USER MANUAL

Infoshare
Web Conferencing

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What is Infoshare?

Infoshare is a multi-function web conferencing tool which requires internet connectivity to operate.

Infoshare has 5 distinct meeting types:

1. **Interactive Meeting** – conventional web conferencing for sales presentations, product demonstrations and other interactive collaborations. Software download is required.

2. **HD Video Conference** – uses only webcams and audio. The host can switch to **Interactive Meeting** mode if required. Software download is required.

3. **Webinar** – easy, fast and reliable to join, with no downloads required. VoIP cannot be used in webinars - phones must be used.

4. **Remote Support** – connect to another computer to control and support it. This also provides a remote reboot capability for unattended computers.

5. **Remote Access to This Computer** – provides access anywhere, anytime to remote computers such as your office or home computers.

Infoshare Control Panel and Key Functions
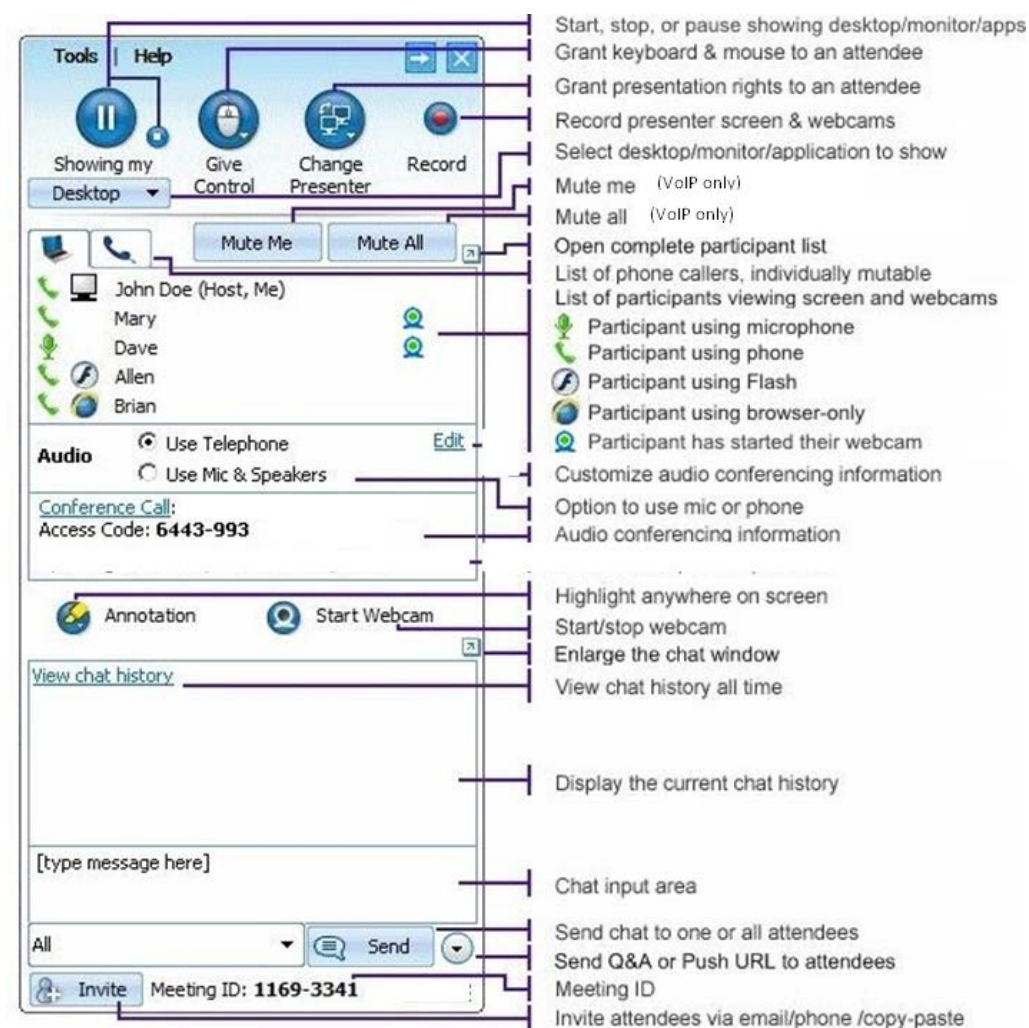
1. Launching Infoshare

To host a web meeting you need to **install Infoshare** on your computer. Download and run Infoshare via the portal page on our website. If you require assistance please contact us.

Once downloaded, **launch Infoshare** by double-clicking the Infoshare shortcut on your desktop or;

For PC users: open your computer's **Start** menu → **All Programs** → **Infoshare** → **Start Meeting**.

For MAC users: **Spotlight Search** → search for **Infoshare** → double-click **Infoshare** when it appears.

Sign in to host a meeting

Enter your Username.
Enter your Password (Host Code, no # required).
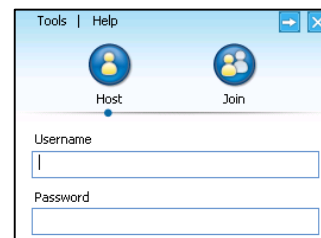
Start your meeting

Once you have signed in, a list of your 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 either schedule a meeting by clicking on **Schedule** or start an unscheduled meeting by clicking on **Host**.

