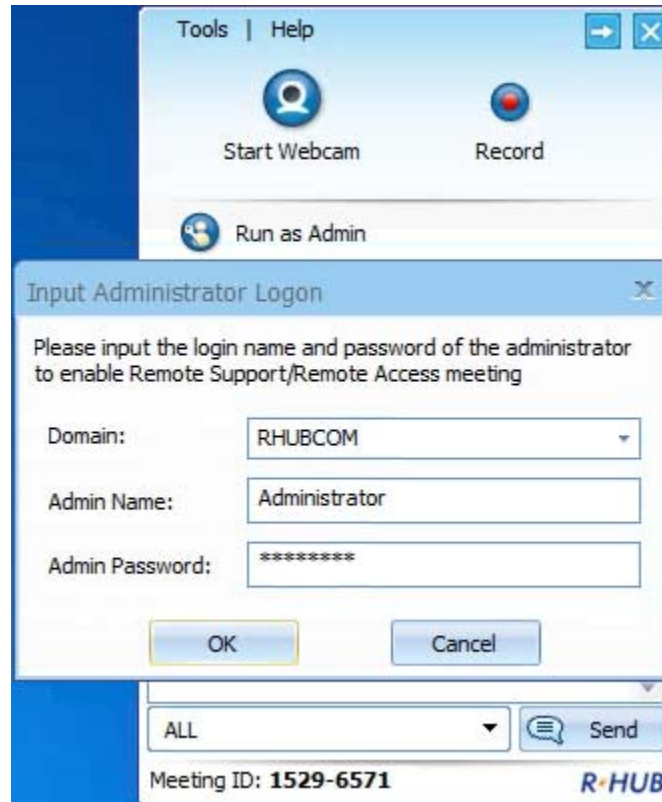
Supportee joins the Remote Support meeting

The supportee should accept the default answer: "Control and view your computer":



Supportee allows supporter to Control and view your computer

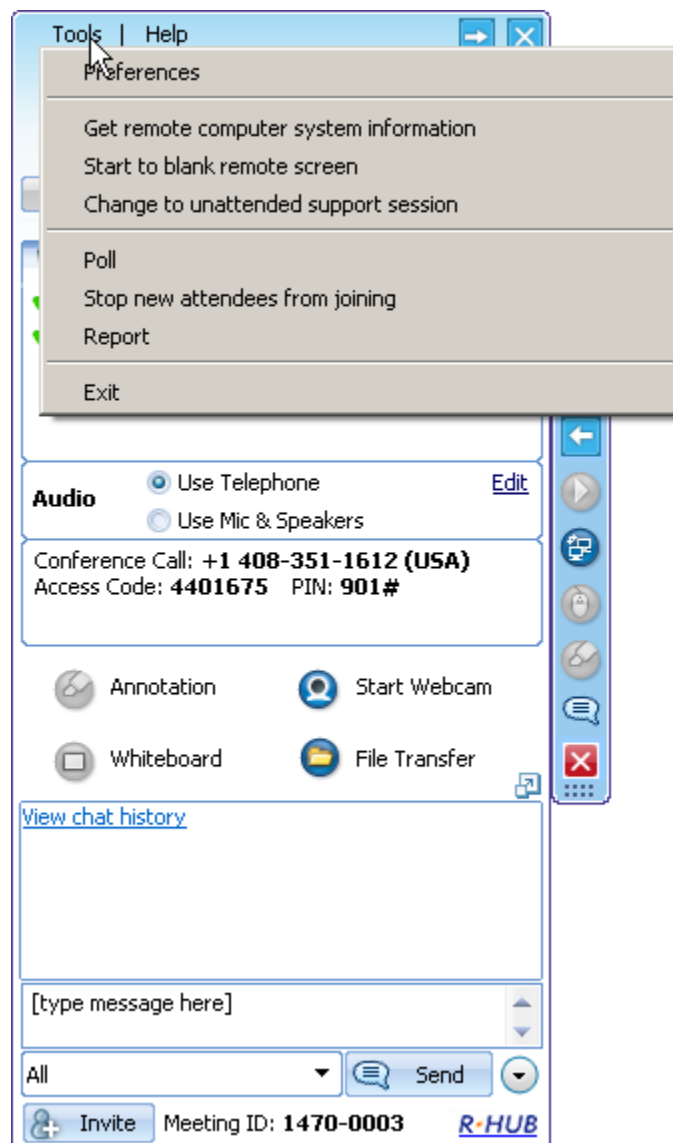
If the supportee is not a Windows Administrator, the "Run as Admin" option appears. Click the "Run as Admin" icon and specify an Admin's Name and Password for the supportee's computer:



