



Web Conference Manager

Reference
Guide

Table of Contents

1.	Introduction to GTB Web Conferencing	1
2.	System Requirements	2
3.	Web Conferencing – Host.....	3
	Accessing the server	3
	Testing your system.....	3
	Logging into the system	3
	Setting up My Account	3
	Setting up preferences	3
	My Address Book.....	3
	Setting up a conference	4
	<i>Conducting a web conference</i>	5
	<i>The Web Conference Room Window</i>	5
	<i>Conference Tool Bar – Host Only</i>	7
	<i>View</i>	8
4.	Audio Conference – Host.....	9
	<i>Setting up an audio conference via web access</i>	9
	<i>Setting up a conference via dial up</i>	9
	<i>Audio Conference Console</i>	10
	<i>Conference Audio Tool Bar – Host Only</i>	10
	<i>Host Phone Commands</i>	11
5.	Web Conferencing – Participant	12
	<i>Accessing the web conference</i>	12
	<i>Testing your system</i>	12
	<i>Logging into the system</i>	12
	<i>Participating in a web conference</i>	12
6.	Audio Conferencing – Participant	13
	<i>Accessing the audio conference</i>	13
	<i>Participant Phone Commands</i>	13
7.	On-line users help.....	14
8.	Trouble Reporting.....	14

1. Introduction to GTB Web Conferencing

The **GTB Web Conferencing Service** is an integrated, audio and web conferencing system designed to improve enterprise business processes and communications while significantly reducing conferencing costs. The GTB Web Conferencing Service is easy to use, maintains security of sensitive corporate information, and requires low administrative overhead.

This **Quick Reference Guide** is designed to help **hosts** schedule, manage, and lead audio and web conferences. It will also provide helpful **participant** information as well.

2. System Requirements

- Personal Computer running Windows XP or Windows Vista, (Windows7 may work but has not been fully certified)
- Internet Explorer 7.0 and later.
- Microsoft Outlook 2003 and later (used to schedule conferences).

3. Web Conferencing – Host Instructions

Prior to accessing the GTB Web Conferencing Services web site, you will need to obtain a Host ID and PIN. Please contact GTB at 410-581-4833 and select either the option for Customer Care (2) or Sales (3) and ask to sign up for GTB's Web Conferencing Service!

Accessing the server

Website: <http://conference.gtb.net>

System Test

Testing your system is only required the first time you use the system. It verifies that you have the supported browser, browser parameters, network capabilities, and software add-ins to effectively run conferences. The system test does not need to be redone each time a new conference is established. This also applies to downloading of the necessary plug-ins and software.

- From the main login menu, click on **Systems Test**
- Click on **Host** button
- Click on **Check My System**
- Follow instructions for **Downloading** software as required

Logging into the system

- From either the **system test** window or the **main login** menu, click on **Host Login**.
- Enter your **conference ID**
- Enter your **PIN**
- Click on **LOG IN**

Setting up My Account

GTB highly recommends that you change your PIN from the default provided for general security purposes

- From the main menu, select **My Account**
- Verify all information is correct and make any modifications as necessary
- Change your **PIN**.
- Click on **SAVE** to save your changes

Setting up preferences

- From the main menu, select **My Preferences**
- Review and change preferences for Participants as needed
- Review and change preferences for Conferences as needed
- Review and change Options for Host as needed
- Click **SAVE** to exit

My Address Book

- From the main menu, select **My Address Book**
- Click on **"New"** to add contacts
- Input all required and other data as desired
- Click on **"Save"**
- Click on **"Close"**
- For importing multiple contacts from a flat "CSV" file please refer to the "Help" button in the lower left corner of the "My Address Book" screen.

Setting up a conference

All conferences must be set up by the Host and can be a combination of voice only, web only or voice and web. When setting up a conference, the Host will need to determine the best combination to select in order to achieve the best results.