2. Meeting Types

2.1 Hosting an Interactive Meeting

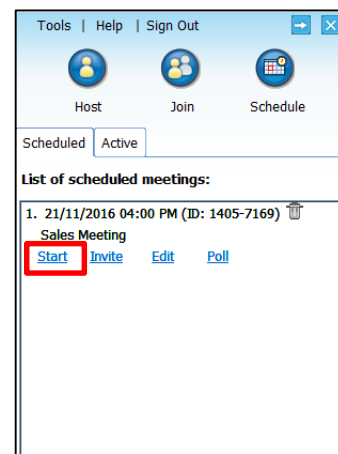This meeting type is the conventional method of web conferencing. Each guest (using either a PC or Mac) can interact during the meeting and, if necessary, be made the presenter or a controller. All participants will be prompted to download Infoshare when they click to join the meeting. If they do not download Infoshare they will join via a web browser and will not be able to interact. An **Interactive Meeting** allows additional functions such as webcam sharing, file sending and VoIP audio.

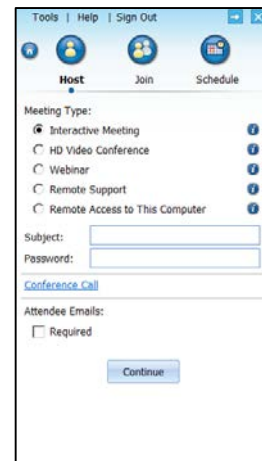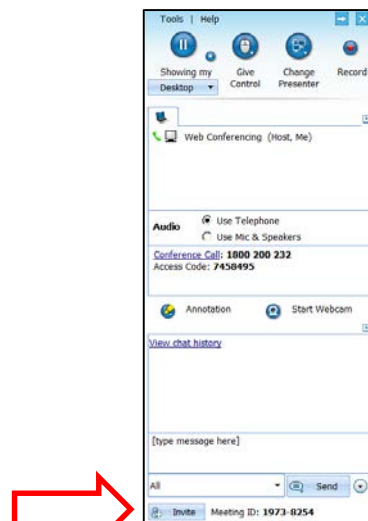|	

Sign in with the login details.
 	
In the meeting control panel, click the **Host** or **Schedule** icon.
 	
Select **Interactive Meeting**.
 	
    Here you have the option to add a meeting subject, plus a password to enhance meeting security. If you enter a password, the guests also need to enter the same password.
 	
    Checking **Required** under **Attendee Emails** forces all guests to enter their email address when joining the meeting, in addition to their name. Guest email addresses will appear on the meeting report.
 	
Click **Continue**.	

Your meeting will launch. *(If you are using the **Schedule** tab, a meeting invite will automatically be created.)* Invite guests to join the meeting. Click the **Invite** button.	

Invite Guests

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

An invite will launch using your default email client.

Alternatively, copy the details into your preferred communication method, e.g an online messaging tool or web-based email client.
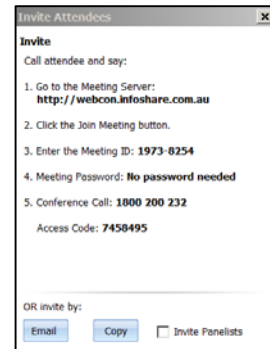
2.2 Hosting an HD Video Conference

The **HD Video Conference** meeting type allows up to 30 Infoshare attendees to display the video from their webcams.
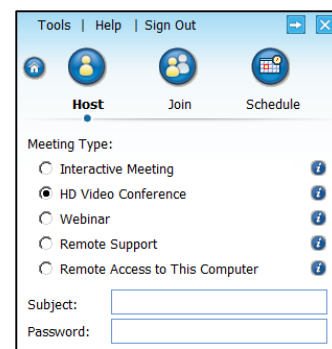
Enter your login details to **sign in**.

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

Select **HD Video Conference**.
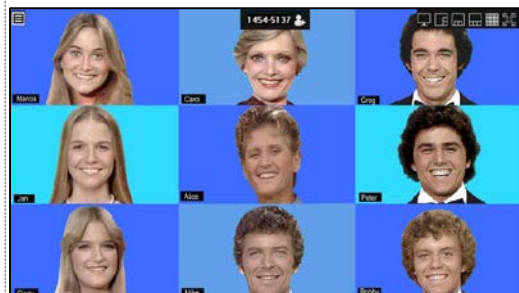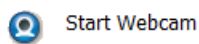
Click **Continue.**

When your meeting launches, invite your guests.

Host Layout Options and Features

The host can enter **HD Video Conference** mode by starting an **HD Video Conference** meeting or by clicking the **HD** button in the webcam window during an **Interactive Meeting**.

Attendees can display the video from their webcams by clicking the **Start Webcam** button.

HD Video Layout Options

From the **HD Video Conference** interface, the host can:

- invite attendees
- control the layout of the webcams that the attendees see
- stop individual webcams
- make someone the spotlight webcam

The controls in the upper right-hand corner are explained on the right.

 Switch to **Interactive Meeting** mode instead of **HD Video Conferencing** mode.

 Spotlight webcam is full-screen while other webcams are on the right.

 Spotlight webcam is full-screen while other webcams are along the bottom.

 Spotlight webcam is on the top while other webcams are along the bottom.

 All webcams are equally sized.

 Toggles between **maximizing** the webcam window and **restoring down** from maximized. Each participant has this control, allowing them to change the size of their webcam views.

 The host can click this button in the upper-left corner of each webcam. It allows the host to **stop** someone's webcam or to make that participant become the **spotlight** webcam.

 The host can invite attendees by clicking the icon in this button, located in the upper-middle part of the webcam window.

Here is a view of an **HD Video Conference** where one webcam is the spotlight while the other webcams are on the right. Note that the host's controls described above will disappear if the host's mouse does not move for 5 seconds.

