

Telesystem Video Conferencing

MaX UC Meeting with Webinar Webinar User Guide

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1 Description and Getting Started

MaX UC Webinars is a full featured webinar produced hosted entirely from the cloud. It allows you to host webinars that can include registration of attendees, custom questions, attendee lists, Q&A, polling, and chat functionality for the attendees.

The maximum of attendees you may have in your webinar is based on your purchased license type, but is a minimum of 100.

Webinar users are licensed to use the full MaX UC Meeting suite which includes the following in addition to webinar capabilities:

- **Voice:** make and take calls from the application on your mobile or desktop computer.
- **Chat:** send and receive instant messages to other MaX UC users in your organization
- **Presence:** see the availability of other MaX UC users in your organization
- **Meeting:** schedule and host Meetings which will provide a more collaborative experience with all participants.

This guide focuses only on the Webinar capabilities for MaX UC users. For more information about all capabilities above, please see the other MaX UC guides found at www.telesystem.us.

Hosts of Webinars must first **download** and **login to** the MaX UC desktop application.

- To download, visit <https://www.telesystem.us/uc-green/>
- To login, use your account credentials. This is your Telesystem direct **telephone number** and **password** for the webinar account.

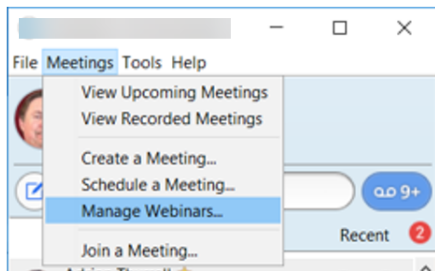
If you have any questions or require login assistance, please contact your system administrator or Telesystem directly.

The remainder of this guide assumes that you have successfully installed and logged into the MaX UC application on your PC or MAC computer.

2 Meeting Webinars

To access the Meeting Webinars UI:

- Open your MaX UC Desktop client.
- Select the **Meetings** menu.
- Click *Manage Webinars*.



You will then see the **My Webinars** page shown in Section 3 where you can schedule, manage, and generate reports on your webinars.

3 Creating a Webinar

To create a new webinar:

1. Click the *Manage Webinars* link in MaX UC Desktop, as shown in section 2.
2. Select the [Schedule a Webinar](#) tab.

My Webinars

Upcoming Webinars				Previous Webinars		Report		Schedule a Webinar	
Date	Time	Topic	Webinar ID						
Aug 30, 2017	2:00 PM	Webinars R Awesome	115-313-0590	Start		Delete			

3. You will now see the **My Webinars** page.

[My Webinars](#) > [Edit Webinar](#)

Edit Webinar

Topic:

Webinars R Awesome

Host Email:

jesse.lee@mahtasuiteb.com

Description: (Optional)

This webinar will provide a demonstration of how awesome our Webinar product is, and how you can increase revenue with collaboration and web and video conferencing

When:

08/30/2017

2:00

PM

Duration:

1

hr

0

min

Time Zone:

(GMT-5:00) Central Time (US and Canada)

☐ Recurring webinar

Host Video:

☒ On

☐ Off

Panelists Video:

☒ On

☐ Off

Audio Options:

☐ Telephony Only

☐ Voip Only

☒ Both

☐ Disable Q&A

☒ Enable Practice Session

☐ Enable HD video for view-only users

[Advanced Options](#) (Alternative Hosts)

Alternative Hosts:

Example: john@company.com; peter@school.edu

Save

Cancel

Enter the following information about your Webinar:

1. Enter the **Topic** of your webinar.
2. Enter the **Host Email** address (your email).
3. If required, enter a **Description** for the webinar.
4. Use the entry fields alongside **When** to select the date and start time of your webinar.
5. Select the **Duration** of your webinar.
6. Select the **Time Zone** of your webinar.
7. Select if you will want **Host Video** On or Off when the host joins the webinar.
8. Select if you will want your **Panelists Video** On or Off when the panelists join the webinar.
9. Select which audio options you want to allow:
 - Telephone (Dial-in) Only
 - VoIP Only
 - Both Telephone (Dial-in) and VoIP
10. Select the checkbox if you want to **Disable Q&A** for the webinar.
 - If disabled, attendees will not see the Q&A tab during the webinar.
11. Select the checkbox if you want to allow **Practice Session**.
 - When selected, you and your panelists can get set up and familiarize yourselves with the Meeting Webinar controls before your webinar starts.
12. Select the checkbox to **Enable HD video for view-only users**.
 - NOTE: Enabling HD video will greatly increase the bandwidth used. Do not enable this option if several people will join from the same location.
13. Select the checkbox next to **Advanced Options** if you need to add any Alternative Hosts (Co-Host), and enter their email address(es) in the field provided.
14. Click the **Schedule** button at the bottom of the page to schedule the webinar. Once the webinar is scheduled, you will be able to create a custom invitation to attendees, assign panellists, configure registration rules, and much more, as described in Section 4.


4 Manage Your Webinar

Once you have created your webinar, as described in section 3, you must configure the management options available for your webinar, including inviting attendees, setting registration options, and more.

