



**AT&T Connect**

**Integrated Edition Web Conferencing: Best Practices before, during and after an AT&T Connect Conference**

**All Versions**

**May 2012**



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## About this Guide

This document is intended to assist AT&T Connect hosts and/or presenters with suggested approaches to ensure their web conferences are conducted in a secure and effective manner. It is, however, at the sole discretion of an individual host and/or presenter of a conference to determine which, if any, measures they wish to use during their conference. Note that while this information is biased to those using the integrated nature of an AT&T Connect web conferencing interface, there may be indirect overlaps with discrete audio conferencing offerings that are not reviewed in this document.

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# 1. GENERAL RECOMMENDATIONS

## **Protect your personalized credentials:**

- Your host account is registered in your name; you should never share your host password with anyone.
- Archive, and do not forward, your AT&T Teleconference Reservationless Registration Confirmation to others. This email contains your primary access information as well as other unique information.

## **Initialize your web conferencing host account:**

- Install the AT&T Connect Participant Application. This is required for hosts/presenters and recommended for all participants in order to take full advantage of the robust AT&T Connect solution.
  - We recommend periodically visiting the AT&T Connect 'Download' link found on your Registration Confirmation to obtain the current version of the Participant Application client software.
- **Note:** Your organization's software policies may dictate that AT&T Connect software components are deployed centrally via an internal IT organization or helpdesk.
- Only activate your personalized AT&T Connect credentials on a workstation you control. Your personalized AT&T Connect credentials are located on your Registration Confirmation email.
- It is not necessary to re-activate your credentials when upgrading to a newer version of the Participant Application software, unless you uninstall the client software beforehand.

## **Preparing to host a conference:**

- Many organizations opt to design their own preamble or introductory slide(s) to be used for any corporate presentation – this is a good place to put reminders for participants as they join the conference. Reminders may include a courtesy mute request, audio and/or linking instructions, conference follow-up and contact information, and so on.
- Even for audio-only conferences, hosts may use their AT&T Connect web conferencing meeting room to ensure the intended audience is present. Within the AT&T Connect meeting room, the host can control the conference lock feature to prevent others from entering the conference, rename and/or expel participants, and use a variety of microphone controls to see that the meeting runs without incident.

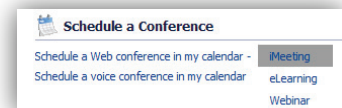
- Prior to an AT&T Connect conference, you may wish to perform a test meeting to ensure you are able to connect to your meeting room successfully and that you are familiar with all the features and attributes you may wish to use during your conference.



## 2. WEB CONFERENCING BEST PRACTICES

### Pre-Conference Scheduling

- Make use of the scheduling shortcuts offered via your activated myAT&T interface. These will pre-populate a Microsoft Outlook® or Lotus Notes® calendar invitation with the necessary conference access information.
  - For non-Outlook/-Notes hosts, it is recommended that you build your own template based on a standard AT&T Connect invitation template.
  - The AT&T Connect Outlook Add-in is an optional plug-in that can be used to schedule events from the Outlook toolbar.
- **Note:** Additional pre-requisites, workstation privileges and an activated myAT&T are required for installation and use.
- The **myAT&T** application supports three pre-loaded conference types to choose from when you are scheduling a conference. The specific settings of each conference type can be adjusted from the **Edit Conference Settings** menu in the host's myAT&T.
  1. **iMeeting** – the default conference type which has one host, one presenter and potentially multiple co-hosts. Participants take proactive roles in the conference and typically have similar conference rights and privileges.
  2. **eLearning** – a moderated conference in which a teacher-student relationship exists between the presenter and participants. In eLearning conferences, participants can view the Participants list.
  3. **Webinar** – a moderated conference in which the Participants list is hidden and sending notes among participants is usually prohibited.
- Your AT&T Connect reservationless hyperlink will not change from conference to conference. Be mindful of this if your personal web conferencing access information is needed for collateral other than a conference invitation.
- If you anticipate that a reservationless conference will take up the allotted time, try to avoid scheduling back-to-back conferences in your own meeting room.
  - If you must have back-to-back conferences, be sure to lock your first conference to deter participants of the second call from joining too early. Use the conference lock and unlock as needed to ensure the intended audience is present.



