



AT&T Connect

Web Conferencing: Best Practices before, during and after an AT&T Connect Conference

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About this Guide

This document is intended to assist AT&T Connect hosts and/or presenters with suggested approaches to enable their web conferences to be conducted in a secure and effective manner. It is, however, at the sole discretion of an individual host and/or presenter of a conference to determine which, if any, measures they wish to use during their conference. Note that while this information is biased to those using the integrated nature of an AT&T Connect web conferencing interface, there may be indirect overlaps with discrete audio conferencing offerings that are not reviewed in this document.

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1. General recommendations

Protect your personalized credentials

- Your host account is registered in your name; you should never share your host password with anyone.
- Archive, and do not forward, your AT&T Teleconference Reservationless Registration Confirmation to others. This email contains your primary access information as well as other unique information.

Initialize your web conferencing host account

- Install the AT&T Connect Participant Application. This is required for hosts/presenters and recommended for all participants in order to take full advantage of the robust AT&T Connect solution.
Note: Your organization's software policies may dictate that AT&T Connect software components are deployed centrally via an internal IT organization or helpdesk.
- Only activate your personalized AT&T Connect credentials on a workstation you control. Your personalized AT&T Connect credentials are located in your Registration Confirmation email.
- It is not necessary to re-activate your credentials when upgrading to a newer version of the Participant Application software, unless you uninstall the client software beforehand.

Preparing to host a conference

- Many organizations opt to design their own preamble or introductory slide(s) to be used for any corporate presentation – this is a good place to put reminders for participants as they join the conference. Reminders may include a courtesy mute request, audio and/or linking instructions, conference follow-up and contact information, and so on.
- Even for audio-only conferences, hosts may use their AT&T Connect web conferencing meeting room to make sure that the intended audience is present. Within the AT&T Connect meeting room, the host can control the conference lock feature to prevent others from entering the conference, rename and/or expel participants, and use a variety of microphone controls.
- Prior to an AT&T Connect conference, you may wish to perform a test meeting to make sure you are able to connect to your meeting room successfully, and that you are familiar with all the features and attributes you may wish to use during your conference.

2. Web conferencing best practices

Pre-conference scheduling

- Make use of the scheduling shortcut offered via the Schedule button in the Home screen. This will pre-populate a Microsoft Outlook® or Lotus Notes® calendar invitation with the necessary conference access information.
- For non-Outlook/-Notes hosts, it is recommended that you build your own template based on a standard AT&T Connect invitation template.
- The AT&T Connect Outlook Add-in is an optional plug-in that can be used to schedule events from the Outlook toolbar.
- When you are scheduling a conference, the Participant Application supports three pre-loaded conference types to choose from. The specific settings of each conference type can be adjusted from the Conference Settings tab in the Host Profile Settings window.
 - **iMeeting**—the default conference type which has one host, one presenter and potentially multiple co-hosts. Participants take proactive roles in the conference and typically have similar conference rights and privileges.
 - **eLearning**—a moderated conference in which a teacher-student relationship exists between the presenter and participants. In eLearning conferences, participants can view the Participants list.
 - **Webinar**—a moderated conference in which the Participants list is hidden and sending notes among participants is usually prohibited.
- Your AT&T Connect reservationless hyperlink will not change from conference to conference. Be mindful of this if your personal web conferencing access information is needed for collateral other than a conference invitation.
- If you anticipate that a reservationless conference will take up the allotted time and you scheduled another conference directly after that, these are back-to-back conferences.
 - Be sure to lock your first conference to deter participants of the second call from joining too early. Use the conference lock and unlock as needed to make sure that the intended audience is present.
 - AT&T Connect Participant Application for Windows® v10 or the AT&T Connect Mobile for iPad® v4.0, use the Waiting Room feature to open a waiting room at any given time during the conference. Once the waiting room is activated, the room will become locked and all participants joining will be held in the waiting room until you close it and let them in to the conference. You can then add the participants in the waiting room to the current conference or replace all the existing participants with those in the waiting room.