Conference Now

Conference Now is used to start a meeting immediately

- From the main menu, select **Conference Now**
- Check if audio and/or web
- Click on **"Port Availability"** to determine if ports are available. Click on **"Close"**
- Click on **"Next"**
- Input the participants to include name and email addresses as required for the conference, then click **"Next"**
- In the options section, enter a **"Conference Password"** and/or an **"Account Code"** (these are optional), when done click **"Finish"**
- Your conference will begin immediately and will last for 15 minutes and will **automatically extend for 15 more minutes** provided ports are available. If no ports are available, the users will hear a 5 minute then a 1 minute warning before the system ends the conference
- The Audio Console will pop up at this point

Conference Later

- Conference Later is used to set up conferences in advance
- From the main menu, select "Conference Later"
- Click on Audio or Web as needed
- Enter the number of ports needed for audio and/or Web
- Type in begin date or use calendar to select date
- Enter start time for conference
- Enter time zone if appropriate
- Enter duration hour and minutes as required
- Enter conference subject if needed
- Click on the "Next" button
- On the next screen you can enter individual names on each line or select from either outlook or your address book
- When your finished entering the names and email addresses of the attendees, click on the "Next" button
- Enter a description if needed
- Click on "Finish" to complete the conference scheduling

- You will get a confirmation screen indicating emails have been sent to all participants

Conducting a web conference

- From your web browser, go to the conference web site
- Login to the conference web site as the HOST
- At the main menu select the conference you wish to start and click on the start button
- The system will log you into both the web and audio menus if you chose both

The Web Conference Room Window

Items for Viewing

The “**Items for Viewing**” section is located in the upper right hand corner of the web conference room. You will find Application sharing, Co-Browser, Notes, Whiteboard and Add Document(s) within this section. Each of these actions is described below and further information is available by clicking on the help button. The application that is currently selected will be highlighted under the “**Items for Viewing**” section.

Application Sharing

- *Clicking on the item will allow you to share an application with attendees.*
- *Once you click on the Application sharing button, a new window will appear asking you to select the presenter. Select the person you want as the presenter then click “Next”*
- *The Select Application window will appear, from the list select which application you wish to share, then click “Start Sharing”*
- *If you selected the desktop in the previous window, all participants will now be viewing your desktop*
- *Notice the Sonexis Icon in the right hand bottom corner of your window. Clicking on this will allow you to make other selections that will be covered later*
- *From your desktop you can now open a file, a presentation or any other document you wish and it will be displayed on each attendees screen.*
- *To exit from Application sharing, right click on the Sonexis icon and select “Stop Sharing” Once this has been done, all attendees will be viewing the conference room and will no longer be sharing the application you wanted them to view.*

Co-Browser

- *The conference room defaults to the Co-Browser screen unless you (the Host) set up the room before hand.*
- *The Co-Browser allows you to go to different web sites so that you can share them with the other attendees. The attendees will not be able to select and go to any other web site other than the one that is chosen for them.*

Notes

- *Selecting Notes will take the host to a screen where they can either enter information about the meeting or have previously placed information for follow-up.*
- *Notes can be interactive but the host must pass control over to the attendee that wishes to add notes and once done the attendee can pass control back to the Host or the Host can pass control to another attendee.*
- *See “**Who is here**” below to learn how to pass control to another user.*

Whiteboard

- *Selecting the Whiteboard allows for the Host and attendees to draw picture or diagrams just like on a whiteboard.*
- *The Host must set certain options in order for the attendees to use the various tools in the whiteboard, see “**Options**” below*
- *See “**Who is here**” below to learn how to pass control to another user.*
- *Use the “**Help**” button located at the top of the screen to learn more about how to interact with the whiteboard*

Add Document

- *Selecting this option will allow the host to add a document*
- *From the Add Document screen, select the type of document you wish to add, the click “Next”*
- *Enter the path to the document or select Browse and then select the document you want to add*
- *Click on Finish*
- *The document will load and appear on all screens*
- *Use the “**Help**” button located at the top of the screen to learn more about how to add documents.*

Who is here

- *Lists all the attendees signed in viewable by Host and Attendees*
- *The Host can hand off control by clicking the baton next to the person who is being given control*
- *The person who has control may only hand it back to the Host*

Hands

- *The Hands button is used during a meeting when everyone is muted, any attendee can click on the button and the Host will see someone has raised their hand and can respond by removing the mute button for the caller and speaking with them or use the Chat feature described below*

Vote

- *The Vote button can be used to answer yes or no type questions either verbally or in conjunction with the note board.*
- *Once a person votes, a check mark will appear next to their name for a yes vote and an X will appear if they vote no*
- *Questions must be asked individually and after the votes have been tabulated the Host must clear the results by clicking on the Clear button.*

Chat

- Chat is used to communicate either with all attendees or between individuals.
- All Attendees and the host can send and receive messages to anyone on the conference without sharing the information with the other members if they chose to.

