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## CUSTOMER CARE
CenturyLink Web Meeting Overview

The CenturyLink Web Meeting service consists of two separate applications: Conference Center for setting up and managing web meetings, and Conference Controls for conducting web meetings and audio conferences.

Conference Center
Logging in as the chairperson brings up the Conference Center application. The Conference Center is where you schedule and organize web meetings, manage invitations and registrations, track participation and feedback, and launch your web meetings. You can also manage meeting recordings, set up podcasts of your recordings and view reports.

On-Demand Meetings
On-demand meetings are web meetings that are held without being previously scheduled. You launch on-demand meetings from the Conference Center. Participant registration information and feedback from on-demand meetings are limited to your existing settings, which you may choose to modify.

Scheduled Meetings
Scheduled meetings are web meetings that you set up in advance and invite people to attend. You can require invitees to pre-register or allow them to register when they join the meeting. Invitations can be sent by email and posted to Facebook and Twitter accounts.

Links to the meeting registration page can be embedded in email or web-based announcements as part of marketing campaigns, and you can track the registrations separately for each campaign. You can customize the registration page to provide detailed information about the meeting and presenters, and collect information from the registrants.

Meeting reminders, post-meeting emails, and post-meeting surveys provide a variety of opportunities to communicate with people before and after your meetings.

You have the option to customize all of these communications.

Broadcast Audio
The audio portion of a web meeting can be broadcast over the Internet instead of, or in addition to, over the phone. This allows your participants to listen to the meeting when using a phone is not convenient. Broadcast audio is one-way only.

Reports
The CenturyLink Web Meeting service automatically generates reports for your web meetings and audio conferences. The reports include who was invited to your meetings, who registered and how they registered, and who actually attended your meetings. The reports also include information collected during registration, as well as information from the meeting itself, such as chat transcripts and polling results, and post-meeting survey results.

Recordings
Audio conferences (on-demand, scheduled and operator-assisted) and web meetings can be recorded and played back later. The audio portion of a meeting is automatically synchronized with the web portion. You can edit recordings, download them, attach them to meeting communications, and post them on Facebook, Twitter, and other websites.

Podcasts
The CenturyLink Meeting service provides you with everything you need to set up a podcast feed and turn your recordings into podcast episodes. Both audio-only and audio/video recordings are supported. When you add a recording to your podcast feed, it is automatically converted to the appropriate format so that people who subscribe to your podcast can download and play it.

Conference Controls
The Conference Control application is where you upload presentations and conduct web meetings. You open the Conference Controls from the Conference Center.
Upload and Present Slides
You can create presentations in Microsoft® PowerPoint® and upload them to the CenturyLink Web Meeting service, where they are available for you to use in your web meetings. Other file formats are supported, as well, for uploading pictures and other graphical content. You can reorder slides once they are uploaded. Various mark-up tools let you annotate and highlight slides as you present them.

Designate Co-Presenters
The chairperson can designate one or more web meeting participants to be co-presenters. Co-presenters have access to all the conference controls to upload and present slides, create and insert polls, and share or grant control of their applications and desktops. Co-presenters do not have access to the audio controls.

Share Applications
Presenters can share applications or their entire desktop during a meeting. Shared applications are visible to all meeting participants — up to 1,200.

Grant Control
Presenters can grant control of individual applications or their entire desktop to meeting participants. When control is granted, both the presenter who granted control and the participant to whom control is granted can interact with the applications or desktop at the same time.

Create Polls
Presenters can create polls and insert them among the slides in the presentation. Six different polling question types are supported. When a poll is presented during the meeting, participants submit responses that are tallied and optionally displayed back to the participants. Poll results are saved with other meeting reports in the Conference Center where they can be viewed and downloaded.

Chat
The chairperson, co-presenters and participants can communicate with one another via text messages during a web meeting. Presenters can chat with each other, with individual participants, or with all participants at once. Participants can chat with the presenters but not with each other. Chat messages are saved with the other meeting reports in the Conference Center, where they can be viewed and downloaded.

Record Meetings
Any audio conference or web meeting can be recorded and made available for playback later. The Conference Center provides features for managing, editing, and making recordings available for playback through downloads or social media channels.

Control Audio
During an audio conference or web meeting, only the chairperson has a variety of audio controls available, including muting and un-muting lines, disconnecting participants, dialing out to participants, and locking the conference to prevent additional participants from joining. The audio controls include a phonebook to facilitate dialing out, and that is also used to automatically display the names of audio participants during a meeting who are listed in the phone book.
Chairperson: How to Access CenturyLink Web Meeting

Start an Ad-Hoc Web Meeting
1. Go to
   https://www.centurylink.com/business/help/ucc-services/web-meeting.html
2. Select HOST a MEETING
   a. If you have not previously installed Java™ 2 Runtime Environment 1.3, you will receive a message asking if you would like to begin installation of this plug-in. Click OK to start the installation.
   i. Please read any messages that may appear during the installation process to insure a complete installation.
   ii. When prompted for a File Download, select Run this Program from its current location.
   iii. When prompted to install and run the Java 2 Runtime Environment, click Yes.
   iv. Follow the instructions provided during installation of the Java plug-in. If prompted to restart your computer, do so before proceeding.

A Java applet will launch CenturyLink Web Meeting. You will be prompted with a security notice indicating that the application is verified to have come from CenturyLink Conferencing. Click Start to continue.

3. Enter your first name, last name, CenturyLink Ready-Access® phone number, access code, and passcode. If desired save your access code, and/or dial back number. Click Call Me & Start Web Meeting.

4. From the Web Meeting Conference Center home page select the On-Demand Meeting radio button and click the Open Meeting Controls button.
5. Once the interface has loaded, click the Start Meeting button on the upper left side of the Web Meeting user interface.
6. When the security alert pop-up box appears, click Start.

Schedule a Web Meeting and Send Invitations
1. Go to
   https://www.centurylink.com/business/help/ucc-services/web-meeting.html
2. Click Access your account
CenturyLink® Web Meeting

CenturyLink Web Meeting makes scheduling and conducting online meetings a snap. It eliminates the need for special software installations and supports a wide range of platforms, browsers and devices so you can use what you want, where you want. And with a full set of capabilities at one affordable price, it’s never been easier to get the conversation started.

4. Enter your first name, last name, CenturyLink Ready-Access® phone number, access code, and passcode. If desired save your access code, and/or dial back number. Click Call Me & Start Web Meeting.

5. From the CenturyLink Web Meeting Conference Center home page, select the Schedule a Meeting button.

6. Enter all the details for your meeting including, meeting title, date, time, type, description and registration requirements. Click Save and Next to continue.

7. On the next page, you can preview the invitation and invite people by clicking Send Invitations.

a. Option 1: Enter email addresses in the “To:“ box
b. Option 2: Upload a CSV file containing email addresses of desired participants

8. Once you are done determining which participants you want to receive the meeting invitation, click the Send button.

9. You can also customize other aspects of your meeting, including branding, reminder emails, and post-meeting surveys.
Participant: How to Join a CenturyLink Web Meeting

2. Click Join a meeting

CenturyLink® Web Meeting
CenturyLink Web Meeting makes scheduling and conducting online meetings a snap. It eliminates the need for special software installations and supports a wide range of platforms, browsers, and devices so you can use what you want, where you want. And with a full set of capabilities at one affordable price, it’s never been easier to get the conversation started.

