



Premiere Conferencing

ReadyCast Presenter Handbook

ReadyCast is an automated web presentation service that combines the clear audio quality of an automated conference call with the data collaboration capabilities of the Internet.

Ideal for small, interactive meetings, **ReadyCast** offers the ability to enhance your sessions with:

- Visual presentations
- White boarding
- Web tours
- Application sharing
- And many more additions to your Premiere Conferencing **ReadyConference** automated conferencing service.

All you need to host a **ReadyCast** meeting is:

- A telephone line
- Internet access
- A **ReadyConference** account

If you do not have a **ReadyConference** account, you can create one quickly on the Premiere Conferencing web site (www.premconf.com). Select **ReadyConference** from the home page and follow the prompts through sign-up.

Once you have completed the simple registration process, you will receive an e-mail with the link to the **ReadyCast** Meeting Options pages. The Meeting Options page allows you to begin using **ReadyCast** to start meetings, schedule meetings and send e-mail invitations to participants.

Technical Assistance

If you experience difficulties during your **ReadyCast** meeting while using **ReadyConference**, you may press *0 on your touch tone phone, and a member of our support team will assist you. If you are not connected to the meeting and need assistance, please call (888) 569-3848 to reach our Internet Services support staff. Our support staff is available 24 hours a day, 7 days a week, 365 days a year.

This guide will provide you with a comprehensive list of all the Host and Presenter functions of **ReadyCast**. This handbook serves as a supplement to a **ReadyCast** training session.

ReadyCast training sessions are available online at <http://www.premconf.com/training>. For questions concerning pricing or additional product training, please contact your Sales Associate, or the Premiere Conferencing Sales Department at (800) 234-2546 or (913) 661-0700.

ReadyCast Presenter Handbook - Table of Contents

Establishing a ReadyCast Account	Page 3
Logging in to ReadyCast	Page 7
Managing ReadyCast	Page 8
Scheduling your ReadyCast Meetings	Page 9
Managing your scheduled ReadyCast Meetings	Page 13
Starting a ReadyCast Meeting	Page 14
Using the ReadyCast Meeting Manager	Page 15
Share > Presentation or Document	Page 16
Share > Whiteboard	Page 17
Share > Web Content	Page 18
Share > Application	Page 19
Share > Web Browser	Page 20
Share > Desktop	Page 21
Participants Tab	Page 22
Chat	Page 22
Polling	Page 23
Video Tab	Page 24
Presentation Tools	Page 25
 Share Menu	Page 25
 Save	Page 26
 Full Screen View	Page 26
 Thumbnail View	Page 27
 Laser Pointer	Page 28
 Text Tool	Page 28
 Eraser	Page 28
 Open File	Page 25
 Slide Controls	Page 26
 Zoom	Page 27
 Synchronize Displays	Page 28
 Pointer	Page 28
 Drawing Tools	Page 28
 Color Palette	Page 28
File Transfer	Page 29
Preferences (Sound Notifications)	Page 30
Automatically Advance Slides	Page 30
Attendee Privileges	Page 31
Expel Attendees	Page 32
Invite Attendees	Page 32
Message/Greeting	Page 33
Restrict Meeting Access	Page 33
End Meeting	Page 33
System Requirements	Page 34
Bandwidth Guide	Page 35
Security Overview	Page 37
Optimizing PC Performance for ReadyCast Meetings	Page 38
Troubleshooting	Page 39
Technical Support	Page 42

Establishing a ReadyCast Account

[Back to Table of Contents](#)

Establishing your ReadyCast account is a simple, one-time process that takes only minutes to do. You will need:

- Your Premiere Conferencing account Client ID
- A web password for ReadyCast use
 - If you don't have a web password or Client ID, please contact a Premiere Conferencing reservationist at (800) 628-5949 for assistance.
- Your participant passcode, exclusively for use with your existing ReadyConference audio account.

To sign up for a ReadyCast account, go to the Premiere Conferencing home page at <http://www.premconf.com/>

The screenshot shows the Premiere Conferencing website in a Microsoft Internet Explorer browser window. The address bar displays <http://www.premconf.com/>. The website has a dark blue header with the logo and a search bar. Below the header is a navigation menu with links: HOME, PREMIERE CONFERENCE, PRODUCT OVERVIEW, PREMIERE DIFFERENCE, SERVING YOU, CONTACT US, and PRESS ROOM. The main content area features a banner with the text "How Business Talks. From Sydney Harbor to Trafalgar Square." Below this is a promotional message: "Refer a colleague and receive a **FREE GIFT!** Click here to learn more." There are three service tiles: "READYCONFERENCE Automated Conferencing" (with a "Learn More" button), "PREMIERERECALL Operator-assisted Conferencing" (with a "Learn More" button), and "WEBCOLLABORATION Internet Conferencing" (with a "Learn More" button). A red box with the text "Click Web Collaboration" and an arrow points to the "WEBCOLLABORATION" tile. At the bottom, there is a footer with copyright information and links for "TELL A FRIEND", "LEGAL", and "EMPLOYMENT".

Signing up for a ReadyCast account (continued)

Click ReadyCast

READYCONFERENCE
PREMIERECALL
WEBCOLLABORATION
VISIONCAST
VISIONCAST MEETING
READYCAST
SOUNDCAST

Web Collaboration

Web collaboration (Internet conferencing) essentially combines the convenience of audio conferencing with the collaborative capabilities of the Internet. That means you can view and develop visual documents on the Web during your conference call. Businesses around the world are turning to Web collaboration as a powerful and efficient way to increase productivity, eliminate downtime caused by travel and speed the pace of their business.

Premiere Conferencing is a global leader in Web conferencing. We offer a suite of services designed for conferencing needs of every kind -- from small, impromptu working sessions to large presentations of major media events. Our suite of services includes:

- **VisionCast** - a Web conferencing service that's ideal for large interactive events, such as training events and marketing seminars. This service can be used in conjunction with **PremiereCall**, an operator assistance conferencing solution. [Click here](#) to learn more about VisionCast service.
- **VisionCast Meeting** - a Web conferencing service that's ideal for small working meetings, brainstorming sessions, product demonstrations, contract negotiations, etc. This service can be used in conjunction with **ReadyCast**, an automated conferencing solution. [Click here](#) to learn more about VisionCast Meeting.

http://www.premconf.com/readycast.asp

Click Sign Up

READYCONFERENCE
PREMIERECALL
WEBCOLLABORATION
VISIONCAST
VISIONCAST MEETING
READYCAST
When to Use It
How It Works
Sign Up
Host A Meeting
Join A Meeting
SOUNDCAST

ReadyCastSM

ReadyCast combines the audio quality of an automated ReadyConference with the interactive capabilities of the Web. The result is a flexible conferencing tool that is ideal for small, interactive meetings conducted whenever you want -- no advance notice is needed to launch ReadyCast. Offered in conjunction with a ReadyConference call, ReadyCast lets a small number of participants share documents and work collaboratively on the Web during their conference call.

[View a demo on ReadyCast](#)

[When to Use It](#)

HOME PREMIERE CONFERENCE PRODUCT OVERVIEW PREMIERE DIFFERENCE SERVING YOU TALK TO US PRESS ROOM

© PREMIERE CONFERENCE 2001 (800) 234-2546 PTEK.COM TELL A FRIEND LEGAL EMPLOYMENT

http://www.readycast.com/rcsetuplogin.asp

Signing up for a ReadyCast account (continued)

ReadyCast Login - Microsoft Internet Explorer

Address: http://www.readycast.com/rcsetuplogin.asp

Links: Organizer Login, VC SSL, VC Enter Mtg, Weather.com, RCast, PremConf, SC Admin, PW Extranet, VC Preview Site, VCM Org, VCSales, VC 5.0

Premiere Conferencing HOME

1 Getting Started

Host a Web Meeting

Attend a Web Meeting Before setting up ReadyCast[™] you will need:

Signup 1. The Client ID and participant passcode for an active ReadyConference (not a Scheduled ReadyConference).

Support If you do not have an active ReadyConference account please [click here](#), to register for one.

FAQs

Features 2. Your Premiere Conferencing web password.

Site Feedback If you do not have this password, please call our Reservations Department at 800-628-5949.

If you have your ReadyConference Information and password click "Next" to go to step 2.

Next >>

PREMIERE CONFERCING 2001 1-800-234-2546

Done Internet

If you already have a ReadyConference account, click **Next >>** to advance.

Registration - Microsoft Internet Explorer

Address: http://www.readycast.com/registration.asp

Links: Organizer Login, VC SSL, VC Enter Mtg, Weather.com, RCast, PremConf, SC Admin, PW Extranet, VC Preview Site, VCM Org, VCSales, VC 5.0

Premiere Conferencing HOME

2 Registration

Host a Web Meeting

Attend a Web Meeting Please enter your ReadyConference[™] Client ID and password.

Signup Client ID:

Support Password:

FAQs

Features Forget your password? Please call (800) 628-5949.

Site Feedback

Submit Reset

PREMIERE CONFERCING 2001 1-800-234-2546

Done Internet

Enter your ClientID and web password, then click **Submit**.

Signing up for a ReadyCast account (continued)

2 Registration

General Information

Required fields are marked with an *.

*First Name

*Last Name

*Email Address

*Default Time Zone

*Daylight Savings Option Automatically adjust clock for daylight savings

Enter your name, email address, and set your time zone.

After your account is setup, the default time zone and daylight savings option can be changed from the ReadyCast scheduling site. These are used when you schedule a ReadyCast meeting.

Audio Options

Please specify the ReadyConference you wish to use for the audio portion of your ReadyCast meetings. You may either specify an existing ReadyConference or we can make a new one for you.

Option 1: Use Existing ReadyConference

*Participant Passcode

This can either be the information on your ReadyConference card, or information from a ReadyConference you created on the web.

Important Note: You must enter the participant passcode for a reservationless ReadyConference. Do not enter a passcode for a scheduled ReadyConference.

Two audio options

Option 1 – Enter your participant passcode from your existing ReadyConference number.

Option 2 – Create a new ReadyConference, select options to go with this new account.

If you want to edit the features of the ReadyConference you are specifying above, go to the [ReadyConference reservations web site](#).

Option 2: Create New ReadyConference

Selecting this option will create a new ReadyConference dial in number and passcode for use with your ReadyCast meetings.

Note: If you use Premiere's web based ReadyConference scheduling system, the ReadyConference created for ReadyCast use will be listed, but it cannot be deleted. This is necessary to insure that audio conferencing is always available for your ReadyCast hosted meetings.

ReadyConference Options

*Conference name:

*Moderator's name:

PO/Coast Center:
(for your reference)

When participant joins conference: Silent entry Play tone upon entry Announce participant's name

When participant exits conference: Silent exit Play tone upon exit Announce participant's name

Other options: Record participant's name for roll-call
[About Listen-only participants](#)

Click **Next >>** to finish

You have set up your ReadyCast account and may begin having meetings right away.

