Easton Anywhere

▶ USER GUIDE

EASTON
TELECOM SERVICES, L.L.C.

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I. SERVICE REQUIREMENTS:

Supported Browsers:

- *Microsoft Windows:* Internet Explorer 5.5 SP2 and above, Mozilla Firefox 1.0 and above
- *Mac*: Safari 2.0, Mozilla Firefox 1.5 and above
- *Linux:* Firefox 1.0 and above, Netscape 7 and above, Mozilla 1.7 and above

Please note that different browsers can be used within the same conference. Web browsers have to support javascript and cookies.

II. LOGGING INTO Easton Anywhere

To login to Easton Anywhere, go to: https://webconf.anywhereconference.com through your browser.

1. You can select the language of your conference at this stage, simply by selecting the appropriate flag (UK English, US English, French, Spanish, German, Japanese, Swedish, Portuguese, Dutch, Norwegian, Russian, Chinese, Italian)
2. Enter **Your Web Login** *(mandatory)*
3. Enter your **PIN code** *(mandatory)* (Moderator PIN for the host of the conference; Participant PIN for those invited to attend)
4. Enter your name as you would like it to appear to participants *(mandatory)*
5. Click **Go** if you want to conduct an instant meeting.
6. To pre-schedule a meeting or manage your account settings prior to a conference, check the box: "Manage My Account". This will allow you to view your account details, change your settings, view or edit your content bank, view your meeting usage and prepare invitations.

III. MANAGE MY ACCOUNT

If the check box for Manage My Account is selected on the login page, this will allow you to view your account details, change your settings, view or edit your content bank, view your meeting usage and invite participants to your conference.

1. **My Account:**
   - This is the first tab you will see when you log in to manage your account. It displays your Web Login Reference, your name, email address and your time zone.
   - You will need to verify your email address and time zone when you first login.
   - You can directly enter your Web Conference or the Audio Console to control your audio conference by clicking on the links.
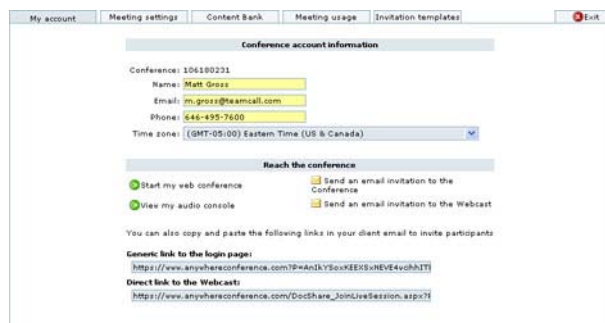
- You can send an email invitation with a link directly to the web conference or to the login page (this can also be done from within the web conference):
  - Enter the email addresses of those you would like to invite to the conference & specify the time and date of the meeting. Separate the email addresses by a comma or you can hit Return/Enter after each one.
  - You can attach a file, edit the invitation text and save the invitation as a template.
  - The participant will receive the email invitation with the conference details and the URL, which will either place them directly in the web conference or on the login page, as you specified. (example below)
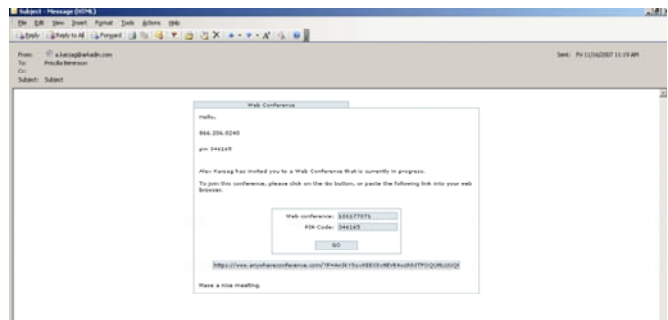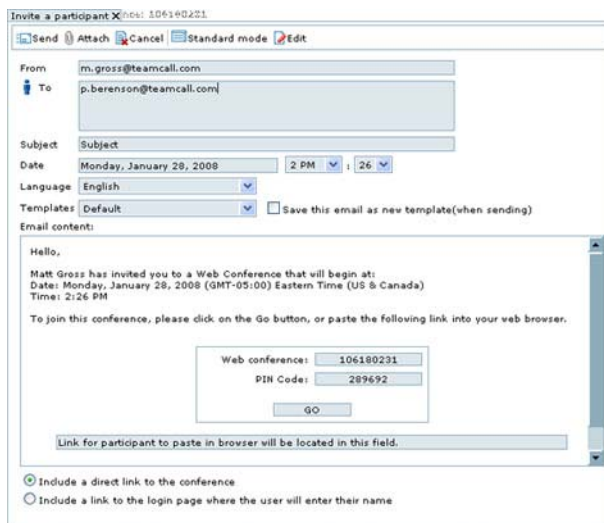
2. **Meeting Settings:**
   The Chat Rights, File Transfer Rights and Content Rights settings are also available from the Moderator Tool Bar (see Conduct an Instant Meeting – Moderator Toolbar). The additional settings include:

   - Participant Display: The moderator can control the Participants' view when they join the conference
     - View full screen or normal screen
     - View all participant names
     - View content list
     - View thumbnails
   - Email Rights (Attendance Report): After the conference has concluded, an attendance report can be sent to your email address in either HTML or Text format.
   - Conference Arrival Rights: You can set how the participants arrive to the conference.
     - Free Access: Allows participants to enter without the moderator in attendance.
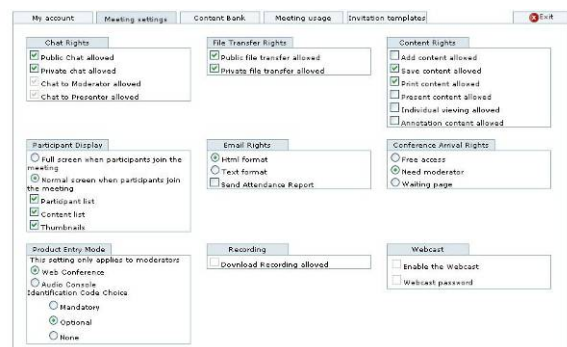
- Need Moderator: Prohibits participants to enter the conference without moderator's attendance. They will see the below message in red if the moderator has not joined.

- Waiting page: If the moderator has not joined the conference yet, the participants will receive a Please Wait message and will automatically join the conference when the moderator joins.

- Product Entry Mode: Allows you to choose how you would like to enter Easton Anywhere from the login page – starting within your Web Conference or the Audio Console.
    - Pick your Identification Code choice for your participants.
        o Mandatory: Participants cannot enter the web conference unless they are dialed into the audio conference and enter the Identification Code on their telephone keypad.
        o Optional: Participants can enter the web conference normally and have the option to use the Identification Code or not.
        o None: Disables the Identification Code.
- Recording: Download recordings (feature not yet available)
- Webcast: Enable a webcast (feature not yet available)

3. **Content Bank**: Pre-store documents on Easton Anywhere:
- Select a document from your computer that you wish to store in the Easton Anywhere Content Bank. Once you have uploaded the content successfully, it will appear under the title of "select content for your meeting". You can add a content description or delete it.
- When you check the box to the left of the file name, the document will be presented automatically at the beginning of your next conference. You can organize them in the order you desire.

4. **Meeting Usage:** Allows you to view the usage of your account by day, week or month. You can also export the data in Excel format.

5. **Invitation Template:** Lists your saved invitation templates that you may edit at any time.