3. Enter your first name, last name, CenturyLink Ready-Access phone number, access code, and if desired your phone number to call you at. Click the Call Me & Join Web Meeting.

```
First Name
Sofia

Last Name
Carrera

Access Code
6064137

Phone Number
+1 6019101301

Call Me & Start Web Meeting
```

a. If you are pre-registered for the meeting, you will be taken straight to meeting as long as the chairperson has already started the web conference.

b. If you have not pre-registered for the meeting, you will be prompted to fill out the Participant Registration page before you can enter the web conference. The only field you are required to fill out on the Participant Registration page is your name.
Starting/Joining a CenturyLink Web Meeting via Computer Audio

Getting Started (Chairperson)

1. Once the web conference controls have been opened, click the Use Computer button on the left side of the screen.
   - Note, if you do not already have the plugin, you will be prompted to install one for the computer audio.

2. Select the microphone and speaker you would like to use for the call using the drop-down menus.

3. Adjust the microphone and speaker volume (we suggest 75% for both) and then press the Select and Continue button.

4. You will then see the message shown below and will hear the following message as you are being connected to the call: “You are now being connected to the conference. Please stand by...beep...beep...You will now be placed into conference”.

5. Once you are connected, you will see an audio control panel on the left side of your control window.

6. You can adjust the speaker and microphone volume and/or disconnect your call by clicking on the Computer Audio button. The Computer Audio panel will appear.

7. If you are experiencing audio issues while connected to VoIP, you can switch with using the phone by following these steps.
   - Click the Continuation button.
   - You will hear a message, “The conference will continue after you disconnect. To allow the conference to disconnect when you disconnect, press *8.”
   - Click the Computer Audio button.
   - Click End
   - Click Call Me (or you can dial-in manually)
   - Enter your phone number
   - Click Call My Phone

Getting Started (Participant)

1. After joining a web conference as a participant, click on the Join Online Audio button in the settings panel on the left.

NOTE: An audio conference must be started by the host before the Audio button will appear for participants.

2. If prompted, click the Allow button for use of your microphone. If you do not select Allow, you may not be able to hear the audio or be heard.
3. You may adjust your speaker and microphone settings from the **Settings** panel.

4. To close the **Settings** panel, click the left-facing arrow.

5. To open the settings panel, click the cog wheel on the left corner of the navigation bars that appear when you move your mouse.

**NOTE:** Why am I not seeing the Audio button to connect my Computer Audio Call?
- Computer Audio may not be enabled for the account

**Additional Notes**
- Up to 300 Computer Audio users may connect at the same time on a single access code.
- If more than 300 audio users attempt to connect (VoIP or telephone), the surplus users will hear a message that the conference is full.
- Mobile/tablet devices are not currently supported (although Apple® iPad® users can join the visual portion of web conferences, these users will not have access to the Computer Audio feature currently).
- Computer Audio will NOT work for a chairperson connected over a network that uses a proxy (Computer Audio will work for participants connected to a proxy).
- Computer Audio will not work over pipe networking.
- We recommend that users connect through a wired network connection when using the Computer Audio feature to ensure the best quality due to the many issues that an unreliable wireless or tethered connection can cause. Audio quality will degrade significantly on networks with download speeds of less than 1.5 Mbps or wireless networks with inconsistent signal strength.
## Computer Audio System Requirements

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<th>SUPPORTED BROWSERS</th>
<th>SOFTWARE</th>
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<td>Microsoft Windows XP (Service Pack 3), Vista, 7 &amp; 8 (32 and 64 bit) Google Chrome</td>
<td>Internet Explorer (7.0+) Firefox Google Chrome Edge</td>
<td>Adobe Flash Player (10.3+) for 1E 7.0- 10.0</td>
</tr>
<tr>
<td>Linux (Limited Support)</td>
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<tr>
<td>Apple Macintosh 10+</td>
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<td>Adobe Flash Player (10.3+) for Safari 9</td>
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CenturyLink Web Meeting Integrations

(Additional ways to access the web meeting)

CenturyLink Web Meeting for Salesforce
CenturyLink Meeting for Salesforce is an application available from the Salesforce.com® AppExchange® tool that allows you to import and manage CenturyLink Meeting inside Salesforce.com. With the CenturyLink Web Meeting for Salesforce application:

- Allow others in your organizations to invite customers or prospects to CenturyLink Web Meetings directly from the lead or contact record.
- Schedule and start a CenturyLink Web Meeting directly from the lead or contact record.
- Automatically capture registration and attendance information in Salesforce.com.
- Create new leads for CenturyLink Web Meeting registrants and attendees not already in Salesforce.com.

Installing and Configuring the AppExchange Application
To use CenturyLink Web Meeting for Salesforce, your system administrator must download and install the application from the AppExchange into your organization’s Salesforce.com instance. The system administrator will then edit your user profile to enable you as a CenturyLink Web Meeting user. Once set up, you must add the CenturyLink Web Meeting tab to your Salesforce.com display or choose the CenturyLink Web Meeting application from the Force.com® App Menu.

User Settings
If you are a new CenturyLink Web Meeting for Salesforce user, the CenturyLink Web Meeting user settings page is displayed automatically the first time you attempt to start or schedule a CenturyLink Web Meeting. You must enter your chairperson login credentials to link to CenturyLink Web Meeting Conference Center and access your meetings. Enter the toll-free number, access code, and passcode for the CenturyLink Web Meeting account you want to access.

Accessing the CenturyLink Web Meeting Conference Center
You can access the Web Meeting Conference Center from within Salesforce.com at any time by clicking on the Conference Center sub-tab under the Web Meeting tab. Once you have logged in to Conference Center, you can do most of the actions you would normally perform if Conference Center were in a separate browser window.

Schedule and Start Meetings
You can set up and start a Web Meeting directly from a lead or contact record through the Meet Now or Schedule Meeting functionality.

Meet Now
When you need to set up and start a CenturyLink Web Meeting immediately:

1. Go to the lead or contact record for the individual with whom you are meeting.
2. Scroll to the meeting history section of the lead or contact record (at the very bottom).
3. Click the Invite to Meeting button in this section to display the invite to meeting page.
4. Select Meet Now and click Next to display the new meeting page.
5. The invitees section shows the list of invitees for the meeting. By default, the lead or contact record you started from will be an invitee.
   a. You have the option to add additional invitees by clicking the Add button.
   b. The invite others pop-up page appears where you can search for additional leads and contacts to add as invitees, or you also have the option to enter a free form email address that may not be in your Salesforce.com organization.
6. Click the Save & Invite button to schedule the meeting in Conference Center, send invitation emails to all invitees, and display the meeting details page.
7. Click the Start Meeting button to open the meeting.
controls for the new meeting.

8. When the meeting is complete, the meeting details and meeting member statuses will be updated for all attendees.

Schedule a Meeting
When you need to schedule a new web meeting for some time in the future:
1. Go to the lead or contact record for the individual with whom you are meeting.

2. Scroll to the meeting history section of the lead or contact record.
3. Click the Invite to Meeting button in this section to display the invite to meeting page.
4. Select Schedule Meeting and click Next to display the new meeting page.