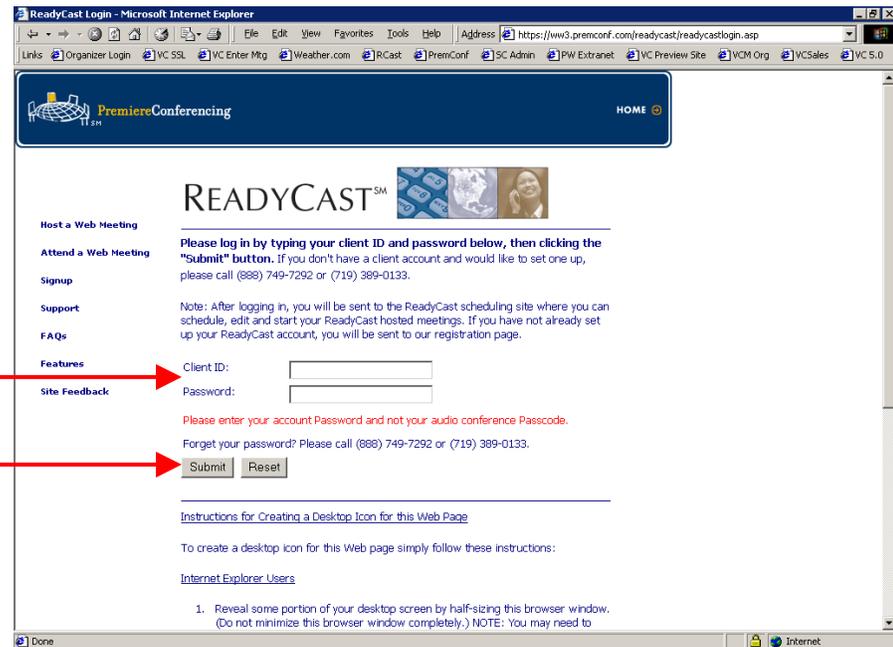
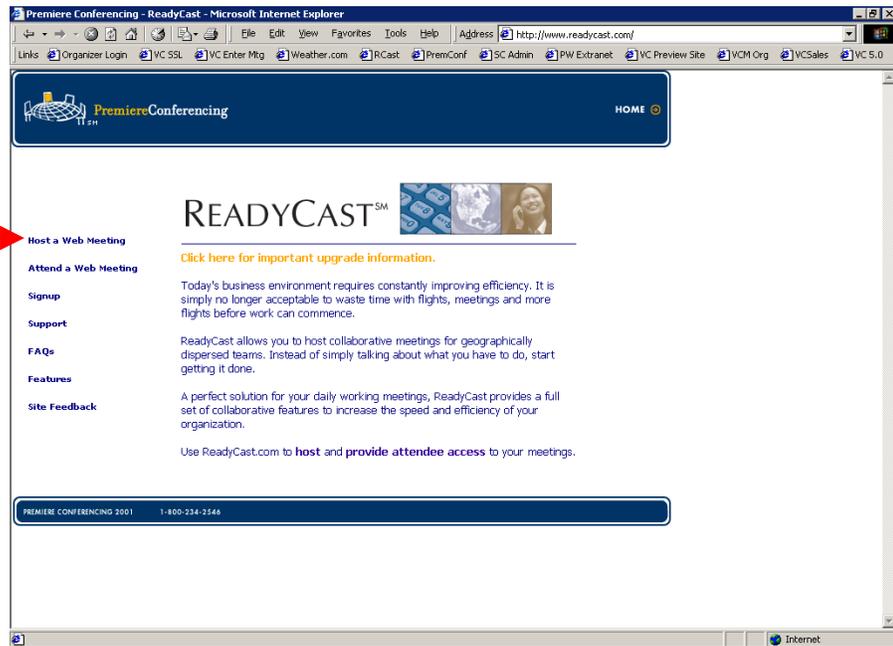
Logging in to ReadyCast

[Back to Table of Contents](#)

Go to www.ReadyCast.com, click 'Host a Web Meeting'

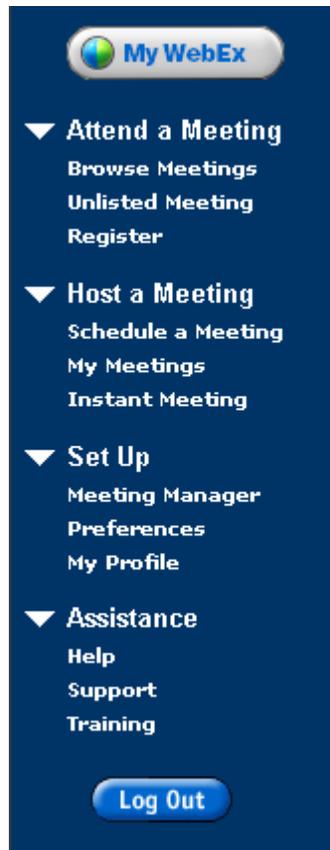
Enter your ClientID and password

Click 'Submit'



Managing ReadyCast

[Back to Table of Contents](#)



My WebEx button – Takes you to your ReadyCast main meetings page with all your past, and future meetings. You can set up your contacts, profile and folders from this page.

Browse Meetings – Shows all listed meetings along with your meetings.

Unlisted Meeting – Enter a meeting using the meeting number.

Register – Register for a listed meeting requiring this step.

Schedule a Meeting – Takes you to the scheduling page.

My Meetings – Shows only your meetings.

Instant Meeting – Have a meeting running in a matter of seconds.

Meeting Manager – Allows set up of the meeting center in advance.

Preferences – Customize your ReadyCast web interface.

My Profile – Update your personal information.

Help – Access an extensive guide to using the meeting center.

Support – Contact Premiere Conferencing's technical support team.

Training – Attend a ReadyCast training session.

Scheduling your ReadyCast Meetings

[Back to Table of Contents](#)

Schedule a Meeting

Meeting Topic and Access Information

Enter a name for your meeting.

Topic: Use generic Topic for greater privacy (Required)

Enter an optional password.

Set meeting password: (Optional)

Confirm password: (Optional)

Check this box for added meeting security.

Unlisted meeting

Start Meeting

Select the time and date from the drop down menus.

Date and Time

Starting time: April 23 2003
3:45 am

Start your meeting right away.

Select your time zone. And estimate the length of your meeting.

Time zone: Central Daylight Time (Chicago)

Estimated duration: 1 hour

Attendees

Require attendee registration
 Obtain detailed attendee information

Require attendees to pre-register for meetings.

Automatically accept all registration requests

Auto accept registrations if you prefer.

Invited attendees:

Invited attendees will appear here.

Invite Attendees...

Invite Attendees
Provide new attendee information here or select contacts from your address book.

Attendees to Invite

Name	Email address	Phone number
No contacts selected.		

New Attendee

Full name: (Required)
Email address: (Required)
Country Code: Area or city code: Number: Extension:
Phone number: 1
 Add new attendee to my address book

Add Attendee

Add a new attendee by entering their name and email address. Use the check box to add them to your address book.

Select Contacts:

Select one or more groups or contacts that you want to invite to your meeting.

View: Personal Contacts

Search for: Search

Index: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z # All

Name	Email address	Phone number
<input type="checkbox"/> Jamie Pasquith	pasquith@premconf.com	
<input type="checkbox"/> JB Loeffler	loeffler@premconf.com	
<input type="checkbox"/> Jessica Morgan	Morgan@premconf.com	
<input type="checkbox"/> John Daniels	daniels@premconf.com	
<input type="checkbox"/> Scott Endsley	endsley@premconf.com	
<input type="checkbox"/> Sean Spradling	spradling@premconf.com	

Use check boxes to add contacts to your invitees list. Click 'Add Attendees'

Add Attendees Select All Clear All Cancel

Scheduling your ReadyCast Meetings (continued)

Estimate number of attendees.

Note: Meeting capacity is 75 participants.

Approximate number of meeting attendees:
(Necessary to ensure optimal performance)

Meeting Options

Available features: Desktop Sharing, App Sharing, Desktop Sharing Remote, App Sharing Remote, Web tour Remote, Web tour, Video, Record Meeting, Presentation,

Click to set reminders, recurring meetings, or to lock out options by turning them off.

Add a message for your attendees.

[Create Message or Greeting...](#)

Edit Options...

Automatically delete this meeting from My Meetings when it ends

Meeting Information

Agenda:

Enter an agenda that will appear on your invitations.

Schedule

Start Meeting

Cancel

Click 'Schedule' – Your invitations are sent and your meeting is scheduled.

Click 'Start Meeting' to begin your meeting instantly.

Create an Attendee Greeting - Microsoft Internet Explorer

Display this message when attendees join the meeting.

Message:

Welcome to my meeting.
You can chat, share presentations, documents, or applications right in your browser!
Regards,
Scott Endsley

(255 characters max) OK Cancel

Scheduling your ReadyCast Meetings

[Back to Table of Contents](#)

Topic: Enter a title for your meeting. This required field can be anything you'd like.

Set meeting password: Chose a password to add greater security to your meeting. All attendees will be required to enter this password.

Confirm password: Type your password again to ensure you have entered it correctly.

Unlisted meeting: With this checkbox selected your meeting will only appear on your private meeting calendar.

Starting time: Use the drop menus to select the time and date for your meeting.

Time zone: Select the time zone for your meeting. This field defaults to the time zone defined in your preferences.

Estimated duration: Select the approximate length of your meeting, this is only an estimate – your meeting will continue running past this defined length.

Require attendee registration: If checked, attendees will receive an invitation instructing them to pre-register for your meeting. They will need to enter their name and e-mail address. You will then need to log in as the host to approve or deny acceptance for all your registered attendees. Once approved your attendees will receive full email invitations with login information.

Obtain detailed information: When checked, attendees will be asked for more information than name and e-mail address. As the host, you will have the option to define which of the available fields are required. Click the 'Set Required Fields' button to set these options. *This button will appear when 'obtain detailed attendee information' is checked.*

Automatically accept all registration requests: Checking this box will automate the above process of manually approving registrants. Once your attendees have completed the registration process they will automatically receive a meeting invitation.

Invited attendees: This box will list all invited attendees for this meeting.

Invite Attendees button: Click here to add attendees to your list for receiving email invitations.

Available features: Lists all of the options enabled for your meeting center. These features can be turned on/off during your live meeting by the host/presenter.

Create message or Greeting: Click here to customize a message that will display, in a pop up window, to all attendees as they enter your meeting.

Edit Options button: Opens the 'Meeting Options' window. For most meetings the default settings will provide optimal meeting conditions and no changes will be needed.

Meeting Options

- **Attendee Privileges:** Defines which options the attendees will have during a meeting. These can be turned on/off once you are in your meeting.
- **Meeting Manager:** Select the default type of meeting manager used by your attendees. Premiere Conferencing recommends using the 'Full functionality' setting.
- **Security:** Allows additional, restrictive meeting options for even more security.
- **Regularly Scheduled Meeting:** Set your meeting to be available at specific intervals for an extended period of time.

Scheduling your ReadyCast Meetings (continued)

- **Universal Communications Format(UCF):** Options for how multimedia is displayed in the meeting manger. If 'Request attendees to check rich media players' is checked, attendees will have a link to confirm they have the proper version of media players prior to joining the meeting.
- **Reminder:** Automatically receive reminders for your meeting. These are sent only to the defined email addresses you provide. These do not get sent to your attendees.

