

Colt Conferencing Frequently Asked Questions

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1 Requirements and downloads

1.1 What technology/infrastructure is needed to support Colt Conferencing?

Colt Conferencing uses the ASP (Application Service Provider) model. Colt Conferencing is a service, not a product; therefore there is absolutely no on-site infrastructure required from the customer perspective – Colt sells access to this infrastructure via the Colt Conferencing service.

1.2 Can any basic computer actually be used to benefit from this new service?

Absolutely. Colt Conferencing prides itself in being platform independent, which means that virtually any PC can moderate and participate in a Colt Conference.

1.3 What are the differences between joining a meeting with the Conferencing and joining the meeting using a browser only?

Participants joining via a browser can only successfully participate in a meeting but will not be able to take advantage of the full collaborative features such as Presenter capabilities handed over from the moderator as well as Desktop VoIP or Video access.

1.4 What browsers are supported?

Participants can join a meeting using Conferencing or via the following browsers:

- IE 6.0 + (Windows)
- Firefox 1.5 + (Windows/Mac/Linux)
- Safari 2.0 + (Mac)

1.5 Do pop-up blockers need to be disabled to conduct or join meetings?

No. Pop-up blockers do not need to be disabled to moderate or join meetings.

1.6 Does the Conferencing require any Active X downloads?

All ActiveX controls are embedded in a single download of Conferencing. The download includes the Enhanced Publisher, Microsoft Outlook and Lotus Notes Address Book Control, Outlook Calendar Control, Desktop VoIP and the Desktop Icon.

1.7 Is Java Virtual Machine still required to conduct or join a Conferencing meeting?

No. Colt Conferencing does not require Java Virtual Machine. A Javascript-enabled browser is required.

1.8 What is the Desktop Icon?

After installing Meeting Center on your computer, a blue icon will appear in the bottom right-hand corner of your screen in the Windows taskbar. The desktop icon provides you one-click access to Ad hoc and Scheduled Meetings. You can also enter Conference Manager and send Quick Invites directly from the desktop icon.

1.9 What equipment do I need to use video? Check with Genesys if this still works.

To be seen by other participants, install a web camera before starting Meeting Center. Your web camera transmits live video of you to other participants.
Note: You must install the Meeting Center application to view and broadcast video.

1.10 What if I do not have a web camera?

If you do not have a web camera, you can participate in a meeting and see other participants' video, but you are not able to send live video. Note: You must install the Meeting Center application to view and broadcast video.

1.11 Is specific training for Colt Conferencing necessary?

No, but if you require assistance please contact Colt Conferencing Customer Services

1.12 How much bandwidth is needed for slides, desktop video and so on?

Bandwidth required varies depending on the type of application you are running. On average, a typical meeting with slides requires 2kbps, while Desktop VoIP requires an additional 8- 10kbps. Video requires an additional 12kbps.

2 Installing Colt Conferencing

2.1 Where can I download Conferencing so that I can run meetings?

A small download of the Meeting Center application is required for moderators. You can download this on the Colt Conferencing website: <http://www.ColtConferencing.com>.

2.2 What size is the download?

The Microsoft Installer is 11.6 Mb, generally used for IT departments for large managed deployments of meeting centre. The EXE is 806 Kb and can be installed without admin rights and will download the CAB file during initialisation.

2.3 How long does it take to install this service on the computer?

Moderators must download a small plug-in located in the Tools section of their account in order to use the Application Sharing feature of Colt Conferencing.

2.4 What levels of access do users need to run and/or install Conferencing?

Admin rights are required to install Conferencing.

Admin rights are not required to use the application.

3 Centralised distributing Colt Conferencing to end-users

3.1 How will Conferencing be distributed to customers?

Colt Conferencing is available for download on the Colt Conferencing website <http://www.coltconferencing.com> as an exe (executable) file.

4 Microsoft Outlook integration

4.1 Can I schedule Colt Conferencing meetings directly from my Outlook Calendar?

Yes. You can schedule and launch Colt Conferencing meetings directly from your Outlook Calendar. Download the **Outlook Calendar Tools** section of your account. Schedule and launch meetings by entering your online Conference Manager account from a new toolbar located at the top of your Outlook.

4.2 Can I send Colt Conferencing email invitations to people included in my Outlook address book?

Yes. Once the Colt Conferencing software has been installed you will see a new tab in your Outlook scheduling tool called 'Meeting Center' which will insert a link and phone numbers for your participants to join the meeting.

5 Using Colt Conferencing — Web Conferencing

5.1 What is Colt Conferencing?

Colt Conferencing is a user managed conferencing service, which allows the user to conduct interactive virtual conferences over the Internet and telephone. No reservation is required, and the moderator holds complete control of the meeting. Colt Conferencing includes advanced audio control features that enable the moderator to dial out to participants, control who is speaking, and who is entering or leaving the meeting. The service also allows the users to present PowerPoint slides, work / share on documents together, take participants on web tours and chat.