Under the information section, you have the ability to update (go to the lead or contact record for the individual with whom you are meeting):
- Meeting title
- Access code
- Start date/time
- Meeting time zone
- Duration
- Meeting type
- Log activity

The Invitees section shows the list of invitees for the meeting. By default, the lead or contact record where you started will be an invitee.

- You have the option to add additional invitees by clicking the Add button.
- The invite others pop-up page appears, where you can search for additional leads and contacts to add as invitees. You also have the option to enter a free-form email address that may not be in your Salesforce.com organization.

Click the Save & Invite button to schedule the meeting in Conference Center, send invitation emails to all invitees, and display the meeting details page.
- From the meeting details, you can click on the contact or lead name to return to the record. You can also click on the meeting title to display the full meeting details.
- At the meeting time, you can return to the CenturyLink Web Meeting in Salesforce.com and click the Start Meeting button to open the meeting controls directly from within Salesforce.com.
- When the meeting is complete, the meeting details and meeting member statuses will be updated for all attendees.
CenturyLink Web Meeting Conference Center

Logging in as chairperson brings up the Conference Center application. The Conference Center is where you schedule and organize web meetings, manage invitations and registrations, track participation and feedback, and launch your web meetings. You can also manage meeting recordings, set up podcasts of your recordings and view reports.


2. 

3. Enter your dial in number, Access Code, and Chairperson Passcode & click Login

4. 

To start a meeting, select it from the list below and click "Open Meeting Controls".
Home
- The Home link in the CenturyLink Web Meeting Conference Center menu displays the Conference Center home page for scheduling, managing and initiating meetings.
  - The home page lists the on-demand meeting option and scheduled meetings by date and time.
- The Open Meeting Controls button opens the chairperson conference controls window.
- The Schedule a Meeting button displays the initial page for scheduling a new meeting.
- The Time Zone drop-down menu sets and displays the default time zone.
- The View Past Meetings link shows a list of all past scheduled and cancelled meetings and provides options for performing post-meeting actions. This link is only visible if scheduled meetings have passed.

On-Demand Meetings
- On-Demand meetings are held without being previously scheduled. Participants in on-demand meetings are not notified through the Conference Center, so they must be invited through other means.
  - The Participant Login Info link in the On-Demand section of the home page displays a form with detailed meeting login information that you can copy and paste into an email to invite people to join the on-demand meeting.
  - The Name field is always required. Enter a title for each additional field of custom registration data you want to collect (up to five) and check the box if you want to make it required information.
  - By default, this is also registration information that people must provide to access recordings.
  - To conduct an on-demand meeting, choose the On-Demand Meeting option and then click on the Open Meeting Controls button.

- The Edit On-Demand Registration link in the On-Demand section of the home page displays a page for customizing registration information for on-demand meetings.
Scheduled Meetings

- Scheduled meetings are meetings that you set up in advance and invite participants to attend. Scheduling a new meeting is a two-step process:
  - Enter meeting details.
  - Send meeting invitations via email, Facebook or Twitter.
- Conference Center offers a number of emails and web pages for communicating with invitees, registrants, and participants before and after a meeting. You can preview and edit any of these options when you schedule a meeting.
- When scheduling a meeting that requires pre-registration, you can also set up marketing campaigns with unique registration links for inviting people to the meeting, and track those campaigns.
- After scheduling a new meeting, you can go back and edit any of this information prior to the meeting.

Schedule a Meeting

To schedule a meeting, click the Schedule a Meeting button. This displays the first of two pages for entering information for the meeting.

The Meeting Details section is for setting up and entering the details of the meeting.

- **Meeting Title:** Give a descriptive title for the meeting.
- **Host(s):** List one or more hosts for the meeting.
  The name(s) you provide as hosts are included in emails to invitees and registrants.
- **From Email:** Enter the email address of the meeting organizer. This is the reply-to-address in emails Conference Center sends to invitees and registrants. Invitees can reply to this email address if they want more information or have questions about the meeting. This is also the address where Conference Center sends email notifications. The CenturyLink Web Meeting account holder’s email address is the default.
- **Date:** Enter the date of the meeting in MM/DD/YYYY format or use the calendar icon to select a date.
- **Time:** Enter the time of the meeting or use the clock icon to select a time in 15-minute increments. Choose a time zone from the drop-down list, if different from the default set in the Conference Center home page.
- **Duration:** Enter an expected duration for the meeting. The actual meeting can end earlier or later; the duration is just to help participants schedule their time.
Registration Type:

- **Register at the time of meeting**: Choose this option if you do not want to collect and track registrants in advance. Invitees register when they join a meeting.
- **Pre-register before the meeting**: Choose this option if you want to confirm/deny registrants and track registrants in advance. Invitees must register prior to the meeting.
- **Notify me of new registrants via email**: If you choose to have invitees pre-register for the meeting, this option allows you to be notified by email as they register.
- **The Help Me Choose link provides additional information if you are not sure when invitees should register.**
Meeting Type:
- Web & Audio: Choose this option if the meeting is both web and audio.
- Audio Only: Choose this option if the meeting is audio only.
- Web Only: Choose this option if the meeting is web only.

Audio Type:

- **On-Demand**: Choose this option if you do not need a Web Meeting operator or other assistance for the meeting and the meeting will have no more than 96 attendees (or up to 150, depending on account settings).
- **Dial-in Numbers**: Check the box to include your U.S./Canada toll-free number and/or your U.S. toll number for the meeting. If you plan to invite international participants and know which countries from which they will be calling, click the Add International Numbers (Optional) link to select the individual international numbers for these countries. If you aren’t sure which countries from which they will be calling, check the box to include a link to the list of all international toll free numbers.
- **Access Code**: Your CenturyLink Web Meeting access code is automatically included in the information for this meeting.
- **Operator Assisted**: Choose this option if the meeting has over 96 participants (or up to 150, depending on account settings) or you need operator services during the meeting. If you select this option, you are instructed to call Web Meeting to set up your meeting and provide you with dial-in numbers depending on your meeting requirements. The numbers you enter are included in meeting communications.
- **Enable broadcast audio**: Check this box if you want to broadcast the audio portion of your web meeting over the Internet. Call CenturyLink Web Meeting for a broadcast audio code to enter.
- **Display dial-in number during conference**: Check this box to display a number during the meeting for participants to use if they prefer to dial in rather than listen to the broadcast audio. The first dial-in number you entered above is automatically copied into this text box.
- **Description**: Enter a description for the meeting (up to 2000 characters). This description appears in all communications for the meeting.

The Security section of the page provides the option to include a security passcode that participants must enter to join this web meeting.

Set security passcode for web meeting: Check this box if you want to include a security passcode unique to this web meeting. Enter a security passcode. This passcode is automatically included in the invitation, confirmation, update, and reminder emails, as appropriate.

- **Click the Save and Next button to display the second page for scheduling a meeting.**

The Next Steps section of this page is for preparing and sending out invitations and updates for the meeting, and adding the meeting to your calendar.