Live conference management

- Join the conference several minutes before the scheduled start time. This provides an opportunity to address any preliminary activities and conduct housekeeping that may need to occur, such as finalizing the Conference Settings or loading materials to the whiteboard.
- If you are hosting or presenting in the conference, it is recommended that you join on your workstation first, then dial-in (or, if available, have the conference call out to you) via telephone to have an optimal audio path. Voice over computer audio (VoIP), if available, is a best effort audio path that relies on end-to-end stability of an Internet connection to ensure audio quality and may not meet the level of transmission you require.
- By default, your reservationless conference is titled, “Firstname Lastname’s Meeting Room”. If you would like a more appropriate title for your conference to appear on the participant’s interface, you may do so by using the **Conference > Edit Conference Name** option from the Participant Application.
 - Renaming the conference is required if you are recording the web conference. If you have not renamed the conference, a reminder will prompt you to do so at the conclusion of the recording session.





Knowing your audience

As a host or presenter, one of the most effective things you can do to run successful conferences is to be familiar with the icon status indicators located on the participant panel of the AT&T Connect interface.









Common Participant Status Indicators

Making sure that everyone is successfully identified on the Participants list and becoming familiar with the participant panel itself will not only help you guarantee that your conferences are secure, but it will also guarantee that the infamous “Hi. Who just joined?” cycle becomes a thing of the past! After a couple of conferences, the conference entry process becomes routine to even the most novice attendee.



Device icons

Icon	Description
	Phone-only
	Mobile device (handset or tablet)
	Telepresence (the name of telepresence room is green)
	Web

Audio icons

Phone Icon	VoIP Icon	Description
(no icon)	(no icon)	Audio is not connected
		Audio is ON (the participant isn't speaking)
		Participant is speaking
		Audio is muted
		Audio is muted and locked

Video icons

Icon	Description
(no icon)	No video capabilities
	Video is off
	Video is on and active

As a best practice, it is recommended that all participants are correctly identified. There are several approaches to accomplish this. We recommend that you find the approach that works best for you and perfect it through repetition.

- Request that participants who have joined the web conference take a moment to complete the conference entry process and make sure that their audio and web icons are linked together. As shown in the following table, a web conference participant is not linked if the head icon to the left of their name does not have the phone handle icon next to it while they are simultaneously dialed-in on the telephone.

Linking participants

- If a participant is detected as unlinked, the application will display a popup reminder with their unique linking code.
- Alternatively, linking instructions can be found by clicking the **Audio/Video** menu > **Dial-in Instructions...** and following the instructions labeled **Already connected by phone**.
- Recommend that participants utilize the integrated Call Me feature to join their next conference. Once the callback number is specified, this beneficial tool automatically links the participant's instances requiring no additional user interaction.

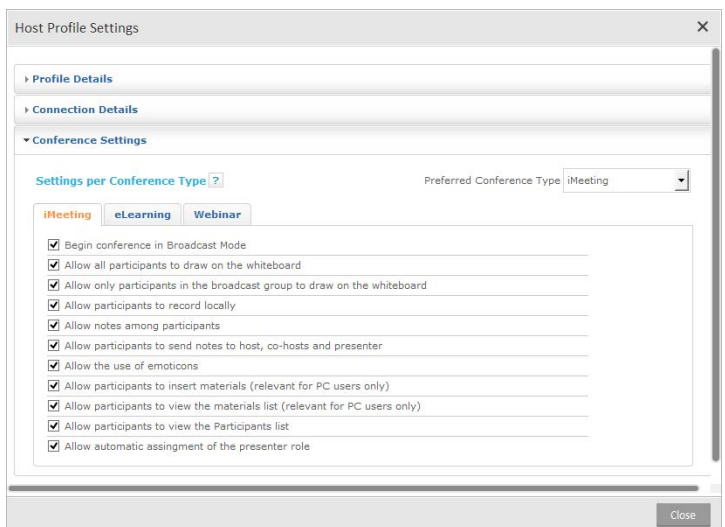
Note: Call Me may not be available due to corporate policy.