Automatically delete this meeting from My Meetings when it ends: If left un-checked your meetings will remain viewable until manually deleted.

Agenda: You can include an agenda on your meeting invitations if you'd like by typing it here.

Schedule button: Finalizes the scheduling process, click here and your meeting is scheduled and invitations are sent.

Start Meeting button: You can start your meeting instantly with the options you have selected. The meeting center launches right away and invitations are sent for this instant meeting.

Cancel button: Cancels the scheduling process and returns you to your main ReadyCast page.

Managing your scheduled ReadyCast Meetings

[Back to Table of Contents](#)

Once a meeting has been scheduled you can edit the meeting, delete the meeting, view meeting details and view attendees (for registration required meetings).

Topic	
<input type="checkbox"/>	Human Resources Review
<input type="checkbox"/>	2nd Quarter Review
<input type="checkbox"/>	Weekly Payroll Review
<input type="checkbox"/>	Meeting with John - web access

To view a meetings detail, click the meeting title. The meeting information summary opens.

Meeting Information: Human Resources Review

Status: Not started
Date: Thursday, April 24, 2003
Starting time: 1:30 pm, Central Daylight Time (Chicago)
Duration: 1 hour
Meeting number: 742725467
Meeting password: test
Host key: 484323
Teleconference: None
Host: Scott Endsley
Host's email address:

Starts your meeting, launches the meeting center.

Review the agenda for your meeting, if entered.

Change any options for your meeting, including date and time. An updated invitation can be sent to all attendees.

Shows list of all registered attendees. Use this option to approve or deny registration requests.

Return to your main meetings page.

Start Now

Edit

Attendees

Agenda

Go Back

Starting a ReadyCast Meeting

[Back to Table of Contents](#)

For Hosts

To start a meeting as a host you need to login to your account. Once logged in you can click the Start Now link from your main meetings page, or the 'Start Now' button from the meeting summary. Remember – attendees cannot join your meeting until you, as the host has started the meeting.

Topic	Start Time	Action
<input type="checkbox"/> Human Resources Review	4/24/03 1:30 pm	Start Now
<input type="checkbox"/> 2nd Quarter Review	4/27/03 10:00 am	Start Now
<input type="checkbox"/> Weekly Payroll Review	4/28/03 8:30 am	Start Now
<input type="checkbox"/> Meeting with John - web access	5/8/03 4:00 pm	Start Now

Click to launch your meeting.

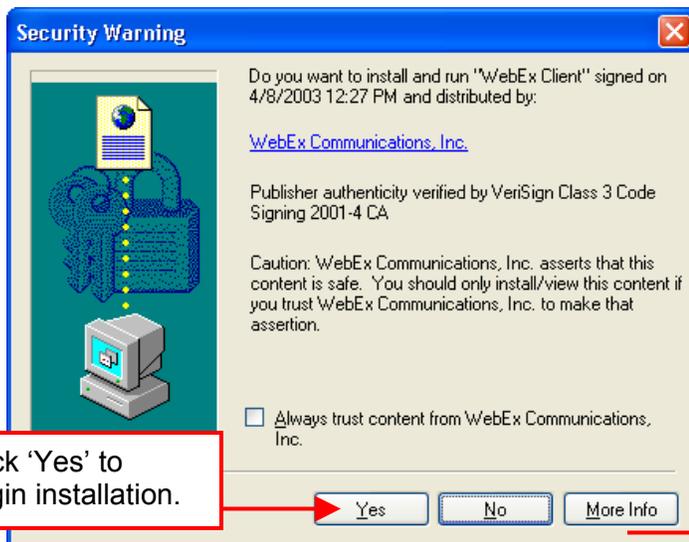
For Attendees

Attendees should join the meeting by clicking on the link in their invitation. Once the required information is entered the meeting center is launched and they join your meeting.

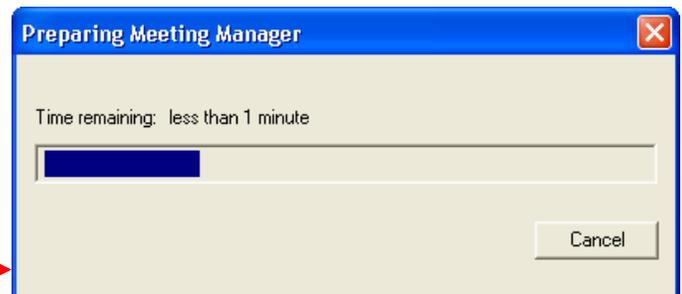
Additionally, presenters can join meetings from www.ReadyCast.com. They click on 'Attend a Web Meeting', then click the meeting name to join or click 'Unlisted Meeting' and enter the meeting number as provided by the meeting host.

Setting up the Meeting Manager

The first time you join a ReadyCast meeting you will need to go through a brief, one-time, set-up process. Click 'Yes' when prompted – the process continues automatically.



Click 'Yes' to begin installation.



Using the ReadyCast Meeting Manager

[Back to Table of Contents](#)

ReadyCast Meeting Manager – Overview

The screenshot shows the ReadyCast Meeting Manager interface. The main window displays a slide titled "ReadyCast Features" with a list of capabilities and a diagram of three laptops connected in a circle. The interface includes a menu bar, a toolbar, a slide view, a participants list, and a chat window. Red callout boxes point to specific features:

- Slide controls:** Points to the navigation arrows in the toolbar.
- Meeting manager tools:** Points to the toolbar area.
- Main slide view:** Points to the central slide content.
- Attendees list:** Points to the list of participants on the right.
- Chat window:** Points to the chat area on the right.

The slide content includes the following text:

PREMIERE CONFERENCEING
www.premconf.com

ReadyCast Features

Web collaboration with ReadyCast supports:

- Presentation in any Document type
- Web Tours
- Application Sharing
- Desktop Sharing
- Multimedia Content Sharing
- Chat
- Polling
- Whiteboarding
- On-Demand availability
- File Transfer capability
- 24x7x365 tech support

The participants list on the right shows:

Participants: 3	
Scott Endsley (Host)	Green
Bill Wright	Yellow
Rachel Willkes	Purple

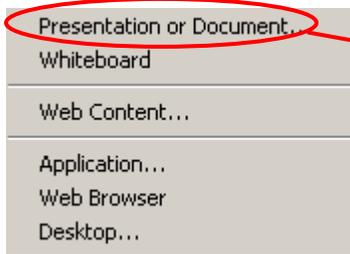
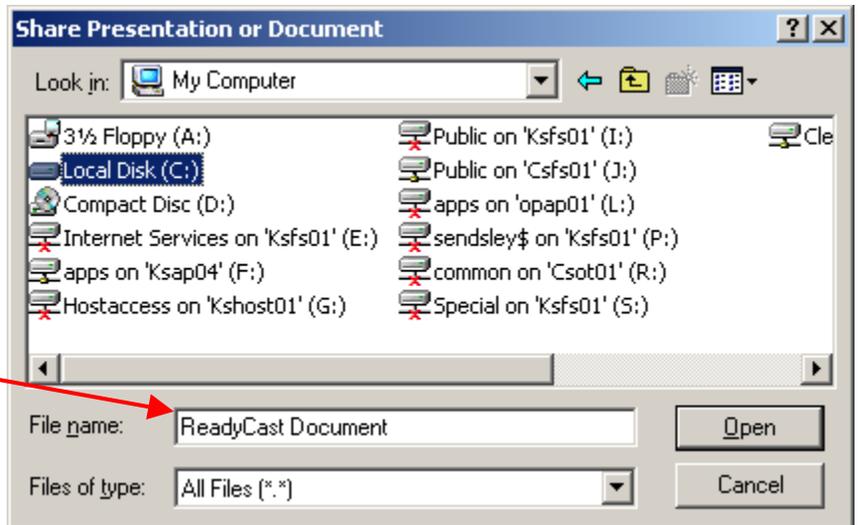
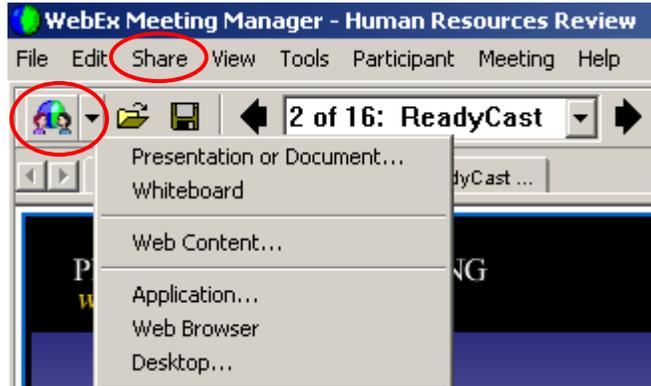
The chat window at the bottom right has a "Send to:" dropdown set to "All Participants" and a "Send" button.

Using the ReadyCast Meeting Manager

[Back to Table of Contents](#)

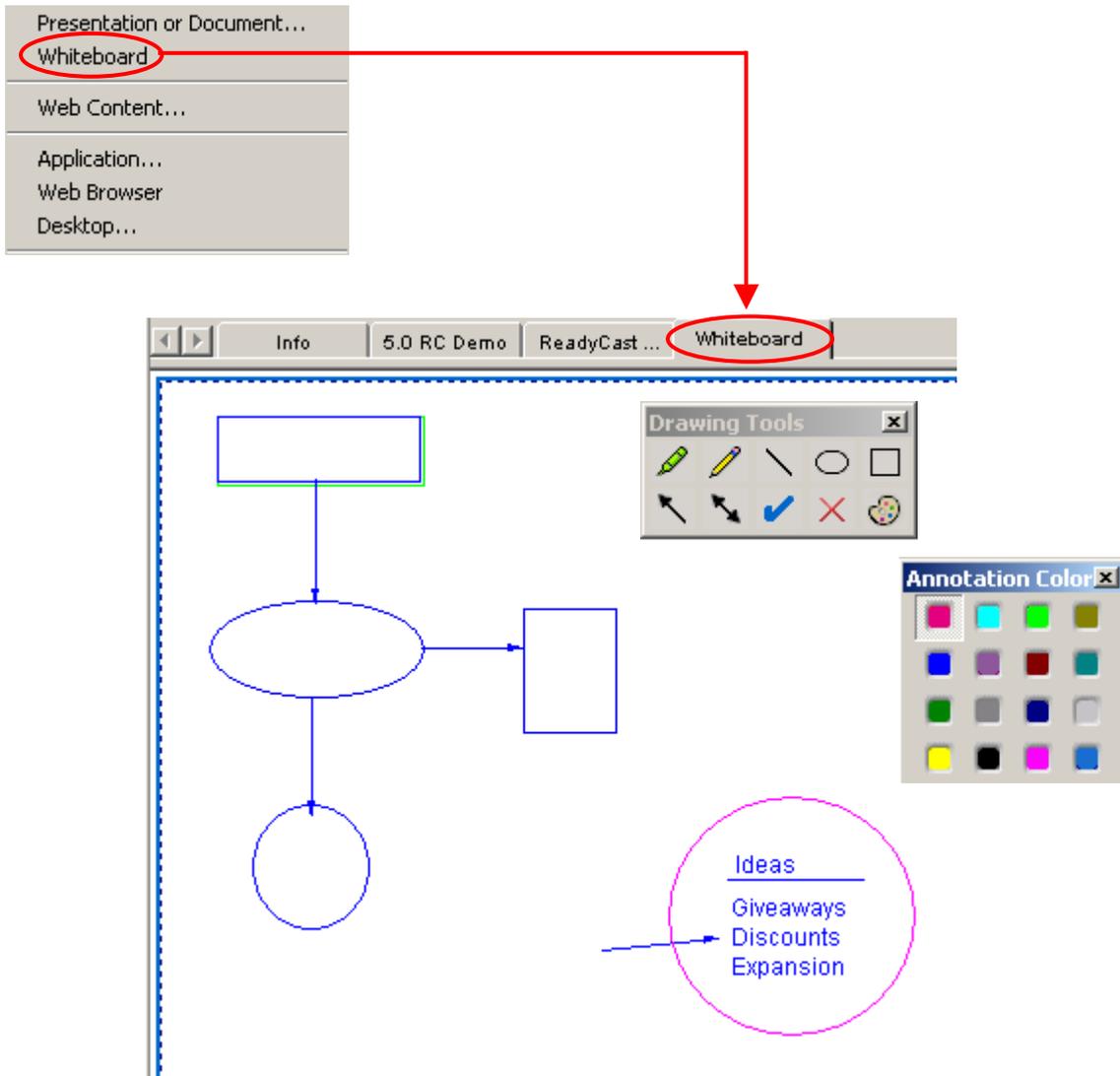
Click the share icon or select share from the menu bar. Make your choice from the drop down menu.