To manage your webinar:

1. Go to the **My Webinars** screen.
2. On the **Upcoming Webinars** tab, click the **Topic** link to open the webinar you wish to manage.

My Webinars

Upcoming Webinars		Previous Webinars	Report	Schedule a Webinar
Date	Time	Topic	Webinar ID	
Aug 30, 2017	2:00 PM	 Webinars R Awesome	115-313-0590	<div>StartDelete</div>

The Manage Webinars screen that appears has a number of panels where you can configure a range of settings for this webinar, as described in the rest of this section.

4.1 Manage Webinar Basic Settings

The first panel allows you to change the basic settings of your upcoming webinars.

If you need to make any changes to a webinar, click its *Topic* title. You can then manage many of the settings from the next screen. To modify the basic details of the webinar click *Edit this Webinar* button or choose one of the tabs below the details. If you need any background on the basic settings, see section 3.

Telesystem Video Conferencing MaX UC Meeting Webinars

Feature User Guide

My Webinars > Manage Webinars

Manage "Kramer's Webinar"

Start this Webinar

Topic	Kramer's Webinar		
Time	Sep 28, 2020 9:00 AM Eastern Time (US and Canada) Every month on the 28 of the month, until Feb 28, 2021, 6 occurrence(s) Show all occurrences		
Add to	Google Calendar Outlook Calendar (.ics) Yahoo Calendar		
Webinar ID	115-881-3131		
Video	Host	Panelists	On Off
Audio	Telephone and Computer Audio Dial from United States		
Webinar Options	<input checked="" type="checkbox"/> Q&A <input checked="" type="checkbox"/> Enable Practice Session <input checked="" type="checkbox"/> Record the webinar automatically on the local computer		

Edit this Webinar Start this Webinar

Invitations Email Settings Branding Polls Q&A

The Q&A settings configured is for the default settings when you start this webinar. You can change the settings in this webinar. [Edit](#)

- ☒ Allow anonymous questions
- ☒ Allow attendees to view answered questions only
- ☒ all questions

4.2 Branding Your Webinar Invite

You can customize the email invitation that is sent to the people you are inviting to your Meeting Webinar by adding a customer banner or logo.

To add a banner or logo to your webinar invite:

1. Scroll down the Manage Webinars screen to the **Branding** section.

This screen sets out the required format for the banner image and logo files. You must have these files saved on your computer ready to upload them.

Edit this Webinar Start this Webinar

Invitations Email Settings Branding Polls Q&A

Banner Your banner is displayed at the top of your invitation page.

[Upload](#)

Requirements
GIF/JPG/JPEG or 24-bit PNG
The suggested dimensions: 640px by 200px
The maximum dimensions: 1280px by 400px

Logo Your logo is displayed on the right side of the webinar topic on your invitation page, registration page, and in the email invitation to the webinar.

[Upload](#)

Requirements
JPG/JPEG or 24-bit PNG
The suggested dimensions: 200px by 200px
The maximum dimensions: 400px by 400px

Post Attendee URL [Edit](#)

2. To add a banner to your email invitation, click on the *Upload* link in the Banner section.

3. To add a logo to your email invitation, click on the *Upload* link in the Logo section.

Once you have uploaded the image for your banner and/or logo, you will see a preview of the image(s) that will be used in your email invitation.

The screenshot shows the 'Branding' tab in the Telesystem interface. It features a 'Banner' section with a Telesystem logo and 'Change' and 'Delete' buttons. Below this, 'Requirements' are listed: GIF/JPG/PEG or 24-bit PNG, with suggested dimensions of 640px by 200px and maximum dimensions of 1280px by 400px. A 'Logo' section below explains that the logo is displayed on the right side of the webinar topic on the invitation page, registration page, and in the email invitation.

4.3 Inviting Panelists

You can have up to 100 Panelists in your webinar. This total includes the Host and any Co-Hosts.

To add Panelists to your webinar:

1. Scroll down the **Manage Webinars** screen to the Invitations – Invite panelists section.

The screenshot shows the 'Invite panelists' section within the 'Manage Webinars' interface. It includes a header with tabs for 'Invitations', 'Email Settings', 'Branding', 'Polls', and 'Q&A'. Below the tabs, the text 'Invite panelists' is displayed on the left, and an 'Edit' link is on the right.

2. Click the *Edit* link.
3. The **Add Panelists** interface panel appears.

The screenshot shows the 'Add Panelists' interface panel. It has a title bar with a close button. Below the title, there are two columns: 'Name' and 'Email Address'. There are three rows of input fields. The first row has 'Panelists #1' and 'panelists1@mail.com'. The second row has 'Panelists #2' and 'panelists2@mail.com'. The third row has empty fields. Each row has a 'Delete' button to its right. Below the input fields, there is a link that says 'Add Another Panelist'. At the bottom right, there are 'Save' and 'Cancel' buttons.