## Live Conference Management

- Join the conference several minutes before the scheduled start time. This provides the host an opportunity to address any preliminary activities and conduct housekeeping that may need to occur, such as finalizing the Conference Settings or loading materials to the whiteboard.
- If you are hosting or presenting in the conference, it is recommended that you join on your workstation first, then dial-in (or, if available, have the conference call out to you) via telephone to ensure an optimal audio path. Voice-over-computer audio, if available, is a best effort audio path that relies on end-to-end stability of an Internet connection to ensure audio quality and may not meet the level of transmission you require.
- By default, your reservationless conference is titled, “Firstname Lastname’s Meeting Room”. If you would like a more appropriate title for your conference to appear on the participant’s interface, you may do so by using the **Conference > Edit Conference Name** option from the Participant Application.
  - Renaming the conference is required if you are recording the web conference. If you have not renamed the conference, a reminder will prompt you to do so at the conclusion of the recording session.

## Knowing Your Audience

As a host or presenter, one of the most effective things you can do to run successful conferences is to be familiar with the icon status indicators located on the participant panel of the AT&T Connect interface.

### Common Participant Status Indicators

| Icon                                                                                | Description                                                                                                                            |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
|  | The participant is connected to the conference with his/her computer.                                                                  |
|  | The participant is using a phone to listen and speak in the conference while using his/her computer to view content on the whiteboard. |
|  | The participant is connected with a phone only and will not be able to see any of the contents displayed on the whiteboard.            |
|  | The participant is using the Web Participant Application.                                                                              |
|  | The participant is using the Web Participant Application and a phone.                                                                  |
|  | The participant is using a mobile application.                                                                                         |
|  | The participant is connected with Voice over Computer (VOC).                                                                           |
|  | The participant is connected and is requesting to speak.                                                                               |

Ensuring that everyone is successfully identified on the participant list and becoming familiar with the participant panel itself will not only help you ensure that your conferences are secure, but it will also guarantee that the infamous “Hi. Who just joined?” cycle becomes a thing of the past! After a couple of conferences, the conference entry process becomes routine to even the most novice attendee

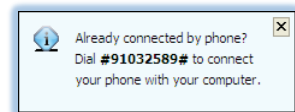
As a best practice, it is recommended that all participants are correctly identified. There are several approaches to accomplish this. We recommend that you find the approach that works best for you and perfect it through repetition.

- Request that participants who have joined the web conference take a moment to complete the conference entry process and ensure that their audio and web icons are linked together. As shown in the following table, a web conference participant is not linked if the head icon to the left of their name does not have the phone handle icon next to it while they are simultaneously dialed-in on the telephone.

AT&T Connect Interface

|                                   | Participant Application                                                                            | Web Client                                                                                           |
|-----------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Unlinked Web & Audio Icons        | Web Connection    | Web Connection    |
|                                   | Audio Connection  | Audio Connection  |
| Properly Linked Web & Audio Icons |                   |                   |

- If a participant is detected as unlinked, their Application interface will display a popup reminder with their unique linking code.
- Alternatively, linking instructions can be found by clicking on the Audio toolbar icon and following the instructions labeled "If you are already connected by phone..." and entering the code on their telephone.
- Recommend that participants utilize the integrated **Call Me** feature to join their next conference. Once the callback number is specified, this beneficial tool automatically links the participant's instances requiring no additional user interaction.



**Note:** **Call Me** may not be available due to corporate policy.

- Time permitting, a host or presenter may opt to manually link a participant's web and audio icons together by right-clicking on an unlinked icon, selecting **Link User's Phone with Computer** and matching audio/web instances together. This is a last resort option as it may take valuable time to complete and there is no room for error.

**Note:** You cannot unlink instances matched in error; be sure you know exactly who you are linking! We strongly recommend that web participants take it upon themselves to properly complete the conference entry process.

- Time permitting, for those participants justly attending as guests (they may only be joining via telephone), request audible identification and use the active talker indication to determine the guest's instance. Then, simply right-click on that phone icon and select **Rename** from the menu to input the guest's first and last name.