Share > Presentation or Document - Load any printable document to display in the meeting console. Browse your PC for the file you wish to load, click open. You may load multiple documents in to the same meeting center.



Using the Meeting Manager (continued)

Share > Whiteboard – Creates a blank canvas that allows you to use the annotation and text tools. The whiteboard is created separate from any of your slide sets. Great for 'parking lots', brainstorming, or flowcharting.



Using the Meeting Manager (continued)

Share > Web Content – Opens a browser window on each attendees computer to allow local, open access to any website for your attendees. When you move to the next slide in the meeting manager the attendees browsers will automatically close.

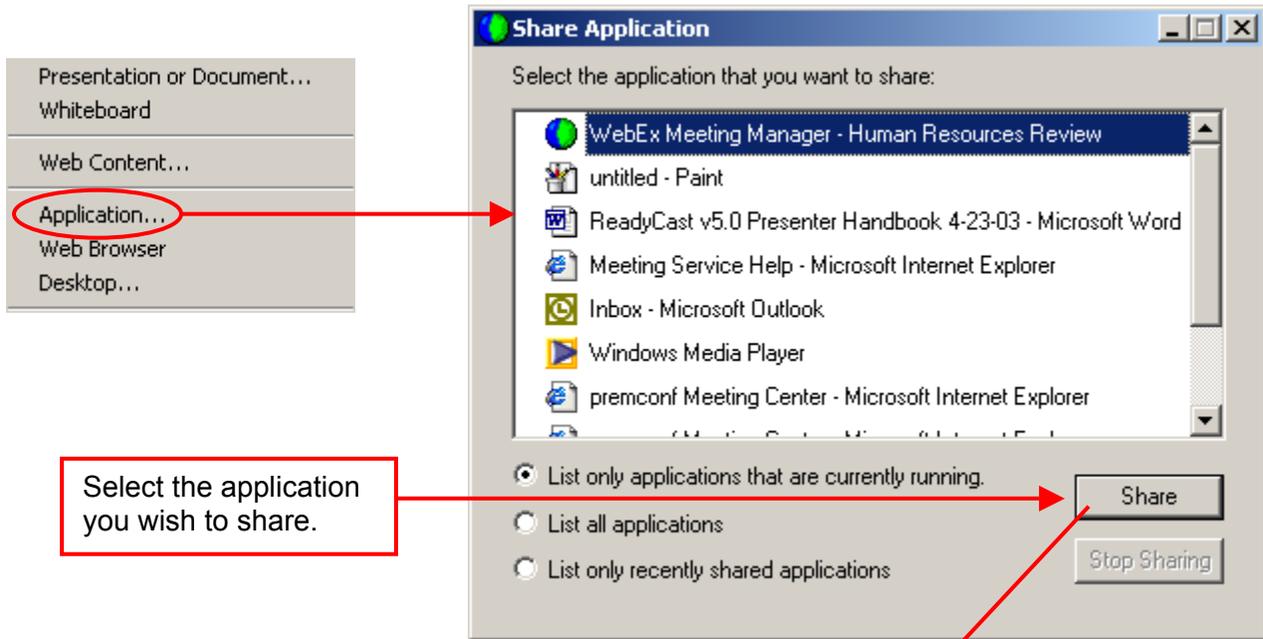


Opens browser window on attendees PC



Using the Meeting Manager (continued)

Share > Application – Allows you to share any application on your PC. Additionally, you have the ability to hand control of the application over to anyone in your meeting.



Select the application you wish to share.

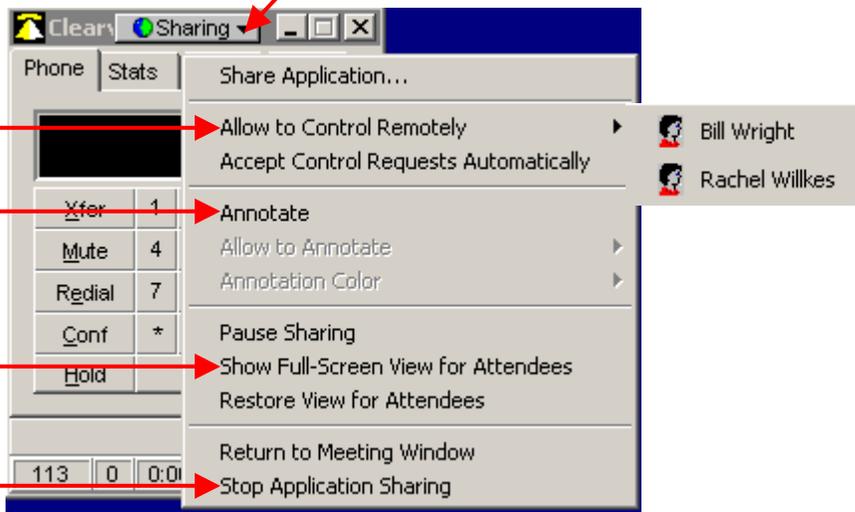
While sharing an application, use the sharing menu in the upper right corner of the application.

Give control of your document to anyone in your meeting.

Use annotation tools on your application.

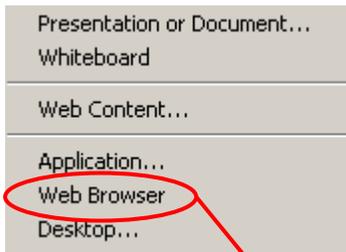
Move to full screen view.

Use this option to stop application sharing.



Using the Meeting Manager (continued)

Share > Web Browser – Allows you to share your web browser with your audience. Creates an “over the shoulder” view of a website you wish to show your audience. In this sharing mode, the audience cannot click on any of the links.



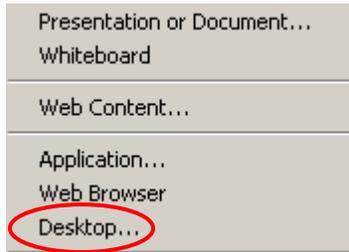
You can now browse the Web and share the Web pages that you are viewing with the other attendees.

Please type a URL in your Web browser's Address or Location box, then press Enter.

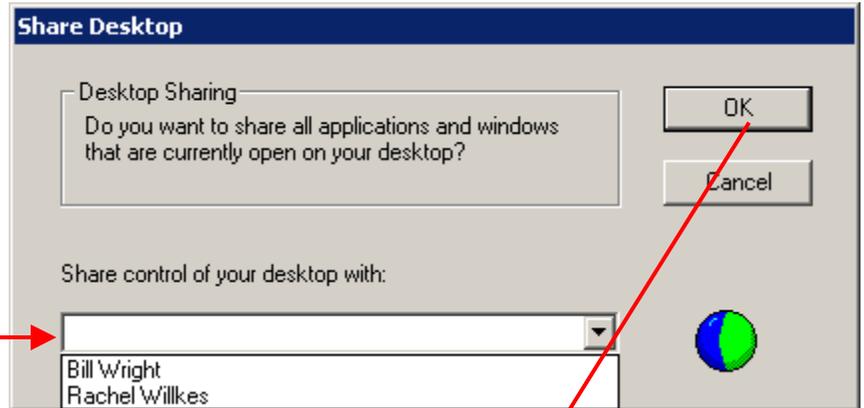
To close your Web browser and return to the Meeting window, choose Stop Sharing Web Browser on the Sharing menu, in the upper-right corner of the window.

Using the Meeting Manager (continued)

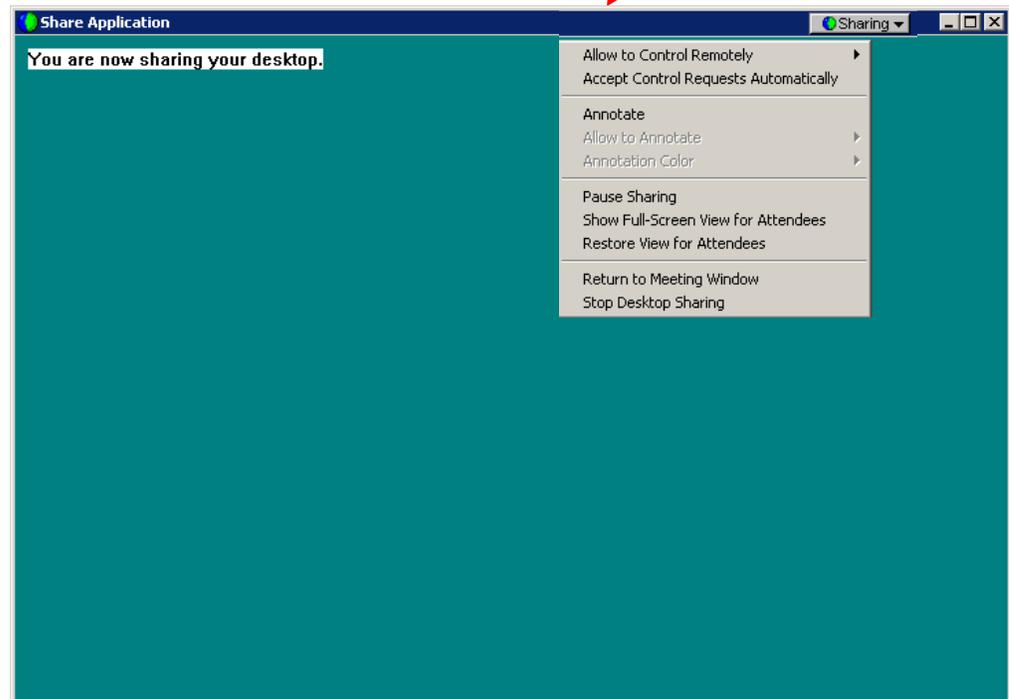
Share > Desktop – Allows you to show, or share anything on your PC. Similar to application sharing but is not restricted to just one application. Anything happening on your computer will be seen by your audience while using desktop sharing.