4. Enter each panelist's Name and E-mail Address.

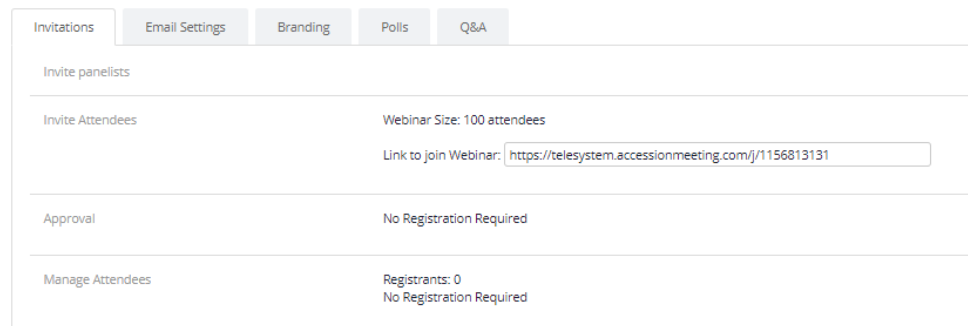
5. Click *Add Another Panelist* if you need to add further panellists.
 - You can add up to 100 panelists (including the host and any co-hosts)
 - You can delete or add panelists at any time before the Webinar starts.
6. Press *Save* to send invites to the new Panelists entered.

4.4 Managing Attendees

Attendees are view-only participants who cannot share their video or audio during the webinar. Attendees will see the active speaker view of the webinar and the screen share of the webinar if the screen is being shared. Attendees interact with the Hosts and Panelists using the Q&A and chat panels.

To invite Attendees to register or attend your webinar:

1. Go to the **Manage Webinars** page.
2. Scroll down the page to the **Approval** section.



The screenshot shows the 'Manage Webinars' interface. At the top, there are tabs: 'Invitations', 'Email Settings', 'Branding', 'Polls', and 'Q&A'. Below the tabs, there are several sections:

- Invite panelists**: A section with a plus icon and a text input field.
- Invite Attendees**: A section with a plus icon and a text input field. To the right of this section, it says 'Webinar Size: 100 attendees' and 'Link to join Webinar: <https://telesystem.accessionmeeting.com/j/1156813131>'.
- Approval**: A section with a plus icon and a text input field. To the right of this section, it says 'No Registration Required'.
- Manage Attendees**: A section with a plus icon and a text input field. To the right of this section, it says 'Registrants: 0' and 'No Registration Required'.

3. Click **Edit** to the right to manage.
4. You will then see the panel where you can carry out the steps described in the following sections.
 - 4.4.1, Registration Types
 - 4.4.2, Registration Questions
 - 4.4.3, Sending the Invitation
 - 4.4.4, Managing Registrations

4.4.1 Registration Types

You can choose from three approval methods on the Registration Panel when inviting attendees to register for your webinar:

1. **No Registration Required.** With this method, registrants simply enter their email address and display name when they join the webinar. This method is the simplest for the Attendees, but allows you to capture only the email address and name of people attending the webinar
2. **Automatically Approve.** With this method, registrants will automatically receive information on how to join the webinar after they enter any information you have required a registering attendee to provide. This method is useful when you want to capture specific information about attendees, but will allow anyone to register for the webinar. See section 4.4.2 for information you can capture during registration.
3. **Manually Approve.** This method requires the organizer to approve registrants before they receive information on how to join the webinar. This method is useful when you want to capture specific information about attendees and be selective about who you will allow to attend the webinar. See section 4.4.2 for information you can capture during registration.

The screenshot shows the 'Registration' panel with three tabs: 'Registration', 'Questions', and 'Custom Questions'. The 'Registration' tab is active. It contains the following sections:

- Registration:** A checkbox for 'Required' is checked.
- Approval:** Two radio buttons are present: 'Automatically Approve' (unselected) and 'Manually Approve' (selected). Below 'Automatically Approve' is the text: 'Registrants will automatically receive information on how to join the webinar.' Below 'Manually Approve' is the text: 'The organizer must approve registrants before they receive information on how to join the webinar.'
- Notification:** A checkbox for 'Send an email to host when someone registers' is unchecked.
- Other options:** Three checkboxes are present: 'Close registration after event date' (unchecked), 'Allow attendees to join from multiple devices' (checked), and 'Show social share buttons on registration page' (checked).
- Tracking Pixel:** A text box contains the example URL: 'https://www.trackingpixelprovider.com/1.gif'.
- Add to registration page (Optional):** A text box contains the example URL: 'https://www.trackingpixelprovider.com/2.gif'.

At the bottom right of the panel are two buttons: 'Save All' (in blue) and 'Cancel'.