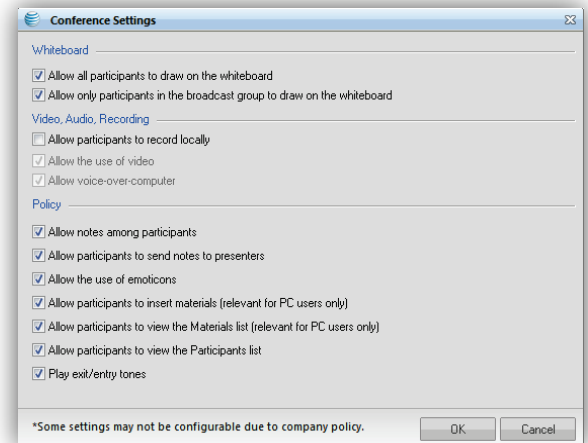
## Controlling Your Audience

### Set the Conference Settings

- From the AT&T Connect Participant Application, the host or active presenter can access the **Conference > Conference Settings** menu and adjust the desired behaviors during the active conference. These include:
  - Allow/prevent the use of desktop video by participants
  - Allow/prevent the use of voice-over-computer audio by participants
  - Allow/prevent local recording by participants
  - Turning on/off whiteboard annotation access to participants
  - Turning on/off **Participants & Materials** panel visibility to participants
  - Toggle emoticon availability
  - Attendee access to send notes.

#### Notes:

- Conference settings are set in a per-conference basis and will revert to their default state once the conference concludes.
- Some options may not be available due to corporate policy.



### Microphone Management

If you are encountering audio issues during a conference, the likely cause is an open microphone picking up background audio from an unknowing participant. Isolate the “trouble speaker” by locating the active talker indicator (highlighting blue) of the user on the participant panel. As the host/presenter, you are able to view the state of each participant’s microphone, so you can opt to mute, lock and/or expel that specific participant’s line should it be a continued source of distraction. If you choose to expel a participant, he/she will not be able to re-join the conference.

**Mute All / Unmute All** is a useful tool to quickly silence an audience. This function will mute/unmute the participant microphones present at that moment in time. The participant still has the ability to unmute/mute themselves locally should they need to speak. Late joiners to a conference may not come in muted and another **Mute All** may need to be applied. For a more control-oriented mute option, use Broadcast mode.

**Broadcast Mode** will automatically mute and lock all participant microphones in the conference, including late joiners. Once in broadcast mode, the host or active presenter may right-click on anyone that should be allowed to speak and opt to **Unmute & Unlock** specific individuals.

- This allows the host/presenter to create a “broadcast group” where only specific participants are permitted to speak with the audience.

- Broadcast mode is also useful for Q&A discussions, allowing the presenter to unmute and unlock a line(s) so that specific participant(s) may ask a question as opposed to opening all microphones.
  - Participants can indicate they have a question by using the **Raise Hand** icon found on their toolbar.

**Mute & Lock/Unmute & Unlock** may also be used independent of Broadcast mode for control of individual participants without formally entering Broadcast mode. Once a participant is muted and locked they cannot unlock themselves, only the host and/or presenter may do so.

**Voice-Over-Computer (VoC)** – Attendees connected via the Participant Application may choose to use their workstation’s built-in audio instead of the telephone as their audio path.

**Note:** VoC may not be available due to corporate policy or individual host/presenter preference.

Some general guidelines to adhere to when using VoC include:

- Use high quality audio headsets or microphone and speakers as they provide higher quality than a workstation’s built-in speakers and microphone.
- If there are concerns regarding your network connection quality or bandwidth, a telephone should be used instead of VoC.
  - Avoid the use of wireless connection when using VoC.
  - Avoid using VPN connection while connected to a conference. VPN connections can slow network connections.
- If a participant has chosen to use VoC, they can switch to dial-in via the telephone at any time during a conference.
- If the network connection a participant is using for VoC becomes unstable, they will be prompted to switch to telephone.
- hosts, presenters and participants who are expected to do most of the speaking during a conference should dial-in to the conference by phone. Participants who will primarily be listening or speaking infrequently are the best candidates for utilizing the VoC option.
- Place cell phones (even in silent/vibrate mode) away from your microphone as their signals may inject unwanted noise.

