



# **WEB CONFERENCE**

## ***Using the Infoshare Tool***

### **User Manual**

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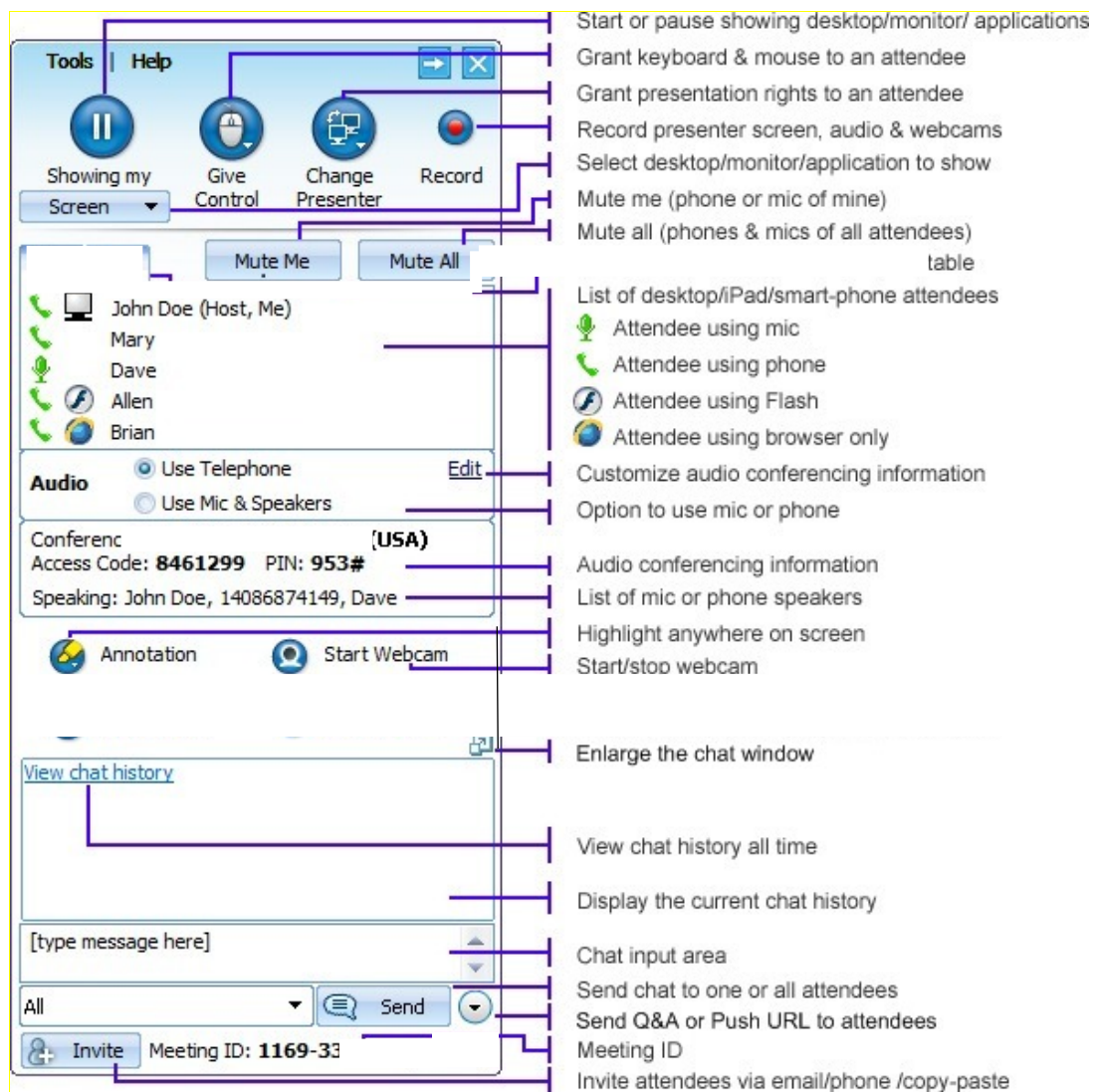
## Preface

**Infoshare** is a multi-function web conferencing tool which requires Internet connectivity for its operation.

Infoshare has two distinct functions based on these meeting types:

1. **Interactive Meetings** – Conventional web conferencing usage such as sales presentations, product demonstrations and interactive collaboration. Software download required.
2. **Webinars** – Are easy, fast and reliable-to-join seminars. Your guests can join without any downloads straight from the browser. No software download required.

