

Webinar Event Support Training Guide

This guide documents some of the things that have been found helpful in monitoring a webinar, usually meaning an event where many people join at a specific time to watch a presentation. The audience may include newcomers who are not familiar with hotComm.

Usually, the audience joins with the hotComm IM-Live Java client by clicking a link on a website or in an email. Individuals with problematic connection, audio or chat issues are directed to install hotComm CL and try again with the same link. Users with existing hotComm Standard/Pro or hotComm Lite can connect with those products if they wish.

Webinar Event Support Guide

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What to do if you're the Support Monitor:

Webinar Opening

- Open up a support room 20-30 minutes before the event starts to assist customers. Utilize the support room during the webinar to direct and help customers joining after the start of the event and ones who may need additional one-on-one help.
- Join the webinar room once the Moderator opens the event. Generally a webinar room is open 20-30 minutes before the webinar for people to join.
- Introduce yourself to the moderator and advise on your availability for assistance during the event. [Suggest they send a PM "private message" if help is needed.]
- Let the moderator know that the support room for the event is open.

- Find out from the moderator who is the guest presenter. Expect that presenters have been trained and rehearsed beforehand, but anticipate problems.
 - The presenter should do a slides, mic and sound test.
- Note: a CL presenter may need to log out and then back in with correct password for presenter or moderator status.

During the webinar

- Be available in case the moderator needs help. Your priority is to help the moderator and to be a conduit for problem escalation.
- Use discretion about offering individual help to attendees. It will be difficult to offer individual hand-holding during large or multiple events. For individual help, PM “private message” the user on suggestions to assist them with their issue. You can also ask them to join you in the support room.
- Post standard solutions into the transcript, if needed. For the occasional impolite individual who ignores the solution post, try addressing them in the room pleasantly with their nickname i.e. *Hi John, please log out, turn off pop up blockers and log back in. Thank you.* Or, private message the individual to address their issue to assist them.

Webinar Cancellation

- Offer to post the cancellation information for customers joining the webinar room. Advise the Moderator that the support room will be open also to update the customers.

Webinar Closing

- Generally the Moderator will officially close the room. The Moderator may ask you to close the room, post a “thank you” for attending the webinar and the room is now officially closing message and then close the room. Note that some moderators like to leave the room open for awhile afterwards so participants can chat.

Standard Postings

Posting Variations

Audio

Hi.. if you have audio problems, turn off pop up blockers, close this chat session and then rejoin. If problems persist, and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp . Please note – with a big slide change (or a slow connection) the audio may pause when the slides change Thank you.

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If you have audio or slide issues please try logging out, turn off popup blockers and then log back in. If you continue to have audio or slide issues, try the CL product, you can download the CL product at: www.hotcomm.com/downloadcl.asp . For additional help, please visit the Support room at: <http://relay.ezpeer.net/im-live/?-rm=supportvem> . Thank you

Hi.. you should be hearing music. If you have audio issues - close this chat session, turn off pop up blockers and then rejoin. If audio issues continue, and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp . Thank you.

If you have audio problems - turn off popup blockers, close this chat session and then reconnect. If audio problems persist, download the CL product from: www.hotcomm.com/downloadcl.asp . Thank you

Hi.. you can also turn up audio on your end through your pc speakers if using or through your windows volume controls. Thank you.

Charts/Slides

Hi...if you have problems with the charts please turn off pop up blockers, close this chat session and then rejoin. If problems persist and you are using Java, download the CL product at: www.hotcomm.com/downloadcl.asp . Thank you.

Hi... if you do not see slides, check your windows toolbar to see if there is a hotCam window there minimized, if yes, click on it to bring up. If you do not see a hotCam icon, turn off pop up blockers, close this chat session and then rejoin. If problems persist and you are using Java, download the CL product from: www.hotcomm.com/downloadcl.asp . Thank you.

Hi.. if you do not see slides changing or the hot pointer - turn off popup blockers, close this chat session and then rejoin. If problems persist, download the CL product from: www.hotcomm.com/downloadcl.asp . Thank you.

Java Related

Hi.. with java for optimal viewing, use a 1024x768 display setting. Right click in a blank area on your windows desktop, select properties, settings, screen resolution, try change to 1024 by 768 pixels, click apply, click ok. You can also download the CL product from this link: www.hotcomm.com/downloadcl.asp . Thank you.

Hi.. if you are using java and continue to experience audio or chart issues, close any other applications you are running specifically if they are java related to improve the performance. If issues continue, download the CL product: www.hotcomm.com/downloadcl.asp and rejoin the event with the same steps. Thank you

Update your audio drivers. Go to <http://windowsupdate.microsoft.com> and see if there are any updates available for your drivers.

Disable any software (such as pop up blockers or spy ware) that might be interfering with the audio data stream and see if that improves the quality.