For Windows non-Admin users, specify an admin name and password



On the supporter's computer, choose Tools | "Change to unattended support session":



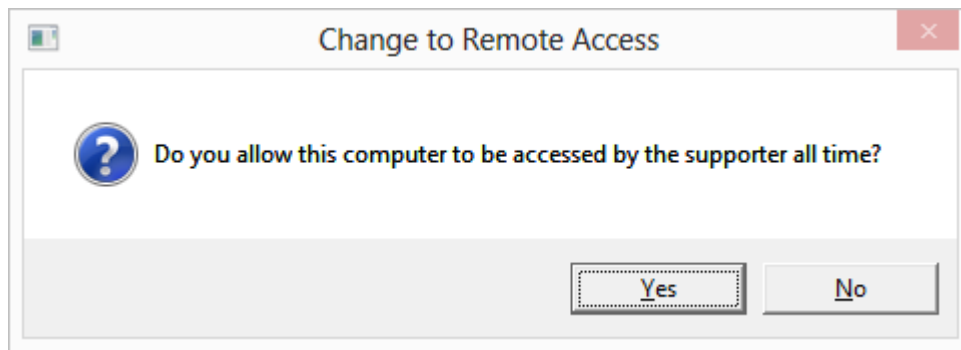
Supporter changes to unattended support session

The supporter must enter a Computer Name for the supportee and a Meeting Password:

A screenshot of the 'Change to Remote Access' dialog box. It has two input fields: 'Computer Name' with the text 'Stacey laptop' and 'Meeting Password' with masked characters '\*\*\*\*\*'. There is a 'Submit' button and an information icon (i) at the bottom.

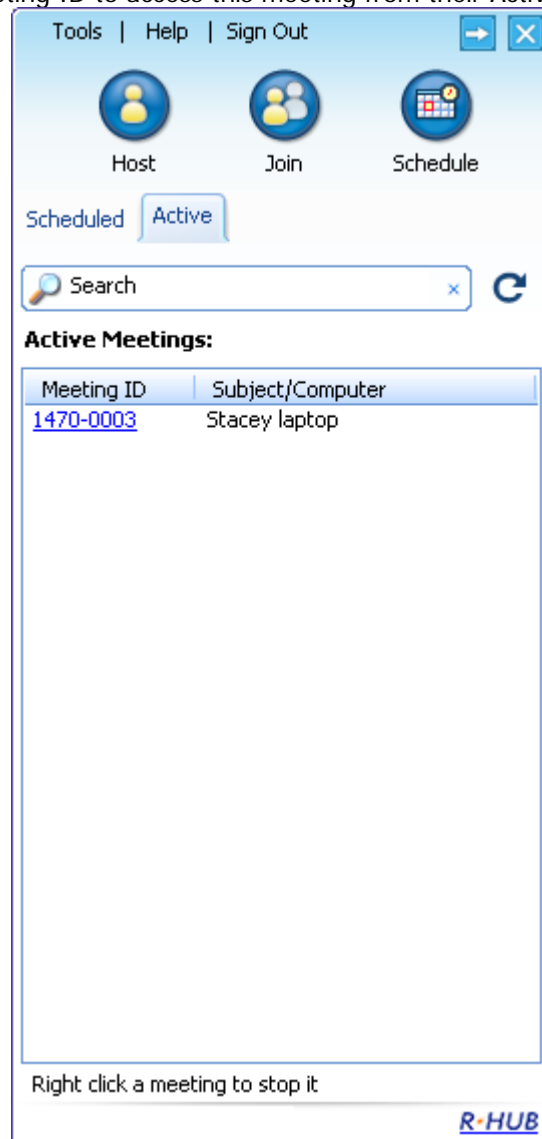
Supporter enters supportee's computer name and a meeting password

The supportee must accept that the supporter can provide unattended support:



Supportee should accept that the supporter can provide unattended support

This meeting has now become a Remote Access meeting. From now on, the supporter will be able double click the meeting ID to access this meeting from their Active meeting list:



Supporter will always see this Remote Access meeting in their Active list

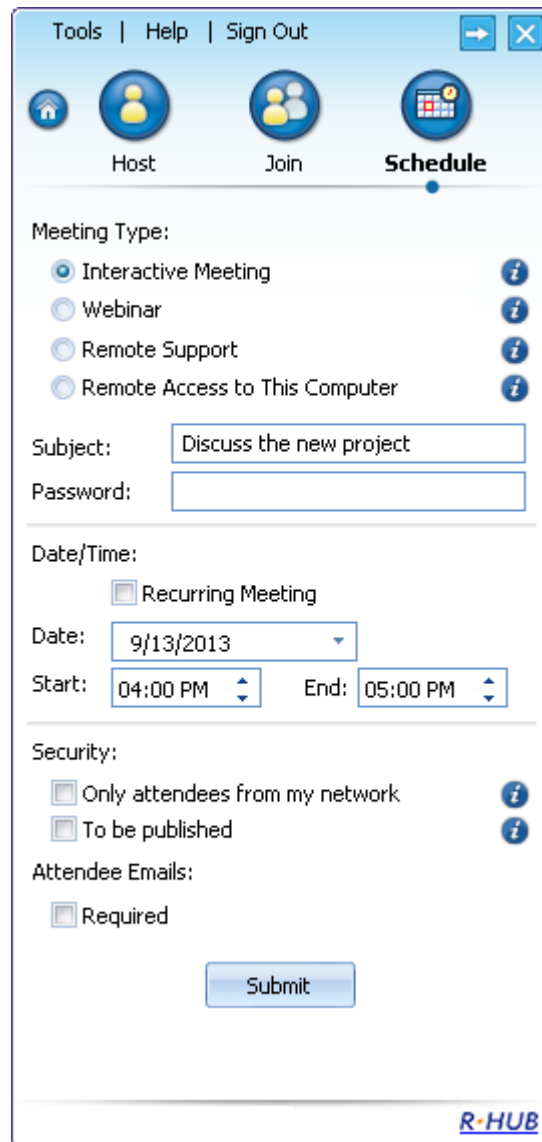
## 9. Scheduling Meetings

There might be instances when you have planned a meeting earlier and want to inform the invitees in advance. In such cases, you can schedule the meeting using the **Schedule Meeting** option.

### 9.1. Scheduling a Meeting

To schedule a meeting:

1. Log into **TurboMeeting**.
2. Click the **Schedule** icon.



The screenshot shows the 'Schedule Meeting' dialog box in the TurboMeeting application. The window has a title bar with 'Tools | Help | Sign Out' and standard window controls. Below the title bar are four icons: Home, Host, Join, and Schedule (which is highlighted with a blue dot). The 'Schedule' section contains the following fields and options:

- Meeting Type:** A list of four options with radio buttons: 'Interactive Meeting' (selected), 'Webinar', 'Remote Support', and 'Remote Access to This Computer'. Each option has an information icon (i) to its right.
- Subject:** A text box containing 'Discuss the new project'.
- Password:** An empty text box.
- Date/Time:** A section with a 'Recurring Meeting' checkbox (unchecked). Below it, a 'Date:' dropdown menu shows '9/13/2013'. At the bottom, 'Start:' and 'End:' dropdown menus show '04:00 PM' and '05:00 PM' respectively.
- Security:** A section with two checkboxes: 'Only attendees from my network' (unchecked) and 'To be published' (unchecked). Each has an information icon (i) to its right.
- Attendee Emails:** A section with a 'Required' checkbox (unchecked).
- Submit:** A large blue button at the bottom center.
- R-HUB:** The logo is in the bottom right corner.

Scheduling meetings

3. Select the **Meeting Type**.

4. Optionally, mention the **Subject** of the meeting.
5. Enter the **Password**, which is optional for all meeting types except **Remote Access to this Computer**.
6. Select the **Date**.
7. Select the **Start** and **End** time.
8. Select **Recurring Meeting** to schedule a recurring meeting. If this option is selected, the Date and Time options are disabled.
9. Click **Submit**.

When you login to TurboMeeting next time, the scheduled meetings and the details are displayed.