## Infoshare Control Panel and Key Functions

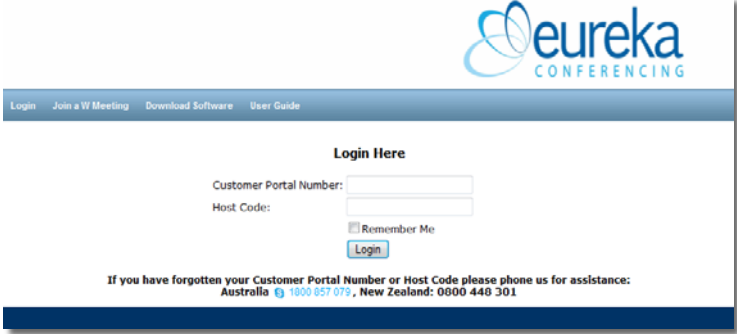




The diagram illustrates the Infoshare Control Panel and its key functions. The panel is divided into several sections, each with specific controls and functions:

- Tools | Help**: Contains icons for 'Showing my Screen', 'Give Control', 'Change Presenter', and 'Record'.
  - Showing my Screen**: Start or pause showing desktop/monitor/ applications
  - Give Control**: Grant keyboard & mouse to an attendee
  - Change Presenter**: Grant presentation rights to an attendee
  - Record**: Record presenter screen, audio & webcams
- Mute Me**: Mute me (phone or mic of mine)
- Mute All**: Mute all (phones & mics of all attendees)
- Attendee List**: List of desktop/iPad/smart-phone attendees
  - John Doe (Host, Me)
  - Mary
  - Dave
  - Allen
  - Brian
- Audio**:
  - ☒ Use Telephone
  - ☐ Use Mic & Speakers
  - Edit**: Customize audio conferencing information
- Conferenc**: Audio conferencing information
  - Access Code: **8461299** PIN: **953#**
  - Speaking: John Doe, 14086874149, Dave
- Annotation**: Highlight anywhere on screen
- Start Webcam**: Start/stop webcam
- Chat**:
  - View chat history**: Enlarge the chat window
  - View chat history all time**: View chat history all time
  - Display the current chat history**: Display the current chat history
  - Chat input area**: [type message here]
  - Send chat to one or all attendees**: Send
  - Send Q&A or Push URL to attendees**: Send
  - Meeting ID**: Meeting ID: **1169-33**
  - Invite attendees via email/phone /copy-paste**: Invite

# 1. Setting up Infoshare

## 1.1 Installing Infoshare

<p>Navigate to the Eureka website <a href="http://www.teleconference.com.au">www.teleconference.com.au</a> and select the Portal page.</p> <p>Under Web Conference select <b>Host</b>.</p>	<p><b>Recordings</b></p> <p>Login here with your customer portal # and your Host Code to access your conference recordings.</p> <p><b>MY RECORDINGS</b></p> <p><b>Web Conference</b></p> <p>If you are ready to start a web conference as a Host, or join a web conference as a Guest, login here.</p> <p><b>HOST</b> <b>GUEST</b></p> <p><b>Need help?</b></p> <p>We've got educational resources to help with your conferencing service.</p> <p><b>LEARN MORE</b></p>
<p><b>Customer Portal No:</b> Type the Customer Portal number supplied to you by Eureka.</p> <p><b>Host Code:</b> Type in the Host code provided.</p> <p>Click on <b>Login</b></p>	
<p>Click on <b>Download Software</b> and the software will automatically download.</p>	
<p>If download does not begin you can choose to manually download.</p>	

## 1.2 Launching Infoshare

### Access Infoshare

Click the Infoshare shortcut on your desktop or via your computer's Start menu → All Programs → Infoshare → Start Meeting.

