



Preparing for a Web Event

- Go to <http://netconference.terrafirmacomm.com>
- Click 'Moderator Login', enter your conference ID and PIN, then click 'Continue'
- Click 'Upload a Presentation' then 'Add' to load your slide presentation from Microsoft PowerPoint, then click 'OK' to finish loading presentation files
- Click 'Stored Polling' to create planned polling questions and answers, then click 'Done' when finished defining planned polling
- Click 'Define Seminars Materials' and 'Add' to define your seminar, then click 'OK' when you have finished defining your seminar
- Click 'Schedule Events' and 'Add' to schedule your event, then click 'OK' to finish online scheduling
- Invite participants to register for the event (remember to provide your conference ID and toll-free number)
- Process registration requests and manage guest lists

Starting an Event: Moderator

Starting an Event on the Phone

- 1 Dial the toll-free number provided on your moderator card
 - 2 Enter your conference ID and press #
 - 3 Press *, enter your PIN, then press #
- * To integrate the web and phone make sure click 'manual dial' from your web interface.

Starting an Event on the Web

- 1 Go to <http://netconference.terrafirmacomm.com>
 - 2 Click 'Moderator Login'
 - 3 Enter your conference ID and PIN, then click 'Continue'
 - 4 Click 'Start'
 - 5 Select the event you want to start, then click 'Continue'
- * To integrate the web and phone make sure click 'manual dial' from your web interface.

Joining an Event: Participant

- 1 Go to <http://netconference.terrafirmacomm.com>
- 2 Click 'Participant Login'
- 3 If you registered for a scheduled event:
 - Click 'Attend Scheduled Event'
 - Select the event to attend, then click 'Continue'
- 4 If the event is private:
 - Click 'Attend Private Event'
 - Enter the event number, then click 'Continue'
- 5 To join on the phone, use the toll-free number and seven-digit conference ID provided by the moderator

Moderator Controls During the Meeting

Promoting a Participant to Co-Moderator

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

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

What Information Do I Give My Meeting Participants?

- For audio conferencing, provide the toll-free number and your seven-digit conference ID
- For web conferencing, direct participants to www.netconferencing.terrafirmacomm.com and give them either the event number or your conference ID preceded by an 'X'

Moderator Phone Commands

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

Participant Phone Commands

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

Presenting, Previewing, Annotating Slides

Conduct a presentation, including live annotation, using a pre-uploaded Microsoft PowerPoint presentation.

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

Chatting

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

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

Recording Conference

Record your conference at any time on the phone and/or the web for later playback.

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

Application Sharing

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

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

Whiteboarding

Use electronic whiteboarding to illustrate concepts or to brainstorm designs.

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

Real-Time Polling

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

- 1 From the main moderator window, click the 'Polling' tab
- 2 Type the question
- 3 Select the response type (freeform or predefined), then click 'Poll'

Q&A

After enabling participant Q&A capability, moderators control the question and answer session.

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

Post-Event

Reports

Create and examine post-event reports after the meeting.

- 1 Go to <http://netconference.terrafirmacomm.com>
- 2 Click 'Moderator Login', enter your conference ID and PIN, then click 'Continue'
- 3 Click 'Reports'
- 4 Pick your reporting option (month to date, year to date or specify a date range), then click 'Search' From the 'View Reports' screen:
 - Click the 'Report' icon. To extract results for chat and polling, click 'Save'. You can open the resulting file or save it to disk. Click 'Cancel' to return to the View Reports screen
 - Click an event number to view the event overview report. To view summarized event details, pick the detail you want to summarize from the drop-down list and then click 'Update'

Playback

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

- 1 Go to <http://netconference.terrafirmacomm.com>
- 2 Click on 'Moderator Login'
- 3 At the 'Manage Your Account' menu, select 'Recorded Events'
- 4 Grant access to the recording by User ID, or unprotect it completely. You may also rename your recording and its individual segments.

Participant Access

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

- 1 <http://netconference.terrafirmacomm.com>
- 2 Go to 'Recorded Event'
- 3 Login using the participant's User ID and Password
- 4 Click on the name of the recorded web conference