Select the name of the person to share control with in your meeting. Alternatively, to show your desktop (not allowing control) simply click 'OK' without selecting a name.



You attendee will need to click their mouse button to take control of the desktop. Use the sharing drop down menu to stop desktop sharing.



Using the Meeting Manager (continued)

Participants tab – Shows the names of all your attendees. The green ball ● indicates the current presenter of your meeting. To change presenters, highlight the name of an attendee and click the 'Presenter' button.

Chat – Allows your attendees to send private messages to you as the host, or to the presenter. Optionally, the host can allow attendees to chat with other attendees.

To chat, enter text, select who you wish to send your chat to from the drop down menu, click 'Send'.

The screenshot displays the Meeting Manager interface. At the top, there are three tabs: 'Participants', 'Polling', and 'Video'. The 'Participants' tab is active, showing a list of attendees: Scott Endsley (Host) with a green ball icon, Bill Wright with a yellow ball icon, and Rachel Willkes with a purple ball icon. Below the list are buttons for 'Presenter' and 'Mute'. The 'Chat' window is open, showing two messages: 'Welcome to today's session.' and 'We will begin in 3 minutes.' At the bottom, there is a text input field, a dropdown menu set to 'All Participants', and a 'Send' button. A red box highlights the text input field and the dropdown menu, with an arrow pointing to the 'Send' button.

Using the Meeting Manager (continued)

Polling – Create polls in your meetings to gather feedback from your audience. You can create polls ahead of time for quick access or create them during your meeting. Once all your attendees have voted you save the results of your poll.

Attendees vote here, selecting only one answer with radio buttons or multiple answers with check boxes.

Click the question and answer button to create your poll.

As votes are registered you will see results appear here.

After your poll is created you can open it here, you also close your poll with this button.

The screenshot shows the 'Polling' tab in the Meeting Manager interface. It contains two questions for a poll:

1. When do expect to make your buying decision?
 - a. 0 - 3 months
 - b. 3 - 6 months
 - c. 6 - 12 months
 - d. More than 12 months
2. What are the best selling points of our product?
 - a. Quality
 - b. Value
 - c. Brand Name
 - d. Reputation

Below the questions is a control bar with buttons for 'Question', 'Answer', a radio button icon, and 'Delete'. Below that is a table showing the results of the poll:

Questions	Results	Bar Graph
1. When do expect to r		
a. 0 - 3 months	1 (50%)	█
b. 3 - 6 months	1 (50%)	█
c. 6 - 12 months	0 (0%)	
d. More than 12 mont	0 (0%)	
2. What are the best se		
a. Quality	1 (50%)	█
b. Value	1 (50%)	█
c. Brand Name	0 (0%)	
d. Reputation	1 (50%)	█

At the bottom of the interface are buttons for 'Open Poll' and 'Share results' (with a checkbox).

Click this button to switch between allowing only one answer or multiple answers allowed.

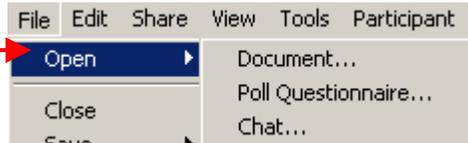
You have the option to share your poll results with your audience.

Using the Meeting Manager (continued)

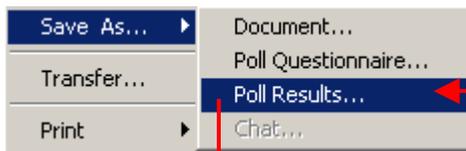
Polling (continued)

In addition to creating polls during your meeting you can create a poll in a meeting and save that poll for use in a future meeting. At the conclusion of your meeting you can save the results of your poll.

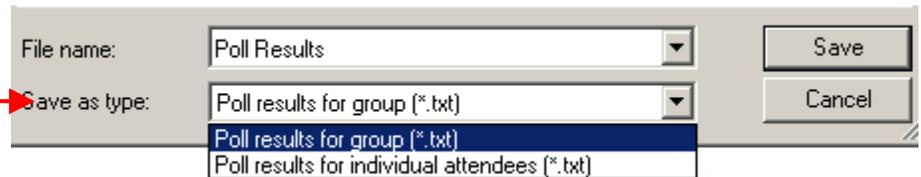
To open a saved poll, select Open and Poll Questionnaire from the file menu.



To save poll results, select save or save as and Poll Results from the file menu.

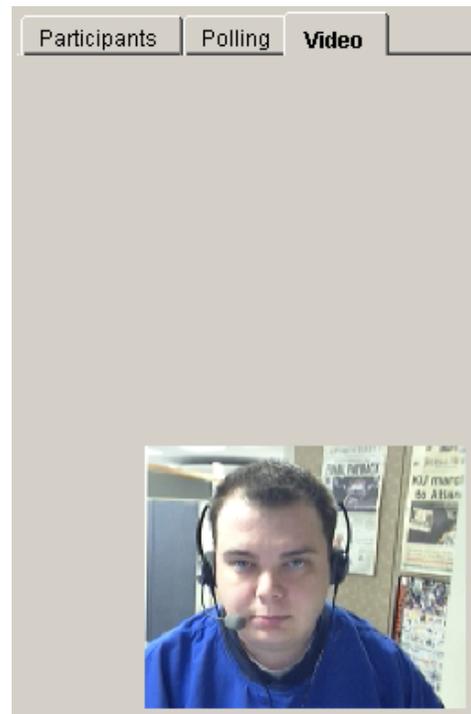


Change 'Save as type:' to save results for group or to record individual results.



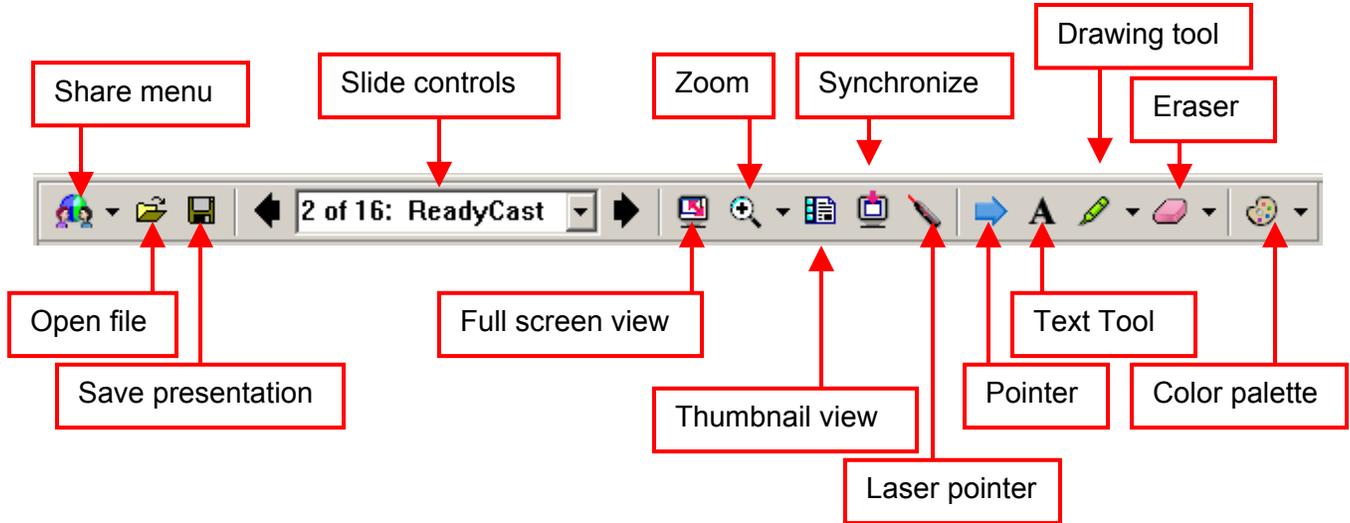
Video Tab – Use the video tab in conjunction with a desktop web cam to show one-way video to your audience members. This feature uses a significant amount of bandwidth so should be used sparingly.

Use the options buttons to adjust your live video. Click freeze to take a snapshot.

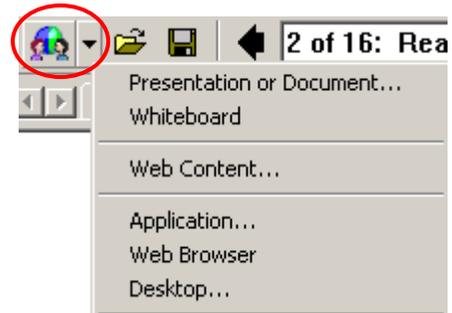


Using the Meeting Manager (continued)

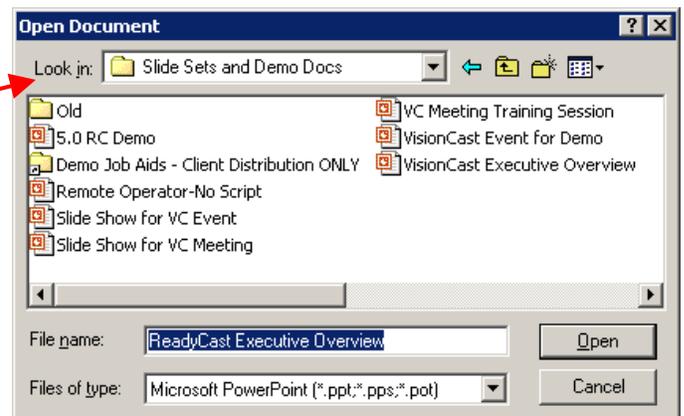
Presentation Tools – There are several tools available to you in the meeting center to enhance your online meeting. From a laser pointer to the thumbnail view just click on the tool you wish to use then click on your slide.



Share menu – Provides a drop-down menu allowing you to select the type of sharing you would like to begin.

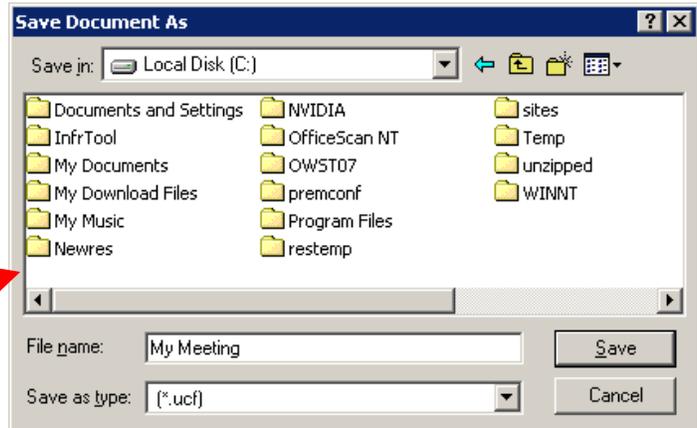


Open file – Allows quick access to sharing a presentation or document.



Using the Meeting Manager (continued)

Save presentation – You have the option to save the contents of your meeting manager. This creates a proprietary file that when re-opened will open in the meeting manager just as it appeared when saved. This is a good way to retain any annotations you may have made during your meeting.