- **The Send Invitations button sends an invitation email automatically generated from the meeting information you have entered. This button displays a form for entering email addresses manually, or uploading a .csv file with up to 2,000 addresses (or up to 10,000, depending on account settings). If you have previously set up one or more marketing campaigns, you can select a campaign to track registration separately for this group of invitees.**
- **The Facebook icon provides options to post a meeting notice to your Facebook page or another Facebook page. The post includes meeting details along with a link to either register for the meeting or to join the meeting, depending on the meeting registration type. You can add a note or edit the meeting details before posting the meeting notice.**
- **The Twitter icon posts a meeting notice to your Twitter page with a link to either register for the meeting or to join the meeting, depending on the meeting registration type. You can edit the meeting notice before tweeting it**
to your followers.

- The **Preview** link displays the invitation email as invitees will see it.
- The **Edit** link lets you add a custom message to the invitation email and attach up to five files for recipients to download.
- The **Send Update** link sends an update email for the meeting to all confirmed registrants or invitees, depending on registration type. You can add files and a custom message to the update.
- The **Upload Confirmed Attendees** link lets specified invitees bypass the registration process for meetings that require pre-registration.
- The **Add to your Calendar** button adds the meeting to your default calendar client.
- The **Lotus Notes Help** link provides information for adding the meeting to a Lotus Notes® calendar.
- The **Advanced Settings** section of the page lets you preview and edit various meeting communications sent to invitees, registrants, and participants before and after a meeting. Click the **Show Advanced Settings** link to show these options and the **Hide Advanced Settings** link to hide them.

**Registration**

Various communications are used during the registration process as invitees register and are confirmed or declined.

The registration form is what invitees see when they register for the meeting.

- Click the **Edit** link to edit the form.
- **Custom Message**: You can replace the default message with a custom message and change its format.
- **Standard Questions**: Check the Include box next to each standard question you want to display on the registration page. Check the Required box next to each included question to make it a question that registrants must answer in order to register. Name and Email are always included and required.
- **Custom Questions**: The custom questions you create are shown here. Each custom question has an Edit and Delete button so you can modify and remove it.
- The **Add Custom Question** button brings up a form to create a custom question.
- For meetings requiring pre-registration, the **Registration Confirmation Email** is the email registrants receive confirming their registration. Click the Edit link to edit the email.
- For meetings requiring pre-registration, the **Registration Declined Email** is the email registrants receive if you manually decline their registration. Click the Edit link to edit the email.
- **Custom Message**: You can replace the default message with a custom message and change its format.
- **Files Available for Download**: You can attach up to five files for recipients to download.

**Reminder Email**

You can schedule a meeting reminder email to send automatically to all confirmed registrants or invitees, depending on the meeting type.

- Click **Add Reminder Email** link to set up and edit the reminder email.
  - When should this email be sent? By default, the reminder date and time is 24 hours before the meeting. If the meeting start time is within 24 hours, the reminder date and time is two hours before the meeting. Use the default date and time or specify a different date and time for the reminder email to be sent.
  - **Custom Message**: You can replace the default message with a custom message and change its format.
  - **Files Available for Download**: You can attach up to five files for recipients to download.
    - Make sure to click the Save button when you are done. Otherwise, the reminder email does not get scheduled
- Once you add a reminder email, use the **Preview**, **Edit**, and **Review** links to view, modify, or cancel it.
  - If you want to send more than one reminder email, you can schedule an additional reminder after the first one has been sent.

**Post-Meeting Emails and Web Pages**
You can send out post-meeting emails after a meeting has taken place. Different post-meeting email options are available based on the type of meeting. The Post-Meeting Email is for audio-only meetings. The Post-Meeting Email to Attendees and the Post-Meeting Email to No-Shows are for web and audio and web-only meetings. The content of all three of these emails is similar.

- Click the Edit link to edit the email.
- Custom Message: You can replace the default message with a custom message and change its format.
- Add Recordings: You can attach archived recordings for recipients to play back.
- Files Available for Download: You can attach up to five files for recipients to download.
  - Post-meeting emails are not automatically sent after a meeting takes place. To send them, view the meeting to see the post-meeting actions. If you want to attach recordings and files to post-meeting emails, don’t forget to do so before you send them.
- The Post-Meeting Survey Page is displayed at the conclusion of the web portion of the meeting. Click the Edit link to edit the page.
- Check the Send Attendees to a custom URL box if you want to bypass this survey page and direct attendees to the URL of your choice.
- Post-Meeting Survey Form: Choose whether or not to include the standard question and, if you want, create your own questions by selecting the Add Custom Question button.
- The Post-Meeting Archive Page is displayed when someone attempts to register for, or log into a meeting that has already taken place. The content is similar to the Post-Meeting Email.

### Meeting Promotion Tools

For scheduled meetings requiring pre-registration, you can promote your meeting and track registrations from various marketing campaigns.

- **Marketing Campaigns:** You can generate unique URLs to the meeting’s registration page to use in online marketing campaigns and track the registrants driven from those campaigns. You can see the effectiveness of each campaign when you view the campaign report for your meeting. Click the Manage link to set up one or more marketing campaigns.
- **Campaign Name:** Enter a campaign name. Names must contain only letters, numbers, spaces, and periods. Special characters are not allowed. Click the Generate URL button to generate a unique URL for this campaign. Repeat for each campaign you want to create and track. A default campaign named “Default” is automatically created for the meeting.
- **Campaign URLs:** The campaign names and associated URLs are displayed in this window. Copy the URLs to use in your campaign banner ads, web pages, email, blogs, etc.
- **Delete:** To delete a campaign, click the delete link next to its URL. You cannot delete the default campaign. If you attempt to delete a campaign that already has registrants associated with it, you are prompted to confirm the deletion and then those registrants are re-associated with the default campaign. Registrants who use a link for a deleted campaign (in an email or on a web page, for example) are associated with the default campaign.

### Manage Scheduled Meetings

- Once a meeting has been scheduled, you can view, edit, and clone the meeting information. Click the Home link in the Web Meeting menu to go to the Conference Center home page, and click on the meeting title of the meeting you want to manage.
- The Open Meeting Controls button opens the chairperson Conference Controls window.
- The Edit Meeting button displays the information you entered when you scheduled the meeting and allows you to edit it. You can also edit a meeting by clicking on the Edit link after the meeting title on the Conference Center home page.
- The Clone Meeting link copies the information to use as the basis for scheduling a new meeting.
- The Cancel Meeting button cancels the meeting and lets you send cancellation emails to all confirmed registrants or invitees, depending on meeting registration type.
- The Send Invitations and Add to your Calendar buttons, the Facebook and Twitter icons, and Preview, Edit, Send
Update, Upload Confirmed Attendees, and Lotus Notes Help links work the same as in the scheduling a meeting section of this user guide.

- The View Past Meetings link on the Conference Center home page shows a list of all past and cancelled meetings.

**Clone and Reschedule Meetings**

- Any scheduled, past, or cancelled meeting can be “cloned” and used as a basis for creating a new meeting. When you clone a meeting, the information for that meeting is copied for you to edit to create a new meeting.

- To clone a meeting, click on the **Clone** link for the meeting in the list of past meetings or the Clone button at the top of the window when you view a past or scheduled meeting. This displays the same initial page as scheduling a meeting. Edit the meeting information as necessary, make sure to change the meeting time and date and send out invitations. Once you finish, the cloned meeting is added to the list of scheduled meetings.

  - **NOTE:** If the original meeting has operator-assisted audio and you want the cloned meeting to have operator-assisted audio as well, contact Level 3SM Web Meeting to schedule operator services and obtain new dial-in numbers before you send out invitations.