From this panel you can also use the checkboxes to

- Send an email to the host when someone registers
- Close registration after the event date
- Show social share buttons on registration page

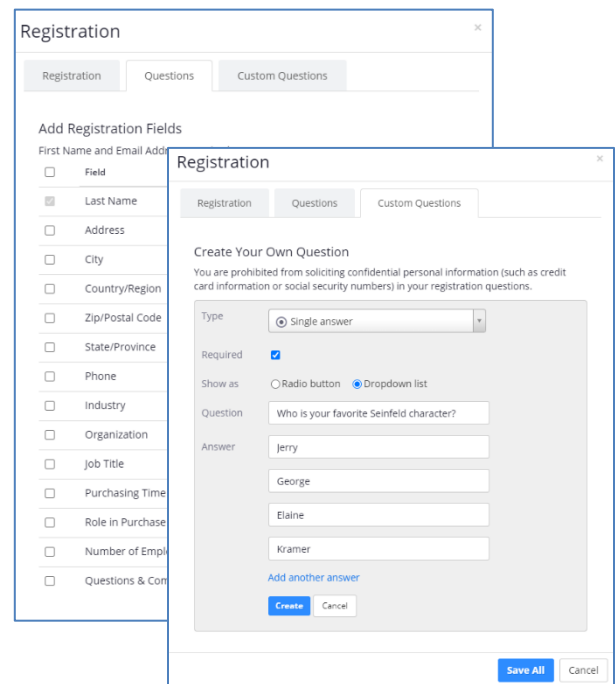
4.4.2 Registration Questions

The Registration *Questions* and *Custom Questions* tabs allow you to gather information from your registrations before they can attend your webinar.

To manage the questions presented to attendees during registration:

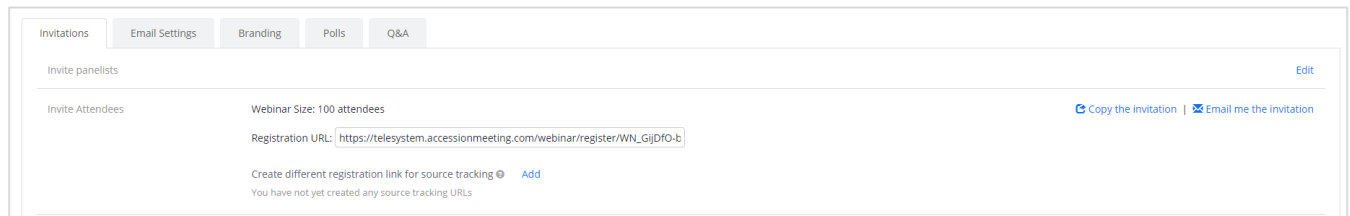
1. Click on the **Questions** tab in the Registration Panel.

2. Use the checkboxes to choose the standard questions and select whether you require the attendee to enter specific information before they are allowed to register.
3. If you want to create custom questions, select the **Custom Questions** tab.
4. On this screen, you can either create questions that require a short answer from the attendee, or present them with multiple choice options.
 - Enter the details for the first question.
 - If you want to add further questions, click **Add another question**.
 - Once you have entered all your questions, click **Save All**.



4.4.3 Sending the Invitation

Once you have completed setting up the registration type and entering any questions you want attendees to answer when registering for your webinar, you will see the Registration URL for this webinar on the **Invitation** panel, as shown below.



To receive a copy of the webinar invitation email that will be sent to attendees in your default mail client, click **Email me the invitation**.

4.4.4 Managing Registrations

If you have chosen to manually approve registration in section 4.4.1, you will need to approve each registration request. If you selected **Send an email to host when someone registers**, you will receive an email notification each time someone registers for the webinar.

To manage registrations:

1. Go to the **Manage Webinars** page
2. Scroll down the page to the **Invitations** tab. In this section, you will see the number of Registrants and the number that you have already approved.

The screenshot shows the 'Invitations' tab selected in a navigation bar. Below the navigation bar, there are several sections:

- Invite panelists**: A section for inviting panelists.
- Invite Attendees**: A section for inviting attendees. It includes a 'Webinar Size: 100 attendees' label, a 'Registration URL' field with the value 'https://telesystem.accessionmeeting.com/webinar/register/WN_GijDfO-b', and a link to 'Create different registration link for source tracking' with an 'Add' button. Below this, it states 'You have not yet created any source tracking URLs'.
- Approval Options**: A section for manually approving registrations. It includes a 'Manually Approve' button and three checked options: 'Close registration after event date', 'Allow attendees to join from multiple devices', and 'Show social share buttons on registration page'.
- Manage Attendees**: A section for managing attendees. It shows 'Registrants: 1' and 'Approved: 0'.

3. To manage the attendees, click the **Edit** link to open the registration management panel.
4. Select the checkbox for each registrant that you want to manage and click either the **Approve** or **Deny** button as appropriate.
5. Once you have approved the registration, the attendee will receive an email with the link to join the meeting.
6. If you need to change the registration status of a registrant that you have already approved or denied, you can change the registration by selecting the **Approved** or **Denied** tabs on the registration management panel.

4.5 Reminder and Follow-up Email Settings

You can set up Meeting Webinars to send reminders and follow-up emails automatically to your panelist and attendees.

1. Go to the Manage Webinars page.
2. Scroll down the page to the **Email Setting** section. This will show what you have currently configured and allows you to make any changes.

The screenshot shows the 'Email Settings' tab in the 'Manage Webinars' interface. It includes a 'Select Email Language' dropdown set to 'English'. Below this is a table of email settings with 'Edit' links for each row.