## Secure the Conference

- Be sure that, if required, everyone is identified.
- Expel any undesired or unidentified participants by right-clicking on their icon in the participant list and selecting **Expel**.
 

**Note:** Expelled participants do not have the ability to rejoin the conference, even if they were expelled in error.
- Once everyone expected is in attendance, lock the conference via your AT&T Connect interface’s **Conference > Lock Conference** option.

## Application Sharing

- Application sharing will transmit an image of whatever the presenter is sharing with the audience. This point-to-point transmission requires no data to be stored.
- Only application share what you want the audience members to see. If you opt to share your Desktop, the participants will see anything being displayed on the presenter's screen, including pop-ups, IM/email indicators, etc... If you only want to share a specific application(s), then select only those applications from the **App Sharing** tab before you "Start Sharing".
- Available applications (those open on your workstation) will appear in your **App Sharing** tab. Please ensure the necessary application is opened in order for it to appear as an option for you to share.
- Recommend to participants that may be having trouble viewing the shared application that they use their own local **Whiteboard** icon to adjust the screen locally to their preferred view (enlarged, fitted, or actual). This is completely local to the participant and has no impact on the presenter's view or that of other participants.
- If you have dual monitors, ensure that the application window being shared is located on the primary display. Secondary displays are not shared during an application sharing session.
- Unless opted otherwise, the application being shared will maximize itself to the presenter's window and the presenter may use the application sharing dashboard to maintain contact with the Participant Application interface and see if notes are received, hands are raised, control your microphone mute state and quickly return to the Participant Application interface window while continuing the application sharing session.
- To annotate (draw) on a shared application, utilize a third-party annotation tool or one that is built-in to the shared application (e.g., Microsoft PowerPoint has its own embedded annotation tools).
- If you are the presenter, remember to **End Sharing** when you have completed what you wanted to share.
  - **End Sharing** is located on **App Sharing** tab of your AT&T Connect interface.

## Inserting Materials

- Be sure to allow enough time for the materials to be circulated to your audience. A progress indicator will appear next to each participant's icon on the participant list while the images are in transit. You may wish to open your meeting room a few minutes early in order to start inserting your material(s) and preparing your meeting room.
  - The transmission of the inserted material does not begin until you double click on the slide/image/document you wish the audience to view.
- The maximum file size to insert is 10 MB. Anything larger than this must be displayed via Application Sharing.
  - If the file exceeds 10 MB you can divide the file into smaller sub-files for insertion.
  - PowerPoint, PDF and Word documents are easily inserted.

- Excel files are not supported for insert due to the dynamic nature of the application. Excel must be application shared.
- The file name being inserted cannot contain the following characters: ~ ` ! @ # \$ % ^ & \* ( ) + = \ | ] [ " : ; " ? / < > . ,
- Use the annotation toolbar to draw on the whiteboard. The toolbar includes many useful drawing tools as well as a built-in pointer to navigate through presentations.
- Unless explicitly prohibited from the **Conference > Conference Settings** menu, all attendees using the Participant Application can insert supported files. It is important to note that only the Active presenter can display that file to the audience.

## Desktop Video Conferencing

- Desktop Video Conferencing requires that the transmitter and intended recipients use the Participant Application interface.
- Note:** Video may not be available due to corporate policy or individual host/presenter preference.
- It is recommended that you experiment with the various video layout options to determine what works best for your conference.
  - Video transmission/reception is a best effort feature and will use more bandwidth than a standard web conference. If there is not enough bandwidth available at the local receiving end, a participant will see a message on their application advising them of this fact.
  - Broadcast mode can prove useful for desktop video streaming. When in Broadcast mode, only an unmuted and unlocked participant (with a camera connected) could, if permitted, start their video stream. Setting up a "broadcast group" is very useful if you want to control the source of the supported 1 to 4 potential video streams.

## Recording

Three recording options may be available to you during an AT&T Connect conference.