▶ CONDUCT AN INSTANT MEETING

Once you have logged in you will be greeted with the welcome screen below (if you did not check the aforementioned Manage My Account box).
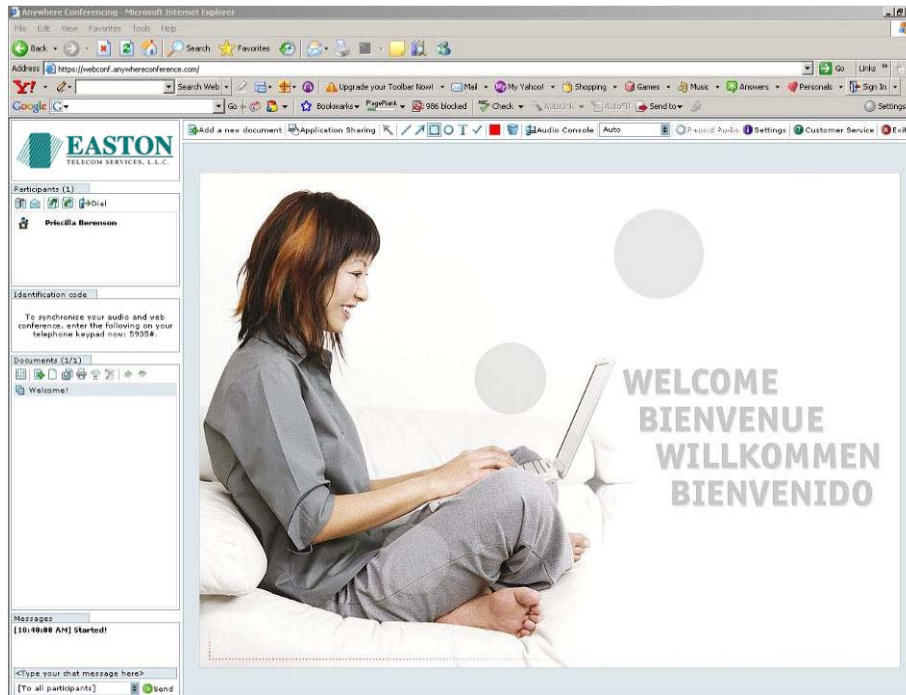
PARTICIPANT LIST WINDOW:

The participant window enables the moderator to:

- Process a File transfer 📑
    - Right click on a specific participant for a private file transfer.
    - Click on icon at the top for file transfer to all participants.
- Invite participants via email ✉
- Dial out to a participant: Enter the phone number (no dashes or spaces required) and determine how you want the person brought into the call. 📞➔Dial
   - o **Moderator:** The participant is brought into the call as a moderator.
    - o **Intercept:** The participant will be in a private conversation with a specified participant prior to entering the conference.
    - o **Add to Address book:** Before calling, this person will automatically be added to your address book.
- Change the participant view to Full Screen 🔲 and Exit Full Screen 🔲.
- Manage individual participants: Click on the participant's name. You can Rename, Make Presenter, Allow Annotations, Transfer a file, Mute, Place on Hold or Disconnect or Give Control to the participant(s).
- Participant Icon Definitions:
    - o 🌟 Moderator: The moderator(s) has the most rights to manage a conference. A moderator can change conference settings, promote participants, record audio, request CS, control the audio conference, share applications/desktops.
    - o 📕 Presenter: A presenter can upload documents, change slides, share applications/desktop.
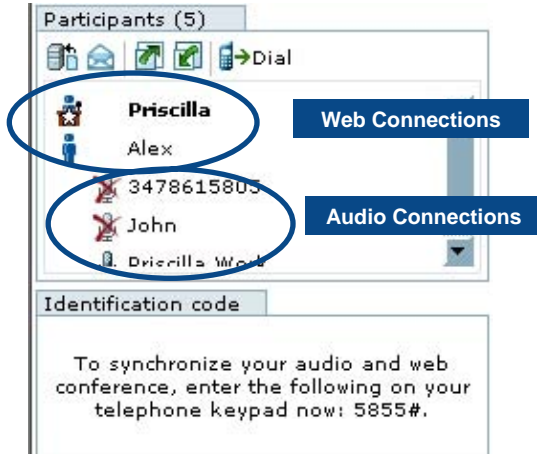   - o 🧍 Participant: Can view documents, applications or desktop.
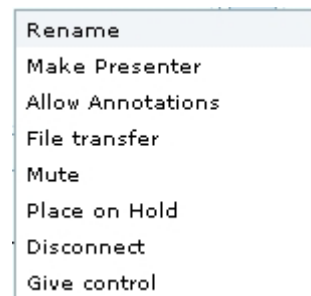
IDENTIFICATION CODE (OPTIONAL FEATURE):

If this option is enabled, it will allow you to link each attendee's separate audio and web connections together for identification purposes. After you enter the audio portion of your web conference, you can enter an Identification code on your telephone keypad that is displayed on the screen. This code is unique to all participants. When you or your participants enter the unique Identification code provided onscreen, each person will be identified by their web login name in one line within the Participant Window, as opposed to two separate lines. See below for an example of each.
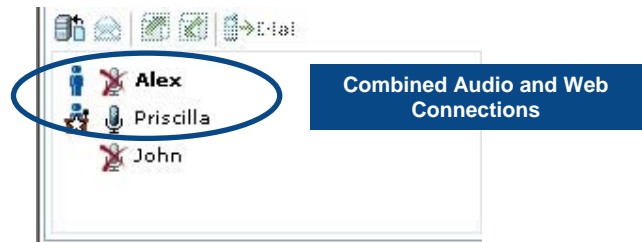
Before entering the identification code:
Audio and Web conference participants appear in different lines.