5.2 What sort of applications can I use Colt Conferencing for?

The main application for Colt Conferencing is to conduct spontaneous or scheduled small collaborative meetings. However, given the scope and feature set of Colt Conferencing, it may also be used for small event style conferences. Typical applications include sales meetings, marketing seminars, product announcements, training sessions, and channel communications.

5.3 How many people can join a meeting on Colt conferencing?

Colt Conferencing supports meetings with up to 125 connections including moderator, presenters and participants.

5.4 How do I start an Instant meeting?

To start your meeting, right-click the Meeting Center desktop icon and select Start a Meeting. You are prompted to select or enter a phone number. You will be called at this phone number to start the phone portion of the meeting.

5.5 How do I invite people to an Instant meeting?

Moderators can send a Quick Invite through instant messenger or email using the Quick Invite in-meeting shortcut toolbar. Participants simply click the link to join the meeting.

5.6 How do I start a Scheduled meeting?

At the time of your meeting, just click the JOIN link in your Outlook Calendar appointment and choose to have Meeting Center dial your phone automatically at a number you designate.

There's no need to remember your dial-in number, Meeting Number and PIN. How easy is that? Try it once and you'll be hooked!

5.7 How do participants join a Scheduled meeting?

Participants only have to click the JOIN link in the Outlook invitation you sent them and Meeting Center dials them, too!

5.8 Why does my PowerPoint look different when it is uploaded to my account?

When a PowerPoint or Astound presentation is brought to the PowerShare Conference Centre, a conversion process always takes place. All the information that is contained within a presentation will be converted to Dynamic HTML (DHTML). If there is information within your presentation that is accessed via a link, such as a movie or soundclip, the PowerShare Conference Centre will not be able to maintain that link during the conversion process. It is best to embed all resources in your presentation to make sure that the PowerShare Conference Centre recognises and maintains the information. You may also notice that text looks "different" when it is converted to DHTML. What has happened is that DHTML is not recognising a true font. For example, if you have specified an 18-point font, sometimes the DHTML conversion process will change that font to 18.73 points. What then happens is that the text "drops" a letter, due to the lack of space within the text box. It is suggested that you leave plenty of room in and around your text boxes to allow for change of font size and to prevent overlapping. Gradients also do not convert well to DHTML. Gradients will appear with distinct lines to break up the various shades. Solid colour backgrounds are highly recommended.

5.9 Why does it take so long to upload a presentation?

A. When you upload a presentation, there are some points to be aware of. First, the larger the presentation, the longer it will take to upload. For example, if you are uploading a 1MB presentation, and you have a 28.8K-modem connection, it can take 20 minutes to upload that presentation.

5.10 How do participants connect to the phone portion of a web meeting after they have joined online?

Upon joining the web portion of the meeting, participants are prompted to select or enter a phone number where they will be called to join the meeting. Alternatively, participants can dial into the meeting using the onscreen instructions. You do not need to manually call participants using your dial-in numbers.

6 Using Colt Conferencing – Audio

6.1 What do I do if I forget my PIN number?

Call your local Colt Customer Support. After verifying the identity of the moderator, we will provide you with your PIN number.

6.2 How do I record my audio call?

Press *17* to record.

6.3 How do I dial-out to an international party?

You can dial-out to an international participant from the conference room to another country:

Press 00 + country code + area code + telephone number*

6.4 There is noise, music, or echo in my conference. Who can help me with that?

Noise in the conference can come from a variety of sources. Mobile phones and speakerphones are a common culprit. Another common source of the problem could be a bad line connection from one of the callers. As the moderator you might want to ask your participants to pick up the receiver if they are on a speakerphone, dial in on a land line if they are on a mobile phone or ask the participant to hang up and dial back in again. If the noise began right after a particular participant entered the conference room, you can press *2* to disconnect that last incoming line. Individual participants with noise on their line can activate self-mute, by dialling * 6 *. You may also contact Colt Conferencing Customer Services for further assistance in isolating the offending line.

6.5 Can the participants talk to each other before the Moderator dials in for the conference?

Anyone who dials in before the moderator will be in a "waiting room" listening to music until the moderator opens access to the room. The participants will not be able to hear each other or know if anyone else is waiting as well.

6.6 I am a participant. Our company has issued us individual pass-codes for the conference. When I call the number and I enter my pass-code I still hear only music.

Even though you have participant pass-codes for the conference call this will not give you access to the room until the moderator enters the room and opens it up. The purpose of the digicode function is so that the moderator of the call may have further identification of the incoming participant. It is a security feature but anyone with an individual digicode will still not have access to the conference room until the moderator enters the room, opens the door and activates the digicodes by pressing *PIN + 70*.

6.7 What happens if I don't press *9* to disconnect the call?

Most of the time this will not be a problem, however on occasion lines don't fully disconnect and remain active on the conference call after everyone else has disconnected. For security reasons however, it is recommended that the Moderator always press *9* before disconnecting if he does not want anyone to remain in the room after he/she disconnects.