Slide controls – Using either the drop down menu or arrows you can easily move between slides in your presentation.

Use the drop down menu to select any slide any your presentation.

Use the back and forward arrows to move through slides



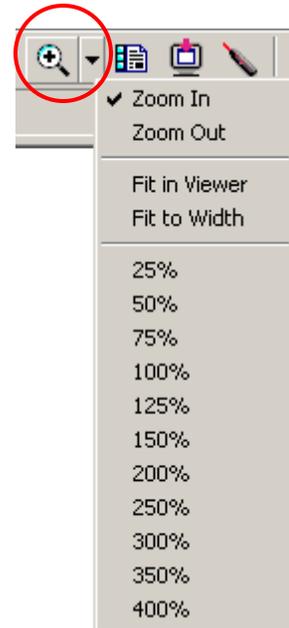
 **Full screen view** – Click this button to take the meeting manager to full screen. This will display your slides filling the entire monitor of your attendees. The presentation tool bar remains visible at the top of the display. To return to the meeting manager view click the button that now appears in the lower left hand corner.

To return to the meeting window view, click this button.

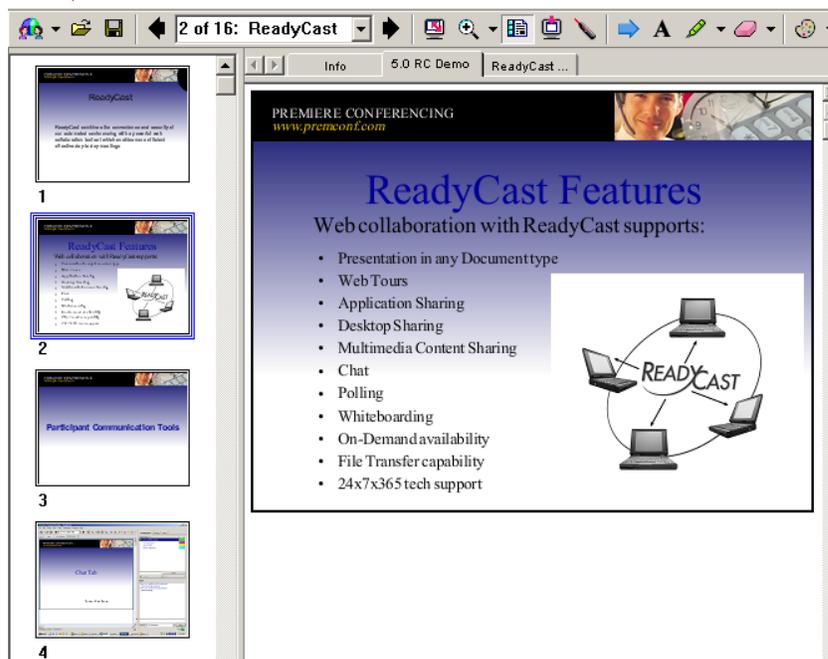
View Meeting Window

Using the Meeting Manager (continued)

Zoom – Use the drop down zoom menu to select a specific magnification or to optimally size your presentation. Additionally, you can click the icon itself, then click and drag on your slide to zoom in specifically on the defined area.



Thumbnail view – Changes only your view and displays thumbnail images of all your slides on the left hand portion of the meeting manager allowing you to easily select any slide. Go to the slide you wish to display by double-clicking on it – it is then displayed for the entire audience. To close thumbnail view, click the icon again.



Using the Meeting Manager (continued)

 **Synchronize displays** – Clicking this icon will bring all audience members back to your current view. This will catch up any attendees who may have fallen behind due to latency or connection issues. Additionally, by synchronizing displays you can be sure to re-focus attention on your presentation.

 **Laser pointer** – To turn on the laser pointer click this icon, now move your mouse over your slides. A red laser pointer is displayed on all attendees screens. To turn off the laser pointer, click this icon again.

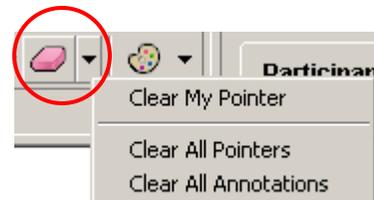
 **Pointer** – Allows you to put a pointer on the screen. To use, click this icon then click anywhere on your slide.

 **Text tool** – You can add text to your presentation, or use text on a whiteboard by clicking this icon. Then click where you want your text to begin on your slide. Start typing. To display your text to your audience you will need to click somewhere else on the screen.

Drawing tools – Allows you to annotate or draw on your slides. Click the icon to select the pictured tool. Or, click the drop down arrow to open the tools palette.



Eraser – Click on the eraser to select annotations to remove one-by-one by clicking on them. Or, from the drop down menu select clear everything at once.

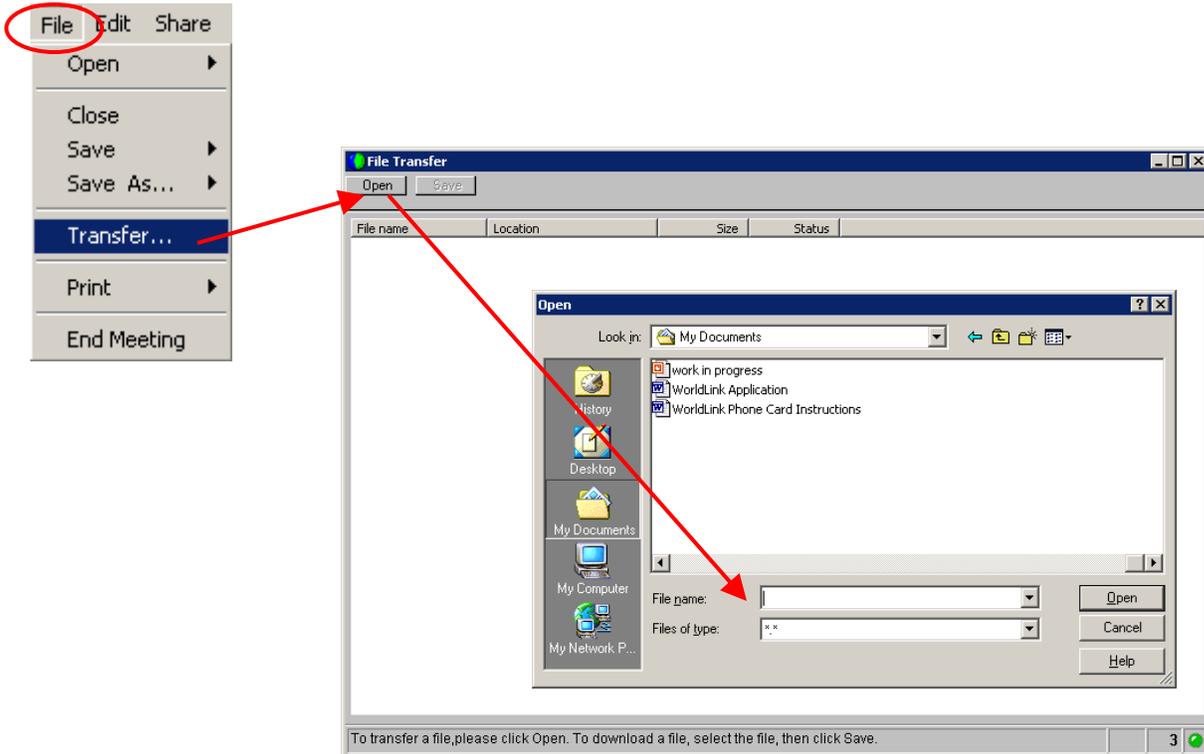


Color palette – Allows you to change your default color for your annotation, pointer and drawing tools. Simply click this icon then click the color of your choice.



Using the Meeting Manager (continued)

File Transfer – Send any file on your PC to anyone in the meeting, quickly and easily. From the 'File' menu select 'Transfer'. Then click 'Open' on the file transfer window. Select the file you'd like to make available to attendees, click 'Open'. You may open as many files as you'd like. Attendees then click on the file and click 'Save' to transfer these items to their own PC.



Using the Meeting Manager (continued)

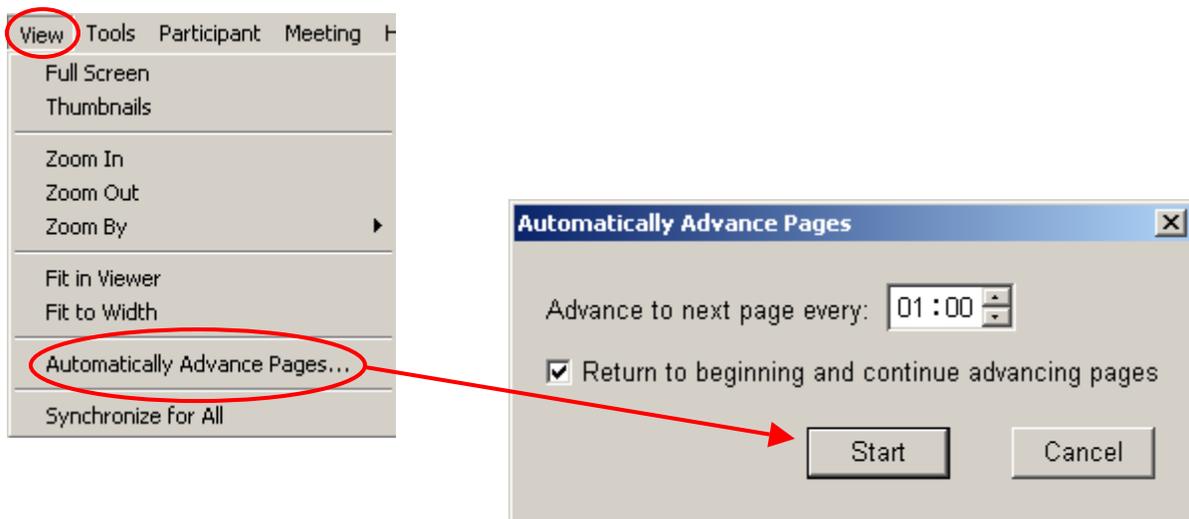
Preferences (Sound Notifications) – You can set sound notifications for key meeting events from the preferences menu option. Click 'File' > 'Preferences' use the 'Chat' and 'Meeting' tabs to set your sounds.



Select the checkboxes for the sounds you want activated.