After entering the identification code:
Audio and Web conference participants appear in the same line.

DOCUMENTS WINDOW:

Allows the moderator to:
- View Thumbnails
- Add a New Document
- Add a Whiteboard for annotations
- Save a Document as a JPG, Print, Rename or Remove a document
- Print a document
- Rename a document
- Remove a document
- Advance slides with arrow up and down keys

MESSAGES WINDOW:

This window allows the moderator and participants to send messages to all participants or privately to an individual participant. You can save the chat as Text or HTML by right clicking in the chat area.
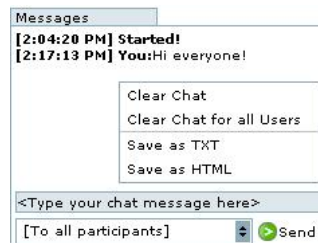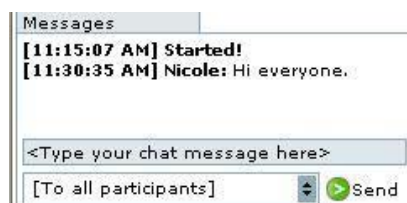
MODERATOR TOOLBAR:

As the moderator, you will have access to all functions available on the toolbar:

1. **Add a new document**: You can upload documents from a local file or from a pre-stored file within Easton Anywhere's Content Bank (*see the Setting Up a Conference section*).
   - File types accepted include ppt, doc, xls, pdf, gif, jpg, txt.
   - You can also select the page range that you wish to display (i.e. pages 1 -10).
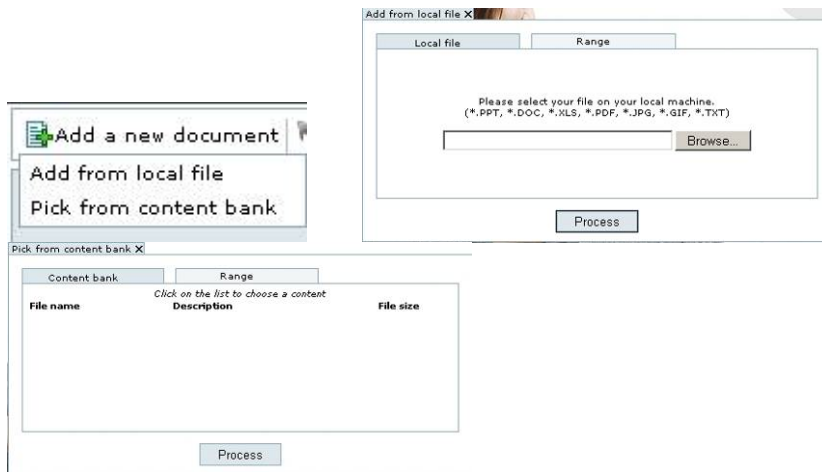

2. **Application Sharing:** Allows you to share or show an individual application or your whole desktop. Anyone who shares their application or desktop needs to install an ActiveX Plug-in from the Anywhere Login page. When a new version is available, you will need to update the plug-in each time. A message window will appear after installation asking you to restart your computer, however, you may be able to share an application right after you install without restarting.

