



Welcome to PRIMUS Web Conferencing


This is the feature guide for PRIMUS Web Conferencing

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Overview

Whether a Web conference has been scheduled in advance with a group of participants, or a telephone conference is already underway, the process for starting a Web conference is the same:

1. The Moderator (Presenter) visits the Login page www.primustel.ca/webconference and completes the sign-in form.
2. Before participants can sign-in, the Moderator (Presenter) must start the Web conference. To start a Web conference the Moderator clicks the START button () on the toolbar. Once a Web conference is started the Moderator assumes the role of Presenter. The Conference Details window opens and provides detailed instructions for inviting participants into the Web conference.
3. Participants join the Web conference through browsers by visiting the Login page www.primustel.ca/webconference and completing the sign-in form. The Participant Code is required to enter the conference must be provided by the Moderator, this code may be the same one used for the Audio Conference platform.
4. As users enter the Web conference, they will appear in the Presenter's **Attendee Roster** and they will have a conference window loaded with the same content as the Presenter and any other active participants.
5. Once everyone has joined, the Presenter can continue with the presentation using the **Toolbar** and **Attendee Roster** functions to control the presentation.

Web Conference Log-in

To begin Web Conferencing with Primus Conferencing Services both the Moderator and Participants must first log-in. Before Participants can log-in the Moderator must log-in and start a Web conference.

 Before logging in for the first time, Moderator and Guests should complete the **Primus Conferencing Services System Compatibility Tests**. The **System Requirements** topic describes the supported browsers and system configurations.

Moderator (Presenter) Log-In Procedure:


1. Complete the **Primus Conferencing Services System Compatibility Tests**
2. Visit the Sign-in URL at <http://www.primustel.ca/webconferences> and enter your log-in credentials
3. Prepare by publishing any necessary documents
4. Start the Web conference
5. Invite guests and provide instructions for logging in


Guest Log-In Procedure:

1. Review the **System Requirements**.
2. Complete the **Primus Conferencing Services System Compatibility Tests**.
3. Visit the Guest Log-In URL at <http://www.primustel.ca/webconferences> and complete the log-in form. To complete the log-in, you will need to obtain the Participant Code from the Moderator.



Starting a Conference

 Before starting a conference, the Moderator may want to prepare by publishing a document or installing application sharing components. See **Document Publishing** for more details.

Once a Moderator has signed in, the Web conference can be started by clicking the  START button on the Toolbar, at that time the Conference Details window (below) will appear.

The Conference Details window provides the information participants need to join the conference. The Moderator must provide the Join URL and the Participant Code to participants.

Receiving Conference Summary Reports

By selecting the Send E-Mail Report option and providing an e-mail address, the Moderator can receive a detailed usage summary at the conclusion of the Web conference.

After completing the Conference Details form, click the OK button to continue with the Web conference. To invite additional participants during the Web conference, the Moderator can refer to the conference status information in the lower left-hand corner of the Conference Control window as shown below.

Toolbar Controls

Primus Conferencing Services's toolbars provide a simple and intuitive interface for accessing conference controls. Below is an interactive toolbar sample describing all of the functions available to presenters during an active conference.

Presenter Toolbar



Interactive Toolbar Hint...

Hover over each of the toolbar buttons above to display a description of each button's function. Click a button on the toolbar to take you to a detailed help page.



Locking Conferences

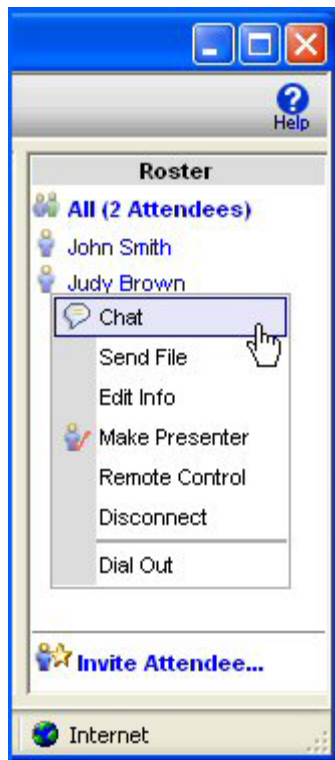
The Conference Lock is used to close conference attendance. When a conference is locked, no additional attendees can join. The Moderator clicks the button once to toggle the conference lock on. Clicking the button a second time will release the lock.

