1stWorks Corporation

Webinar Support Guide

This guide documents some of the things that have been found helpful in monitoring a webinar, usually meaning an event where many people join at a specific time to watch a presentation. The audience may include newcomers who are not familiar with hotComm.

Usually, the audience joins with the hotComm IM-Live Java client by clicking a link on a website or in an email. Individuals with problematic connections, audio or chart issues are directed to install hotComm CL and try again with the same link. Users with existing hotComm Standard/Pro or hotComm Lite can connect with those products if they wish.

Webinar Event Support Guide

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What to do if you're the Room Monitor:

Webinar Opening
 Open up the hotComm room 20-30 minutes before the event starts to assist customers. Utilize this time to assist customers joining prior to the start of the event and ones who may need additional one-on-one help.

- Introduce yourself to the room attendees and advise on your availability for assistance during the event. For example: "Hi Everyone - We hope that your online experience today will be trouble free. However, if you are having any technical difficulties with today's event, please type the issue in the chat window so I may assist you. Thank you."

- Presenters preparation (ideally presenters will have been trained and rehearsed beforehand)

  - The presenter should do a slides, mic and sound test.

  - Note: a CL presenter may need to log out and then back in with correct password for presenter or moderator status.

During the webinar
- Have a Room Monitor available in case the presenter or attendees needs help.

- Use discretion about offering individual help to attendees. It will be difficult to offer individual hand-holding during large or multiple events. For individual help, PM "private message" the user on suggestions to assist them with their issue.

- Post standard solutions into the room transcript, if needed.   For the occasional impolite individual who ignores the solution post, try addressing them in the room pleasantly with their nickname i.e. "*Hi John, please log out, turn off pop up blockers and log back in. Thank you.*" Or, private message the individual to address their issue to assist them.

Webinar Cancellation
- Opening up the room to post cancellation information for customers who did not receive the cancellation notice for the event is helpful.

Standard Postings for Attendees

Posting Variations

Audio
Hi.. if you have audio problems, turn off pop up blockers, close this chat session and then rejoin. If problems persist, and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp .   Please note – with a big slide change (or a slow connection) the audio may pause when the slides change Thank you.

If you have audio or slide issues please try logging out, turn off popup blockers and then log back in. If you continue to have audio or slide issues, try the CL product, you can download the CL product at: www.hotcomm.com/downloadcl.asp .   Thank you

Hi.. you should be hearing i.e. "Tom Smith" speaking. If you have audio issues - close this chat session, turn off pop up blockers and then rejoin. If audio issues continue, and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp . Thank you.

If you have audio problems - turn off popup blockers, close this chat session and then reconnect. If audio problems persist, download the CL product from: www.hotcomm.com/downloadcl.asp . Thank you

Hi.. you can also turn up audio on your end through your pc speakers if using or through your windows volume controls. Thank you.

Charts/Slides
Hi...if you have problems with the charts please turn off pop up blockers, close this chat session and then rejoin. If problems persist and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp .   Thank you.

Hi... if you do not see slides, check your windows toolbar to see if there is a hotCam window there minimized, if yes, click on it to bring up. If you do not see a hotCam icon, turn off pop up

blockers, close this chat session and then rejoin. If problems persist and you are using Java, download the CL product from: www.hotcomm.com/downloadcl.asp .   Thank you.

Hi.. if you do not see the slides and you are using multiple monitors, please right-click the hotComm CL headset icon in your Windows taskbar (left where Microsoft shows time/date), and then select "Cascade Windows on Primary". That should take all open windows and put them in the center of your primary monitor, and you can resize or reposition them.

Hi.. if you do not see slides changing or the hot pointer - turn off popup blockers, close this chat session and then rejoin. If problems persist, download the CL product from: www.hotcomm.com/downloadcl.asp .   Thank you.

Hi.. the event is on-going with charts/slides and audio, if you do not have audio or chart/slides, please log out, turn off pop up blockers and rejoin. If you are using Java and experiencing difficulty with your java connection and issues continue, please download the hotComm CL product from: www.hotcomm.com/downloadcl.asp and rejoin the event with the same steps. Thank you.