- Past meetings can be “rescheduled,” allowing you to repeat the meeting at a later date. When you reschedule a meeting, the meeting is moved back to the list of scheduled meetings with a new time.

- To reschedule a meeting, click on the **Reschedule** link for the meeting in the list of past meetings or the Reschedule button at the top of the window when you view meeting details. In either case, this displays a form for you to enter a new date and time.

- If the original meeting had operator-assisted audio, a message notifies you to modify the operator-assisted information. When you click the Reschedule button on this form, you have the option of notifying all confirmed registrants or invitees from the previous meeting, depending on the meeting registration type, that the meeting has been rescheduled.
View Reports

Conference Center creates a variety of reports to help you analyze and manage your web meetings and audio conferences. The View Reports link in the CenturyLink Web Meeting menu displays a submenu of links to these reports.

Meetings

- The Meetings link lists all past meetings, including on-demand meetings. (The View Reports link also displays this list by default.) Above the list of past meetings is a View Upcoming Meetings link that lists all scheduled meetings.
- Click on a meeting to view the reports for that meeting. This displays a page with meeting details, post-meeting actions, and links to various reports for the meeting. This is the same information that is displayed when you use the View Past Meetings link on the Conference Center home page and click the Details link for the meeting.
- The Meeting Details section displays the basic details of the meeting. The Registration link shown in this section is the URL of the archive page for the meeting. You can copy this URL into any email, web page, blog, etc. for people to see the archive web page for this meeting. If you set up one or more campaigns for the meeting, the View Campaign URLs link displays a list of the campaign names and their associated URLs.
- The Post-Meeting Actions section provides links to preview, edit, and send post-meeting emails, and to preview and edit the post-meeting archive web page for the meeting. These are the same post-meeting actions shown in the Advanced Settings when you schedule or edit an upcoming meeting.
- The Reports section includes links to various reports for the meeting for you to view and download. The Registration Reports include the following, depending on the registration type for the meeting:
  - The Invitee List link displays the list of invitee email addresses and when they were invited.
  - The Registration Details link displays registration information for the registrants, along with their attendance status.
  - The Campaigns link displays statistics for the marketing campaigns you set up to track registration.
- The Web Conference Reports include the following, depending on the type of meeting and how it was conducted:
  - The Web Participants link displays a list of participants for the web meeting. The list includes the times each participant joined and left the meeting and the total number of minutes they attended the meeting. Each participant’s name is a link to registration and post-meeting survey information provided by that participant.
  - The Chat link displays a transcript of the chat messages during the meeting, the time each message was sent, and its sender and recipient.
  - The Poll Results link displays the polls conducted during the meeting with a summary of responses to each poll as well as the response of each participant who took the poll.
  - The Post-Meeting Survey link displays the information provided by the meeting participants who responded to the post-meeting survey.

Recordings

- The Recordings link lists your archived recordings. Each recording in the list shows the start and end time of the recording and the number of playbacks. You can also view and save the playback report for each recording.
- The Audio link lists past audio conferences by conference
ID along with start times, duration, and participant count. You can view and download the audio participant list for any audio conference. The list shows each participant’s phone number, entry and exit times, how long he or she was on the call, and audio type.

**Opt-Out**

- The Opt-Out link lists the email address for invitees who have chosen to opt out from receiving meeting invitations. They can opt out when they are invited to register for, or join a scheduled meeting. If you attempt to send subsequent meeting invitations to email addresses that are in the opt-out list, you receive a message that those emails are in the opt-out list.

- When you view the opt-out list, you can select email addresses from the list and send an opt-in request. **NOTE:** The opt-out list only applies to a single web conferencing subscription. If you have multiple subscriptions, recipients must opt-out from each subscription from which they do not want to receive invitations.
Recordings
The Recordings links lists all of your archived recordings (The Manage Recordings links also displays this list by default).

- To delete one or more recordings, check the box next to the recording names and click the Delete Selected button.
- To work with an individual recording, click its name or the arrow next to the name to expand the recording in the list.
- The playback window lets you play back the recording with the Manage Recordings page. The View Larger link displays the recording in a larger pop-up window.
- Under the Manage section:
  - The Rename link displays a form for renaming the recording.
  - The Edit link brings up a new browser window with options for editing the recording.
  - The Download link allows you to download the recording from CenturyLink Web Meeting server and store it locally on your computer. The link displays a form to choose a download format for the recording.
  - The Delete link deletes the recording.
  - The View Report link displays the playback report for the recording and a Download button for downloading this information.
  - Check the Enable Registration box to require people to enter registration information before playing the recording. The Edit link lets you change the registration information for this recording only. By default, the playback registration form contains the information you set up for on-demand meeting registration.
  - Check the Notify Me of Playbacks box to send an email to the CenturyLink Web Meeting account holder when a recording is played.
  - Check the Require Passcode box to require people to enter a passcode to access the recording.
- Under the Share options:
  - The Show Playback URL link displays the link to play back the recording. You can copy this link and paste it in blogs, documents, and other communications. If you enable playback registration, people must complete the registration form before playing the recording.
  - The Email Playback URL uses your default mail client and composes an email for you to send with the link to play back the recording.
  - Check the Add to Feed box to add the recording as an episode to your podcast feed. The Edit link lets you change options for this episode only; it does not change your podcast feed settings.
  - The Facebook Options link provides options to embed a recording for playback on your Facebook page or another Facebook page. You can also add a note or edit the recording title or description before posting it. You must first add the recording to your podcast feed to enable this option.
  - The Embed in Web Page link displays the HTML code for embedding a recording for playback on a web page or blog. Choose the playback size you want and then copy the code to paste into your web page. You must first add the recording to your podcast feed to enable this option.

Edit Recordings
- The Edit link in the expanded view of a recording displays the Recording Editor window.
- Editing a recording involves creating cut points to indicate which sections of the recording to remove. To create one or more cut points:
  1. Play the recording until it reaches the start of a section you want to remove.
2. Enter the time indicated by the counter in the control bar below the recording into the Start fields of the Create Cut Point panel to the right.

3. Repeat these steps for the End fields.

4. Click the Add Cut Point button to add the point to the list of cut points.

5. Repeat these steps to create additional cut points for the recording.

- When you have created all the cut points you want, click the Make Cuts button to remove them from the recording. This may take a few minutes.

- The edits you make to a recording are not permanent. You can restore individual cuts or revert to the original with the View Past Cuts link. This displays a window that lists all the cuts you have made to the recording.

- Select a cut to see its start and end times. Click on the Undo button to restore an individual cut. Click on the Revert to Original button to restore all cuts and go back to the original recording. Restoring cuts may take a few minutes.

- When you are done editing your recording, click the Exit button to close the Recording Editor window.

Podcast Feed Settings

- You can automatically distribute your recordings archived with CenturyLink Web Meeting as podcasts through the podcast feed provided with your Web Meeting subscription. The Podcast Feed Settings link in the Manage Recordings menu allows you to publish the podcast feed and customize the feed settings.