Only the Moderator of a Web conference can lock or unlock the conference. This control is not passed when the Moderator passes presentation control to another attendee.

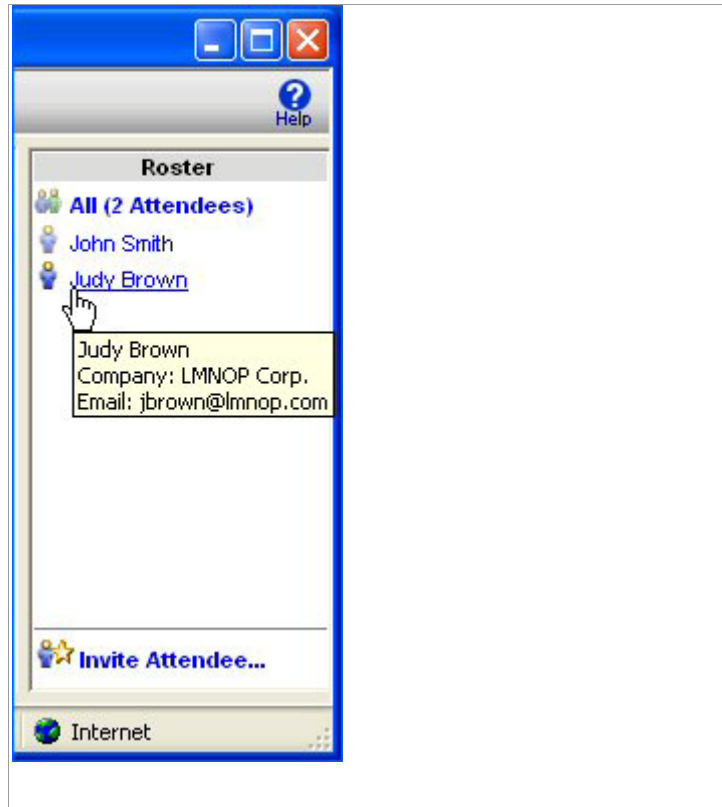
Attendee Roster

The Attendee Roster provides the Presenter with a list of Web conference participants and indicates each participant's web conference status. Additionally, it provides access to conference functions specifically affecting individual participants or the group of all participants.

Clicking an entry in the Roster opens the Context Control Menu. This menu contains a list of all commands applicable for the selected participant in the current context. Clicking the ALL ATTENDEES button lists only commands that apply to all participants. The image below shows the commands that may appear in the Option Menu, but not all options will appear simultaneously.



Hovering over a participant's entry in the Roster displays the Participant Information Box. The information displayed in the box may include the participant's name, company, e-mail and telephone number if provided at log-in.



At the bottom of the Attendee Roster is the Invite Attendee button, which can be used to send an e-mail invitation containing a hyperlink that the recipient can click to enter the conference.

Inviting Participants

Once a Moderator has started a Web conference participants can be invited by using the INVITE ATTENDEE button located at the bottom of the Attendee Roster. When the *Invite New Attendee* window opens:

1. Enter the participant's name and company name
2. To send an e-mail invitation, check the e-mail invitation box and provide the participant's e-mail address
3. Click INVITE to send the invitation



The participant will receive an e-mail invitation containing a hyperlink to join the web conference.

Instant Message Link

The Invite Window includes an Instant Messenger Link that can be copied and pasted into any instant message software to invite a participant. Clicking the IM LINK hyperlink causes the link to be copied to the clipboard. Open the IM interface, paste the link and send it. The link contains everything necessary for the participant to join with one click.

Disconnecting Conference Participants

A Moderator can disconnect participants from the web conference through the **Attendee Option Menu**.