Invitations	Email Settings	Branding	Polls	Q&A
Select Email Language: English				
Email Contact: Beca Strauss, bstrauss@kramerica.com Edit				
Invitation Email to Panelists Edit				
Confirmation Email to Registrants Send after registration approval Send me a preview email Edit				
No reminder email to Attendees and Panelists Edit				
No follow-up email to Attendees Edit				
No follow-up email to Absentees Edit				

3. Click Edit to change any of the details on this screen.
- By clicking Edit opposite **Reply-to:** you can change the name and email address of the reply to contact in the email invitations.
 - By clicking Edit opposite **Invitation Email to Panelists**, you can select to send or not send an invitation email to your panelists.
 - By clicking Edit opposite **Confirmation Email to Registrants**, you can modify the confirmation email received by attendees.

The screenshot shows the 'Confirmation Email' configuration window. It includes a checkbox for 'Send Confirmation Email to Registrants', a 'Subject' field, a 'Body' text area, and a 'Dial' field. The 'Body' field contains a sample email template. The 'Dial' field contains a sample dial number. The 'Save' and 'Cancel' buttons are at the bottom right.

Confirmation Email

☒ Send Confirmation Email to Registrants

Subject
[Meeting Topic] Confirmation

Body
Hi [User Name],
Thank you for registering for "Webinars R Awesome".

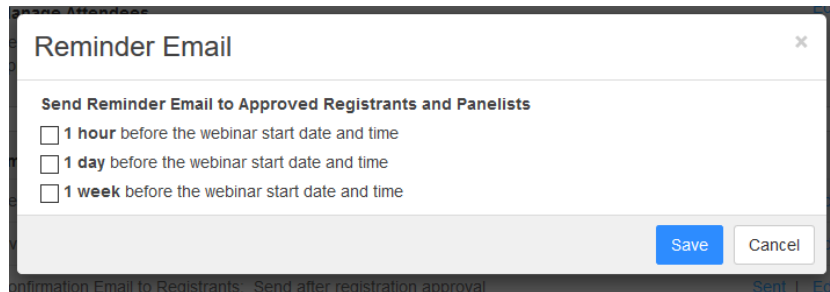
Please submit any questions to: jesse.lee@rma.com
Date Time: Aug 30, 2017 2:00 PM (GMT-5:00) Central Time (US and Canada)
Join from a PC or Mac device:
Please click this URL to join: [\[Join Link\]](#)
Note: This link should not be shared with others; it is unique to you.
[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)
Or iPhone one-tap: 14155555555555555555 or 164444444444444444443500#
Or Telephone:
Dial: +1 415-555-5555 (Hong Kong Toll) or +1 644-444-4444 (Hong Kong Toll)
Webinar ID: 11111111111111111111

This is additional dial text

System requirement:
or higher is required to join the webinar. You can download it from
<https://itunes.apple.com/us/app/telesystem-video-conferencing/id1000000000?mt=8>, Apple App Store or Google Play.

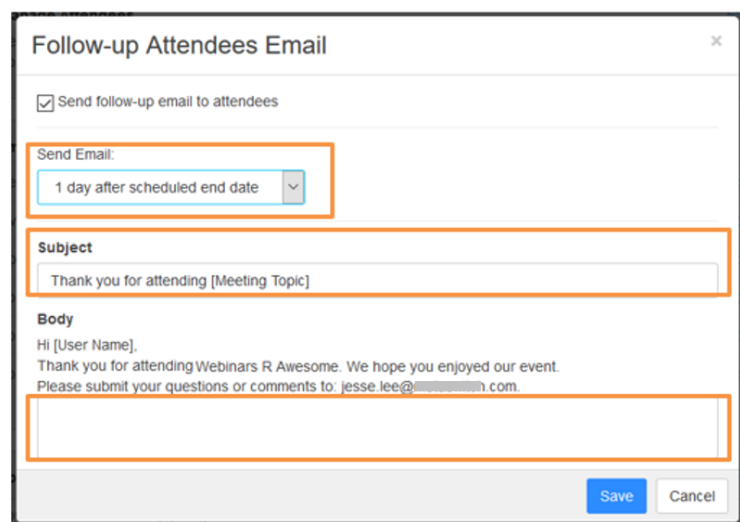
Save Cancel

- In this panel, you can modify the email Subject as well as provide additional text for the Body of the email and dial-in section.
- By clicking Edit opposite **Reminder email to Attendees and Panelists**, you can use the checkboxes to choose to send multiple reminder emails to those joining the webinar.



The screenshot shows a 'Reminder Email' dialog box with a close button (X) in the top right corner. Below the title bar, there is a section titled 'Send Reminder Email to Approved Registrants and Panelists'. This section contains three checkboxes: '1 hour before the webinar start date and time', '1 day before the webinar start date and time', and '1 week before the webinar start date and time'. At the bottom right of the dialog, there are 'Save' and 'Cancel' buttons. Below the dialog box, a portion of another interface is visible, showing 'Confirmation Email to Registrants' and 'Send after registration approval'.

- By clicking Edit opposite **Follow-up Email to Attendees** you can choose to send an automatic follow-up email to everyone that attended your webinar.