Java Related
Hi.. with java for optimal viewing, use a 1024x768 display setting. Right click in a blank area on your windows desktop, select properties, settings, screen resolution, try change to 1024 by 768 pixels, click apply, click ok. You can also download the CL product from this link: www.hotcomm.com/downloadcl.asp .   Thank you.

Hi.. if you are using java and continue to experience audio or chart issues, close any other applications you are running specifically if they are java related to improve the performance. If issues continue, download the CL product: www.hotcomm.com/downloadcl.asp and rejoin the event with the same steps. Thank you

Update your audio drivers. Go to http://windowsupdate.microsoft.com and see if there are any updates available for your drivers.

Disable any software (such as pop up blockers or spy ware) that might be interfering with the audio data stream and see if that improves the quality.

Make sure you are using a current version of Java. You can update to the latest version at: www.java.com

Mac Users - Update Java from this link: www.apple.com/macosx/features/java/

General

Change your Name/Nickname with the CL Product
Hi.. to change your nickname with the hotComm CL product: right click the headset icon for CL located in the Windows tasktray (left where Microsoft shows time/date), select change identity, put in the new nickname, then click ok, next right click the headset icon again for CL, select Exit, then Reopen CL and the change will be in effect. Thank you

Link to - Event Tips: http://www.hotcomm.com/EventTips.asp
For info on:
- Audio
- Slides and Charts
- Connectivity
- System requirements
- How to turn off pop up blockers

Link to – hotComm with PowerPoint:
http://www.hotcomm.com/User_Guide/how2/PH_powerpoint.asp
For info on:
- Using hotComm and preparing your PowerPoint presentation.

Troubleshooting

Any problems with the Java client
Download hotComm CL and try again with the same room connection information.

Satellite – Dial-up Connections
Connecting through a satellite or a proxy server can slow down the Internet speed enough that it makes it difficult to connect. Customers connecting with dial-up or satellite connections will want to download the hotComm CL product to connect to the webinar:
www.hotcomm.com/downloadcl.asp

If the customer is experiencing difficulty after installing hotComm CL, please see the below:

--If the bottom line of the hotComm CL window, says "Online Tunneled", as the customer to try:
1. Click the "Online-Tunneled"
2. Check "Directly" and click OK.
3. Close hotComm CL and restart it.
4. When hotCommCL is restarted, it should say "Online-Direct" or "Online-Proxied" and the connectivity will improve.

hotComm CL Connection Fix
1. Exit hotComm CL (right-click the headset icon in the lower right corner of your Windows taskbar and select Exit (don't just close the chat window).
2. Close any hotComm windows you see.
3. Delete temporary Internet files or clear cache. In Internet Explorer, click Tools, then Internet Options, then Delete, then OK. In Firefox, click Tools, then Options, then the Privacy tab, then Clear Cache Now.
4. (optional) – Restart your computer.
5. Restart hotComm CL and retry the connection.

Speedlink test

Speed link test – a room owner can opt to have a Speedlink test added to the Java applet in the connection link. If the user connects with the Java applet at less than a specified speed, he is redirected to an error page that tells him to download hotComm CL. If you are interested in this, please see your Account Manager.

User gets Speed Test failure even with broadband

If the room link includes a speed test, on rare occasions, the user may connect successfully, but does not have enough bandwidth for the presentation as well as everything else he's running, or his computer is overloaded and can't draw the graphics properly. The fix is:
1. Delete temporary Internet files or clear cache
2. Restart your computer
3. Download hotComm CL and try again

Room Setup

These are room setup options that have been found to be helpful:

Session Control toolbar (moderators only):

- disable all the presenter features so attendees can't use them -- microphones, webcam, timed camera, and whiteboard/gimmickry

- disable private messages between attendees if you don't want them soliciting each other

- if you don't want the attendees posting to each other in the room during the event, disable keyboard during the presentation, re-enable it for Q&A.

Session control toolbar link: http://www.hotcomm.com/guide/session_control.asp

Room Controls

These room controls are available to hotComm Standard/Pro moderators. (Note: to be a Standard/Pro moderator, you must be authorized as one on the server.)

- Close This Room - This disconnects everyone from the room and closes it.

- Reset Room Sound and Cams - Turn off all microphones and cameras. Clear all audio and video settings and restore to default. Use this if you are having persistent audio problems in the room.

To use them:
Log into the room as a moderator.
Select **Session** and then the option you want.

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