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INTRODUCTION

This guide provides the basic information necessary to use True Conferencing. Please review the requirements to ensure you have everything you need to get started and then continue through the remainder of this guide to conduct your first True Conference.

If you need additional assistance or if you do not yet have an account, contact True Conferencing support at info@trueconferencing.com.

SYSTEM REQUIREMENTS

True Web Conferencing System Requirements

Operating Systems and Browsers Supported

- Microsoft Windows 98/NT/ME/2000/XP/Server 2003
 - Browsers - Internet Explorer 5.5+, Netscape 7.0+, AOL 7.0+, Mozilla1.0+
- Solaris, Unix/Linux OS
 - Browsers - Netscape 7.0+, AOL 7.0+, Mozilla 1.0+
- Mac OS X
 - Browsers - Netscape 7.1+, Apple Safari

Internet Connection

- 56Kbps+ Internet connection. For large document sharing or application sharing, a faster (128Kbps+) connection is recommended.

Computer Requirements

- Minimum CPU: ~300Mhz
- ActiveScripting/JavaScript and cookies enabled

Additional requirements for Application Sharing (Presenters*)

- MS Windows OS with IE 5.5+ and ActiveX enabled
- 128Kbps+ Internet connection recommended

Additional Requirements for Viewing Shared Applications

- Browser with an enabled Java Virtual Machine (JVM)
- 128Kbps+ Internet connection recommended

*The host is the person who starts the conference. The presenter can be the host or a participant who receives control of the conference from the host.

True Account Manager and TrueView System Requirements

- Microsoft Windows 98/NT/ME/2000/XP/Server 2003
 - Browser - Internet Explorer 5.5+

HOSTING AN AUDIO CONFERENCE

Hosting a Reservationless True Audio Call

When you sign up for True Conferencing, you will automatically receive a reservationless True Audio and Web Conference for up to 10 participants that you can use immediately. You may edit the preferences for this conference or create new True Audio and Web Conferences through the online Account Manager. For detailed instructions, please see page 5 of this guide.

- Forward your audience e-mail invitation to your meeting participants - this will provide all pertinent dial-in information for your phone conference and a hyperlink if you are utilizing the integrated web conferencing feature. Also use this e-mail to notify them of the scheduled time.
- A few minutes prior to the scheduled start of your conference, dial-in using one of your conference dial-in numbers.
- Once connected, a recording will prompt you to enter your participant code followed by the pound (#) key.
- A recording will then prompt you to press the star (*) key if you are the host.
- After pressing the star (*) key, you will be prompted to enter your moderator code followed by the pound (#) key.
- If you have your conference set up for "Name Record", you will be prompted to state your name followed by the pound (#) key prior to entering the conference. Otherwise you will be entered directly into the conference.

Hosting a True Audio Reserved Call

To host a True Audio Reserved Conference, you must first schedule the conference through the online Account Manager. For detailed instructions, please see page 7 of this guide.

- Forward your audience e-mail invitation to your meeting participants - this will provide all pertinent dial-in information for your phone conference. Also use this e-mail to notify them of the scheduled time.
- A few minutes prior to the scheduled start of your conference, dial-in using one of your conference dial-in numbers.
- Once connected, a recording will prompt you to enter your passcode or moderator code followed by the pound (#) key. (Note: In order to utilize the touch tone Host controls, you must enter the moderator code.)
- If you have your conference set up for "Name Record", you will be prompted to state your name followed by the pound (#) key prior to entering the conference. Otherwise you will be entered directly into the conference.

TRUE TOUCH-TONE AUDIO CONFERENCE CONTROLS

Conference Hosts and Participants may use the following touch-tone phone commands to access audio conferencing features. Hosts may also utilize the TrueView online conference management tool for reservationless conference control.