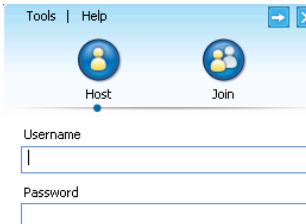


### Sign in to Host a meeting

Provide the following information

Username (Insert Customer Portal Number)

Password (Insert Host Code)

The image shows a screenshot of the "Sign in to Host a meeting" window. The window has a title bar with "Tools | Help" and a maximize button. Below the title bar are two circular icons: "Host" (a single person) and "Join" (two people). Below these icons are two text input fields: "Username" and "Password".

### Start your meeting

After you have entered the login details a list of scheduled meetings will appear

Click on **Start** for the meeting you wish to host

If you have not scheduled any meetings, there will be nothing listed in this window. Therefore you will need to start an unscheduled meeting.

The image shows a screenshot of the "Start your meeting" window. The window has a title bar with "Tools | Help | Sign Out" and a maximize button. Below the title bar are two circular icons: "Host" (a single person) and "Join" (two people). Below these icons are two tabs: "Scheduled" (selected) and "Active". Below the tabs is a section titled "List of scheduled meetings:". Under this section, there is a list of meetings. The first meeting is "1. 27/02/2014 11:45 AM (ID: 1907-4612)". Below this meeting name are three buttons: "Start", "Invite", and "Poll".

## 2. Hosting an Interactive Meeting (Unscheduled)

This meeting type is the conventional method of web conferencing. Each Guest (using either a PC or Mac) can interact in the meeting and can become the Presenter or a Controller.

Enter the login credentials and **Sign In**.

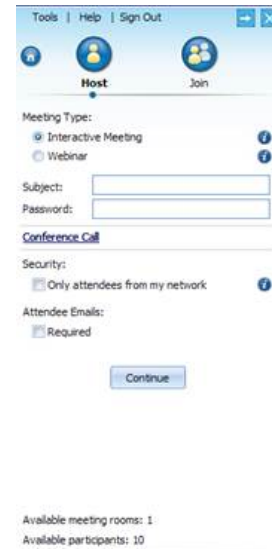
In the meeting control panel, click the **Host** icon.

Select the **Interactive Meeting** type

Optionally, enter a **Password** for the meeting. If you enter a password, the guests also need to enter the same password.

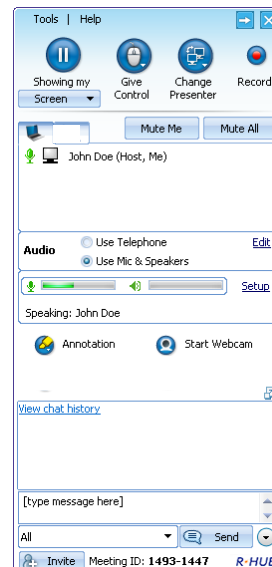
Selecting **Guest Emails Required** forces every Guest in this meeting to specify an email id when joining the meeting in addition to their name.

Click **Continue**



Invite Guests to join the meeting.

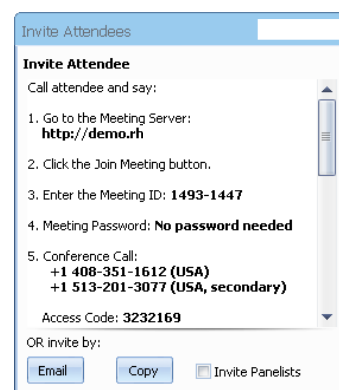
Click the **Invite** button



### Invite Guests

Click the **Email** button to send the invite.