The screenshot shows a 'Follow-up Attendees Email' dialog box with a close button (X) in the top right corner. Below the title bar, there is a checkbox labeled 'Send follow-up email to attendees' which is checked. Below this, there is a 'Send Email:' section with a dropdown menu currently set to '1 day after scheduled end date'. Below the dropdown is a 'Subject' text field containing the text 'Thank you for attending [Meeting Topic]'. Below the subject field is a 'Body' section containing the text: 'Hi [User Name],
Thank you for attending Webinars R Awesome. We hope you enjoyed our event.
Please submit your questions or comments to: jesse.lee@xxxxxxxxx.com'. Below the body text is a large empty text area for additional content. At the bottom right of the dialog, there are 'Save' and 'Cancel' buttons.

- You can use the **Send Email** dropdown to select to send the email between 1-7 days after your webinar.
- You can also customize the email subject and provide additional text in the body of the email.
- By clicking Edit opposite **Follow-up Email to Absentees**, you can choose to send an automatic follow-up email to everyone that registered for your webinar but did not attend.
- You can use the **Send Email** dropdown to select to send the email between 1-7 days after your webinar.

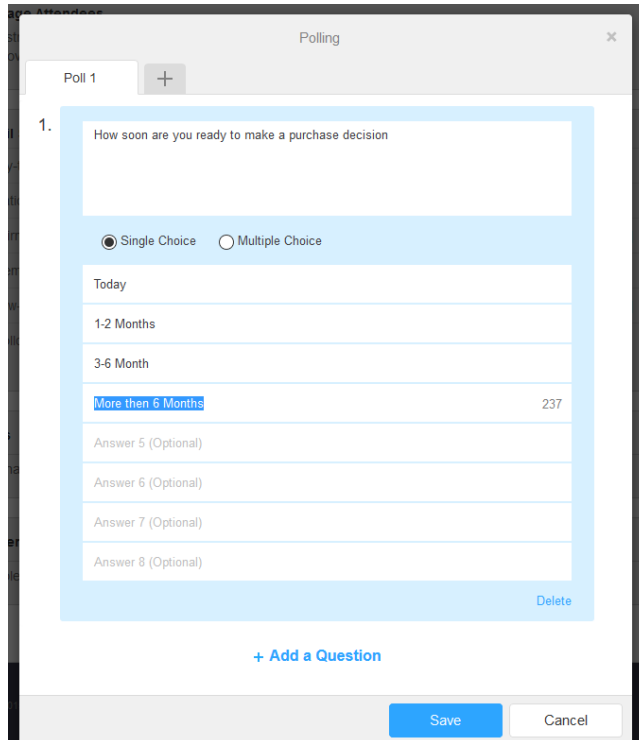
- You can also customize the email subject and provide additional text in the body of the email.

4.6 Creating and Managing Polls

You can create and manage polls that will be presented to your webinar attendees to capture information throughout your webinar.

To create a new poll for your webinar:

1. Go to the Manage Webinars page.
2. Scroll down and select the **Polls** tab. This will display the **Polling** management panel.
3. Click on **Add** and you will see the **Add a question** panel




The screenshot shows a 'Polling' management interface. At the top, there's a 'Poll 1' tab with a '+' icon. Below it, a question is listed: '1. How soon are you ready to make a purchase decision'. The question type is set to 'Single Choice'. The options are: 'Today', '1-2 Months', '3-6 Month', and 'More than 6 Months' (which is selected and has a count of 237). Below the options are four optional answer fields labeled 'Answer 5 (Optional)', 'Answer 6 (Optional)', 'Answer 7 (Optional)', and 'Answer 8 (Optional)'. A 'Delete' button is located at the bottom right of the question box. A '+ Add a Question' button is at the bottom center. At the very bottom, there are 'Save' and 'Cancel' buttons.

4. Enter your first question and answer(s).
5. To add further questions, click **Add a Question**.
6. Once you have added all the questions for this poll, click **Save**.
7. To add an additional Poll, click the + tab at the top of the page.

4.7 Attendees Registering for the Webinar

When the attendees you have invited receive the invitation to register, they can click on the registration link to access the web-based registration page. The registration page details and branding will appear as you've configured for that webinar.

Webinar Registration



Topic: Webinars R Awesome


Description: This webinar will provide a demonstration of how awesome our Webinar product is, and how you can increase revenue with collaboration and web and video conferencing

Time: Aug 30, 2017 2:00 PM (GMT-5:00) Central Time (US and Canada)

First Name*	Last Name*
<input type="text" value="Jesse"/>	<input type="text" value="Lee"/>
Email Address*	Confirm Email Address*
<input type="text" value="jesse.lee@mail.com"/>	<input type="text" value="jesse.lee@mail.com"/>
City*	State/Province*
<input type="text" value="Dallas"/>	<input type="text" value="Texas"/>
Phone*	Industry
<input type="text" value="214-555-1212"/>	<input type="text" value="Telecommunications"/>
Organization*	Job Title*
<input type="text" value="Metaswitch"/>	<input type="text" value="Director, Product Marketing"/>
Purchasing Time Frame	
<input type="text" value="4-6 months"/>	

Did you attend a Metaswitch Symposium in 2017*

* Required information

Your information will be sent to  for registration and reporting purposes only.

To register, the attendee clicks the **Register** button at the bottom of the screen.