True Reservationless Audio Controls

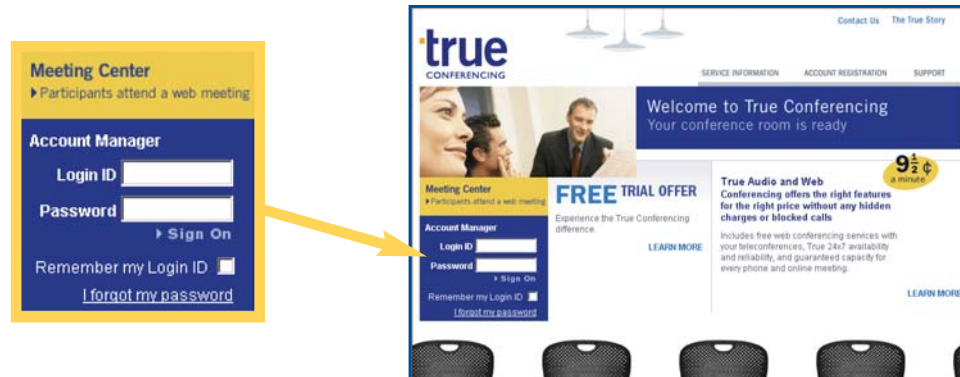
- *0 Request an operator**
(Available to Host and Participants)
- 00 Request an operator join your conference**
(Available to Host and Participants)
- #1 Host dial-out to participant**
(Available to Host Only)
- *2 Record your conference**
(Available to Host Only)
- *5 Mute all lines but the host**
(Available to Host Only)
- #5 Unmute all lines but the host**
(Available to Host Only)
- *6 Mute your line**
(Available to Host and Participants)
- #6 Unmute your line**
(Available to Host and Participants)
- *7 Lock your conference**
(Available to Host Only)
- #7 Unlock your conference**
(Available to Host Only)
- *8 Get a participant count**
(Available to Host and Participants)
- *9 Participant count and roster playback**
(Available to Host and Participants)
*Roster playback requires name record feature selection at time of set up.
- ** Play a list of available commands**
(Available to Host and Participants)

True Audio Reserved Controls

- *0 Request an operator**
(Available to Host and Participants)
- *5 Mute all lines but the host**
(Available to Host Only)
- *5 Unmute all lines but the host**
(Available to Host Only)
- *6 Mute your line**
(Available to Host and Participants)
- *6 Unmute your line**
(Available to Host and Participants)
- *7 Lock your conference**
(Available to Host Only)
- *7 Unlock your conference**
(Available to Host Only)
- *8 Participant count and roster playback**
(Available to Host and Participants)
*Roster playback requires name record feature selection at time of set up.

LOGGING IN TO YOUR ACCOUNT

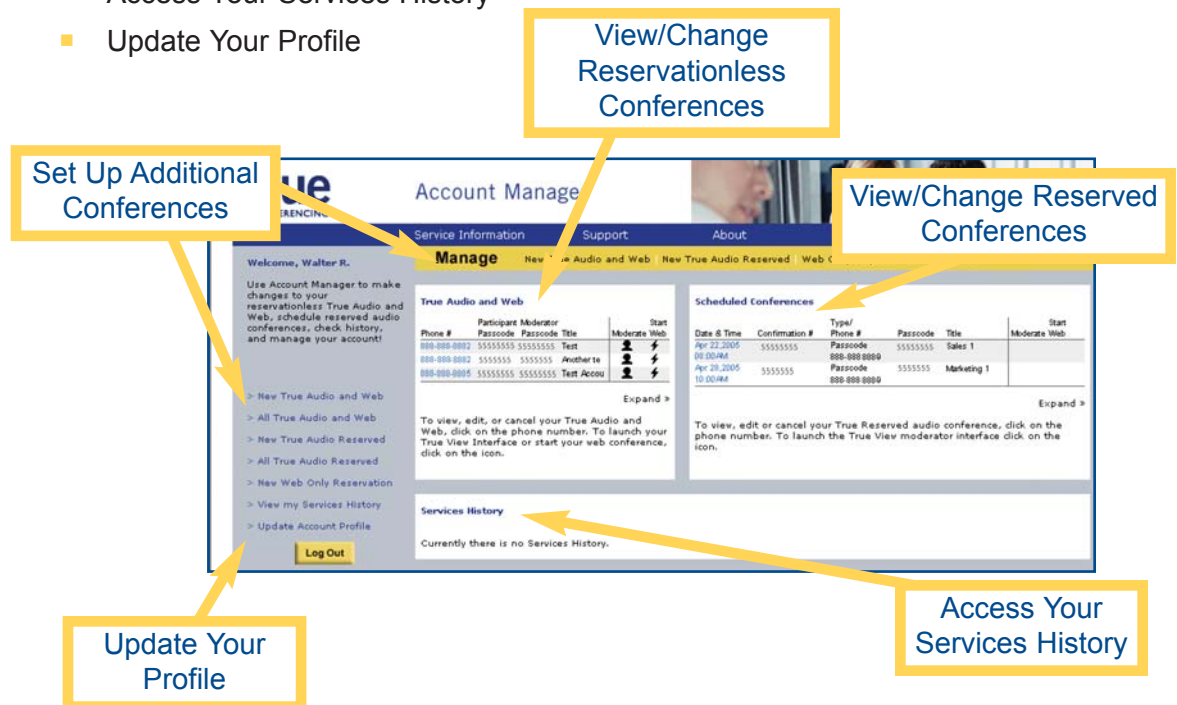
Once you have received your registration confirmation e-mail and finished creating your Login ID and Password, you can access your online Account Manager via the True Conferencing website. Your Login ID and Password are required to access your Account Manager for setting up conferences.