In order to share an application, you must have it opened already on your computer. Once you click on Share an Application, it will list all the applications you have open and you can select the ones you'd like to share. Once selected, click **Share Selected Applications**. Your participants will see your application through the Anywhere interface. Click **Stop** to stop sharing your application.
If you want to share your whole desktop, click **Share Desktop**. Your participants will see everything that is on your desktop. Click **Stop** to stop sharing your desktop.
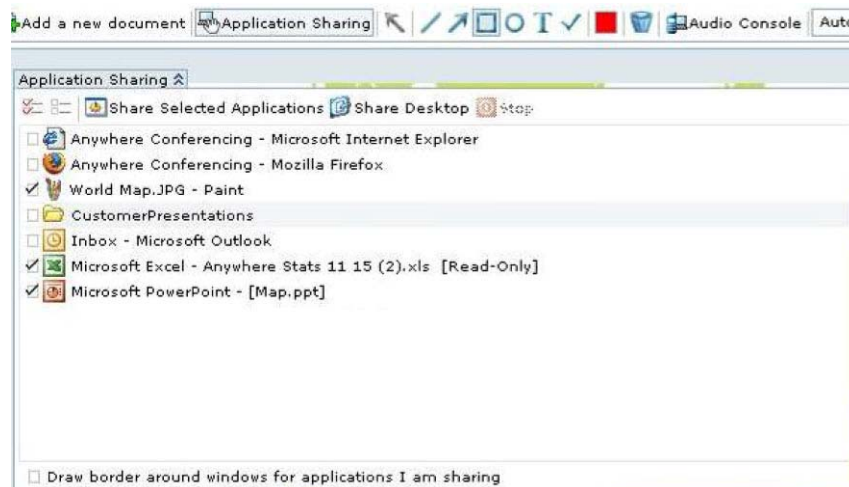
3. **Annotation tools**: Allow you to draw within the presentation.
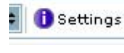
4. **Audio Console**: This allows you to switch to the Audio console and manage your audio conference online. For more details, please refer to the Audio Console section of this guide.

5. **Screen Size**: Change your viewing size of the screen to small, normal, large, xlarge or full screen.

6. **Settings**: Establish the rights of the participants.

   If you click on the settings tab you will be able to establish the rights of the participants. Once you have selected the desired options, select the Apply Settings tab at the bottom of the screen. The settings will be applied immediately:

   - **Chat Rights**: Enable or disable Public or Private chat rights
   - **Participant Display**: Determine the participants' view when they enter the conference:
     – Full screen or Normal screen
     – View the full participant list
     – View the full content list and the thumbnails of each document page
   - **Email Rights (Attendance Report)**: As the moderator, you can automatically receive an attendance report via email.
     – If you select the attendance report, you will be asked, when exiting the conference, to confirm the email address to which the report will be delivered and your time zone.

   - **File Transfer Rights**: Activate a public or private file transfer of documents to one participant or all participants.
   - **Start a Webcast**: (feature not available at this time).
   - **Content Rights**: Set participant rights to: Add contents, Save contents, Print contents, Present contents, View alone (can view any slide they wish at any time), and Annotate.
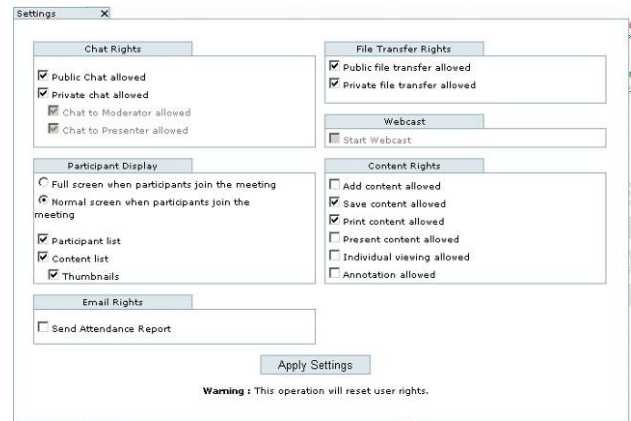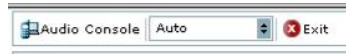
7. **Customer Service**: Alert Easton Customer Service for assistance.
   – An alert will appear to confirm the request. The Customer Service icon turns red when it is selected and then a customer service representative will start a chat session with you.
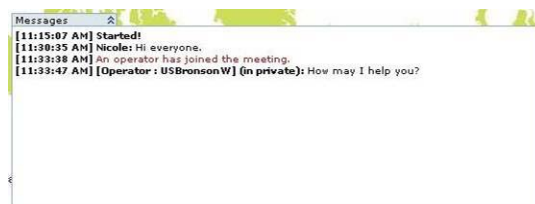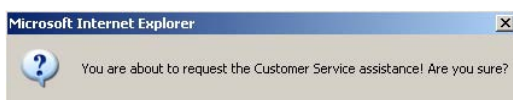