Once the Attendee has registered and their registration has been automatically or manually approved, they will receive an email with details on how to join the webinar.

5 Starting Your Webinar

To start a webinar:

1. Go to your My Webinars page
2. Click the Start Button next to your webinar.

My Webinars

Upcoming Webinars				
Previous Webinars		Report		Schedule a Webinar
Date	Time	Topic	Webinar ID	
Aug 30, 2017	2:00 PM	 Webinars R Awesome	115-313-0590	<div>StartDelete</div>

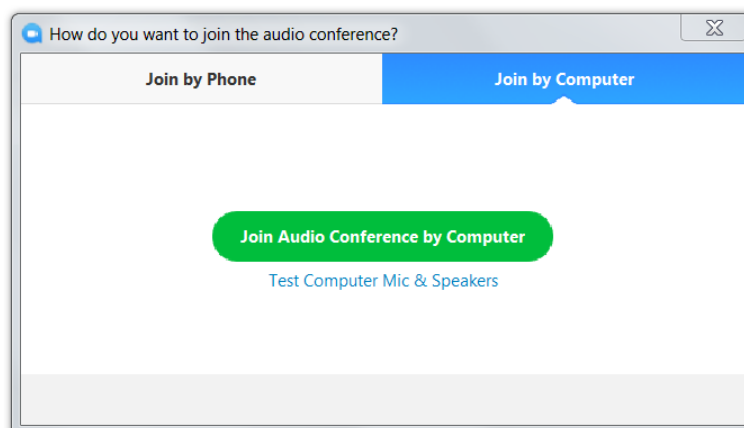
Note that Meeting Webinar will use your Meeting client for the webinar, so you will have access to many of the functions used in Meeting.

5.1 Connecting Your Audio

Note that Meeting Webinar will use your Meeting audio settings for your Webinar, so you will probably not need to change your audio settings. If you do need to change the setting or connection type, you can use the instructions in this section.

Although you can easily connect your computer audio to a meeting, we recommend that you use an audio headset connected to your PC.

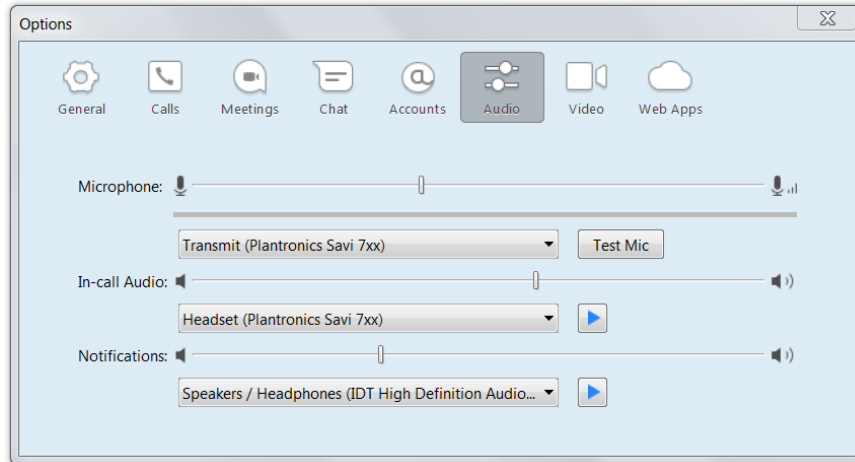
After joining or starting a meeting, click **Join Audio by Computer** to connect your computer's speaker and microphone to the Meeting.



If you prefer to use your computer's speaker and microphone, you can set Accession Desktop always to connect your audio automatically via your computer by going to **Tools -> Options -> Meetings** and selecting **Connect Audio when starting or joining**.

Once in the Webinar, you can mute/unmute by clicking on the mute button on the bottom left side of the Webinar menu bar. You can also mute/unmute by pressing **Alt + a** on your keyboard.

You can test your audio settings by going to **Tools -> Options -> Audio**.



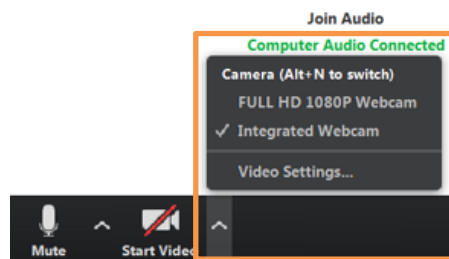
1. Use the dropdown list under **Microphone** to select the headset or device that you will use to transmit your voice.
2. Adjust the microphone volume using the sliding volume bar.
3. Use the **Test Mic** button to record a sample and play it back to check the quality of your headset microphone.
4. Use the dropdown list under In-Call Audio to select the headset or device that you will use to receive audio from your computer.
5. Adjust the headset/speaker volume using the sliding volume bar.
6. Verify your headset/speaker volume by pressing the play icon, which will play sound over your selected device.
7. Use the dropdown list under **Notifications** to select the device on which you will hear ringing and other Accession notification sounds. This should generally be your PC sound device, but can also be your headset.
8. Adjust the notification headset/speaker volume using the sliding volume bar.
9. Verify your notification headset/speaker volume by pressing the play icon, which will play sound over your selected device.