To disconnect a participant from the web conference:

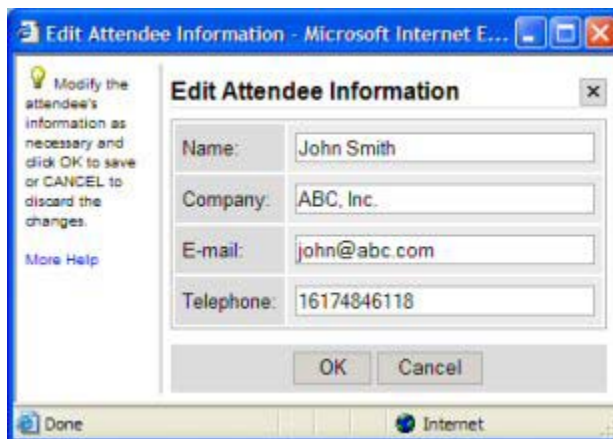
1. Click the participant's entry in the Attendee Roster to display the Attendee Option Menu
2. Select the DISCONNECT option from the menu

Note: Selecting the DISCONNECT option for ALL ATTENDEES causes the web conference to end.

Editing Participant Information

If a participant's information in the Attendee Roster is incomplete because, for example, the participant did not fully complete the log-in form, the Moderator may choose to edit this information. If a participant does not enter a name when logging into a conference, he or she will appear in the Attendee Roster with an anonymous entry labeled Attendee 1, Attendee 2, and so on. To edit a participant's information:

1. Click the participant's entry in the Attendee Roster to display the Attendee Option Menu
2. Select the EDIT INFO option
3. Fill in the correct information for the participant and click OK to finish



Note: When a Conference Summary Report is provided at the conclusion of the Web conference, each participant's information in the report will reflect edits made during the conference.

Passing Presenter Control

When a Web conference is started the Moderator initially assumes the Presenter role. The Presenter has access to all of the conference tools and has complete control of the Web conference. The Moderator may choose to assign the Presenter role to another participant using the contextual controls in the Roster.

To promote another Web conference participant to Presenter, select the participant from the Roster and click the entry to open the Participant Options Menu. Select the MAKE PRESENTER option from the list to initiate the transfer of control. Once MAKE PRESENTER has been selected the current presenter's toolbar will change to a participant toolbar and the Attendee Roster will disappear. The new Presenter will receive an updated toolbar with all of the Presenter controls and the Attendee Roster will appear.

The new Presenter has complete control of the Web conference and may choose to pass control to other users.

Note: The Moderator of the session always retains the ability to take control back from the current Presenter. A toolbar button marked PRESENT initiates the recall of Presenter privileges.

Chat

The Chat tool is accessed through the **Attendee Roster** and allows Presenters to receive and initiate chat sessions with individual participants or send broadcast messages to all participants.


Chat with Individual Attendees

To chat with an individual attendee the Presenter selects the attendee from the Roster and selects CHAT from the Attendee Options menu.

Broadcast Messages

To send a broadcast message to all attendees select All Attendees from the Roster to display the Attendee Options Menu. Select CHAT from the Attendee Options menu to open the Chat window.

Participant Initiated Chat

Participants may initiate chat sessions with the Presenter through the CHAT [] button on the **toolbar**. Participants cannot initiate chat sessions with other participants.



The Chat window remains open for both the Presenter and Participants until it is closed. A log of the conversation persists throughout the Web conference and can be stored to a text file by the Presenter or Participant. To store the conversation into a text file for later viewing, press the SAVE button.

Hand Raising

The HAND RAISING tool enables participants to raise a virtual hand either to capture the attention of the Presenter or in response to a question asked by the Presenter.

To use the HAND RAISING tool, the participant simply clicks on the hand icon on the toolbar once to raise the hand and again to lower the hand.

The Presenter receives a tally of the number of hands raised at any point in time. This allows the Presenter to ask a question and quickly count the number of participants in agreement based on the number of hands raised by the participants. A hand appears in the Attendee Roster on the Presenter's screen next to each participant that has "raised" his or her hand.

The hand raising tally is dynamic and changes as participants raise and lower their hands. The totals are not captured or stored by the application.

Polling

The Poll tool allows presenters to conduct interactive question-and-answer sessions. Poll results are gathered in real-time and may be shared with all attendees.

Creating a Poll Question

1. Click NEW to clear the *Question* field.
2. Type in your poll question.
3. Type in your answer text.

You may type over any answers that already exist. If you need more answers, click ADD. If you need to remove answers, select each of the extra questions (checkbox) and click REMOVE.

4. Reorder the answers, if necessary, by selecting an entry and clicking UP or DOWN.
5. Select a color for the bar graph tabulation.
6. When the question and answers are complete, click SAVE to save the question or click CONDUCT to send the question immediately to all attendees.