MANAGING YOUR ACCOUNT

Once you have logged in, you will be directed to the True Conferencing Account Manager. This page allows you to:

- Set Up Additional Conferences
- View/Change Previously Set-up Reservationless Conferences
- View/Change Previously Scheduled Reserved Conferences
- Access Your Services History
- Update Your Profile



SETTING UP ADDITIONAL RESERVATIONLESS CONFERENCES

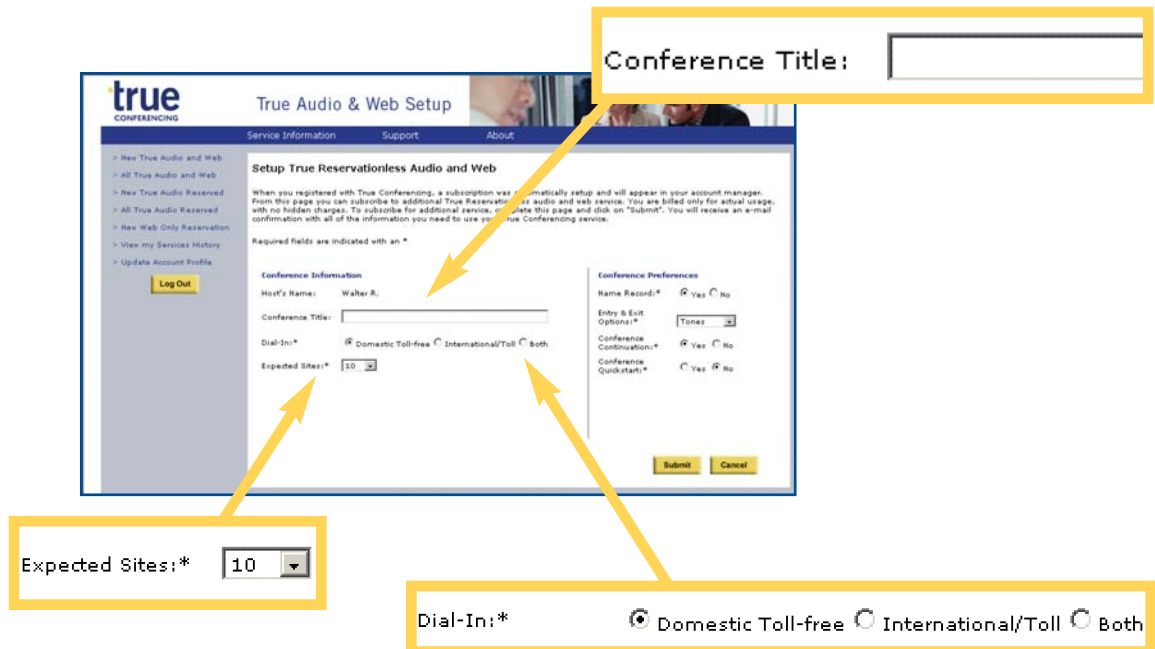
To set up a reservationless conference:

- Click on “New True Audio and Web”.