## 9.2. Editing a Scheduled Meeting

To edit a scheduled meeting:

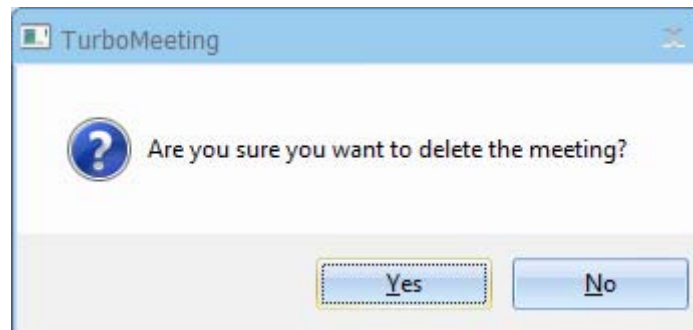
1. Click the **Edit** link of the respective meeting.
2. Make the necessary modifications.
3. Click **Submit**.

## 9.3. Starting a Schedule Meeting

To start a scheduled meeting, click the **Start** link for the respective meeting.

## 9.4. Deleting a Schedule Meeting

To delete a scheduled meeting, click the **Delete** trash can icon of the respective meeting. Click **Yes** to the dialog asking if you want to delete the meeting.



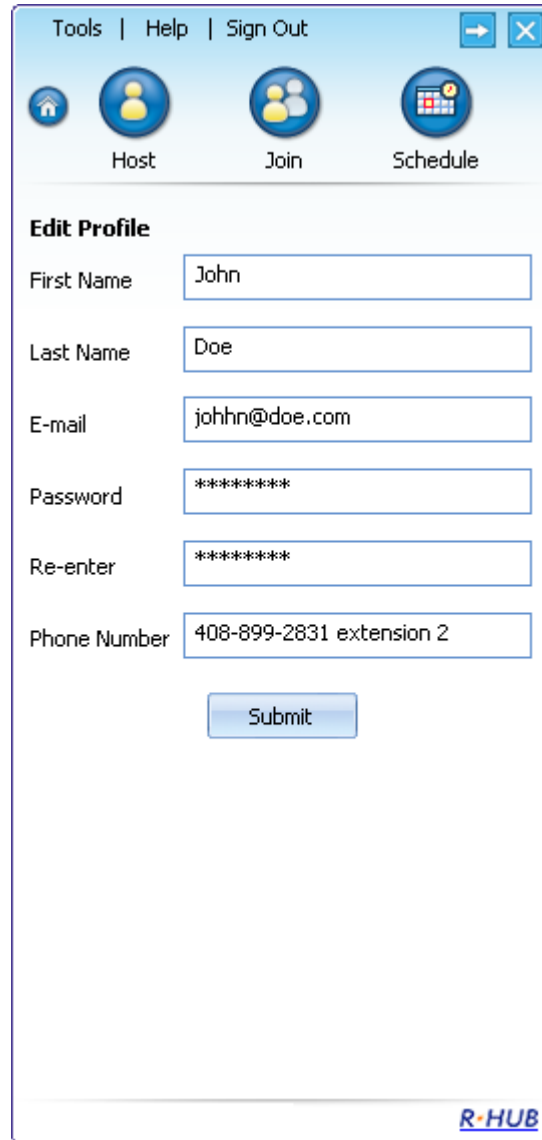
Dialog asking if you want to delete the scheduled meeting

## 10. Managing Profile

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Follow these steps to manage your profile:

1. Log into **TurboMeeting**.
2. Click the menu item **Tools** then **Edit Profile**.



Tools | Help | Sign Out

Host Join Schedule

**Edit Profile**

First Name

Last Name

E-mail

Password

Re-enter

Phone Number

R-HUB

Managing profile

3. Edit your **First Name**, **Last Name**, and **E-Mail**.
4. Provide a **Password** and Retype your password to confirm it.
5. Specify your **Phone Number**.
6. Click **Submit**.

## 11. Support Contact

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If you purchased the TurboMeeting Appliance from a RHUB value-added reseller, please contact them for support. If your reseller is not able to provide you adequate support, your reseller will contact us or you can contact us directly.

**RHUB Communications, Inc.**

4340 Stevens Creek Blvd.

Suite 282

San Jose, CA 95129

Tel: 408-899-2831 extension 2

Fax: 408-516-9612

[support@rhubcom.com](mailto:support@rhubcom.com)

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