Q&A

- The Q&A tab is used by everyone to ask questions of the Host
- All users will see the questions and answers, the Host is the only one that can respond to the questions, by selecting either “**Answer/Discuss/Delete**”
 - The host can answer the question directly by clicking on “**Answer**” and entering the response in the window provided and then clicking on the “**Answer**” button. If the host decides to re-think his/her answer, he may select the “**Cancel**” button and then choose the “**Answer**” button again to respond.
 - The host can select the “**Discuss**” button which will take the question out of the queue and mark it as “**In Discussion**” Once in discussion, no one will be able to reply directly to the question unless it is posted again.
 - The host can select the “Delete” button which will remove the question from all screens.

Options – Only available to the Host

Use Annotation tools

- When this option is selected, the attendees will be allowed to write on the whiteboard once given control by the Host

Add Documents

- When this option is selected it allows all the attendees to add documents from their own computers so that everyone can view them.

Conference Tool Bar – Host Only

Conference Info

- Clicking on this tab will provide the Host the Date & Time, the Subject, the Host name, the Conference ID and the dial in number.
- A picture can be uploaded but must be less than 30KG in GIF or JPG format
- Attendees will not have the ability to upload a picture

Invitee List

- Provides the Host a list of invitees

Quick Invite

- Allows the Host to invite others to the meeting at will
- Clicking on this tab, the Host will be allowed to edit the conference in progress and add attendees immediately

View Audio Console

- Clicking on this tab presents the audio console to the Host

End Conference

- Clicking on this tab allows the host to end the conference, a window appears and allows the Host to choose how to end the conference
- Select options from pull down boxes and then click “**OK**” to exit from the conference

Help

- Clicking on this tab will bring up the entire help document

View

Normal View

- Shows the Items to View, Who is Here and other action areas

Full Screen

- Allows the viewable area to be expanded and removes certain action areas

Audio Conference – Host

Audio conferencing can be set up either through the web access or by phone. Regardless of the method, the host can still access the Audio Console from the web site to control the conference.

Setting up an audio conference via web access

Conference Now

- Conference Now is used to start a meeting immediately
- From the main menu, select “Conference Now”
- Check the audio box and uncheck the web box, check on port availability, then click on “Next”
- Input the participants to include name and email addresses as required for the conference, then click “Next”
- Enter options, when done click “Finished”

Conference Later

- Conference Later is used to set up conferences in advance from the main menu, select “Conference Later”. Click on Audio and uncheck Web
- Enter the number of ports needed for audio
- Type in begin date or use calendar to select date
- Enter start time for conference
- Enter time zone if appropriate
- Enter duration hour and minutes as required
- Enter conference subject if needed
- Click on the “Next” button
- On the next screen you can enter individual names on each line or select from either outlook or your address book
- When your finished entering the names and email addresses of the attendees, click on the “Next” button
- Enter a description if needed
- Click on “Finish” to complete the conference scheduling
- You will get a confirmation screen indicating emails have been sent to all participants

Setting up a conference via dial up

An Ad Hoc audio conference can be set up by the host on demand providing there are sufficient ports available to support the conference.

Ad Hoc Set up

- Dial into the conference bridge by dialing **410-753-3910** (or 301-605-8075)
- When prompted, enter your conference ID and press #
- When prompted, press 1 to identify yourself as the host
- When prompted, enter you PIN and press #
- The System will announce that there is “No conference scheduled at this time” and will ask if you wish to start a new one.
- Press 1 to start a new conference.
- To add someone to the conference press *1 and then dial their number, once connected press ** to return to the conference with the new person. You can then add more people by following the same process until all of your participants are on the call.

Audio Conference Console

The audio console can be accessed at any time once the conference is set up and started. The audio console allows the Host to control the meeting with the ability to mute and place attendees on hold. The audio console can only be accessed when connected to the conference manager web site.