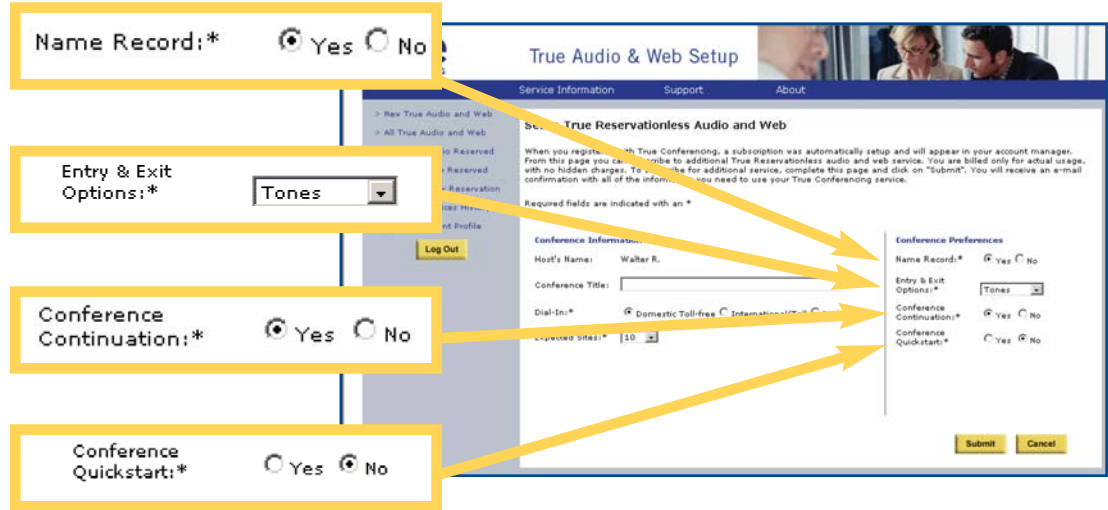


You will be directed to the “True Audio and Web Setup” page where you will:

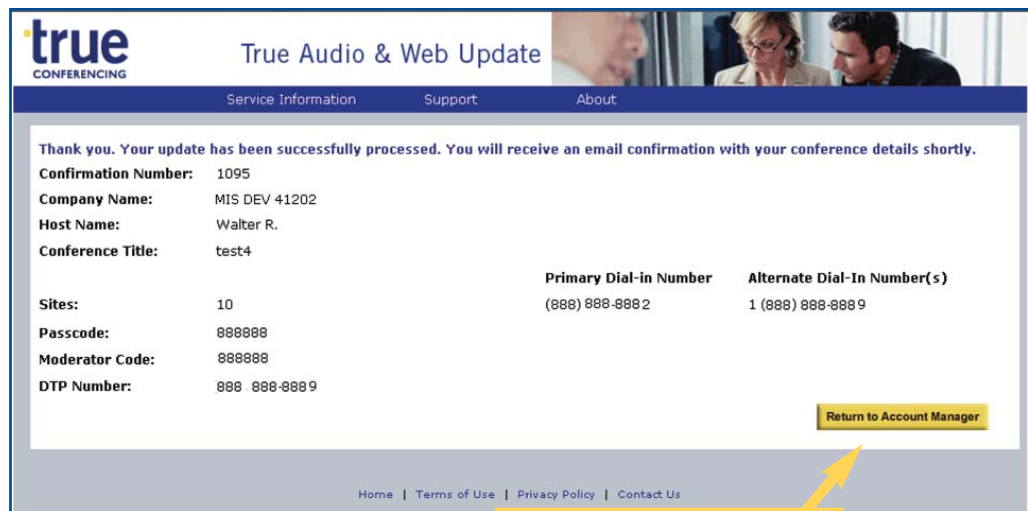
- Set up Conference Information
 - Enter a Conference Title
 - Choose a Dial-In preference (Toll # required for International Participants)
 - Choose the number of Expected Sites (one site per participating phone line)



- Set your Conference Preferences
 - Name Record - Captures participant's name before they enter the conference.
 - Entry & Exit Options - A tone or participant's name will play upon entry or exit.
 - Conference Continuation - The conference will continue after the host has disconnected.
 - Conference Quickstart - The conference will start prior to the host joining.