Click **Copy** and paste the details into Outlook, Gmail or the email client you use.



### 3. Hosting a Webinar (Unscheduled)

The **Webinar** meeting type allows you (as the Host) to conduct easy and reliable webinars.

- Guests join the webinar without downloading the Infoshare software and view the presenter's screen using view only mode.
- Additional presenters join the meeting in interactive mode. They can show their computer screens to all meeting guests.

Enter the login credentials and **Sign In**

In the meeting control panel, click the **Host** icon

Select the **Webinar** type

Click **Continue**



#### Invite Guests

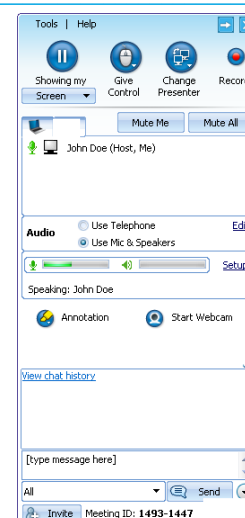
Click the **Email** button to email the steps to the Guest or Click **Copy** and paste the details into Outlook, Gmail or the email client you use.

#### Make a Guest a presenter during the webinar

If a guest has joined the webinar in the view only mode, (by clicking the URL rather than via the email instructions), they can become a presenter by clicking the **Switch to Interactive Meeting** button.

This will initiate the download for the Infoshare tool automatically.

If you already have it installed on your desktop, this will open the Infoshare tool.



**Switch To Interactive Meeting**



## 4. Joining the Web Conference as a Guest

### 4.1 Joining a Web Meeting from your email

Click on the link received in the invitation from the Host.

The software will download automatically and you will join the web conference.

1. Please join my Infoshare session,

<http://203.173.40.132/join?id=19074612&password=>

### 4.2 Joining a Web Meeting from the website

Navigate to the Eureka website

[www.teleconference.com.au](http://www.teleconference.com.au)

Go to the **Portal** page and select to enter the webinar as a **Guest**.

#### Recordings

Login here with your customer portal # and your Host Code to access your conference recordings.

MY RECORDINGS

#### Web Conference

If you are ready to start a web conference as a Host, or join a web conference as a Guest, login here.



HOST



GUEST

#### Need help?

We've got educational resources to help with your conferencing service.

LEARN MORE

Enter the Meeting ID provided by the Host.

Enter the password provided by the Host if applicable.

Join Meeting.



[Login](#) [Join a Web Meeting](#) [Download Software](#) [User Guide](#)

#### Join a Web Meeting

Web Meeting ID:

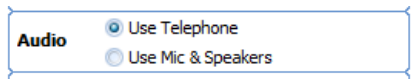
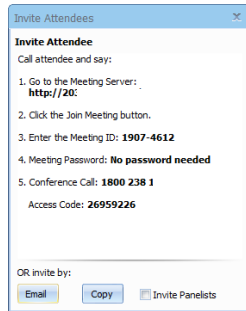
Meeting Password:  (optional)

Your Name:  (the name shown in the meeting)

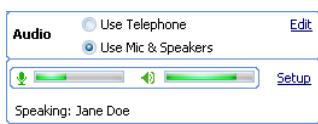
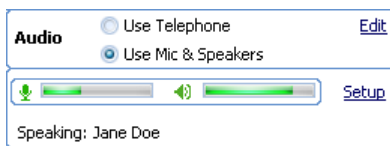
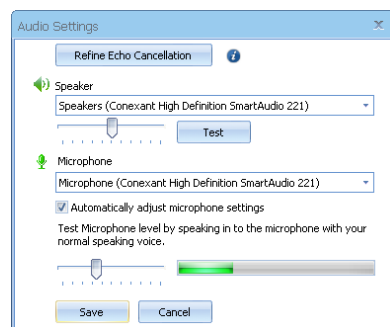
[Join Meeting](#)