- Time permitting, a host or presenter may opt to manually link a participant’s web and audio icons together by right-clicking the participant’s name, selecting Link User’s Phone with Computer and matching audio/web instances together. This is a last resort option as it may take valuable time to complete and there is no room for error.
Note: You cannot unlink instances matched in error; be sure you know exactly who you are linking! We strongly recommend that web participants take it upon themselves to properly complete the conference entry process.
- Time permitting, for those participants attending as guests (they may only be joining via telephone), request audible identification and use the active talker indication to determine the guest’s instance. Then, simply right-click on that phone icon and select **Rename** from the menu to add the guest’s first and last name.

Controlling your audience

Set the conference settings

- From the AT&T Connect Participant Application, the host or active presenter can access the **Conference > Conference Settings** menu and adjust the desired behaviors during the active conference. These include:
 - Allow/prevent the use of desktop video by participants
 - Allow/prevent the use of voice-over-computer audio by participants
 - Allow/prevent local recording by participants
 - Turning on/off whiteboard annotation access to participants
 - Turning on/off **Participants & Materials** panel visibility to participants (for PC V9.5 users)
 - Toggle emoticon availability
 - Attendee access to send notes.



Notes:

- Conference settings are set in a per-conference basis and will revert to their default state once the conference concludes.
- Some options may not be available due to corporate policy.

Microphone management

If you encounter audio issues during a conference, the likely cause is an open microphone picking up background audio from an unknowing participant. Isolate the “trouble speaker” by locating the active talker indicator of the user (highlighted in blue) in the Participants panel. As the host/presenter, you are able to view the state of each participant’s microphone, so you can opt to

mute, lock and/or expel that specific participant's line should it be a continued source of distraction. If you choose to expel a participant, he/she will not be able to re-join the conference.

Mute All/Unmute All is a useful tool to quickly silence an audience. This function will mute/unmute the participant microphones present at that moment in time. The participant still has the ability to unmute/mute themselves locally should they need to speak. Late joiners to a conference may not come in muted and another **Mute All** may need to be applied. For a more control-oriented mute option, use **Broadcast Mode**.

Broadcast mode automatically mutes and locks all participants' microphones in the conference, including late joiners. Once in broadcast mode, the host or active presenter can right-click on anyone that should be allowed to speak and opt to **Unmute & Unlock** specific individuals.

- This allows the host/presenter to create a "broadcast group" where only specific participants are permitted to speak with the audience.
- Broadcast mode is also useful for Q&A discussions, allowing the presenter to unmute and unlock a line(s) so that specific participant(s) may ask a question as opposed to opening all microphones.
 - Participants can indicate they have a question by using the Raise Hand icon found on their toolbar.

Mute & Lock/Unmute & Unlock can also be used for control of individual participants without formally entering Broadcast mode. Once participants are muted and locked, they cannot unlock themselves; only the host and/or presenter may do so.

Voice over computer (VoIP) – Participants connected via the Participant Application can choose to use their workstation's built-in audio instead of the telephone as their audio path.

Note: VoIP may not be available due to corporate policy or individual host/presenter preference.

Some general guidelines when using VoIP include:

- Use high quality audio headsets or microphone and speakers since they provide higher quality than a workstation's built-in speakers and microphone.
- If there are concerns regarding your network connection quality or bandwidth, a telephone should be used instead of VoIP.
 - Avoid using a VPN connection while connected to a conference. VPN connections can slow network connections.
 - If participants chose to use VoIP, they can switch to dial-in via the telephone at any time during a conference.
 - If the network connection a participant is using for VoIP becomes unstable, they will be prompted to switch to telephone.
 - Place cell phones (even in silent/vibrate mode) away from your microphone since their signals may inject unwanted noise.

Secure the conference

- Be sure that, if required, everyone is identified.
- Expel any undesired or unidentified participants by right-clicking on their name in the participant list and selecting **Expel**.