Switching from Interactive Meeting mode to HD Video Conference mode.

If the presenter is in **Interactive Meeting** mode, the presenter can click the **HD** button in the upper-right corner of the webcam window to stop screen sharing and switch to **HD Video Conference** mode.

2.3 Hosting a Webinar

The **Webinar** meeting type allows you (as the host) to conduct easy and reliable webinars.
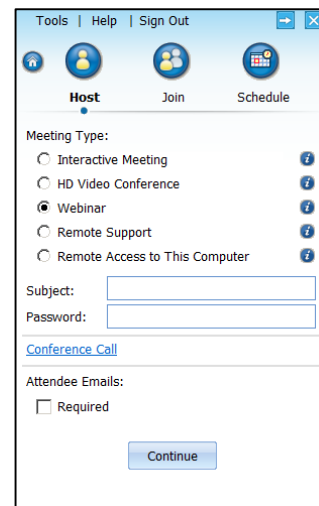
- Guests join the webinar without downloading the Infoshare software and view the presenter's screen using 'view only' mode.
- You can invite meeting panelists who will join interactively and can become presenter to share their screen. They can also answer chat questions on your behalf.

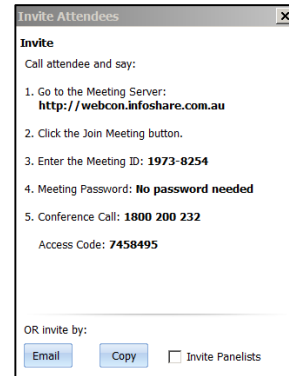|	
Enter your login details to **sign in**. In the meeting control panel, click the **Host** or **Schedule** icon. Select **Webinar**. Click **Continue**.	
Your meeting will launch. *(If you are using the Schedule tab, a meeting invite will automatically be created.)* Invite guests to join the meeting. Click the **Invite** button.	

Invite guests

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

An invite will launch using your default email client.

Alternatively, copy the details into your preferred communication method, e.g an online messaging tool or web-based email client.

Switch a guest to presenter during the webinar

Once a guest has joined the webinar in 'view only' mode, they can become interactive by clicking the **Switch to Interactive Meeting** button, which will appear on their internet browser. Once they are interactive, the host can select them to be a presenter.

This will initiate the download for the Infoshare tool automatically.

2.4 Hosting Remote Support

This meeting type allows access to another computer so that you can control and support it. As the host, you can view and control the attendee's computer as soon as the attendee joins the meeting.

In addition, this feature provides a unique remote reboot capability.

Consider a situation where you are facing a problem with your system and want the technician to access your system and solve the problem. In such situations, the technician hosts a **Remote Support** meeting and invites you to join the meeting.
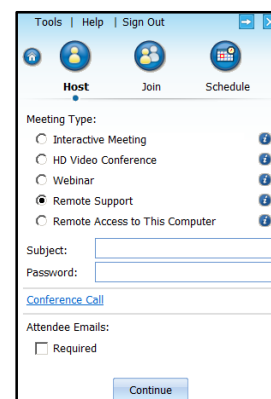
Enter your login details to **sign in**.

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

Select **Remote Support**.

Click **Continue**.

Email your guest the invitation and as soon as they join you will be able to control their PC.

Remote Support Options

Switching to training mode

During a **Remote Support** meeting, you can conduct a training session with your attendee. Select **Change Presenter** and click **Host**. You are now sharing your screen. You can change the presenter back to the attendee at the end of your session.

Rebooting remote computer and auto-rejoining

If the attendee is not available throughout the support session, as the host you can reboot their computer.

To reboot the remote computer, click the **Reboot** button, then choose either **Reboot** or **Reboot to Safe Mode**.

Closing remote support session and locking computer

When the session is finished, you can end the meeting by clicking **Lock & Close** if the attendee is no longer at the remote session. This will close the remote session and, as a safety measure, lock the attendee's computer. The attendee's computer will display their login screen when they return.
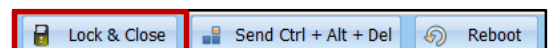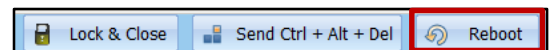
2.5 Hosting Remote Access to This Computer

This meeting type allows your Windows or Mac computer to be remotely controlled at any time from anywhere. For example, the host computer (designated as the remote computer) in Location A can be controlled by an attendee computer in Location B. Infoshare should be installed on both computers.

Remote Control
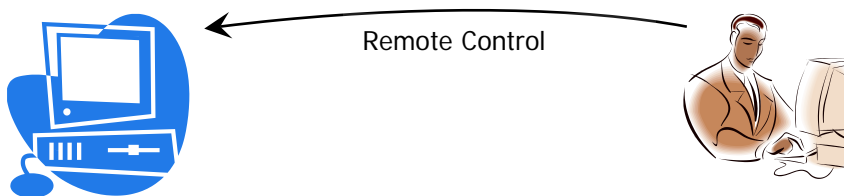
Host (remote computer) at Location A　　　　**Attendee at Location B**

Starting a Remote Access to This Computer meeting

You must host a **Remote Access to This Computer** meeting on the computer at Location A before another computer at Location B can access that particular remote computer.

Instructions for computer at Location A:

1. Launch Infoshare and log in.

2. Click the **Host** icon.

3. Choose **Remote Access to This Computer**.

4. Enter the **Computer** name for identification.

5. Enter a meeting **Password**. A password is mandatory.

6. Click **Continue**.

Remotely accessing my computer

After you start a **Remote Access to This Computer** meeting at Location A, you can now join the meeting from anywhere (Location B) to remotely control the computer at Location A.