Polling with a Saved Question

1. Click the POLL button.
2. Select the saved question.
3. Click CONDUCT.



The question is sent to all attendees. The Presenter's view changes to wait for the poll answers. As the results are gathered, the Presenter is shown an actual vote count, as well as a percentage figure and bar graph for each of the possible answers.

4. Click END POLL & SHARE RESULTS to broadcast the results to all attendees or click END POLL to return to the poll window to conduct another poll.
5. Click CANCEL to exit the polling tool and return to your presentation.

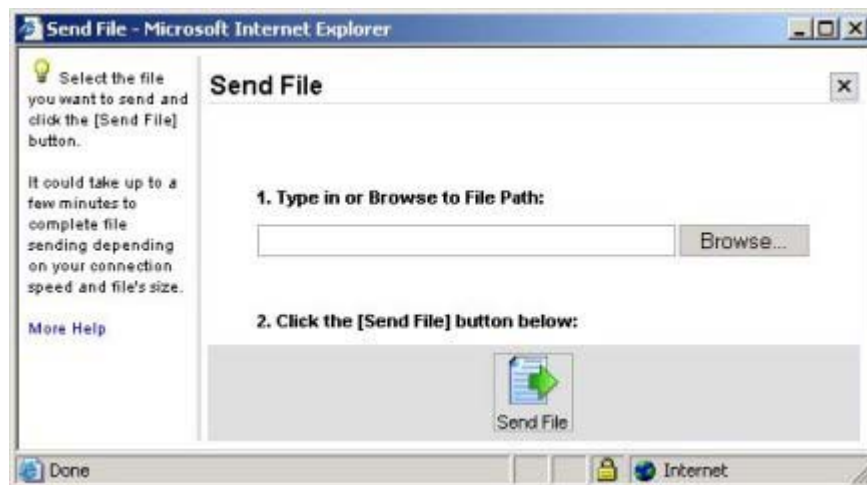
Polling results are included in your Conference Summary report. You can also choose to print the results after each poll closes.

File Transfer

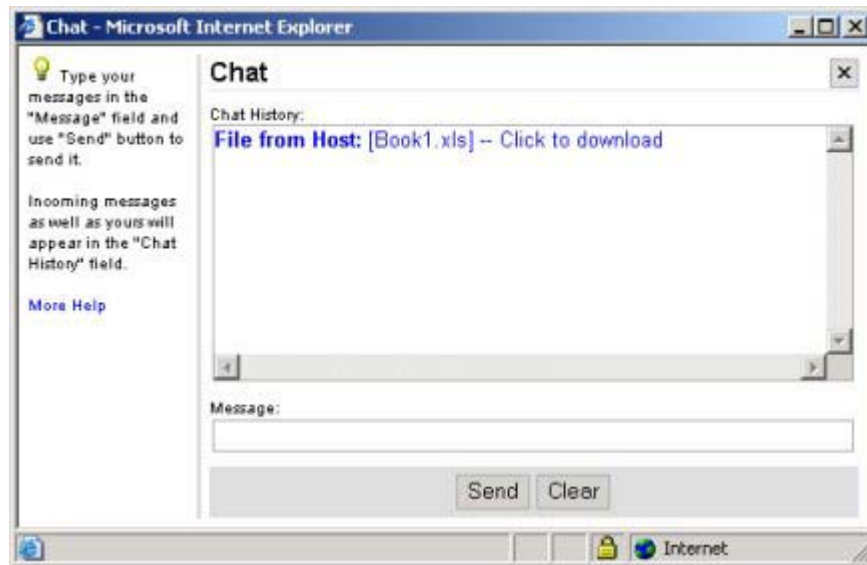
The File Transfer tool is accessed through the Attendee Roster and allows Presenters to transfer any document to one or all of the Web conference attendees.

Transferring a File to a Single Attendee

To send a file to one attendee, the Presenter selects the attendee from the Roster and selects SEND FILE from the Attendee Options Menu. Using the file browse dialog select the target file to be transferred and click the SEND FILE button.




The file is transferred from the Presenter to the Primus Conferencing Services secure server and the attendee to whom the file is being sent receives a CHAT message with a link to click to download the file. The procedure for downloading the file is similar to other Internet file links. The receiver may left-click the file link to download and open the file, or to save the file without opening it, right-click on the file link and select "Save Target As."