6.8 If the moderator of the conference disconnects will that automatically disconnect everyone else?

No, it will not. If the moderator does not press *9* before disconnecting, then anyone who stays on the line will be able to continue with the conference call.

7 Application sharing

7.1 What is application sharing?

You can present an application or web browser from your computer during a meeting. You can share a specific file or your entire desktop for other participants to view and annotate. If given permission, a participant can do the same.

7.2 Can I annotate a presentation or shared application?

Yes. You can select an annotation tool to draw on any application when application sharing.

7.3 Why do my viewers see a blue screen when I am sharing applications?

Once you have successfully started an application sharing session, select the application that you wish to share. If you open another window, or minimize the program that you are sharing, the dominant window will be displayed to your audience as a blue square, overshadowing the window that you want to share.

7.4 Why can't my participants start application sharing when they could application share with me?

Try installing the latest Java VM module available from Microsoft. Visit the following link for updated information: http://www.microsoft.com/java/vm/dl_vm40.htm

8 Customer support

8.1 How do I get my own Colt Conferencing number?

To obtain your own Colt Conferencing number, contact Colt Sales.

8.2 What happens if I have a problem?

Customers have three choices to contact customer support:

- 1) By dialling * 10 * on their telephones
- 2) By clicking on "Dial Customer services" from within the application
- 3) By sending an email from within the Colt Conferencing centre

8.3 Can I still get operator assistance on a conference managed through Colt Conferencing?

Colt Conferencing provides customer support 24 hours a day, seven days a week. Moderators can dial customer service directly during the meeting using their telephone keypad or the Colt Conferencing web interface. The customer support representative and the moderator are automatically placed in a sub-conference room in order to not disturb the other participants of the meeting.

9 Reporting and Archiving

9.1 What types of reports are available with Colt conferencing?

Meeting Center stores detailed reports from your meetings, with information on the duration of the meeting, number of participants, participant names and survey or quiz results.

9.2 What recording capabilities does Colt conferencing have?

You can capture a synchronised audio and web playback of your meeting. After the meeting, make the recording available to others for later playback.

9.3 How do I make my recorded meeting available to others?

There are three ways to make your recorded meeting available to others:

- **Download as Zip File:** You can download an archive if it is in Zip format or email it to your participants for them to download directly.
- **Hosted URL link:** Meeting Center will host your archive for 90 days. Additional charges apply after 3 months of hosting.
- **CD:** Colt can capture the recorded conference on a CD and send to your mailing address.

10 Security and Errors

10.1 How secure is Colt Conferencing?

Very secure, as there are multiple layers of security available. The first level is password protection. You can password protect conferences with a password for participants as well as presenters. In addition, you can “close the door” to your conference. This means that participants entering both the audio and web portion of your conference go into a virtual waiting room to wait to be greeted by the moderator. The moderator can also see the name of everyone attending both audio and/or web participants, so if there is a name that the moderator does not recognise, they can always enquire of that person who they are. If there is someone who is in the room that shouldn't be there, the moderator can dismiss that participant at any time. Any information that has been uploaded to the conference server can only be viewed by the people who have access to that account. In essence, each account has its own directory on the server, without the proper rights, other participants can't see that directory.

10.2 Can I encrypt my meeting for additional security?

Yes, Meeting Center lets you use SSL, or Secure Socket Layer. It will encrypt the information displayed in an online meeting. SSL offers 128-bit encryption, which is the highest level of encryption that is offered to the consumer in the market being the same level of security that banks and online shopping companies use.

10.3 What if I get a JavaScript Communication error?

The best thing to do when you get a JavaScript communication error is to close all applications and try it again. If you still get the same error, also try rebooting your computer. Also, if the person is on a dial up connection to the Internet, ask the person to hang up the line and try reconnecting.

10.4 What do you mean by “Firewall Transparent”?

Firewall transparency means that we are able to communicate within their network and not be blocked by their firewall, which is their security system against hackers on the Internet. Firewall transparency only comes in to play when we are attempting an application sharing session. What we are doing is checking a series of ports on their firewall, looking for one that will allow two-way communication, between our Application Sharing server and the viewers' desktop. If they have an extremely secure firewall, we have created the ability to application share using HTTP. This is the port that allows employees to access the internet. If we have to run application sharing using HTTP, the response times are quite slow.

11 Pricing

11.1 How much does Colt Conferencing cost?

Pricing for Colt Conferencing is per user, per minute. Every conference is billed per user, per minute of connection. For more detailed information, please contact Colt Sales.

11.2 Is there a price advantage to scheduling a conference using Colt Conferencing as opposed to using an operator assisted conference?

Yes, the price is significantly more cost effective. Operator assisted conferences are generally high profile events that require a 100% success rate and the only way to achieve this is with human assistance.