Make sure you are using a current version of Java. You can update to the latest version at: www.java.com

General

Hi Everyone - We hope that your online experience today will be trouble free. However, if you are having any technical difficulties with today's event, please type the issue in the chat window and I will help through a room post or by a private message to you. To contact me directly for help you can visit the event support room by dropping this link into your internet browser: <http://relay.ezpeer.net/im-live/?-rm=supportvem> or email me at support@1stworks.com . Thank you.

Hi.. the event is on-going with charts/slides and audio, if you do not have audio or chart/slides, please log out, turn off pop up blockers and rejoin. If you are using Java and issues continue, download the hotComm CL product from: www.hotcomm.com/downloadcl.asp . Thank you.

Hi...I'm sorry for the inconvenience you're experiencing. Please try logging out of the event, turn off popup blockers and rejoin. You can also try downloading the hotComm CL product from: www.hotcomm.com/downloadcl.asp . If issues persist, please visit us in the event support room for additional help by dropping this link into your internet browser: <http://relay.ezpeer.net/im-live/?-rm=supportvem> . Thank you

Hello Everyone...thank you for joining today's webinar. The presentation has been cancelled. Please contact the event sponsor for information on future webinars. We look forward to seeing you at future events. Thank you.

Hello Everyone.. thank you for joining today's webinar. The presentation is now officially over and the webinar room will be closed. We look forward to seeing you at future webinars. Thank you.

This event starts at 11:00pm CST. Please contact support@1stworks.com if you are experiencing technical difficulties. Thank You

Hi...please note it is within the sole discretion of the event moderator to disconnect from the room anyone who is deemed disruptive. Thank you.

Hi...please remember that this is an open chat room. Out of respect for everyone in the room, please keep your comments appropriate and topic focused. Thank you.

Hi...the presentation has been recorded and will be available next week at this link: www.sitelink.com. Thank you

Change your Name/Nick with the CL Product

Hi.. to change your nickname with the hotComm CL product.. right click the headset icon for CL located in the windows tasktray (left where Microsoft shows time/date), select change identity, put in the new nickname, then click ok, next right click the headset icon again for CL, select Exit, then Reopen CL and the change will be in effect. Thank you

Link to - Event Tips: <http://www.hotcomm.com/EventTips.asp>

For info on:

- Audio
- Slides and Charts
- Connectivity
- System requirements
- How to turn off pop up blockers

Link to – hotComm with PowerPoint:

http://www.hotcomm.com/User_Guide/how2/PH_powerpoint.asp

For info on:

- Using hotComm and preparing your PowerPoint presentation.
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Troubleshooting

It isn't possible to do extensive hand-holding or support for attendees during a webinar. These are the most common questions:

Satellite – Dial-up Connections

Customers connecting with dial-up or satellite connections will want to download the CL Product to connect to the webinar: www.hotcomm.com/downloadcl.asp

hotComm CL Connection Fix

1. Exit hotComm CL (right-click the headset icon in the lower right corner of your Windows taskbar and select Exit (don't just close the chat window).
2. Close any hotComm windows you see.
3. Delete temporary Internet files or clear cache. In Internet Explorer, click Tools, then Internet Options, then Delete, then OK. In Firefox, click Tools, then Options, then the Privacy tab, then Clear Cache Now.
4. (optional) – Restart your computer.
5. Restart hotComm CL and retry the connection.

User gets Speed Test failure even with broadband

If the room link includes a speed test, on rare occasions, the user may connect successfully, but does not have enough bandwidth for the presentation as well as everything else he's running, or his computer is overloaded and can't draw the graphics properly. The fix is:

1. Delete temporary Internet files or clear cache
2. Restart your computer
3. Download CL and try again

Any problems with the Java client

Download CL and try again with the same connection information.

Contacts List

- Room or event account rep
 - Server-side support person
 - Event organizer
 - Presenter
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Room Setup

These are room setup options that have been found to be helpful:

Session Control toolbar (moderators only):

- disable all the presenter features so attendees can't use them -- microphones, webcam, timed camera, and whiteboard/gimmickry
- disable private messages between attendees if you don't want them soliciting each other
- if you don't want the attendees posting to each other in the room during the event, disable keyboard during the presentation, re-enable it for Q&A.

Room Controls

These room controls are available to hotComm Standard/Pro moderators. (note: to be a Standard/Pro moderators, you must be authorized as one on the server.)

- Close This Room - This disconnects everyone from the room and closes it.

- Reset Room Sound and Cams - Turn off all microphones and cameras. Clear all audio and video settings and restore to default. Use this if you are having persistent audio problems in the room.

To use them:

Log into the room as a moderator.

Select **Session** and then the option you want.

Speedlink test

Speed link test – have a Speedlink test added to the Java applet in the connection link. If the user connects with the Java applet at less than a specified speed, he is redirected to an error page that tells him to download hotComm CL.