8. **Exit**: Click Exit to leave the conference. Click Exit and Close to terminate the conference (both audio and web participant lines will be terminated).
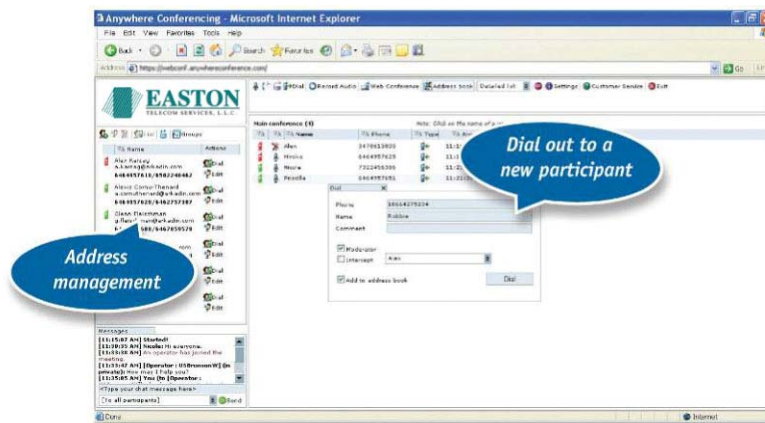
PARTICIPANT TOOLBAR:

Participants can not add a new document, change settings or access Customer Service. Below is what participants will see. Moderators can give Participants different rights by right clicking on their name.
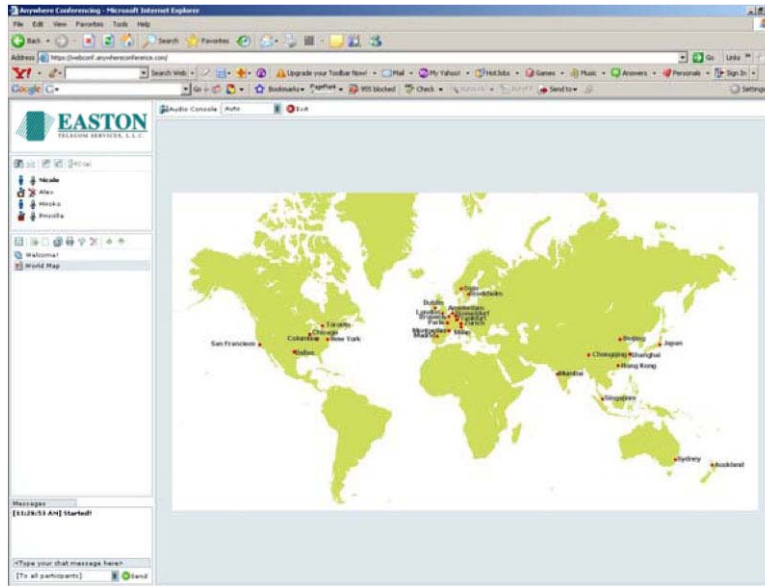
IV. EASTON AUDIO CONSOLE

Easton Anywhere allows you to access and manage your audio conference online right from your web conference by clicking .

MODERATOR TOOLBAR

As the moderator, you will have access to all functions available in the toolbar. To see a description of each icon, leave your cursor over each of them for a few seconds.

/ Mute/Unmute: This allows you to mute all participant lines and place the conference in listen-only mode. The moderator is only able to speak.

/ Place on Musical Hold/ Remove from Musical Hold: This allows you to place all participants on musical hold.

- Hold on all participants: Places all participants already in the conference on musical hold, as well as all participants who join the conference.
- Hold on all connected participants: Places all participants already in the conference on musical hold. Any additional participants who join the call will not be on musical hold.

/ Lock/Unlock: This allows you to lock the audio call to prevent additional callers from joining. Clicking on the icon again will unlock the call.