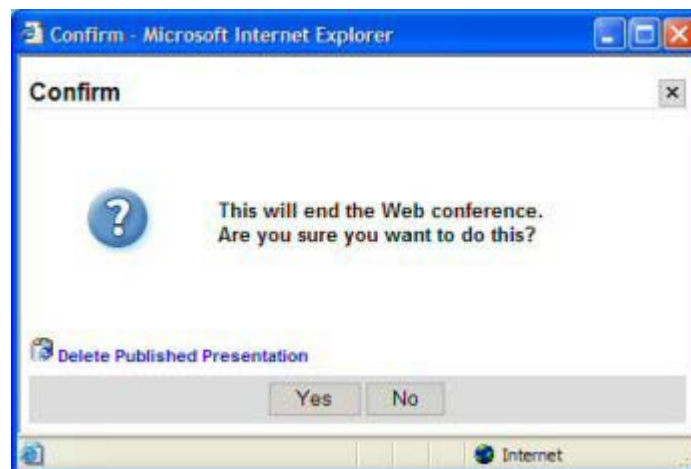


Transferring a File to All Attendees

To send a file to all attendees, the Presenter selects the All Attendees entry on the Roster, which opens the Attendee Options Menu. Using the file browse dialog select the target file to be transferred and click the SEND FILE button. All attendees will receive a chat message containing the file download link.



Ending Conferences & Logging Out

When a Web conference is finished, the Moderator can end the conference by clicking the STOP  button on the toolbar. A dialog window will appear to confirm that the conference should be ended. A link on the Confirmation Dialog provides an opportunity to remove any remaining published documents before ending. Once the Web conference has been stopped, billing ceases and all participants are disconnected from the Web conference.





Logging-Out


The LOGOFF button signs the Moderator out of his or her account and closes the Conference Control window. If you attempt to close the Conference Control window by clicking the X button in the browser's upper right-hand corner, the program will request confirmation before terminating. It is recommended that Moderator stop and log-out using the STOP [] and LOGOFF [] buttons.

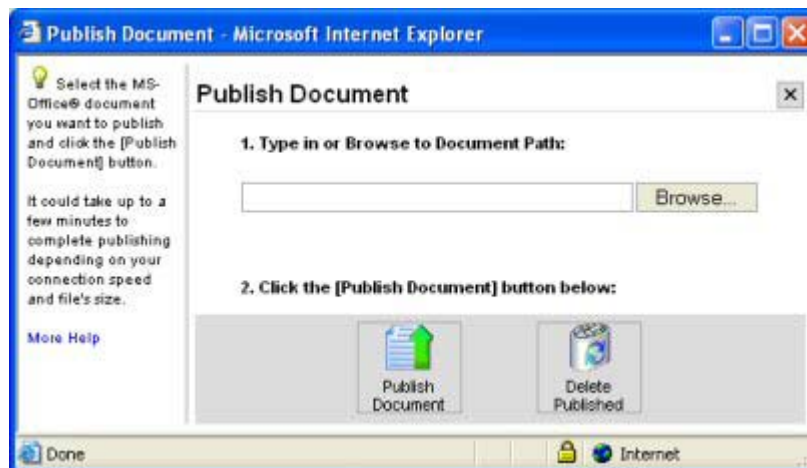
Publishing Documents

Document Publishing provides a simple, efficient way to share PowerPoint, Word and Excel documents with a group of participants. No downloads are required to publish or view documents, making it the most effective way to present common Office suite documents. To share other document types or to modify document content during the Web conference, use the **Application Sharing** tool.

Documents can be published before a Web conference is started or during the Web conference while participants are connected.

To publish a presentation:

1. Click the PUBLISH button, [] on the Presenter **toolbar** to open the Publish Document window
2. Specify the document to be shared using the BROWSE button
3. Click the PUBLISH button on the Publish Document window to initiate the publishing process



Primus Conferencing Services transfers a copy of the document to the secure server where it is prepared for use. This step may take seconds to several minutes, depending on the speed of the Internet connection and the size and complexity of the document.



When the upload is complete, the first page of the document appears automatically.