Instruction for computer at Location B:

1. Launch Infoshare.

2. Click the **Join** icon.

3. Fill in the **Meeting ID**, **Meeting Password** and **Your Name** fields. In this type of meeting, the password is mandatory. You <u>must</u> remember the password as there is no way to recover this information.

4. Click **Join Meeting**.

After joining a **Remote Access to This Computer** meeting, you can perform the following remote tasks in addition to remote control and file transfer:

Control the task manager of the remote computer

Reboot the remote computer

Note that even if you exit the Infoshare client from your computer at Location B, the Infoshare client will still work on the remote computer at Location A. This allows you to access the computer (in Location A) from other places and at different times.
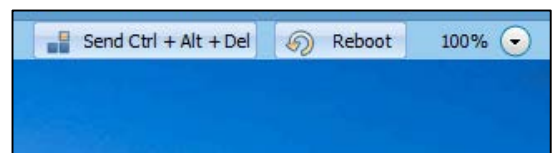
3. Joining a Meeting as a Guest

3.1 Joining a meeting from your email invitation

Click on the link received in the invitation from the host. The software will download automatically if you are invited to an interactive meeting. If your meeting is a webinar then it will open in an internet browser screen (no download) and you will join the web conference. Follow the audio options your host has provided – either dial-in details or computer sound (VoIP). Refer to Section 9 for more information.	1. Please join my Infoshare session, http://203.173.40.132/join?id=19074612&password=

3.2 Joining a meeting via our website

Navigate to the portal page on our website. Look for the **Join web meeting** button listed under the **Web and Video Conferencing** section.	
Enter the **Meeting ID** provided by the host. Enter a **Meeting Password** if provided by the host. Enter **Your Name**. Click **Join Meeting**.	Join Meeting Meeting ID: Meeting Password: Your Name: _____ (the name shown in the meeting) Join Meeting

4. Audio Connection

There are 2 audio options available during a web conference. The host must determine which option to use prior to the meeting as all participants need to be using the same option. Below are the 2 options available.

4.1 Using telephone audio

This option provides the best audio quality for your conference.

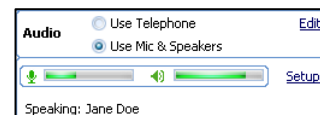|	
Conference call details are automatically generated when the web meeting invitation is created. This will include a dial-in number and access code for your guests. When you initiate the meeting as the host, ensure **Use Telephone** is selected. All participants will need to dial the phone number and enter in the guest access code to join. As the host, dial the number and enter the host access code to initiate the teleconference.	
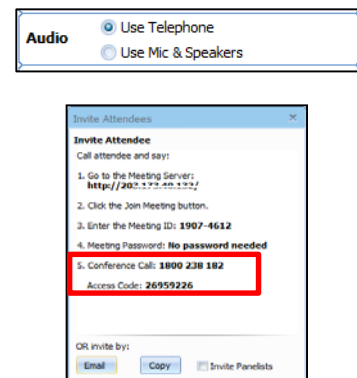
4.2 Using computer audio (VoIP)

This option is using the audio via the internet.

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Advise your guests that VoIP audio will be used. You will need to remove the dial-in number and access code from your invite. When the meeting is initiated, select **Use Mic & Speakers**. A headset is strongly recommended (as built-in speaker sound can generate echo for other guests). The **Setup** link can be used to change the volume of the speakers or microphone.	
Managing Sound Levels Once **Setup** has been selected, all participants can manage their own speaker and microphone setup. It is recommended that you test new headsets prior to your meeting.	
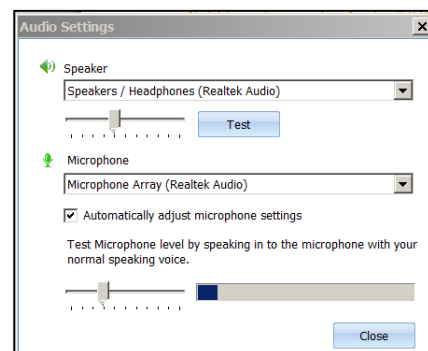
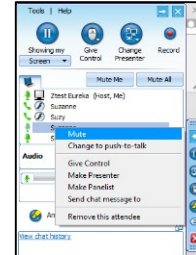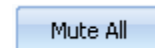|	
Automatic 'push & hold to talk' function This function is activated when more than five possible talkers appear in a meeting. To be heard, the guest must click and hold the **Push & hold to talk** icon.	
Host muting individual lines The host can also mute individual guests by right-clicking on a guest's name in the guest list and clicking **Mute**.	
Host muting all lines The host can mute all guests using the computer audio by clicking the **Mute All** button.	
Individual mute Each participant can mute themselves by clicking the **Mute Me** button (above attendee list) or by right-clicking on their name in the guest list and clicking **Mute Me**.	
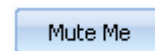
5. Screen Sharing and Meeting Controls

5.1 Starting screen sharing

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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.	
Stop sharing your screen To stop showing your screen, click the **Stop** button. The **Stop** button becomes a **Play** button and the word **Stopped** indicates that the meeting has been temporarily stopped. To start showing your screen, click the **Play** button. Attendees will see this screen when a meeting is stopped, providing them with the dial-in details to resume the meeting after a break.	