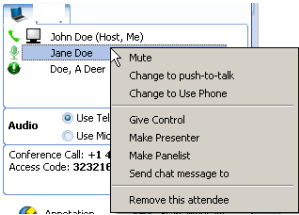

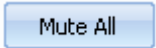
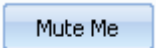
## 5. Audio Connection

### 5.1 Using Telephone

<p>Guests can join the conference call via telephone using the details provided by the Host.</p>	
<p><b>Conference call details are automatically generated when the web meeting invitation is created.</b></p> <p>Choose <b>Use Telephone</b>, then call the dial in number provided and enter the Guest access code to join the conference.</p> <p>You can add or edit the details of your conference call if needed.</p>	

### 5.2 Using Computer Audio

<p><b>Choose Use Mic &amp; Speakers</b></p> <p>Instead of using the telephone, a Guest can choose to use their computer audio.</p> <p>A headset is strongly recommended (as built-in speaker sound can generate echo for other guests).</p>	
<p>The <b>Setup</b> link can be used to change the volume of the speakers or microphone.</p>	
<p><b>Managing Sound Levels</b></p> <p>The Host can minimise background noise and echo</p> <p><b>Minimising Echoes:</b> If an echo is heard in the meeting, the person causing the echo probably will not hear it</p> <p>The Host should advise this person that they can fix the echo problem by clicking their <b>Refine Echo Cancellation</b> button.</p>	

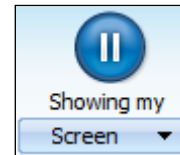
<p><b>Automatic Push-to-Talk function</b></p> <p>This function is activated when more than five possible talkers appear in a meeting.</p> <p>When the <b>Push-to-talk</b> button is present, the Guest must click and hold the Push-to-talk icon to be heard.</p>	
<p><b>Host muting individual lines</b></p> <p>The Host can also mute individual Guests by pushing the right mouse button on a Guest's name in the Guests list and choosing <b>Mute</b>.</p>	
<p><b>Host muting all lines</b></p> <p>The Host can mute all Guests using the computer audio, by clicking the <b>Mute All</b> button.</p>	
<p><b>Guest Mute</b></p> <p>Each Guest (and Host) can mute themselves by clicking the <b>Mute Me</b> button or by pushing the right mouse button on their name in the Guest list and choosing <b>Mute Me</b>.</p>	

## 6. Screen Sharing and Meeting Controls

### 6.1 Starting Screen Sharing

#### Sharing your screen

When you start a meeting your desktop will be shown to meeting Guests by default. The **Showing my** text indicates that your screen is being shown.



#### Pausing screen sharing

To pause showing your screen, click the **pause** button. The **pause** button becomes a **play** button and the word **Paused** indicates that the screen sharing has been paused.

To start showing your screen again, click the play button.



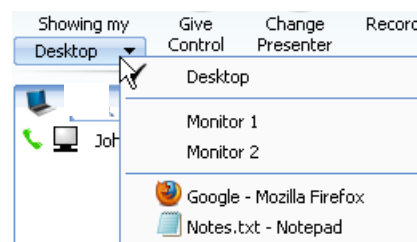
### 6.2 Sharing Applications

#### Changing the application shown on screen

Whilst your desktop is displayed by default, you can show Guests other applications.

The **Showing My** drop-down list displays all the applications open in your system.

To show another application, click the **Showing My** drop-down and choose a running application or monitor from the list.



### 6.3 Changing Presenter

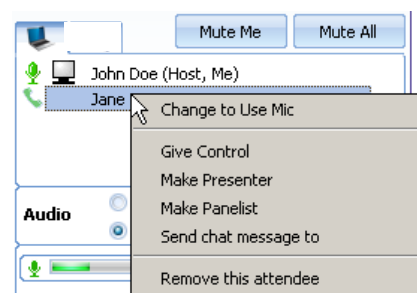
Pass controls to a guest so they can show something on their computer.