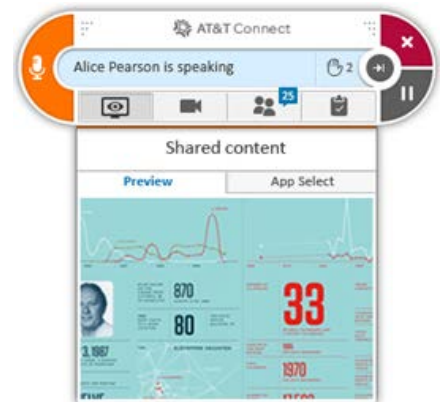
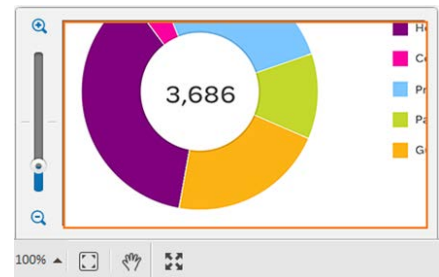
Note: Expelled participants do not have the ability to rejoin the conference, even if they were expelled in error.

- Once everyone expected is in attendance, lock the conference via your AT&T Connect interface's **Conference > Lock Conference** option.

Application sharing

Application sharing will transmit an image of whatever the presenter is sharing with the audience. This point-to-point transmission requires no data to be stored.

- Only share what you want the audience members to see. If you opt to share your desktop, the participants will see anything being displayed on the presenter's screen, including pop-ups, chat/email indicators, and so on. If you only want to share a specific application, select **Application** in the **Select Application** window, and then select the application you want to share.
- Available applications (those open on your workstation) will appear in the **Select Application** window. Please make sure the necessary application is opened in order for it to appear as an option for you to share.
- Recommend to participants that may be having trouble viewing the shared application that they use their own local whiteboard navigation buttons and slider to adjust the screen locally to their preferred view. This is completely local to the participant and has no impact on the presenter's view or that of other participants.
- For desktop sharing, if you have dual monitors, make sure that the application window being shared is located on the primary display. Secondary displays are not shared during an application sharing session.
- Unless opted otherwise, the application being shared will maximize itself to the presenter's window. The presenter can use the application sharing dashboard to maintain contact with the Participant Application interface and see if notes are received, hands are raised, control your microphone mute state and quickly return to the Participant Application interface window while continuing the application sharing session.
- To annotate (draw) on a shared application, utilize a third-party annotation tool or one that is built-in to the shared application (e.g., Microsoft PowerPoint® has its own embedded annotation tools).
- Pausing the sharing displays a still image from the moment the presenter clicked the Pause button.
- If you are sharing an application and you open a different application, the sharing automatically pauses.
- If you are the presenter, remember to end sharing when you have completed what you wanted to share.
 - End sharing by clicking the **X** in the dashboard.



Inserting materials

- Be sure to allow enough time for the materials to be circulated to your audience. You may wish to open your meeting room a few minutes early in order to start inserting your material(s) and preparing your meeting room.
 - The transmission of the inserted material does not begin until you double click on the slide/image/document you wish the audience to view.
 - A progress indicator will appear on the navigation bar indicating the percentage of the participants who can view the file.
- The maximum file size to insert is 10 MB. Anything larger than this must be displayed via application sharing.
 - If the file exceeds 10 MB you can divide the file into smaller sub-files for insertion.
 - PowerPoint and Word documents are easily inserted.
 - Excel and PDF files are not supported for insert due to the dynamic nature of the application. Excel must be application shared.
 - The file name being inserted cannot contain the following characters: ~ ` ! @ # \$ % ^ & * () + = \ |] [" : ; " ? / < > . ,
- Use the annotation toolbar to draw on the whiteboard. The toolbar includes many useful drawing tools as well as a built-in pointer to navigate through presentations.
 - Unless explicitly prohibited from the **Conference > Conference Settings** menu, all attendees using the Participant Application can insert supported files. It is important to note that only the active presenter can display that file to the audience.

Video conferencing

- Desktop Video Conferencing requires that the transmitter and intended recipients use the Participant Application interface.