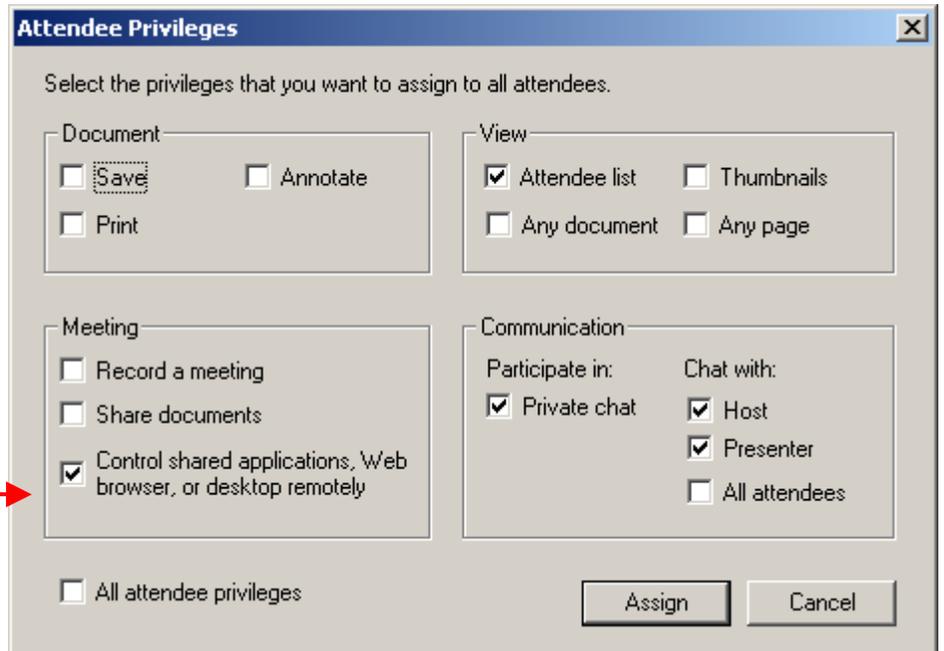
Click 'Browse...' to select the sound you wish to use or use the drop down menu to use a default sound. Click the speaker icon to preview the event sound.

Automatically Advance Pages – To create an automatic slide show you can set the meeting manager to automatically advance your slides at set intervals. From the 'View' menu select 'Automatically Advance Pages...' then set the time between page changes, click 'Start'.



Using the Meeting Manager (continued)

Attendee Privileges – Determine what options your audience members have during the meeting. From the 'Participant' menu select 'Attendee Privileges'. Use the check boxes to turn on/off options for all your attendees. Click 'Assign' to finish changing your settings.



Document

Save – Allow attendees to save the meeting center presentation on their PC.

Annotate – Turns on the annotation tool for all attendees.

Print – Gives attendees the ability to print the slides in your presentation.

View

Attendee list – Allows audience to view the list of attendees.

Thumbnails – Gives attendees the option to display the thumbnail view.

Any document – Enables attendees to view any of your loaded documents.

Any page – Gives attendees the option of moving the slides in your presentation.

Meeting

Record a meeting – Allows audience members access to the recording controls.

Share documents – Gives audience members the ability to load documents.

Control ... remotely – Allows remote control to be given to audience members.

Communication

Participate in: Private chat – Give option to chat privately.

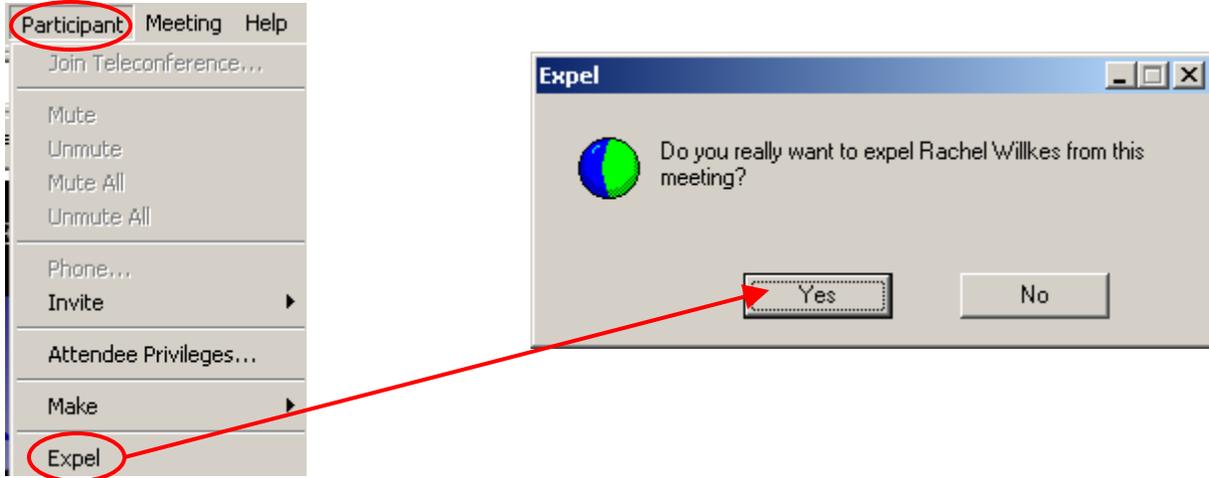
Chat with: Host – Option to chat with host of meeting.

Presenter – Option to chat with the presenter of the meeting.

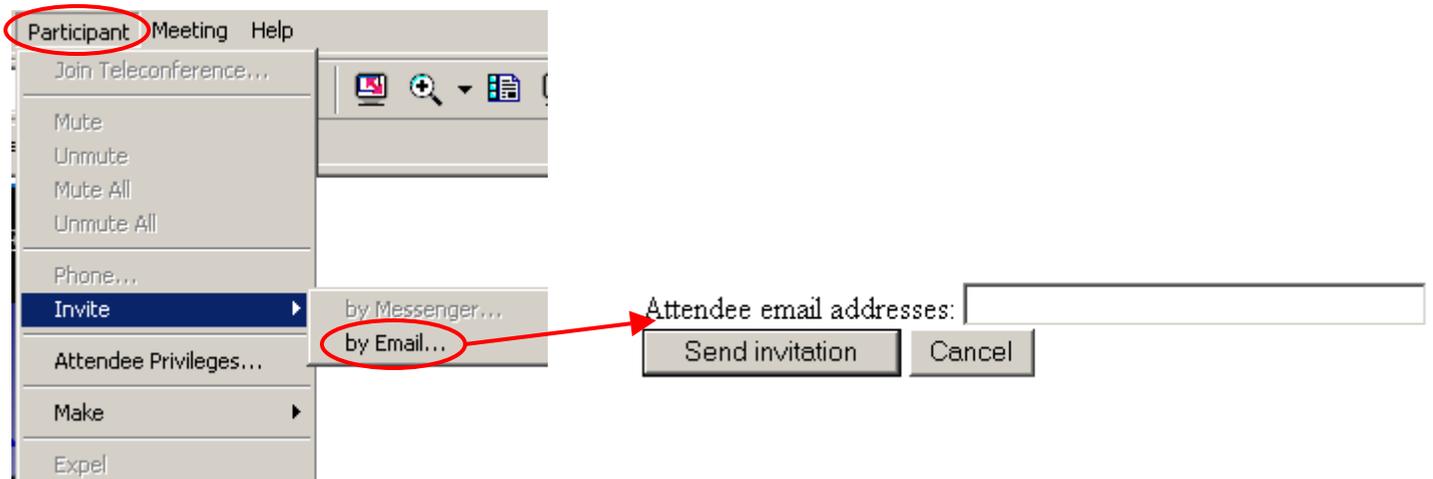
All attendees – Allows chat with any other attendee in the meeting.

Using the Meeting Manager (continued)

Expel attendees – As an added security option you have the ability to remove people from your meeting. Highlight the attendee you wish to expel from the attendees list, from the 'Participant' menu select 'Expel', and click 'Yes' to confirm.



Invite attendees – Allows you to instantly send an invitation to join your meeting. Enter the email address and click 'Send Invitation'.



Using the Meeting Manager (continued)

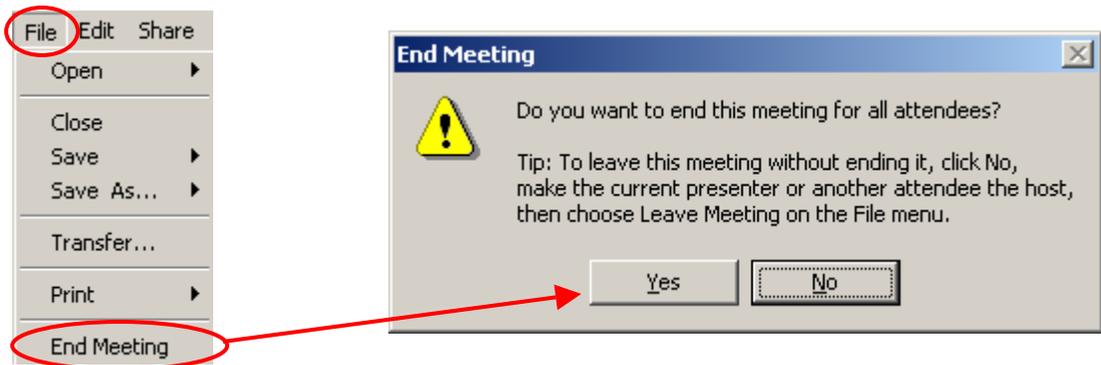
Message or Greeting... - Display a custom message to be displayed to your attendees as they enter your meeting. From the 'Meeting' menu, select 'Message or Greeting', click the check box at the top and edit the message to be displayed.



Restrict Access – You can close your meeting to any additional attendees. From the 'Meeting' menu select 'Restrict Access' to open your meeting back up select this option again as it now reads 'Restore Access'.



Ending a Meeting – To end your meeting for all attendees go to the 'File' menu, and select 'End Meeting'. You will be asked to confirm, and prompted with an option to save any documents you created during your meeting.



System Requirements

[Back to Table of Contents](#)

Before starting any meeting you should be sure that you, as the host, and all your attendees meet the minimum requirements for running the meeting manager. For optimal meeting performance the meeting host should be on a reliable, high-speed connection.

Windows	Macintosh	Unix – Solaris	Unix - Linux
Microsoft Windows 95, 98, ME, XP, NT, or 2000	Mac OS 8.6 or later (Max OS X recommended)	Sun Microsystems Solaris 2.7 or Solaris 8	Red Hat Linux 6.x, 7.x, or compatible versions of the kernel and XFree86
Intel Pentium 500 MHz or faster processor	PowerPC Macintosh (G3 or better recommended)	SPARC or ultraSPARC processor	Intel x86 or compatible processor
32 MB RAM (64 MB recommended)	64 MB RAM	128 MB RAM	128 MB RAM
Microsoft Internet Explorer 4.x or later, Netscape Navigator 4.x, or AOL 5.0 or later	Virtual Memory on	Netscape 4.5x, 4.6x, or 4.7x	Netscape 4.7x
JavaScript and cookies enabled on the Web browser; ActiveX enabled on Internet Explorer	QuickTime installed	Cookies and Java enabled on the Web browser	Cookies and Java enabled on the Web browser
56K or faster Internet connection	Netscape Communicator 4.5 through 4.7, or Internet Explorer 5.x	16-bit or better video display	16-bit or better video display
	JavaScript and cookies enabled on the Web browser	CDE or OpenWindows	CDE or OpenWindows
	56K or faster Internet connection	56K or faster Internet connection	56K or faster Internet connection

ReadyCast Bandwidth Guide

[Back to Table of Contents](#)

Bandwidth Overview

ReadyCast is specifically designed to use a minimum of bandwidth during meetings. Although several factors can affect the size of data streams ReadyCast utilizes a variety of the latest technology to ensure minimal network traffic is necessary. This section will briefly explore some of these technologies and provide a range of network traffic created during specific functions of a ReadyCast meeting.