By default, the Host is the presenter when a meeting begins.

During a meeting the Host can assign any guest to be the presenter by choosing the **Change Presenter** icon.

The Host can choose the presenter from the list, or right mouse click on the guest's name in the Guests list and choose **Make Presenter**.

The new presenter can change control back to the Host using the same functions.



## 6.4 Changing Controller

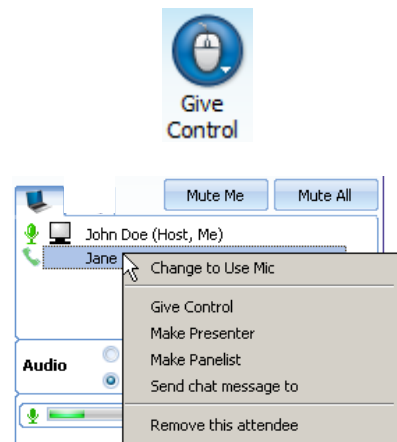
Assign controls to a guest and let them control your presentation.

By default, the Host will be the presenter when a meeting begins.

During a meeting the Host can assign any guest to be the controller by choosing the **Give Control** icon.

The Host can choose the presenter from the list, or right mouse click on the guest's name in the Guests list and choose **Give control**.

The new presenter can change control back to the Host using the same functions.




## 7. Tools for Running a Successful Meeting

### 7.1 On-Screen Communication Tools

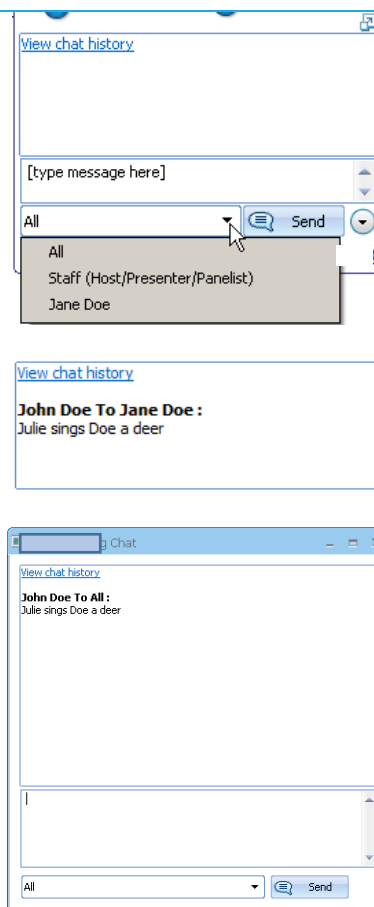
#### Using the Chat Feature

To chat with individuals, click the drop-down arrow and choose their name, or you can chat with **All** Guests. Enter your chat message where it says **[type message here]** then hit the Enter key or the **Send** button.

Your entire chat dialogue for this meeting is shown in the Infoshare control panel.

You can expand the Chat dialogue into a separate, resizable window by clicking the  button just above the Chat dialogue

The **View chat history** feature shows your entire chat dialogues for all of your meetings



### 7.2 Annotation Tools

#### Using Annotation

Use the Annotation feature to highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasise the interesting area using the mouse pointer.

When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the **Esc** key or click the Annotation button and select **Stop Annotation**.

You can change the size of the annotation pen. Click the menu item **Tools** then **Preferences**. Then choose **Annotation Pen** and select a new size and colour and click **Save**.



#### Using Whiteboard

While making the presentation you might have to illustrate some points. Click **Whiteboard** and the Paint application will open. From here you can illustrate certain points or draw diagrams.



## 7.3 Tools for Interaction

### Send Q&A to All Guests

The presenter can send a question to all of their Guests. The Guests will see the question in their chat window. The circular button on the bottom right of the control panel contains the **Send Q&A to All** feature.

### Polling

The Host of a meeting can create a poll with questions and multiple-choice answers for the Guests.