Notes:

1. Microsoft provides a password protection feature for Office documents which Primus Conferencing Services does not support. If you attempt to publish a password-protected document you will receive a failure notice. To overcome this problem, open the document in Office and save the document without a password then publish it from Primus Conferencing Services.
2. Microsoft Excel documents containing macros or "scenarios" are not supported.

Navigating Published Documents

Once a document has been published and a Web conference has been started, the Presenter must navigate through the presentation using the simple toolbar navigation buttons. Only the Presenter has the ability to direct the presentation, but the Presenter can promote another participant to the Presenter role through the Attendee Roster.

To control a slide presentation:

1. Publish the presentation as described in **Publishing a Presentation**.
2. Click the START button to begin the Web conference and invite participants (see **Starting a Conference**)
3. To move forward to the next slide in the presentation, click the right arrow [] on the toolbar
4. To return to the previous slide in the presentation, click the left arrow [] on the toolbar
5. To jump directly to a slide, use the dropdown box on the toolbar to choose the slide by title or by number

Document Pointer

Presenters may choose to use the semi-transparent Document Pointer to direct the participants' attention to document content. The Pointer is toggled on and off through the Toolbar. As the Presenter's mouse is moved, the Pointer moves on all of the participants' screens.

Smart Scrolling

If the Presenter points at content, which falls outside of a participant's view the content in the participant's window is adjusted or scrolled. This ensures that everyone is able to see what the Presenter is pointing at.

Full Screen

The FULL SCREEN option is available on both the Presenter and participant toolbars. This option reduces the amount of desktop space used by the conference window and maximizes the size of the presentation or document.


If the Presenter uses the full screen option, the Presenter and participant screens will enlarge to fill their respective screens. A participant may choose at any time to close the full screen by selecting the CLOSE FULL SCREEN button. Use of the CLOSE FULL SCREEN option by a participant will only affect his or her individual screen. Use of the CLOSE FULL SCREEN button by the Presenter will close the full screen for the Host and all participants.



Document Annotation

The Marker allows the Presenter to draw and mark up published documents including PowerPoint, Word and Excel.

The Marker is accessed through the toolbar and allows the Presenter to annotate slides in real time. The Presenter may choose from 15 different colors to annotate or "mark up" the presentation.


To use the Marker, the Presenter clicks the marker icon  on the toolbar. The Presenter's cursor will change to a "marker", and he or she can begin annotating the slides. Participants see the annotation in real time. To erase the markings, the Presenter should advance to the next slide. Markings are not stored or retained in the presentation.

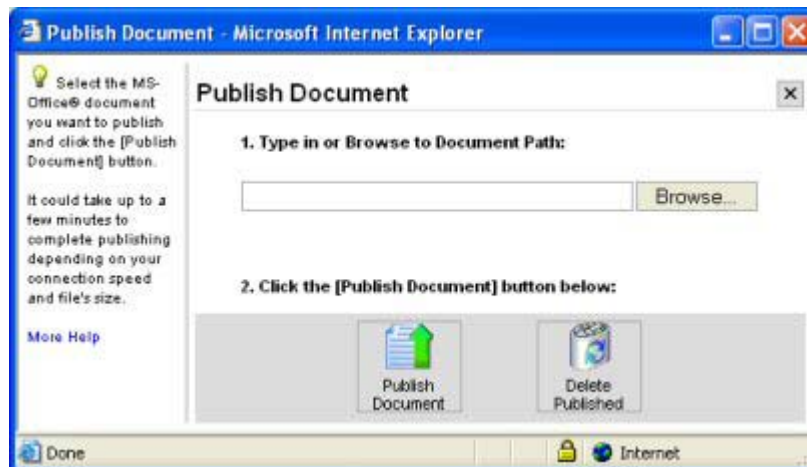
To turn off the marker, the Presenter clicks the MARKER button on the toolbar.