- To customize the podcast feed settings, begin by checking the Publish Podcast box at the top of the page to publish your feed. Then, customize the settings:
  - Title: Give a title for your podcast feed.
  - Subtitle: Include a subtitle, if you want.
  - Description: Enter a description that explains what your podcast feed is about.
  - Author: Give the name of the podcast feed’s author. This may be different than the podcast feed’s owner.
  - Owner Name: Give the name of the podcast’s feed owner. By default, this is the CenturyLink Web Meeting account holder.
  - Owner Email: Enter the podcast feed owner’s email address.
  - Copyright: Enter the copyright date of the podcast feed.
  - Your Website: Include the URL of your website.
  - Categories: Select one or more category and subcategory to help subscribers find your podcast feed. Click the Add Field button to include additional categories. Click the Remove button to remove a category.
- **Keywords**: Enter keywords that describe your podcast feed to make it easier to find. Click the **Add** button to add keywords as you enter them. Select keywords you have entered and click the **Remove** button to remove them.
- When you have entered the information, click the **Save** button at the bottom of the page to store the new feed settings.

  - The My Podcast Page link at the top of the settings is a link to the subscription web page for your podcast feed. Provide this link to potential subscribers to walk them through the subscription process.
  - To add a recording to your podcast feed, choose the Manage Recordings link in the CenturyLink Web Meeting menu, select the recording, and check the **Add To Feed** box.

### Manage Contacts

- You can add and delete contacts from your CenturyLink Web Meeting phonebook with the Manage Contacts link in the CenturyLink Web Meeting menu. In the Conference Controls, you can use the phonebook to dial out to contacts. In addition, audio conference participants are listed by name in the Conference Controls participants panel if the phone number they call from matches their name in the phonebook.
- Click the Upload Contacts button to upload contacts from a .csv file.
- Download and use the Contacts Template .csv file to enter the names of the contacts you want to upload along with their contact information.
  .Csv files exported from Outlook can also be uploaded without any modifications to their headers. You can have up to 2,000 contacts in your phonebook.
- **NOTE**: To add individual contacts directly from the phonebook, enter them in Conference Controls.

- To delete individual contacts, select the boxes next to the names you want to delete and then click the **Delete Selected** button. Click the **Delete All Contacts** button to remove all contacts from the phonebook.
CenturyLink Web Meeting Conference Controls

Opening meeting controls from the Conference Center displays the Conference Controls window for conducting and managing a meeting. The Conference Control screen is your main console for managing your conference. All the features of the Web Meeting service are available through this console.

Participants Panel

The Participants Panel lists all participants who have joined the meeting, including the chairperson. Web meeting participants are listed under the Participants heading and audio conference participants are listed under the Audio heading. Participating in a meeting allows you to send chat and Q&A messages to the audience. Each participant is listed as they join the meeting. If they join before the meeting has started, they are listed as being in the lobby.

- Participants are listed as they join the meeting. If they join before the meeting has started, they are listed as being in the lobby.
- For on-demand meetings, passing the cursor over a participant displays the registration information for that participant.
- Clicking the right mouse button on a web participant brings up a menu of options for that participant.
- **Lower Hand** lowers the participant’s hand if it is raised.
- **Chat** opens a separate window for the chairperson and co-presenters to chat with the participant.
- **Disconnect** removes the participant from the meeting.
- **Promote to Co-Presenter** makes the participant a co-presenter. A meeting can have multiple co-presenters. Co-presenters have access to all the same meeting controls as the chairperson and can do everything the chairperson can do except appoint other co-presenters, disconnect the chairperson or other co-presenters, or manage the audio conference controls.
- **Lower All Hands** lowers all participants’ hands that are currently raised.
- **Grant Control of My Applications** grants control of selected applications to another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the applications.
- **Grant Control of Desktop** grants control of the desktop to another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the desktop.
- Clicking the right mouse button on a web participant brings up a menu of options for that participant.

### Mute/Unmute
Mute/Unmute mutes or unmutes the participant’s phone line. Participants can mute and unmute themselves, as well, using their phone keypad if they are participating in the audio portion of the meeting from their phone or the options in the interface if they are using their computer.

- **Disconnect** disconnects the participant from the audio conference.
- **Play Name** plays back the participant’s name. Names are only available for playback if the Name Record option is set.
- **Add to Phonebook** displays the new entry dialog to enter the participant in the phonebook.
- **Rename** allows you to replace the listed number or name for the participant with a new name.

### Audio Controls Panel
The Audio Controls panel provides controls for managing an audio conference. Only the chairperson has access to the audio controls.

To start an audio conference from the Audio Controls panel:

1. Enter the phone number of the phone you will be using for the audio conference, beginning with the area code. Enter only numbers; spaces and special characters are ignored.
2. If you are outside the United States or Canada, choose the country where you are located from the drop-down list.
3. Click the Call My Phone button. When your phone rings, answer it and follow the verbal prompts to join and start the audio conference.

After the audio conference has begun, the Audio Controls panel displays the audio controls:

- **Mute All** mutes all participants. You can mute individual participants in the Participants Panel.
- **Unmute All** unmutes all participants. You can unmute individual participants from the Participants Panel.
- **Operator** displays a dialog to speak with an operator in private, or invite the operator to join the conference. When you request an operator, the Operator button changes to a Cancel button so the request can be cancelled if necessary.
- The **Phone Number** text box allows you to enter a phone number to dial out and add a participant to the conference. Special characters and spaces in the number are ignored, but the area code is required. A “011” prefix is required for phone numbers outside the United States and Canada.
- The **Phonebook** icon displays the Phonebook window to manage phonebook entries.
- **Dial Out** dials out to the number entered in the text box. Your conversation is private until you admit the person to the conference.
- **Listen Only** makes the conference a listen-only conference. You can unmute individual participants but participants cannot unmute themselves.
- **Continuation** continues the audio conference after the chairperson has disconnected from the call.

- **Lock Audio** locks the audio conference and prevents new participants from joining. However, you can still dial out and add participants to the conference.

An audio conference ends when the chairperson disconnects, or in continuation mode, when the last participant drops.

**Q&A and Chat Panel**

There are three different tabs in the Chat panel that the chairperson, co-presenters can use to communicate with one another and participants during a live web meeting.

- The **Q&A/Chat** tab is where all the comments can go that are not in the form of a question.
- The **Questions** tab will be populated with all chat messages that participants “Flag as Question.”
- The **Answered** tab populates with all Questions flagged as “Answered.”

The new setting cog will have an option to Enable / Disable chat, depending on current state.

To disable chat during a meeting, click on the link at the top of Chat panel.

- While chat is disabled, participants’ chat panels disappear.
- While chat is disabled, the **Enable Chat** link enables chat and redisplays participants’ chat panels.
- The main part of the Chat panel shows a record of all chat messages. To send a chat, first select a recipient from the drop-down list at the bottom of the panel. Messages can be sent to all participants, to all co-presenters, or
to individual participants or co-presenters.
Selecting a recipient displays a one-line text entry box to type the message. To send the message, click the **Send** button.
CenturyLink Web Meeting
Management Controls

Start / Stop Meeting
• The **Start Meeting** icon starts a web meeting. For on-demand web meetings, the Conference Security Passcode dialog appears, if enabled by options settings. This lets the chairperson set an optional security code that participants are required to enter to join the meeting.
• If an optional security passcode is used, it is only in effect for that meeting.
• During a web meeting, click the **Stop Meeting** icon to end the meeting.