Poll questions can be created ahead of time by clicking the Poll link in the user's list of scheduled meetings. Or the Host can create a poll question during the meeting by clicking the **Tools** menu item then the **Poll** option.

Each poll question can have up to five pre-determined answers. The poll can limit the Guests to voting for just one response or allow the Guests to vote for multiple responses.

After the poll question is created, the Host can begin polling the Guests for responses. The Guests will see a window similar to this:

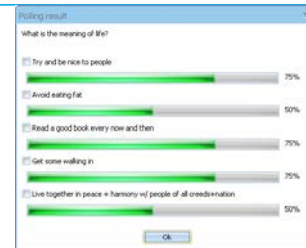
The poll stays open until the Host decides to close polling.

Once the poll is closed, the results are tabulated for each answer.

The poll is blind: there is no way to determine how each Guest voted.

The Host's **Manage Poll** window provides a Close Polling link. (A Start Polling link initially appears where Close Polling appears).

After the Host closes the polling, the Host sees a Share link where the Close Polling link used to be. When the Host clicks the Share link, the Guests see a window with the polling results. Finally, the Host can click the Share link to close each Guest's Polling result window.



## Sending Files

During a meeting there may be a need to send files between meeting guests. Instead of opening an e-mail client and sending files, a guest can send files using Infoshare.

To send files:

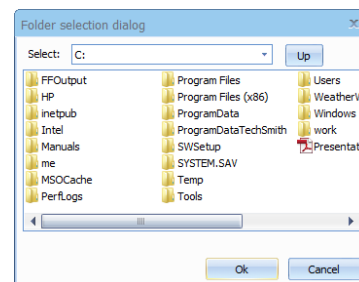
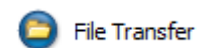
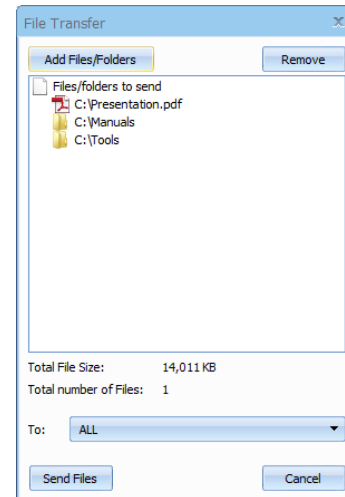
Click the **File Transfer** button to open the File Transfer dialog box.

Click **Add Files/Folders** then select a particular file or folder from the drop-down list. The file or all the folders and files in that directory are displayed.

Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.

In the File Transfer dialog, click the **drop down arrow** next to the To label and select the guests to whom the files should be sent. (By default, the files are sent to all other guests.)

Click **Send Files**.



## Recording

During a meeting, you can record the actions on the presenter's screen. If VoIP audio is used, the voices of all Infoshare Guests are recorded automatically.

If VoIP is not used, the recording captures sound via the computer's microphone; therefore, to record the meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the computer doing the recording in order to capture conversations.

Click the **Record** button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable which means you can simply run the file and it will replay the entire recording session.





## 8. Control Your Meeting

### 8.1 Host Control Settings

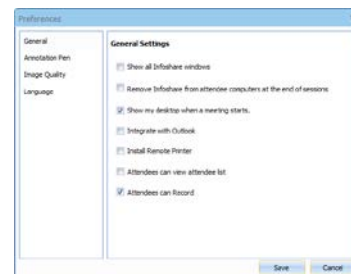
#### Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features including pausing/showing your screen, changing presenter, changing controller, annotation, and chat (this button changes colour when a chat message is received).



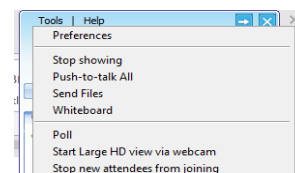
#### Guest List Hide

As the meeting Host, you can hide the Guest list from your Guests. Click the menu item **Tools** then **Preferences**. Under General, uncheck **attendees can view Guest list** and click **Save**.