5.2 Sharing applications or using multiple monitors

|	
Changing the application shown on screen Your desktop is displayed by default, but you can show guests other applications. The **Showing My** drop-down list displays all the applications open in your system. To show an application, click the **Showing My** drop-down and choose a running application or monitor from the list.	
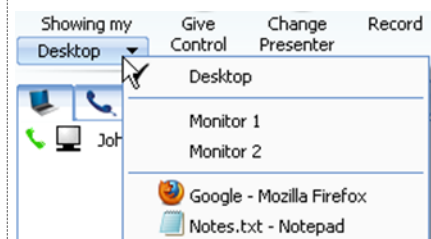
Multiple host monitors

If a host has multiple monitors, they can choose to display a specific monitor or the entire desktop.

The image on the right is the view that attendees would see for a host that has multiple monitors when the entire desktop is displayed.
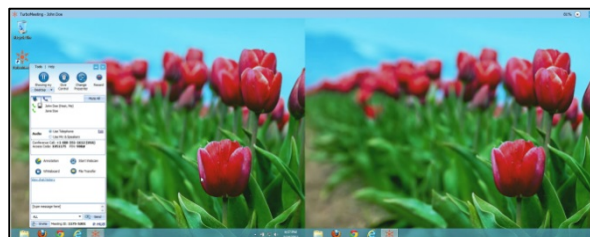
Multiple monitors for supporter

A person that is providing **Remote Support** to a computer with multiple monitors is given the option to show the entire desktop or to show individual monitors.
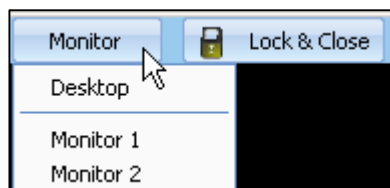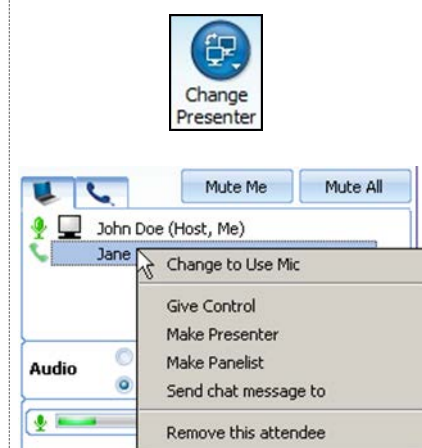

5.3 Changing presenter

Guests that have joined an interactive meeting can also become the presenter.

During a meeting, the host can assign any guest to be the presenter by clicking the **Change Presenter** icon at the top of the control panel and choosing a presenter from the list.

Alternatively, the host can right-click on the guest's name in the list and click **Make Presenter.**

The new presenter can give control back to the host using the same process.

5.4 Changing controller

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

During a meeting the host can assign any guest to be the controller by clicking the **Give Control** icon and choosing the presenter from the list.

Alternatively, the host can right-click on the guest's name in the list and click **Give Control.**

The new presenter can give control back to the host using the same process.
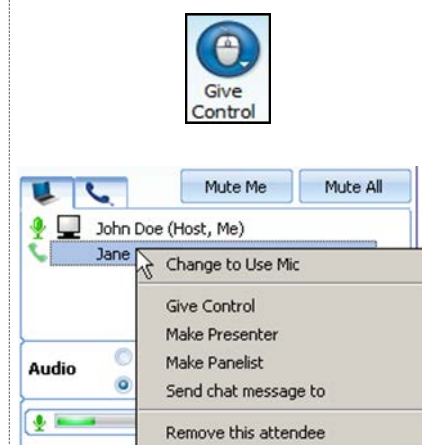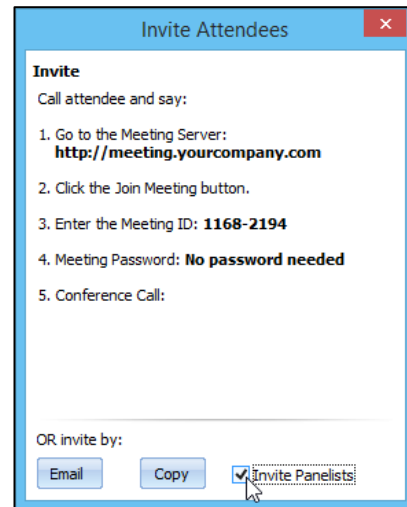
5.5 Choosing a panelist

A panelist in a meeting can aid the host by receiving and responding to chats.

The host can make an attendee a panelist by right-clicking on the attendee's name in the guest list and clicking **Make Panelist**.

Alternatively, invite panelists before the meeting starts by checking the **Invite Panelists** checkbox in the **Invite Attendees** dialog box.

6. Tools for Interaction

## 6.1 Chatting

To chat with guests, enter your message where it says **[type message here]**.

You can chat to one guest privately by clicking the drop-down arrow and choosing a guest's name, or you can chat with **All** guests.

Click the **Send** button or hit **Enter** on your keyboard.

Your entire chat dialogue for the 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 all of your past chat dialogues from all of your meetings.
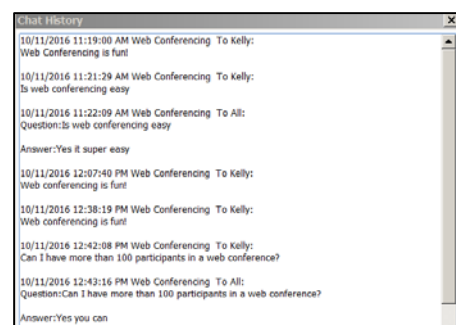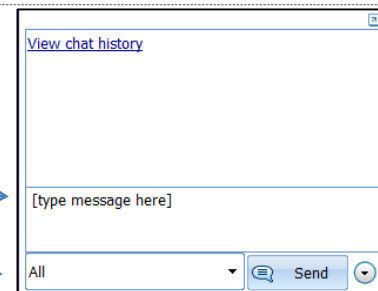
6.2 Annotating

Use the **Annotation** feature to highlight parts of your presentation. Click the **Annotation** button and choose from Cursor, Pen, Marker or Pointer. Then emphasize the interesting area using the mouse pointer.