Record / End Meeting
• The **Start Recording** icon (greyed out until the meeting has been started) records a meeting. The recording includes everything participants see and hear during the meeting, including slides, polls, and shared applications. The webcam stream is not recorded. The web portion is synchronized with the audio portion of the meeting in the recording. The Recording Name dialog lets you name the recording.
• You can access, manage, and edit recordings from the **Manage Recordings** link in the Conference Center.
• Click the **End Recording** icon at any time during a meeting to end the recording.

Share Applications or Desktop
• The **Share** icon shares specific applications on your desktop or your entire desktop with meeting participants.
• The **Share Desktop** icon shares your desktop with meeting participants so that you can demonstrate actions or show content in other windows. The Conference Controls window goes away and is replaced with the Sharing Control Bar (more details below).
• To stop sharing your desktop and return to the Conference Controls window, click the green icon on the left of the Sharing Control Bar.
• The Share Applications dialog that appears lists the applications currently running on your computer. You can select one or more of these applications to share. Participants see only the applications you select.

Grant Control
• To grant control to a participant, the participant must be promoted to Co-Presenter.
• The Grant Control option in the right click menu grants controls of the individual applications or your entire desktop to a meeting co-presenter.
• The Grant Control dialog that appears provides a choice between granting control of your entire desktop or selected applications. Applications currently running on your computer are listed in the left pane and participants are listed in the right pane.
  - To grant control of your entire computer, choose **Grant Control of Desktop** and then select a participant from the list of participants.
  - To grant control of individual applications, choose **Grant Control of Selected Applications**, select one or more applications for the list of applications, and then select a participant from the list of participants.
The Sharing Control Bar appears whenever you share applications or grant control of the desktop or individual applications, temporarily replacing the Conference Controls window.

- Click and hold the ellipses on the far left of the bar to drag it to a new location on the screen. The control bar appears horizontally when you drag it to the top or bottom of the screen, and vertically when you drag it to the left or right. It also snaps to the edges of the screen.

- The **Left Arrow** icon ends sharing or control and returns to the Conference Controls window in slide sharing mode.

- The **Record** icon starts or stops recording the meeting.

- The **Pause** icon pauses sharing. Once paused, the participants will continue to see what was last shared on the screen until the “play” button is selected.

- The **Share** icon allows you to share individual applications or your desktop with meeting participants.

- The **Participants** icon displays a list of participants. The **Phone** icon displays the audio control panel.

- The **Chat** icon opens the chat controls.

- The **Annotate** icon allows you to add emphasis or direct attention to the specific content you are sharing through the use of a highlighter, pen, and/or bullets.

- The **Help** icon adds the text name of each button in the sharing control bar.

- The **Minimize** icon minimizes the Sharing Control Bar. In Windows, double-click the CentryLink Web Meeting tray icon in the task bar to redisplay it. In Mac OS®, right click the Web Meeting icon in the dock and select the Web Meeting Conference Controls option.

- To stop a meeting while sharing without returning to the Conference Controls window, click on the CenturyLink Meeting tray icon in the task bar and select the Stop Meeting option from the pop-up menu.

- To disable the use of video for everyone, select the **Disable Webcams** button.

Enable Webcams
- To start, click on the **Enable Webcams** button.
- Your webcam will automatically be shared, once you select **Enable Webcam**.
- Click the **Settings** icon to select a different webcam.
- To stop sharing your webcam, click the **Stop Sharing My Webcam** button.

Invite Others
- The Invite Others icon invites participants while a meeting is in session. This launches your default mail client with a default message that includes a link to the Participant Registration web page for the meeting. The Invite Others icon is only available for on-demand meetings.

Options
- The **Options** icon changes Web and Audio conference settings.
  - **Web Options**
    - **Prompt for Security Passcode for Web Conference**: If checked, the Conference Security Passcode dialog appears when you start an on-demand web meeting, allowing you to set an optional security code that participants are required to enter to join a meeting.
    - **Show warning before sharing Desktop**: If checked, the Share Warning dialog appears when you share or grant control of your desktop.
    - **Sharing Performance**: Use the slider to control sharing performance. The higher the quality, the lower the speed, and vice-versa.
  - **Audio Options**
    - The Entry Announcement settings control the announcement you hear.
      - **Tone (future conferences)**: Plays a tone when participants join and leave the conference (default).
      - **Silent**: Participants join and leave the conference silently.
• Name: Participants are prompted to say their names when they dial into an audio conference and the names are announced as they join and leave the conference. This option is only available if you check the Name record option below.

• Name record (current & future conferences):
  Participants are prompted to say their names when they dial into an audio conference, regardless of the entry announcement mode setting. The chairperson can play back recorded names during an audio conference from the Participants panel.

• Save settings for future conferences: Saves the current Entry Announcement settings for future conferences

• Quick Start (future conferences only): Allows the audio conference to begin before the chairperson arrives. The setting takes affect for future audio conferences only.

• Auto Conference Continuation: Sets the default to allow audio conferences to continue even after the chairperson disconnects. The chairperson can turn continuation off during a conference from the Audio Controls panel or from the phone keypad.

• Advanced Options
  - Enable Title Bar Button: Choose this option to display the Sharing, Not Sharing, and Controlled buttons in application title bars when you share applications or grant control (default).
  - Enable Application Sharing: Choose this option to enable sharing and granting control of individual applications (default). If you change this setting, you must close and reopen the Conference Controls window for the change to take effect.
CenturyLink Web Meeting Presentation Controls

Insert & Manage

• Add Slides
  - The Insert Slides icon uploads and adds slides or .pdf files to your presentation. This displays a dialog for you to navigate to the file with the slide(s) you want to insert. By default, slides are inserted after the currently selected slide or poll.
  - Supported formats are: PowerPoint (.ppt), PowerPoint 2007 (.pptx), .jpg, .png, .gif, .jpeg and mp. PowerPoint presentations are converted to multiple slides and inserted. All other formats are inserted as single slides.
  - You can have up to 200 slides or polls at any time per subscription, which remain until you delete them. If you attempt to insert more than this, the slides or polls exceeding the 200 limit are not inserted and a message is displayed to ask you to delete existing slides or polls to make room for the new ones.
  - If you are uploading a .pdf file, a new slide will be created for each page of the .pdf file and will be able to be pushed just like a slide to the conference participants.