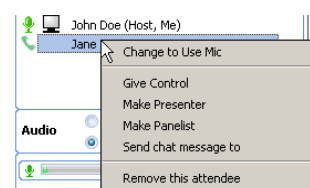
#### Stop Additional Guests

As the meeting presenter, you can stop any further Guests from joining the meeting. Click the menu item **Tools** then select **Stop new attendees from joining**.



#### Remove Guests

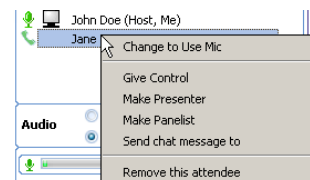
As the meeting presenter you can remove Guests from the meeting. In the Guests list, right click the Guest's name and choose **Remove this attendee**.



#### Make a Guest a Panelist

A guest in a meeting can aid the presenter by receiving and responding to chats.

The Host can make a Guest a panelist by right clicking on the Guest's name in the Guests list and choosing **Make Panelist**.



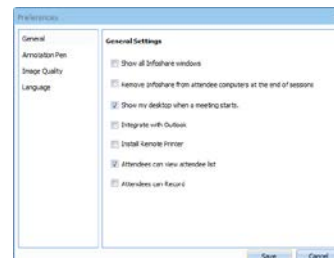


## 9. Account Settings

### 9.1 Accounts Settings

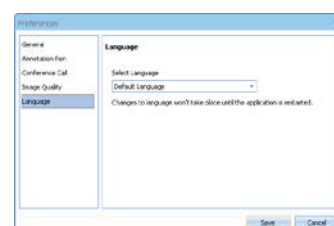
#### Disable Recording Function

As the meeting Host, you can disable recording functions so that none of the Guests can record the meeting session. Click the menu item **Tools** then **Preferences**. Under **General**, uncheck **Guests can Record** and click **Save**.



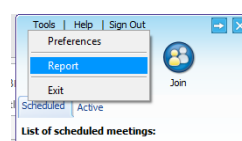
#### Change Language for Infoshare

Each user can change the language of their Infoshare user interface. Click the menu item **Tools** then **Preferences**. Click **Languages** and select a language from the drop-down list.



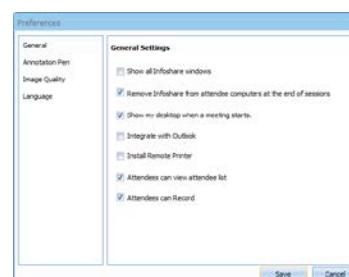
#### Report for Each User's Meetings

Each meeting Host can get a list of their past meetings by clicking the menu item **Tools** then **Report**.



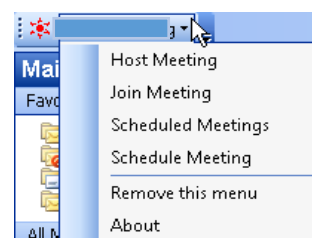
#### Auto-Uninstall Infoshare from Guest Computers

As the meeting Host, you can tell the system to automatically uninstall the Infoshare plugin on the Guest computers at the end of a meeting session. Click the menu item **Tools** then **Preferences** and check **Remove Infoshare from attendee computers at the end of sessions** and click **Save**.



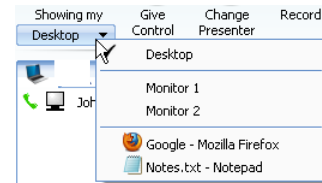
#### Enable Infoshare Outlook toolbar

Users can add an Infoshare toolbar to Microsoft Outlook. Click the menu item **Tools** then **Preferences**, check **Integrate with Outlook** and click **Save**.



### Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.



### Push URL to Guests

The presenter can push a URL or web page that opens up in a browser on each of the Guests' computers providing that the Guests have joined interactively. The circular button on the bottom right of the control panel contains the **Push URL** feature.