When the annotation option is active and the cursor is not selected, normal keyboard and mouse input ceases. To unfreeze your computer screen, hit the **Esc** key or select the **Cursor** button.
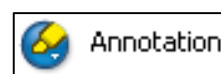
When the presenter clicks the **Annotation** button, the annotation toolbar appears and the presenter's screen will darken to highlight the annotation.

Annotation features include:

Cursor - allows the presenter to change which application is being shown.

Pen - allows you to draw freehand, draw a line with an arrow, and draw a straight line (see options on right).

Marker or Highlighter - allows you to highlight items or text on your screen.

Pointer - displays a red pointer or dot on the screen.

Eraser - allows you to erase parts of the annotation.

Colour picker - allows you to change the colour and size of your Pen and Marker.

Shows additional annotation features including:

Attendees can draw gives all attendees the ability to annotate at the same time, including Windows and Mac users. Each user is assigned a different colour for annotating.

**Panelists can draw** gives the chosen panelists the ability to annotate.

Save Annotation automatically saves the annotation to your desktop.

Erase All erases all of the annotations that you and everybody else have drawn.
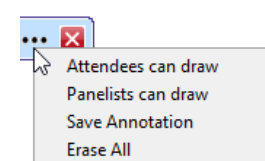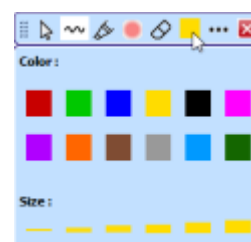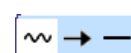
6.3 Using Whiteboard

By selecting **Whiteboard** from the **Tools** menu, you can open a Paint application. From here you can illustrate certain points or draw diagrams.
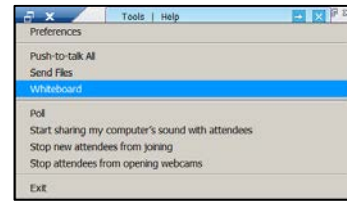
6.4 Sending a Q&A to all

If the presenter receives a good question from one of the participants, they can use the **Send Q&A to All** feature to share the question and answer with all of their guests. The guests will see the question and answer in their chat window.

Click the circular button ⊙ on the lower-right of the control panel and select **Send Q&A to All**.
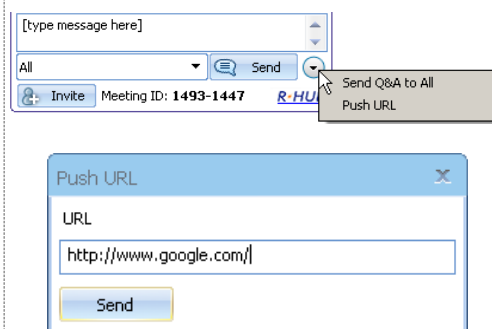
Enter the question and the answer and click **Send**.
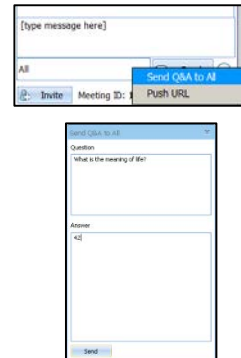
6.5 Pushing a URL to attendees

The host can push a URL or web page to open up in a browser on each attendee's computer or device whilst in **Interactive Meeting** mode.

Click the circular button ⊙ on the lower-right of the control panel and select **Push URL**.

Enter the web address and click **Send.**

6.6 Polling (Windows only)

The presenter can create a poll with questions and multiple-choice answers for the guests **provided they are hosting from a Windows system.**

Questions can be created ahead of time by clicking the **Poll** link in your list of scheduled meetings. You can also create a poll question during the meeting by clicking **Tools** then **Poll**.
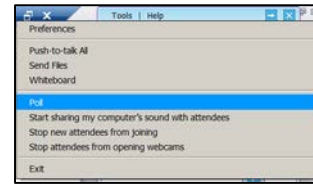
Five pre-determined answers can be provided and can be limited to one response or multiple responses.
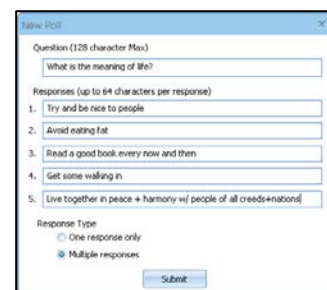
You can begin a poll at any time during the meeting by clicking **Tools** then **Poll.**

Select **Start Polling**.
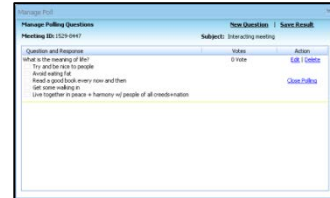
Windows and Mac users can respond to the poll.

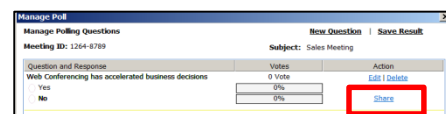The poll stays open until the presenter decides to close it.

Select **Close Polling** to stop the poll.

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

The poll is blind - there is no way to determine an individual vote.

Once the results are populated, the host can share the poll by clicking **Share**. The guests will see a window with the poll results.