• Add Polls
  - The Insert Poll icon includes a poll in your presentation after the currently selected slide or poll. This displays the Poll Management dialog.
  - You can insert a saved poll that was previously created or create a new poll to insert. To insert a saved poll, select the desired poll question from the list of Saved Polls and make sure the poll shown in the Poll Preview is the one you want. Then click the Insert button. The poll is inserted after the selected, or current, slide or poll. Polls can be inserted before or during a meeting.
  - A poll consists of a question, a question type, and one or more responses. You can choose from six question types:
    • Yes/No: The question requires a simple yes or no answer.
    • Multiple Choice/Single Answer: The question requires participants to choose a single answer from one or more choices.
    • Multiple Choice/Multiple Answer: The question requires participants to choose one or more answers from a variety of choices.
    • Text/Comments Box: The question requires a written response.
    • Ranking Poll: The question requires participants to rank a list of choices from 1 to n where n is the number of choices. Each choice must be given a unique rank.
    • Opinion Poll: The question requires participants to rate the relative importance of something from “Strongly Agree” to “Strongly Disagree” or “Not Applicable.”
• The New Poll button in the Poll Management dialog displays the Create Poll dialog. Follow these steps to create a new poll:
  1. Compose the poll question in the Question Text box.
  2. Select a question type from the Question Type drop-down list.
  3. For all question types except Yes/No, Text/Comments, and Opinion Poll, enter one or more answers in the Answers text box. After entering each answer, click the Add button to add it to the list of answers displayed. To delete an answer, select it from the list and click the Remove button. Use the up and down arrow icons to reorder the list of answers.
  4. Click the Save button to save the poll. The poll is added to the list of saved polls for you to insert in a meeting presentation.
  5. To edit a saved poll, select it from the list of saved polls in the Poll Management dialog and click the Edit button. This displays the Edit Poll dialog, which is the same as the Create Poll dialog described above.
  6. To delete a saved poll, select it from the list of saved polls and click the Delete button.
• During a meeting, participants see only the poll and then optionally, the poll results. The chairperson and co-presenters also see a summary of responses. The results and response summary update continuously until the poll is closed.
• The chairperson and co-presenters can participate in the poll, or click the Skip to Results button to see the results of the poll.
• You can control whether or not participants see the poll results by checking or unchecking the Display Results to Participants box above the response summary. Click the Close Poll button to close the poll, or proceed to the next slide or poll. Once a poll is closed, participants can no longer submit responses. However, you can go back to a closed poll to show participants the results of that poll.

• Add Video
  - The Add Video icon allows you to upload a pre-recorded video into a live web meeting.
  - How to upload your video clip:
    1. In the Web Meeting Conference Controls, locate the Video button under the Insert and Manage section.
    2. In the dialog box that opens, click Add New Video.
    3. Locate the video or audio clip from your desktop you wish to upload and click Open.
      • Supported files types are flv, mp4, mpeg, swf, wmv, mp3, wav, and wma.
      • The maximum size of a video clip that can be uploaded is 100MB.
      • You may keep up to 10 video clips in your video management library.
    4. Once the video clip is done processing, it is available for inserting into your presentation.
    NOTE: Processing can take up to two hours, depending on video size and length. Please give yourself plenty of time to upload your video clip before your live meeting.
  - How to insert and play your video clip:
    1. In the Web Meeting conference controls, locate the Video button under the Insert & Manage section.
    2. Locate the desired video and click Insert. The video will be available in the slide presentation at the bottom of your Web Meeting conference controls.
    3. The video clip will now be available in your slide presentation. You may click and drag the video clip thumbnail to the desired location within your presentation.
    4. To play the video clip for your participants, simply double click the video thumbnail in your slide presentation. The video clip will load briefly and then instruct you to click the play button to start your video (located on the lower left-hand corner of the playback window).

• Remove
  - The Remove icon deletes the currently selected slide(s) or poll(s). Deleted slides are removed
Deleting a poll removes it from the presentation, but the poll remains in your subscription until you delete it from the list of saved polls.

**Annotation Tools**

- **Pointers**
  - The **Pointer** icon activates the current pointer for the slide. Choose from four different pointer styles. When you click with the pointer on a slide, an image of the pointer is left in that location.

- **Highlighters**
  - The **Highlighter** icon activates the current highlighter. Choose from three different colors. Click and hold the highlighter to highlight portions of the slide. The highlighter works like an actual highlighting pen, allowing text and graphics in the slide to show through.

- **Pens**
  - The **Pen** icon activates the current pen. Choose from four different colors. Click and hold the pen as you draw on the slide.

- **Erasers**
  - The **Eraser** icon erases individual markings on the slide. Position the dot next to the eraser on the marking you want to erase and click the left mouse key. The entire marking is erased.
  - The **Erase All** icon erases all annotations and highlights on the slide.

**Full Screen & Previous and Next Slide Button**

- These are all located at the top of the slide bar.
Enhanced Video Conferencing

Overview

We have updated our video conferencing solution to support the move to HTML5 from Adobe Flash player. Using WebRTC technology we are providing HD video, no plugin required (for Chrome and Firefox), and a smoother video conferencing experience.

Improvements: HD video, up to six webcam feeds displayed simultaneously, active speaker rotation, less lag, more control over size of webcam feeds

Limitations: We recommend no more than twenty-five participants join your web meeting.

- There is no formal cap like with the old video conferencing solution. As many people can join your web meeting and see the webcam feed as you invite, but the more people that join and the more people that share will degrade your conference quality
- CPU intensive – We recommend that the user hardwire into their internet, plug into a power source, close unnecessary applications, and limit the participants joining their meeting and sharing webcams
System Requirements

Browsers:
Chrome - plugin free Firefox - plugin free
IE 11+ with the Temasys plugin Safari 9+ with the Temasys plugin
Note: webcam feeds are not available on mobile devices

Webcams:
Most integrated webcams or USB webcams are supported. Mobile devices and H.323 based in-room video conferencing systems are not supported.
Note: The user must have a recording device (some sort of microphone) enabled on their machine in order for their webcam to be detected. See below for troubleshooting information if a webcam cannot be detected.

Resolution size of webcam feed
We ask and attempt to display the video feed in 720p, but since the solution is dynamic, meaning it adjusts to the size of your browser window, this could change. Depending on which browser a user is logged into, the EVC panel will display the feeds slightly differently.
Chrome: We manipulate the webcam feed to fill up the entirety of a box. Depending on how many participants are sharing and how large your browser window is, these boxes will change size and dimension.
Internet Explorer: We present the entirety of the webcam feed in the EVC panel. We do not scale or manipulate the video feed. We present whatever your webcam shares with us. This may result in customers stating that IE’s video quality is superior to Chrome.

Helpful Details
- Incognito Mode is not supported - If a participant has joined the meeting in Incognito Mode, they will not be able to share their webcam. They should rejoin the meeting in normal mode.
- Sharing a webcam will not work if third-party cookies are blocked in the browser settings.
- Webcams are not automatically shared in Chrome. Users will need to select “Share My Webcam” at the bottom of the webcam panel.
- Webcams are automatically shared in IE. Users will need to select “Stop Sharing My Webcam” after joining if they do not want to share.
- There must be an enabled recording device (mic) on the computer for the webcam to be detected.

Enabling camera and microphone
A participant must grant us access to their camera and microphone in order to use the video conferencing functionality. This will happen in the browser the first time a participant uses this solution.

If they were to select Block, then we would not be able to access their camera or mic. If they do so accidentally they must first change this in the browser. They should look to the end of the address bar for a camera icon with a red square on it.

Select the camera and change the radio bubble to select “Always allow…”

Refresh the web page and they should now be able to share.

If the camera and mic are enabled in the browser, check the “Recording Devices” setting. At least one device must be enabled (this is for chairperson and participant)
Once you have enabled a device, go back to your browser and refresh your feed or have the chairperson disable then re-enable webcams.

Use the cog wheel at the bottom left of the EVCC panel to change your selected mic and camera after you make sure that you have allowed the devices via the browser.

Customer Care

Support for Web Meeting can be found at the bottom of this page: [https://www.centurylink.com/business/help/ucc-services/web-meeting.html](https://www.centurylink.com/business/help/ucc-services/web-meeting.html)

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