Factors Affecting Network Traffic

The size of the data streams generated during a ReadyCast meeting vary based on factors such as: file size, the activity being performed, the complexity of graphics, updated information during sharing, and the rate of motion if video is being utilized. Network traffic is only generated when there is activity in the meeting. If there is no activity there is no network traffic being produced. For example, if your attendees are viewing a static slide. Because of this there will be intermittent spikes in network traffic during intense activity. This behavior is similar to standard file traffic on a network.

Optimized Bandwidth Usage

ReadyCast performs several optimizations to ensure it minimizes the amount of data transmitted. This reduces network congestion, maximizes performance and improves overall user experience. The most significant optimizations are listed below.

Server Based Technology

Data from an 'active' attendee or presenter is sent first to a collaboration server and multi-cast from there to all other attendees.

Vector Graphics

Text and graphics are sent in a vector format (i.e. drawing primitive lines, rectangles, text, etc.) and not as more graphic intense bitmaps. This produces high quality images and also drastically reduces the size of the data.

Compression

All large data transfer and file uploads are compressed. This not only reduces network traffic it also adds a level of encryption to the data stream.

Incremental Update

During application sharing the contents of the window are dynamic. ReadyCast incrementally updates only those portions of the screen that have changed. Furthermore the updates are transmitted as vector graphics, as stated above.

Video Compression

Several video compression and optimizations have been incorporated into the meeting center. The data stream produced by video transmission is directly related to the rate of change of the video itself.

Optimal Protocol

ReadyCast is able to work through all firewalls using the HTTP protocol. However, it first checks to see if communication can be established using the lower level TCP protocol. This is more efficient and reduces network traffic. Using the TCP protocol reduces network traffic by about 10% when compared to HTTP.

ReadyCast Bandwidth Guide (continued)

Network Traffic Measurements

The measurements provided below are based on meetings that intentionally created a maximum amount of network traffic. These 'worst-case scenario' numbers will likely be much larger than your actual meeting. A majority of meetings on ReadyCast will never exceed the bandwidth numbers provided here.

Activity	Average KB/s	Max KB/s
Idle Meeting	0.5	2.1
Chat Session	0.9	3.4
PowerPoint Presentation (42 Slides)	26.1	281.4
Document Viewing (37 Pages)	4.0	45.9
Application Sharing (PowerPoint)	8.5	66.7
Application Sharing (Word)	3.1	19.3
Video Broadcast (320x240, 10fps)	12.7	14.1

Definitions of activities above:

Idle Meeting – With no activity the network traffic is virtually zero, only normal transient network traffic was measured.

Chat Session – Measured with 5 participants utilizing chat continuously.

PowerPoint Presentation – These numbers are skewed greatly by the initial load time of a presentation which in this instance was less than one minute to fully load all 42 slides. During the remainder of the presentation, even when switching slides, the network traffic is very minimal.

Document Viewing – A 37 page word document will take around 15 seconds to fully load on a high-speed connection. This will create a significant amount of network traffic. Once loaded the remaining traffic while viewing this document will be very minimal.

Application Sharing (PowerPoint) – Measured by running slide transitions constantly from slide 1 to slide 42 created a larger than average measurement. In an average meeting utilizing application sharing bandwidth usage will be greatly reduced.

Application Sharing (Word) – Measured by scrolling from page 1 to page 37 in the document, again a 'worst-case scenario' created significant network traffic. In an average meeting utilizing application sharing bandwidth usage will be greatly reduced.

Video Broadcast – A steady stream of network traffic is necessary to display a video image in ReadyCast.

ReadyCast Security Overview

[Back to Table of Contents](#)

ReadyCast assigns data security the highest priority in the design, deployment, and maintenance of the network, platform and services and provides a scalable and secure infrastructure to exchange information in real-time over an Interactive Network, and the public Internet.

Access control

If you want control over who participates in your meetings, you'll be happy to know ReadyCast employs several methods to ensure meeting access can be strictly controlled.

- Password authenticates every meeting participant.
- Permission levels enable the presenter to limit the capabilities of meeting participants.
- Hosts can "unlist" meetings when they prefer invitation-only access.
- Visible identity allows the host to see who is attending the meeting via a list provided to the meeting host.
- ReadyCast meetings can be "locked" thereby preventing unwanted guests from entering, or "unlocked" to let new attendees join when appropriate.
- If unwanted visitors arrive at your meeting, you have the option to instantly "expel" them.
- Hosts can invite someone to join the meeting at any time.

Encryption

To assure the confidentiality of your data, ReadyCast services offer a number of Cryptographic-based security options.

- Data is encoded in a proprietary format and no clear text is transmitted during a meeting.
- Documents are never uploaded and stored on ReadyCast servers.
- Session participants are identified by unique session IDs.
- ReadyCast offers 128-bit encryption using SSL (Secure Sockets Layer) for securing sensitive data communications.

Firewalls

ReadyCast services are firewall-friendly.

- They do not require any changes to your company's existing security layers (firewalls, proxy servers).
- Unlike most conferencing products, ReadyCast is HTTP-based and therefore works with existing firewall technology, such as proxy servers.

ReadyCast will automatically detect the environment it's being used and utilize TCP/IP when it can deliver superior performance.

Optimizing PC Performance

[Back to Table of Contents](#)

Tips to Optimize your Computer's Performance for ReadyCast Events

Clear the Internet Cache

- IE users- From the **Tools** menu, choose **Internet Options**.
Select the **General** tab.
Click **Delete Files** in the Temporary Internet Files section.
- Netscape- From the **Edit** menu, choose **Preferences**.
Click the + sign next the **Advanced**. More choices appear.
Click **Cache** below Advanced. The Cache settings appear.
Click the **Clear Memory Cache** button.
When the message appears, click **OK**.
Click the **Clear Disk Cache** button.
When the message appears, click **OK**.

Conserve RAM

- Shut down all other programs running on the computer.
- *One exception-* If you are conducting "Application Sharing"- please have the application running before the presentation starts.

Avoid Internet Peak Times

Internet traffic tends to be higher during lunch time hours. The busiest usage is 11:00-1:00 Eastern Time.

Shut down and restart your computer prior to joining the presentation.

Rebooting your computer will restore PC resources and improve overall performance. This is particularly true in a Windows 98, 95, NT, or Windows ME environment. Don't forget to shut down any programs that auto run on restart.

Utilize hi-speed Internet connection (if possible)

Although the minimum acceptable connection speed is through a 56K modem; for optimal performance it is best to use the fastest connection available (T1, cable modem, DSL). It is most important for the presenter (host) to have a fast, reliable connection.

Troubleshooting

[Back to Table of Contents](#)

If you are experiencing problems with your meeting center the first thing you should do is to clear your cache, verify your Java settings, reboot your PC and attempt to join the meeting again. The steps for clearing your cache are included below. If you are continuing to experience problems please refer to the specific issues and possible solutions in this section of the guide.

Clearing your cache:

Microsoft Internet Explorer Browsers

Internet Explorer 6.0

- From the Tools menu, choose Internet Options.
- Select the General tab.
- Click Delete Files in the Temporary Internet Files section.

Internet Explorer 5.0 and 5.5

- From the Tools menu, choose Internet Options.
- Select the General tab.
- Click Delete Files in the Temporary Internet Files section.

Internet Explorer 4.0

- From the View menu, choose Internet Options.
- Select the General tab.
- Click Delete Files in the Temporary Internet Files section.

Netscape Browsers

Netscape 4.0, 4.5x, 4.6x, and 4.7x

- From the Edit menu, choose Preferences.
- Click the + sign next to the Advanced. More choices appear.
- Click Cache below Advanced. The Cache settings appear.
- Push the Clear Memory Cache button.
- When the message appears, click OK.
- Push the Clear Disk Cache button.
- When the message appears, click OK.

Troubleshooting (continued)

Enabling Java & JavaScript:

Microsoft Internet Explorer Browsers

Internet Explorer 6.x

- From the Tools menu, select Internet Options.
- Click Settings.
- For Java, select High Safety (Medium or Low) in the Java - Java permissions settings.
- For JavaScript, select Enable in the Scripting - Active Scripting settings.

Internet Explorer 5.x

- From the Tools menu, select Options.
- Click the Security tab.
- To enable Java, select Enable Java Programs.
- To enable JavaScript, select Run ActiveX Scripts.

Internet Explorer 4.x

- From the View menu, select Internet Options.
- Click the Security tab.
- Select the zone (such as Local Intranet) shown in the bottom right of your main browser window.
- Click the Custom button.
- Click Settings.
- For Java, select High Safety (or Medium or Low) in the Java - Java permissions settings.
- For JavaScript, select Enable in the Scripting - Active Scripting settings.

Netscape Browsers

Netscape 4.5x, 4.6x, and 4.7x

- From the Edit menu, select Preferences.
- Click Advanced so that it is highlighted.
- To enable Java, select the Enable Java check box.
- To enable JavaScript, select the Enable JavaScript check box.
- Select Enable JavaScript for Mail and News.

Troubleshooting (continued)

Problem: Attendees are seeing a “ghost” or “double” image during application sharing.

Possible Solution: Go to the Meeting menu, select Options and change the display mode to ‘Better for complex graphics’, click OK.

Problem: I am the host of meeting and my computer locked up and I had to reboot. What happens to the meeting?

Answer: The meeting is still active. The next attendee that signed in to the meeting will gain Presenter & Host controls until you re-login.

Problem: I am unable to join a meeting and it is nearly start time.

Answer: Nobody can join the meeting until the host has started the meeting. Once the meeting has been started by the host you will be able to join.

Problem: I’ve entered the correct password and still cannot get into the meeting I was invited to attend.

Possible Solution: Meeting passwords are case sensitive. Make sure your Caps Lock button is off and that the password is entered correctly.

Problem: Client receives an “Error #7” when trying to login and load Meeting Center.

Possible Solution: This is a .dll error, you will need to un-install and manually re-install the meeting manager, see instructions below.

Problem: I am receiving errors during the automated set up of the meeting manager.

Possible Solution: Manually install the meeting manager, see instructions below.

Manually installing the ReadyCast Meeting Manger:

Direct your web browser to: <http://premconf.webex.com>

Click ‘Assistance’ from the left side menu

Click ‘Support’

Select the link for the proper client

Select ‘Save this program to disk’

Click OK

Select to save the file to your desktop

Click ‘Save’

Go to your desktop and double-click the atclient.exe file

Follow the on screen instructions to complete the download

Re-start your computer and attempt to join the meeting again

Un-installing the ReadyCast Meeting Manager

Go to Start > Settings > Control Panel

Select Add/Remove Programs

Click on ‘WebEx’ from the list of programs

Click ‘Change/Remove’

Click ‘Yes’ to confirm

Click in all available check boxes

Click ‘Uninstall’

Technical Support

[Back to Table of Contents](#)

If you experience difficulties during your ReadyCast meeting while using ReadyConference, you may press *0 on your touch tone phone, and a member of our support team will assist you. If you are not connected to the meeting and need assistance, please call (888) 569-3848 to reach our Internet Services support staff. Our support staff is available 24 hours a day, 7 days a week, 365 days a year.