6.7 Sending files

During a meeting, you may be required to send files between participants. Instead of opening an email client and sending files, the presenter can send files using Infoshare to any guest in an interactive meeting.

To send files:

Click **Tools** and then **Send Files** to open the **File Transfer** dialog box.

Click **Add Files/Folders**, then select a particular file or folder from the drop-down list.

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

Next to the **To** label, select the guest to whom the files should be sent or choose **All** to send to everyone.

Click **Send Files**.
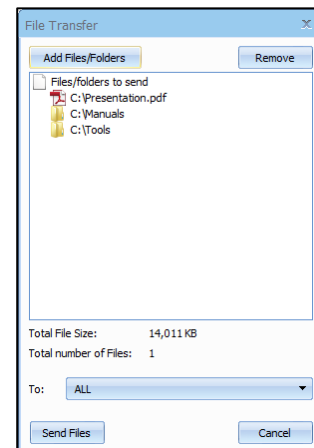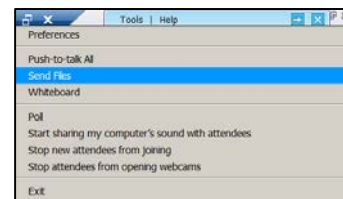
6.8 Recording

You can record the actions of your meeting using Infoshare. If VoIP audio is used, the voices will be recorded automatically.

If telephone audio is being used, the recording captures sound via the computer's microphone. To record the conversation, you need to turn on your speaker phone and move it close to the microphone on the computer in order to capture conversations.

Click the **Record** button to start/stop the recording. When stopped, the system automatically saves the file to your desktop.

The file is executable, which means you can simply run the file and it will replay the entire recording session. There is a 2GB limit which should provide several hours of recording time, depending on what is being shown.

Disabling webcams from recording

To disable the recording of webcams, click **Tools** then **Preferences**. Under **Recording**, check the **disable video recording to save size** box. This should greatly reduce the size of your recordings.

### Increase recording time or improve quality

To increase the length of time available or improve the quality of recordings, click **Tools** then **Preferences**. Under **Recording**, change the **Record frame rate (frames per second)** setting.

A setting of 1 gives you the longest possible recording time. A setting of 24 gives you the best quality resolution but the least recording time.

Attendees can record

As the meeting host, you can allow attendees to record the meeting session.

Click **Tools** then **Preferences**. Under **Recording**, check **Attendees can Record** and click **Save**.
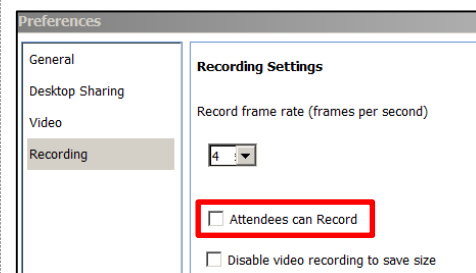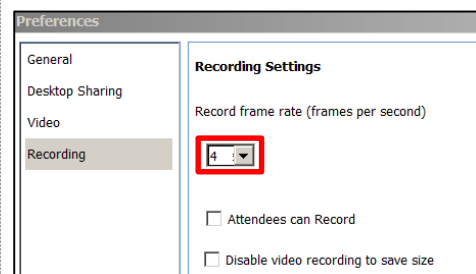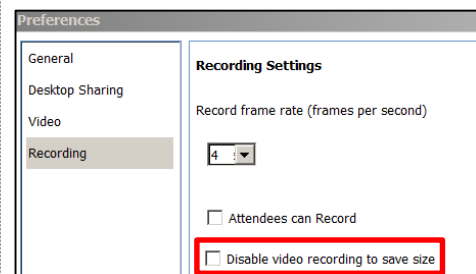
6.9 Using webcams

During an **Interactive Meeting** or **HD Video Conference**, up to 30 participants can use their web cameras. Each participant's webcam view will be visible to all attendees.

Activate your webcam by clicking **Start Webcam**.

If the webcam has been started but is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via **Display Settings**, then by clicking the **Advanced Settings** button, then the **Troubleshoot** tab.
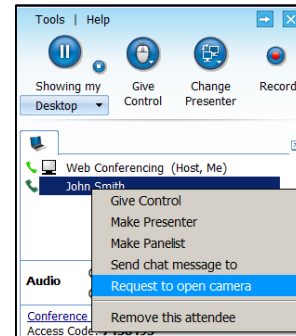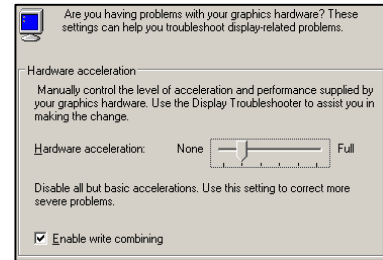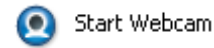
Refer to Section 5 (**Hosting a HD Video Conference**) for additional features with the webcam function.

Request a guest to share their webcam

As presenter, you can ask a guest to share their webcam.

Right-click the participant's name and click **Request to open camera**.

The participant will be provided with a dialog box asking them to start their webcam.

7. Host Control Settings

7.1 Floating toolbar

The floating toolbar uses very little of the presenter's screen space during a presentation, while still providing access to the most common features. These include pause/play, webcam start/stop, annotation, microphone mute/unmute and chat.

## 7.2 Showing all Infoshare windows

As the meeting presenter you can display all Infoshare windows to your guests. By default, guests cannot see the host's Infoshare toolbar and its associated windows, but it can be helpful when training someone in using Infoshare.