From the web conference room window, select the conference you wish to enter. If this is a scheduled event, select the conference from the scheduled conferences window and click on "Start" if the conference has not started. If the conference is all ready under way, the Audio console will already be opened. If the conference is not schedule but is ad hoc, then select the conference in the "Conference in Progress" and then click on the "Enter" button to bring up the console.

Once in the console, you will be able to control the conference using the Audio tool bar.

Conference Audio Tool Bar – Host Only

Conference Info

- Clicking on this tab will provide the Host the Date & Time, the Subject, the Host name, the Conference ID and the dial in number.
- A picture can be uploaded but must be less than 30KG in GIF or JPG format
- Attendees will not have the ability to upload a picture

Invitee List

- Provides the Host a list of invitees

Quick Invite

- Allows the Host to invite others to the meeting at will
- Clicking on this tab, the Host will be allowed to edit the conference in progress and add attendees immediately

Add Web Conference

- Allows the Host to add a Web Conference to the audio conference
- Clicking on this tab will open an edit conference in progress window which will allow the Host to add web ports and attendees. When attendees are added, the system will notify the new attendees via email that they have been invited to a conference that is under way.
- The Host must select the check off the box to add ports, and input the number of web ports required or the system will send out an audio invitation only.
- After entering into a audio and web conference, the Host may take control either by going to the web conference room console or the audio console room.

End Conference

- Allows the Host to end the audio conference

- By clicking on this tab, the system will open a end conference window, the Host can then choose how they wish to end the conference.

Host Phone Commands

Adding Participants

- *1 Dial out to a new participant
- ** Rejoin the conference with the new participant
- ## Disconnect the new participant and rejoin the conference
- *1 Disconnect the new participant and dial another number

Managing Conferences

- *0 Play command options
- *1 Dial out to a new participant
- *2 Mute or un-mute your line
- *3 Mute or un-mute all lines except yours
- *4 Play conference roll call
 - 1 Hear the number of participants
 - 2 Hear a list of recorded names
- *5 Lock or unlock the conference
- *6 Record a conference greeting
- *7 Disconnect yourself
- *8 Disconnect all and end conference
- *9 Start or stop audio recording

4. Web Conferencing – Participant

All **participants** will receive an email inviting them to join a conference. The email will include the dial in number for the audio portion, if applicable, as well as a link to the web conference site.

Accessing the web conference

- The participant has 2 ways to access the web conference:
- Go to their email and click on the link to the web conference (which will log the participant into the conference automatically) or
- Access <http://conference.gtb.net> and follow the directions below for logging into the system.

Testing your system

Testing your system is only required the first time you use the system and only for web conferences not audio conferences.

- The participant can test their system either through the email sent to set up the conference or from the main login menu.
- From the main login menu, click on “Systems Test”
- Click on Host button
- Click on Check My System
- Follow instructions for Downloading software as required

Logging into the system

From either the test system window or the main login menu click on the participant login and enter the conference ID, your name and email address.

Participating in a web conference

Once you have signed into the system you will view whatever the host has prearranged for you to view. The host will manage the conference by allowing the participants to view documents and presentations and to interact with the notes, whiteboard and other applications that are available to the users.

5. Audio Conferencing – Participant

Accessing the audio conference

There are two basic ways a participant can join a conference, either the host adds them directly or the participant dials the number provided to them in the body of the email that is sent when the conference is prearranged.

Joining a prearranged audio conference

- Dial into the conference bridge by dialing 410-753-3910 (or 301-605-8075)
- When prompted, enter your conference ID and press #
- Follow any instructions the system may request
- The system will announce that you have joined the conference at which time you will be able to hear other participants unless everyone has been muted by the host.

Participant Phone Commands

- *0 Hear a list of phone commands (press ## to return to conference)
- *1 Hear you PIN (if used)
- *2 Mute or un-mute your line
- *3 Raise or lower your hand

7. On-line users help

At any time during a web conference, the host or participants can click on the help button and a full discussion of all the capabilities of the system are discussed in detail.

8. Trouble Reporting

If you encounter any problems accessing the system or need help retrieving your ID or PIN, contact the customer care department by dialing 410-581-4833 Option 2 (Customer Care).