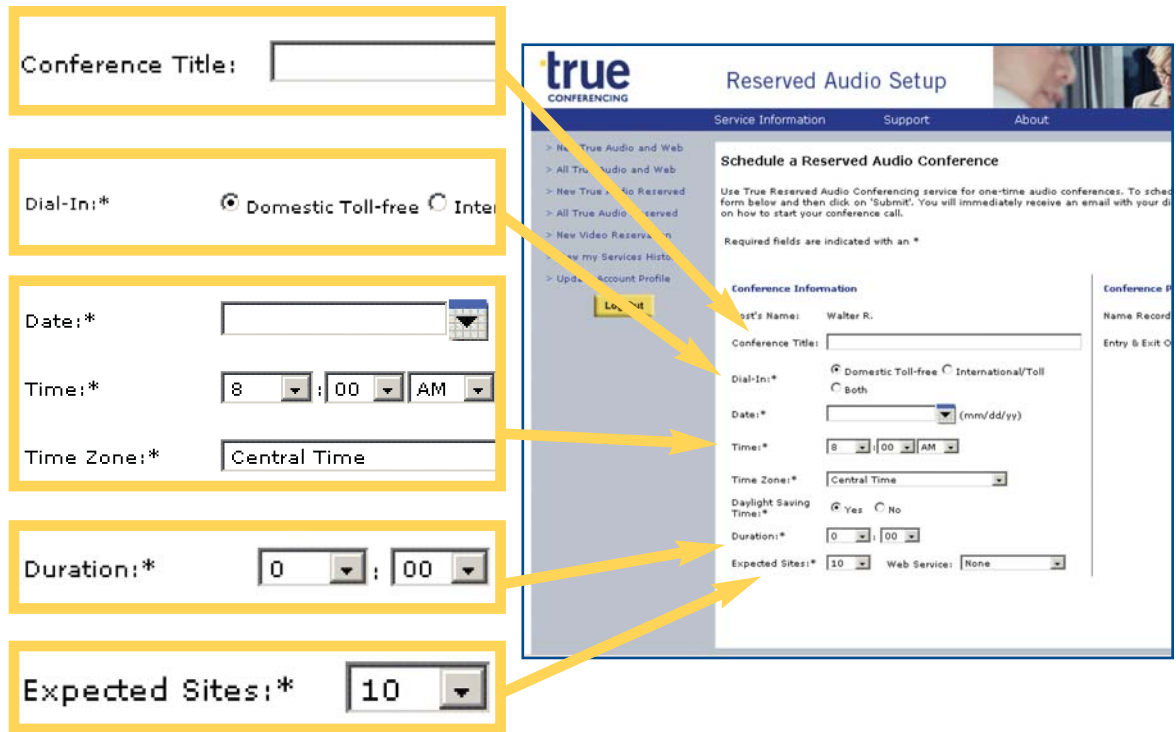
After you have set your conference preferences, click “Submit”. You will be taken to a confirmation page. Once you have reviewed your conference information, click “Return to Account Manager” to continue.