To show the Infoshare control panel and all associated windows, click **Tools** then **Preferences**. Under **General**, check **Show all Infoshare windows** and click **Save**.
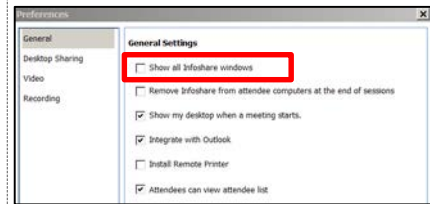
7.3 Removing attendee list from guest view

As the meeting host, you can hide the guest list from your attendees. Click **Tools** then **Preferences**. Under **General**, uncheck **Attendees can view attendee list** and click **Save**.
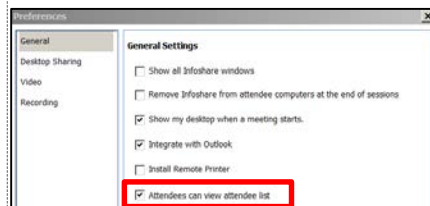
7.4 Choosing an email client for your invites

When populating an invite, the system will automatically use your default email.

If you need to use Google Mail or Yahoo Mail as the default email system when generating an email invitation, click **Tools** then **Preferences**. Under **General**, select your preferred **Email Client** from the drop-down list. The user needs to be logged into Google Mail or Yahoo Mail for the email invitation to be successfully generated.
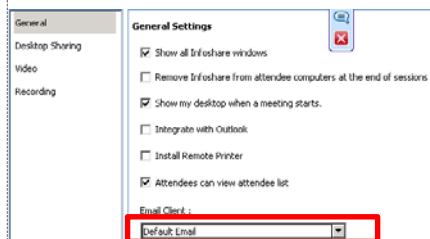
7.5 Showing my desktop when a meeting starts

As the meeting host, you can start every meeting in a paused state by clicking **Tools** then **Preferences**. Under **General**, check **Show my desktop when a meeting starts** and click **Save**.
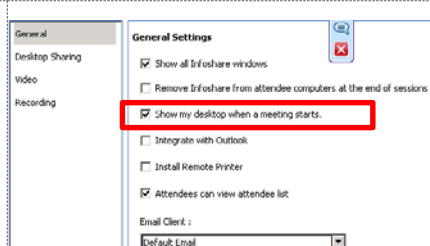
7.6 Integrating with Outlook

Users can add the Infoshare toolbar to Microsoft Outlook. In Infoshare, click **Tools** then **Preferences**. Under **General**, check **Integrate with Outlook** and click **Save**. The Outlook toolbar looks like this and may be found under the **Add-Ins** tab in Outlook.
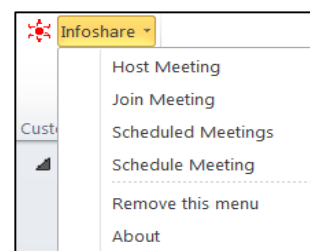
7.7 Adjusting image quality

There are three image quality options available that let you choose between speed and image precision:

- Low Quality (fastest)

- High Quality

- Truecolor (24-bit - slowest)

To change the quality, click **Tools** then **Preferences**. Under **Desktop Sharing**, check the relevant option. The **High Quality** colour setting is recommended for its combination of speed and image quality.
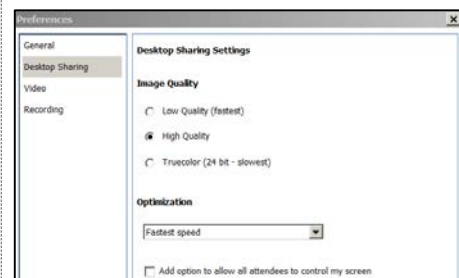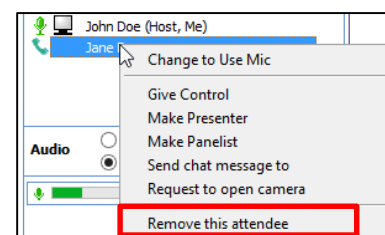

7.8 Stopping attendees from joining

As the meeting host, you can stop any further guests from joining the meeting. Click **Tools**, then click **Stop new attendees from joining**.
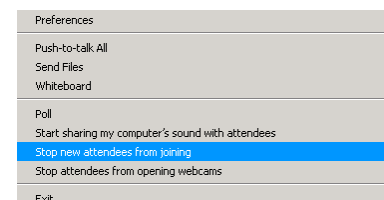
7.9 Removing attendees

As the meeting host, you can remove specific guests from the meeting. In the attendee list, right-click the guest's name and click **Remove this attendee**.
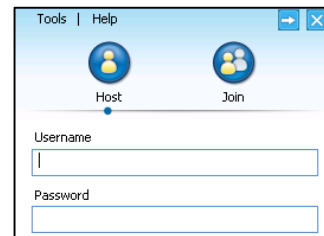
8. Reporting

A report is available at the end of your meeting and will display details of all your past meetings. The report will include a list of attendees and the duration of the meeting. Reports cannot be run during a live meeting.

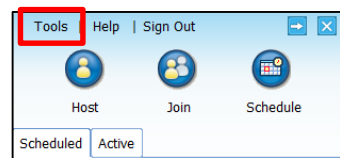|	
Sign in to host a meeting Enter your **Username**. Enter your **Password** (Host Code, no # required). Do not start a meeting.	
Click on **Tools**, then **Report**. A full report displaying all meetings held will open in your web browser. You can expand or reduce the date range at the top of the report. You can also expand the details of a specific meeting by clicking on the **Meeting ID** highlighted in blue.	

Should you require further assistance, please contact us via our website.