**Note:** Some and/or all recording options may not be available due to corporate policy.

### 1. Audio & Web Server Recording

- Initiated by host/presenter.
- Captures audio and whiteboard contents only.
- Only the host can retrieve the recording several hours' post-conference using their myAT&T's **View my Web Conferences and Recordings** menu.
  - Host may opt to share the link to the recording or save for local archiving.
  - Host can and should delete unwanted or out-of-date recordings

### 2. Audio & Web Desktop Recording

- Initiated by any participant (this includes host/presenter) using the Participant Application.
- Captures audio and whiteboard contents only.
- Participants save their recording on their local workstation.

- Audio & Web Desktop is not supported using the Web Client.

### 3. Audio-Only Server Recording

- Initiated by host.
- Captures audio only.
- Registered host receives an email with retrieval medium options and instructions.
- Audio only recordings have associated costs.
- Rename the audio and web recording for easier post-conference identification via the **Conference > Edit Conference Name** menu option.
- Initiate audio and web recording *before* starting an application sharing session. This will ensure that the shared application is captured during the recording. If you are already sharing when recording begins, **End Sharing** and restart the application sharing session.
- Recordings are stored in a proprietary .vcr format that requires the AT&T Connect Participant Application for playback. Use the AT&T Connect Recording Converter utility to convert a .vcr file into a more universal format for editing or distribution. Once converted, the Participant Application is no longer required to replay the conference.

### Taking a Web Tour

- Web touring allows the presenter to share accessible web content with an audience.
- It is recommended that all participants use the Participant Application interface if a web tour is expected.
- The web tour utilizes the audience's local web browsing capabilities in order to display the destination address on their whiteboard.
  - If a hyperlink is blocked or inaccessible by the attendees' local web browser, it will also be inaccessible during a web tour.
- If you must share a restricted site (e.g., intranet addresses) with an audience that does not typically have access to that address, it is suggested that you use Application Sharing to share your own web browser's application window which can access the address.

### Presenting a Video Clip

- The recommended approach to share a video clip within your AT&T Connect conference is to post/upload the clip to an attendee-accessible address utilizing the web tour capabilities of AT&T Connect.
  - Use any video uploading destination (e.g., YouTube™ or a comparable service) to browse via web tour.
  - Be sure to have the web tour set to "Follow Links when Clicked" when you initiate the tour.
  - Application sharing your browser window to the video's address will not result in optimal playback.
- For optimal performance, it is highly recommended that attendees use the Participant Application interface.

- An .avi video clip (< 10 MB) may be inserted to the whiteboard.
  - Playback is contingent on the workstation supporting the .avi codec.
- Audio associated with a video clip will be played back through the local workstation's sound card and will not be heard over any telephony connections to the conference.
- Presentation-embedded video clips will not play back during Application Sharing or Insert operations.
  - Insert discrete < 10 MB .avi files or use the web tour to bring up the video clip.

## Wrapping up Your Conference

If the host must depart before the conference is over, be sure to apply the **Continue without Host** functionality from the AT&T Connect interface or touchtone command.

- For billing and security reasons, conferences typically end when the host departs. The specific behavior of your conferences may adhere to an established corporate policy.

When the conference formally concludes, the host/presenter should use the **Conference > End Conference** menu option to immediately terminate the conference.

- This will disconnect everyone from the bridge and clear the meeting room. Any stragglers will be automatically disconnected thereby ensuring accurate billing.

Registered hosts may view a history of their hosted conferences using their myAT&T's **View my Web Conferences and Recordings** menu.

## Secure Recordings

If you saved a recording to the AT&T Connect server and want to share the recording link with others, keep in mind that the link can be forwarded without your consent.



### 3. FOR MORE INFORMATION

The AT&T Connect best practices discussed in this document offer tips and tricks to some of the most common scenarios encountered.

For further information, please visit our [AT&T Connect Getting Started Documentation](#) website and access detailed Quick Start Cards, User Guides, Whitepapers, System Requirements and other pertinent materials.

If you have any questions, our 24/7 technical support group is available to assist. Initiate a chat with a live support specialist from our [AT&T Connect Support](#) website or call 1-888-796-6118 to get the answers that you need to ensure that your AT&T Connect conference is a success.

Thank you for experiencing AT&T Connect Integrated Edition.