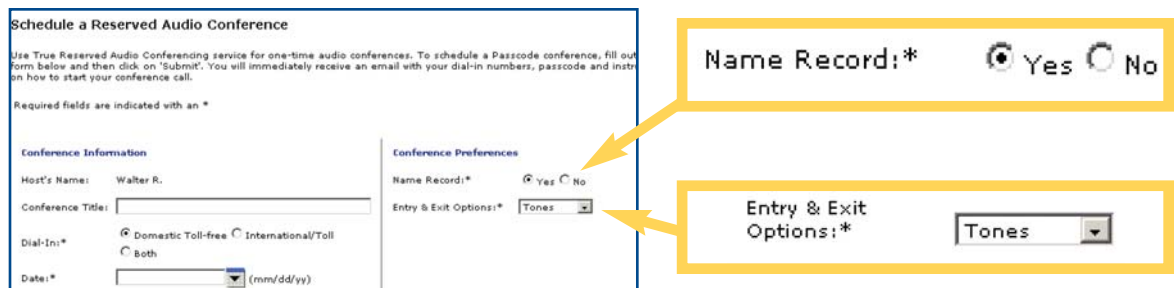
SETTING UP A TRUE AUDIO RESERVED CONFERENCE

Click on “New True Audio Reserved”. You will be directed to the “True Audio Reserved Setup” page, where you will:

- Set up Conference Information
 - Enter a conference title
 - Choose a Dial-In preference (Toll # required for International Participants)
 - Select the date and time for your conference to take place
 - Duration - The length of time it will take to complete the conference
 - Choose the number of expected sites (one site per participating phone line)



- Set your Conference Preferences:
 - Name Record - Captures participant's name before they enter the conference.
 - Entry & Exit Options - A tone or participants name will play upon entry or exit.

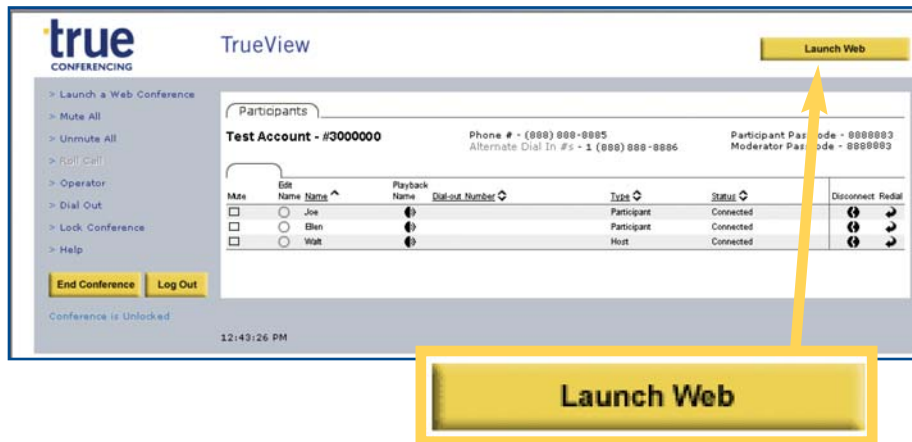


THE TRUEVIEW INTERFACE

TrueView allows you to control the audio portion of your conference, from your web browser:

- Speak with an operator
- Have an operator join the conference
- Mute or unmute participants
- Perform a roll call (Hear recorded names of conference participants)
- Dial out (add another party to your conference)
- Disconnect and remove participants from the conference
- Lock or unlock the conference (Once a conference is locked no more participants may enter it)
- Name conference lines for easy identification of participants
- End conference

From this interface you may also launch your web conference.



LAUNCHING A TRUE WEB CONFERENCE

For each True Audio and Web Conference, you will receive two confirmation e-mail invitations: one for you (the host) and one for all other conference participants.

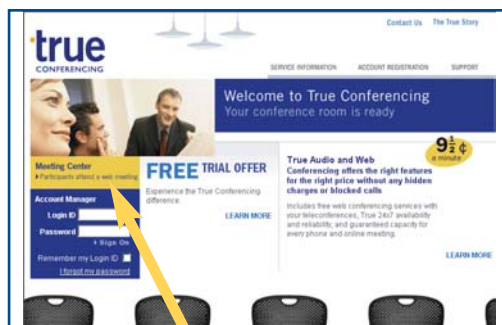
The “Host” e-mail is for your reference only and to be shared with other hosts/presenters in your conference. The “Host” e-mail also contains basic information on how to prepare for your conference call, and the following critical information:

- Dial-in numbers (toll-free and alternate/international)
- Passcode to enter the audio conference
- Moderator code to start and to control the audio conference
- Host URL to join the web conference

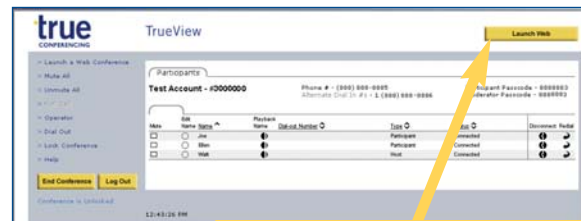
The “Participant” e-mail is nearly identical, with full instructions for participants to join both the audio and web portions of your meeting, but does not contain the moderator code and Host URL.

To start the conference, dial in to the number provided in your e-mail. At the prompts, enter the passcode and moderator code, and if prompted, record your name. If you choose to add a web presentation or collaboration to your meeting, there are three ways to launch your web conference:

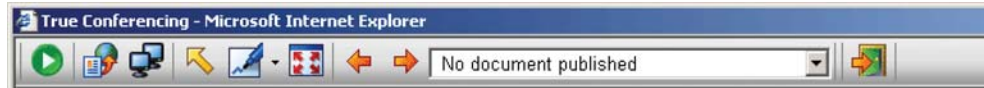
- Click the URL on the Host e-mail
- From the Meeting Center on the True Conferencing Website.
- From your Account Manager page or TrueView.



Meeting Center
 ▶ Participants attend a web meeting



Launch Web




Host (Presenter) Controls

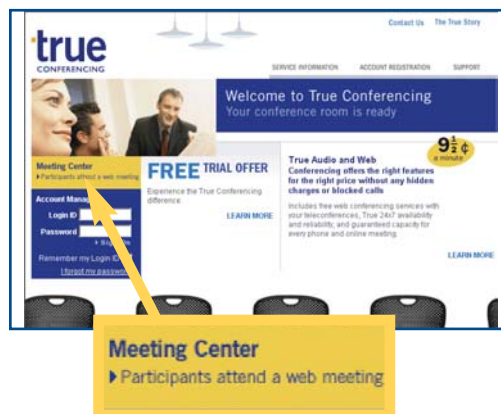
After you have successfully logged in, you are presented with a conference window. At the top of the conference window is a toolbar containing buttons used to conduct and manage Web conferences.

Starting a Web Conference

Since True Web Conferencing does not require pre-planning or scheduling, once you have logged into your account, you can immediately start a conference.

To start a conference:

1. Click the START button on the toolbar. 
2. Participants may join the conference by:
 - Clicking on the URL that is provided in the participant invitation or
 - Going to the True Conferencing web site (www.trueconferencing.com) and clicking on the “Meeting Center” button.



- After clicking on the “Meeting Center” button, they will be required to enter the audio dial-in number and passcode to enter the web conference.
- As each user logs in to the conference, the user’s name appears in the roster.

Note: Participants will be unable to join a conference until the host has started the conference.

Publishing a Document

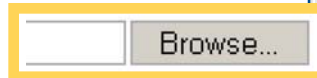
To prepare for a conference, you can publish presentations and other documents such as Microsoft PowerPoint™, Word™, or Excel™ in advance.

To publish documents:

1. Click the PUBLISH button on the toolbar

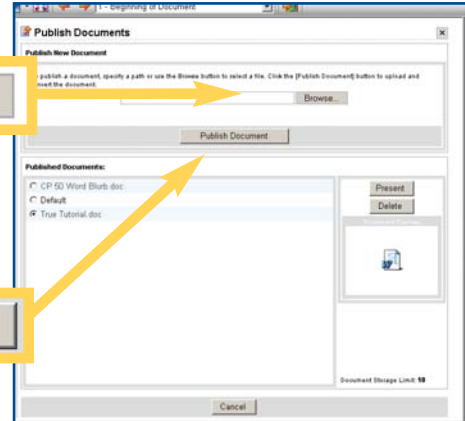


2. Click the BROWSE button in the publish dialog window



3. Select a document file path using the file explorer window

4. Click the PUBLISH button in the Publish dialog window



After you complete these steps, your document is automatically copied and converted into a True Conferencing presentation and saved into the presentation library. A status bar indicates the publishing progress. Once publishing is complete, the first page of your document appears in the conference window.