Dial Out: This allows you to dial out to a participant to join your conference.
- Click on Dial
- From the Dial out Window:
    - Enter the phone number. Please include the country code prefix. No dashes or spaces are required. (i.e. 11234567890)
    - Enter the name of the participant
    - Enter a comment (i.e. Company name)
    - Choose how you want the participant brought into the call: As a **Moderator or Intercepted** with a specific participant prior to entering the conference.
    - Choose **Add the participant to Address book** if you want to automatically add this contact to your address book.
    - Click on **Dial**

Record Audio: This allows you to start recording the audio portion of your conference only. You can also pause or stop your recording once the recording has begun.

Stop Pause

Web Conference: This allows you to access Easton Anywhere (Easton's web conferencing service) if enabled. Clicking on the icon will automatically switch your screen to the Anywhere web conference from the audio console.
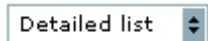
Address Book: This allows you to enter or store contacts into an Address Book.

Dial Switch to groups

Add a new contact; Rename the contact; Delete the contact
Dial the contact; Import or export contacts (from xls or csv files)
Switch to groups: This allows you to create groups using the stored contacts.

Detailed list **Participant list display:** This allows you to select how your participant list is displayed: detailed, intermediate or compact.

Detailed list 123 Settings
✓ Detailed list
  Intermediate list
  Compact list
  Full Screen

Billing Code: This allows you to add an alphanumeric billing code for your conference.
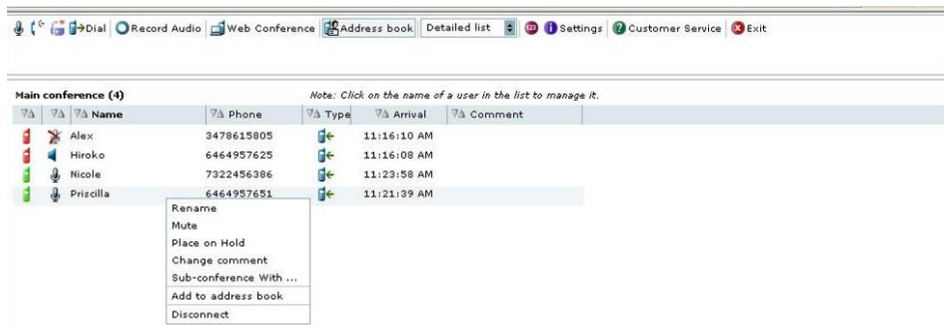
- **Settings:** Establish the rights of the participants. If you click on the settings tab Settings you will be able to establish the rights of the participants within the *web conference only*. See above under the Conduct an Instant Conference>Moderator Toolbar>Settings section.

Customer Service: This allows you to alert Easton Customer Service for assistance.

- Upon clicking the icon, an alert will appear to confirm the request.
- Once confirmed, the Customer Service icon turns red and a chat session will be started.

Exit: This allows you to disconnect all lines from the conference.
- A window will appear that will give you the option to **Exit** or **Exit and Close** the conference.
  - o **Exit** will disconnect your individual line from the conference.
  - o **Exit and Close** the conference will disconnect all participants.

PARTICIPANT LIST MANAGEMENT

- Click on a participant's name to manage individual lines: Rename, Mute, Place on Hold (participants will hear music), Change Comment, Sub-Conference With or Disconnect.
- Click on the column headers to sort the attendees by arrival time, name, type, phone number or comment.
- *Icon Definitions:* Moderator   Participant   Dial-in call   Dial-out call

CONDUCTING Q&A

- To conduct a Q&A session within the Easton Audio Console without operator assistance you need to contact Easton Customer Service to activate the Q&A session during or prior to a conference. In addition, you can use the Easton Web Scheduling Interface to schedule a future conference with Q&A mode selected as an option.
  - o When a conference is in Q&A mode, all participants are automatically placed in listen-only mode. Once in conference, you must instruct the participants to press **01** on their telephone keypad to ask a question. Pressing 02 takes the participant out of the queue. As participants enter the Q&A queue, you will see the below:

    QA: 1Jane Doe
    QA: 2John Doe
    QA: 3Tom Smith

  - o Click from the moderator toolbar. You can:

    Give floor: Automatically un-mutes the participant to ask a question
    Clear queue: Takes all the participants out of the queue
  - o Click on participant's names, you can:

    Delete from queue: Do not allow the participant to ask a question
    Put end of queue: Move the participant to the last position
    Change queue position before: Change the order of the participants in queue.

After the first question is complete, click on **the second participant's name** to move to the next question.