



#### MODERATOR PHONE COMMANDS

**	Main menu
*0	Private operator assistance
00	Public operator assistance
*1	Dial a new participant
*1	Join participant
*3	Cancel dial-out
*2	Start recording
*2	Stop recording
*4	Lock conference
*5	Unlock conference
*6	Mute your line
*7	Unmute your line
*8	Conference continuation
*#	Participant count
##	Mute all lines except moderator
99	Unmute all lines

#### PARTICIPANT PHONE COMMANDS

00	Operator request
*6	Mute your line
*7	Unmute your line

## Web Conferencing Pro

### QUICK REFERENCE GUIDE

### Starting an Event

#### On the phone

- 1 Dial the toll-free number provided on your moderator card.
- 2 Enter your conference ID and press #.
- 3 Press \*, enter your PIN and press #.

*\*To integrate the web and phone make sure to click 'Manual Dial' from your web interface.*

#### On the web

- 1 Go to <http://yourorg.raindance.com> (or your specified URL).
- 2 Click 'Moderator Login'.
- 3 Enter your conference ID and PIN, then click 'Continue.'
- 4 Click 'Start'.
- 5 Select the event you want to start, if you scheduled your conference, then click 'Continue.'

*\*To integrate the web and phone make sure to click 'Manual Dial' from your web interface.*

### Joining an Event

#### On the web

- 1 Go to the URL designated by the moderator.
- 2 If you are registered for a scheduled event, click 'Participant Login':
  - Click 'Attend Scheduled Event'.
  - Select the event to attend, then click 'Continue.'
- 3 If the event is private:
  - Click 'Attend a Private Event'.
  - Enter the designated prefix and conference ID, complete the rest of the fields, then click 'Continue'.
- 4 To join on the phone, use the dial-in number and seven-digit conference ID provided by the moderator.

### Preparing for a Web Event

- Go to your designated URL.
- Click 'Moderator Login', enter your conference ID and PIN, then click 'Continue'.
- On the 'Manage Your Account' screen, click 'Upload a Presentation', then 'Add' to load your slide presentation and click 'OK' to finish loading presentation files.
- Click 'Stored Polling' to create planned polling questions and answers, then click 'Done' when finished defining planned polling.
- Click 'Define Seminar Materials' and 'Add' to define your seminar, then click 'OK' when you have finished defining your seminar.
- Click 'Schedule Events' and 'Add' to schedule your event, then click 'OK' to finish online scheduling.
- Invite participants to register for the event by directing them to the View Scheduled Events section of your designated URL.
- Process registration requests and manage guest lists.
- What information do I give my meeting participants for unscheduled events?
  - For audio conferencing, provide the toll-free number and your seven-digit conference ID.
  - For web conferencing, provide participants with your specified URL and your conference ID with your company's designated prefix.



## Moderator Controls For Use During the Meeting

### *Promoting a Participant to Co-Moderator*

At any time during an event, the moderator can promote a participant to co-moderator.

- 1 In the participant list on the main moderator window, highlight the participant you would like to promote, then click 'Make Co-Moderator'. The system prompts any promoted participant to install ActiveX controls (for Microsoft Internet Explorer) or plug-ins (Netscape Navigator) if they are not currently available on the participant's computer.
- 2 To demote a co-moderator to participant status, highlight the co-moderator (indicated by a 'C' in the Status field), then click 'Make Participant.'

### *Presenting, Previewing, Annotating Slides*

Conduct a presentation using an already uploaded Microsoft PowerPoint® presentation.

- 1 From the main moderator window, click 'Slides' or select a new presentation from the 'File' menu.
- 2 Click 'Forward' and 'Back' to move sequentially through the presentation or select an individual slide from the slide index to jump to that slide.
- 3 Use the annotation tools (pointer, rectangle, oval or color) to highlight areas on slides.
- 4 Click 'Preview' to view additional slides without altering your participant's view. Click 'Revert' to go back to the former slide or click 'Present' to take all participants to the new slide.

### *Chatting*

After enabling chat functions, the moderator controls real-time text chat during the event.

- 1 From the text communication region of the main moderator window, click the 'Chat' tab.
- 2 Select the group to which you want to send chat messages (all participants, selected participants, moderator and co-moderators).
- 3 Enter the chat message, then click 'Send'.

### *Recording a Conference*

Record your conference at any time on the phone and/or the web for later playback. To record both, the phone and web must be integrated through the Call Control tab.

- 1 Click on the 'Record' button or press \*2 on your phone keypad to initiate recording at anytime.  
After approximately 10 seconds you will hear an audio announcement signaling the start of the recording and the 'Record' button on the web interface will read 'Recording.'
- 2 To stop recording at any time or to create segments, press \*2 or click 'Record' again.

### *Application Sharing*

Share all or part of the moderator's desktop, including applications and files, with participants.

- 1 Open the application (for example, Microsoft Excel®) or file that you want to share with participants.
- 2 Click 'Appshare' on the main moderator window.
- 3 Move and resize the red frame over the application you want to share, then click 'OK' to begin.

### *Whiteboarding*

Use electronic whiteboarding to illustrate concepts or to brainstorm designs.

- 1 From the main moderator window, click 'Whiteboard.'
- 2 Use the draw mode and color controls to change shapes, line thickness, and colors.
- 3 Click 'Undo' to remove entries one by one (most recent first) or click 'Clear' to erase the whiteboard.

### *Real-Time Polling*

Conduct real-time question and response sessions during the event.

- 1 From the main moderator window, click the 'Polling' tab.
- 2 In the pulldown menu, choose from predefined questions or type a new question.
- 3 Select the response type (freeform or predefined), then click 'Poll.'

### *Q&A*

After enabling participant Q&A capability, the moderator controls the question and answer session.

- 1 From the main moderator window, click the 'Q&A' tab.
- 2 For incoming ('Inc' subtab) participant questions, moderators can:
  - Answer the questions privately or publicly or publish them to the entire group.
  - Flag the questions for later consideration.
  - Delete the questions.
  - Publish the questions privately or to the entire group.

## **Post-Event Activities**

### *Reports*

Create and examine post-event reports after the meeting.

- 1 Go to <http://yourorg.raindance.com> (or your specified URL).
- 2 Click 'Moderator Login', enter your conference ID and PIN, then click 'Continue.'
- 3 At the Manage Your Account Screen click 'Reports.'
- 4 Pick your reporting option (month to date, year to date or specify a date range), then click 'Search.'

From the 'View Reports' screen:

- Click the 'Report' icon to extract reports for chat, Q&A and polling, then click 'Save'. You can open the resulting file or save it to disk. Click 'Cancel' to return to the 'View Reports' screen.
- Click an event number to view the event overview report. To view summarized event details, pick the detail you want to summarize from the drop-down list and then click 'Update.'
- Click the number to view a participant list. You can open the resulting file or save it to disk. Click 'Cancel' to return to the 'View Reports' screen.

### *Playback*

To prepare your recorded web conference for playback, please follow these simple steps:

- 1 Go to <http://yourorg.raindance.com> (or your specified URL).
- 2 Click on 'Moderator Login.'
- 3 At the 'Manage Your Account' screen, click 'Recorded Events.'
- 4 Grant access to the recording by User ID or unprotect it completely. You may also rename your recording and its individual segments.

To allow participants to listen and watch your recording on the web, please direct them to:

- 1 <http://yourorg.raindance.com> (or your specified URL).
- 2 Click 'Participant Login'.
- 3 Login using the participant's User ID and Password.
- 4 Click 'Recorded Events' and choose the name of the recorded conference.