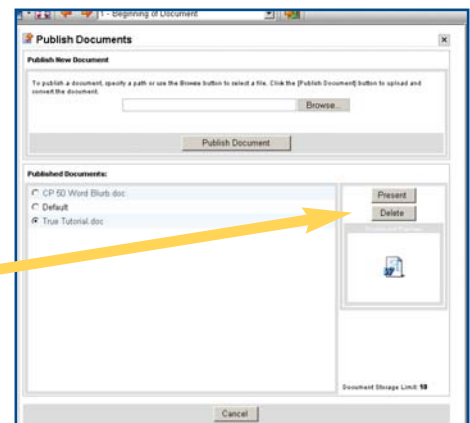
To present previously published documents:

1. Select the presentation in the Published Documents list
2. Click the PRESENT button

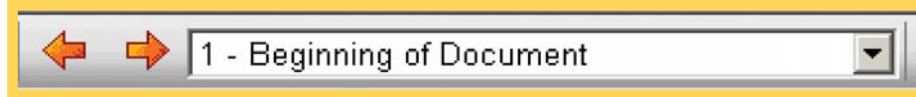
Once publishing is complete, the first page of your document appears in the conference window. At the conclusion of the conference, you will have the option to delete your document. If you do not delete your presentation at the conclusion of a conference, you may choose to delete it anytime in the future using the PUBLISH feature.

To delete a published document:

1. Click the PUBLISH button on the toolbar
2. Select the presentation in the Published Documents list
3. Click the DELETE button in the publish dialog window



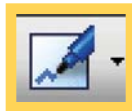
Presentation Sharing



Use the NEXT, PREV and the “Slide List” on the toolbar to move within your presentation, document sections or worksheets.



Use the POINT button to toggle the pointer tool on and off when you want to highlight the content of your presentation. To turn off the pointer, click the POINT button again.



Use the MARKER button when you want to annotate the content of your presentation in real time. Choose from 15 marker colors by clicking on the down arrow on the MARKER button. To turn off the marker, click on the MARKER button again. To clear the annotation, advance to the next slide.

Application Sharing



The SHARE button allows you to share specific applications or your entire desktop, thereby enabling your participants to view changes as you make them and to see applications unique to your desktop. Once you have selected the SHARE button, and if this is your first time using the application sharing feature, you will be prompted to accept a download. After taking the download you receive a dialog box that shows a list of your currently running applications. You may decide to select one, multiple or all applications to be viewed or controlled by participant(s).

To share an individual application:

1. Select one or more applications from the list by clicking the box next to the active application(s)
2. Select Performance Setting*
3. Click the SHARE SELECTED button

To share all applications:

1. Select Performance Setting*
2. Click the SHARE ALL button

To stop sharing:

1. Open/restore the application window
 2. Click the CANCEL button
- or
1. Double click the icon for Application Sharing in the system tray
 2. Click the UNSHARE ALL button



If you would like to allow a participant to make changes to your shared application, you must give control to that participant.

To transfer control to a participant:

1. Click on the Participant's name in the Roster
2. Choose GIVE CONTROL

To regain control of the application:

1. Click on the Participant's name in the Roster and choose DISABLE CONTROL

*NOTE: The Performance Setting option allows you to optimize application sharing performance and quality. The options are as follows:

- 4 bit color map (best speed),
- 8 bit color map (recommended),
- True Color (best quality).

ENDING A CONFERENCE



When you are finished with your presentation, click the STOP button on the toolbar to conclude the conference and disconnect all participants.



At this point, you are still logged in and can start a new conference or publish a new presentation. If you are finished, you can log out of your account using the LOGOFF button on the toolbar.



For additional help, access the online help area using the HELP button on your True Web Conferencing toolbar or visit <http://www.trueconferencing.com> and click on "Support"