Note: Video may not be available due to corporate policy or individual host/presenter preference.
- It is recommended that you experiment with the various video layout options to determine what works best for your conference.
- Video transmission/reception is a best effort feature and will use more bandwidth than a standard web conference. If there is not enough bandwidth available at the local receiving end, a participant will see a message on their application advising them of this fact.
- Broadcast mode can prove useful for desktop video streaming. When in Broadcast mode, only an unmuted and unlocked participant (with a camera connected) could, if permitted, start their video stream. Setting up a "broadcast group" is very useful if you want to control the source of the supported 1 to 6 potential video streams.

Recording

Three recording options may be available to you during an AT&T Connect conference.

Note: Some and/or all recording options may not be available due to corporate policy.

Audio & web server recording

- Initiated by host/presenter.
- Captures audio and whiteboard contents only.
 - Only the host can retrieve the recording several hours' post-conference from the **My Web Conferences and Recordings** window (accessed by clicking the **View web conferences and recordings** button in the History window).
 - The host may opt to share the link to the recording or save for local archiving.
 - The host can and should delete unwanted or out-of-date recordings.

Audio & web desktop recording

- Initiated by any participant (this includes host/presenter) using the Participant Application.
- Captures audio and whiteboard contents only.
- Participants save their recording on their local workstation and can access them in the History window.
- Audio & web desktop is not supported using the Web Client.

Audio-only server recording

- Initiated by host.
- Captures audio only.
- Registered host receives an email with retrieval medium options and instructions.
- Audio only recordings have associated costs.
- Rename the audio and web recording for easier post-conference identification via the **Conference > Edit Conference Name** menu option.
- Initiate audio and web recording before starting an application sharing session. This will make sure that the shared application is captured during the recording. If you are already sharing when recording begins, end sharing and restart the application sharing session.
- Recordings are stored in a proprietary .vcr format that requires the AT&T Connect Participant Application for playback. Use the AT&T Connect Recording Converter utility to convert a .vcr file into a more universal format for editing or distribution. Once converted, the Participant Application is no longer required to replay the conference.

Taking a web tour

- Web touring allows the presenter to share accessible web content with an audience.
- It is recommended that all participants use the Participant Application interface for web tours.
- The web tour utilizes the audience's local web browsing capabilities in order to display the destination address on their whiteboard.
 - If a hyperlink is blocked or inaccessible by a participant's local web browser, it will also be inaccessible during a web tour.

- If you must share a restricted site (e.g., intranet addresses) with an audience that does not typically have access to that address, it is suggested that you use application sharing to share your own web browser's application window which can access the address.

Wrapping up your conference

If the host must depart before the conference is over, be sure to apply the **Continue without Host** functionality from the **Conference** menu.

- For billing and security reasons, conferences typically end when the host departs. The specific behavior of your conferences may adhere to an established corporate policy.

When the conference formally concludes, the host/presenter should use the **Conference > End Conference** menu option to immediately terminate the conference.

- This will disconnect everyone from the bridge and clear the conference room. Any stragglers will be automatically disconnected thereby enabling accurate billing.

Registered hosts (and participants) may view a history of their hosted conferences in the History window. Hosts can retrieve a conference's chats, meeting minutes, poll results, and recordings.

Secure recordings

If you saved a recording to the AT&T Connect server and want to share the recording link with others, keep in mind that the link can be forwarded without your consent.

3. For more information

The AT&T Connect best practices discussed in this document offer tips and tricks to some of the most common scenarios encountered.

For further information, please visit our [AT&T Connect Getting Started Documentation website](#) and access detailed [Quick Start Cards](#), [User Guides](#), [Whitepapers](#), [System Requirements](#) and other pertinent materials.

If you have any questions, our 24/7 technical support group is available to assist. Initiate a chat with a live support specialist from our [AT&T Connect Support website](#) or call 1-888-796-6118 to get the answers that you need to make sure that your AT&T Connect conference is a success.

Thank you for experiencing AT&T Connect Integrated Edition.