Removing Published Documents

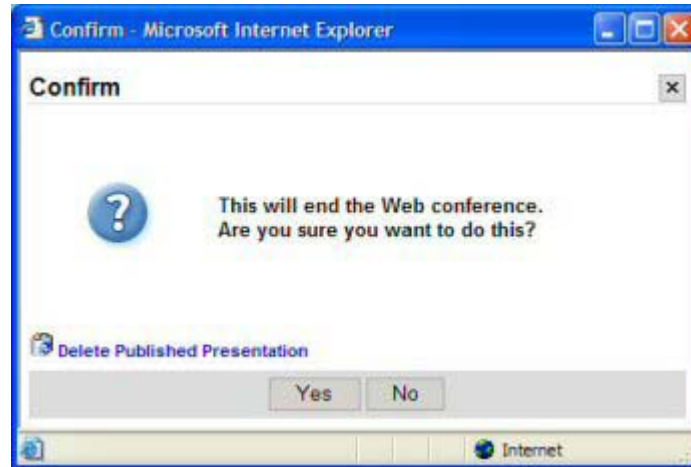
Primus Conferencing Services allows a single document to be published and hosted at a given time. Each time a new document is published the current document is replaced. Published documents are retained in the account until they are replaced or removed.

To remove a published document from the system:

1. Click the PUBLISH,  button on the **toolbar** to open the Publish Document window.
2. Click the DELETE PUBLISHED button located near the bottom of the Publish Document window.

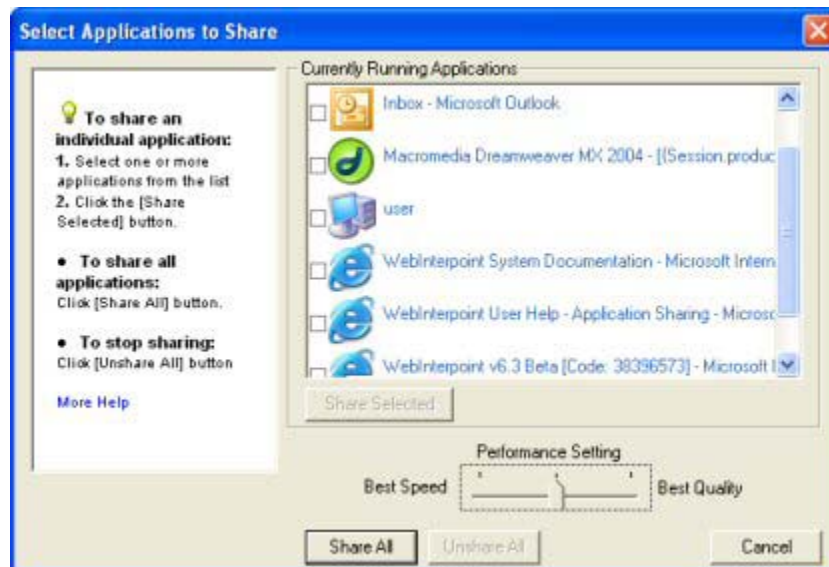


Each time a Presenter chooses to end a Web conference the system will prompt for confirmation. This confirmation dialog window also provides the opportunity to remove the current presentation before exiting. Clicking the DELETE PUBLISHED PRESENTATION button on this dialog will immediately remove the presentation before closing the Web conference.



Application Sharing

The SHARE button allows the Presenter to share individual applications or the entire desktop. Once the Presenter has selected the SHARE button, he or she receives a dialog box that shows a list of currently running applications.



To share an individual application:

1. Select one or more applications from the list
2. Click the SHARE SELECTED button

To share all applications:

1. Click the SHARE ALL button



To stop sharing:

1. Open/restore the application window
2. Click the STOP SHARING button

or

1. Double click the icon for Application Sharing in the system tray
2. Click the UNSHARE ALL button

The Presenter now has the ability to alter his or her application, and participants can view changes as they are made. To allow a participant to make changes to his or her application, the Presenter must transfer control to that participant.

To transfer control to a participant:

1. Right click the Participant's name in the Attendee Roster
2. Choose MAKE PRESENTER

To regain control of the application:

1. Click on the Presenter icon on the toolbar.

Remote Control

Remote Control allows the Presenter to control applications on a Web conference participant's computer. Both the Presenter and the Participant have the ability to control the applications while Remote Control is enabled.

To initiate remote control of a participant's applications:

1. The Presenter must click on the Participant's name in the Participant Roster to display the available commands
2. Select REMOTE CONTROL from the menu
3. The Participant receives a dialog box which lists the applications that are currently running
4. The Participant selects one or more applications from the list and clicks the SHARE SELECTED or SHARE ALL button

To stop Remote Control:

1. Right click on the Participant's name in the Participant Roster and choose STOP REMOTE CONTROL