5.2 Connecting Your Video

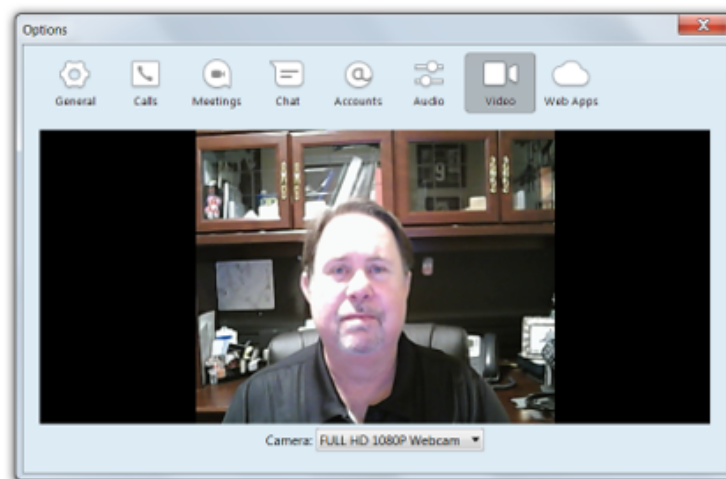
Note that Meeting Webinar will use your Meeting video settings for your Webinar, so you will probably not need to change your video settings. If you do need to change the setting or camera used, you can use the instructions in this section. Meeting can support video up to 720p with a refresh rate of 30 frames per second.

You can configure your video settings in both Accession Desktop and directly from the Meeting Webinar application. These operate the same regardless of which method you use to access them.

- To access your video setting from the Meeting client, click on the **Video Settings** icon





- To access your video setting from Accession Desktop, go to **Tool -> Options -> Video**.
- The video settings screen will appear. .



- Select the preferred video device to display a sample of your video

5.2.1 Sharing your Video in a Webinar

Note that only hosts and panelists can share video in a webinar.


- To share your video while in a Meeting Webinar, press the **Start Video** button  located at the lower left of your screen.
- To stop sharing your video simply press the **Stop Video**  button located in the same place as the Start Video button.

6 Webinar Controls

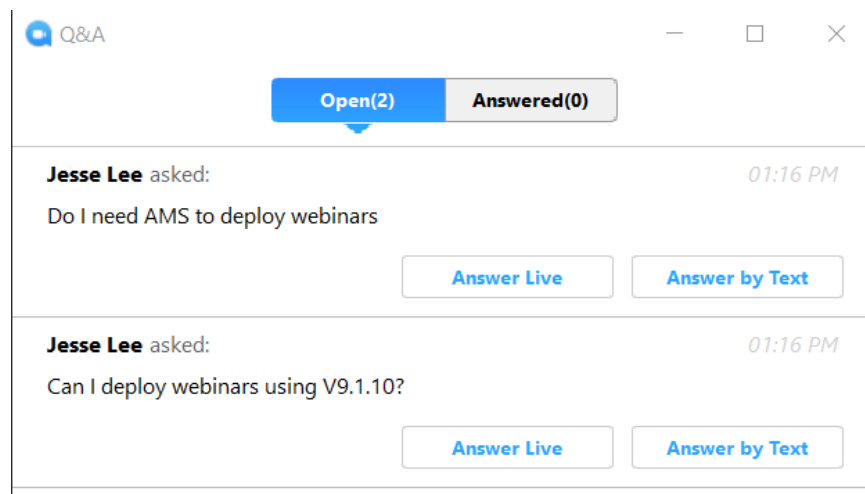
When you start your webinar, you will see the controls toolbar at the bottom of the screen that includes icons that launch the following features.

- 6.1, Q&A Panel
- 6.2, Polls

6.1 Q&A Panel

During your webinar, attendees can click  on the toolbar at the foot of the webinar screen to launch the Q&A panel, where they can ask questions.

When attendees ask a question using the Q&A panel, only the hosts and panelists will see the questions on the following panel.



Webinar hosts and panelists can use this panel to answer any questions raised during the webinar:

- Select **Answer Live** to answer the question over live audio
- Select **Answer by Text** to type an answer.


Once you have answered a question, it is moved to the Answered tab.

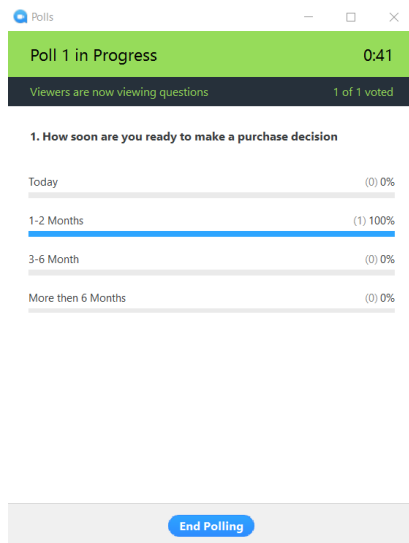
You can obtain reports detailing Questions and Answers that were asked during the webinar.

6.2 Polls

If you want to use polls in your webinar, you must create them in advance, as described in section 4.6. Webinar hosts and/or panelists can then launch these polls during the webinar.

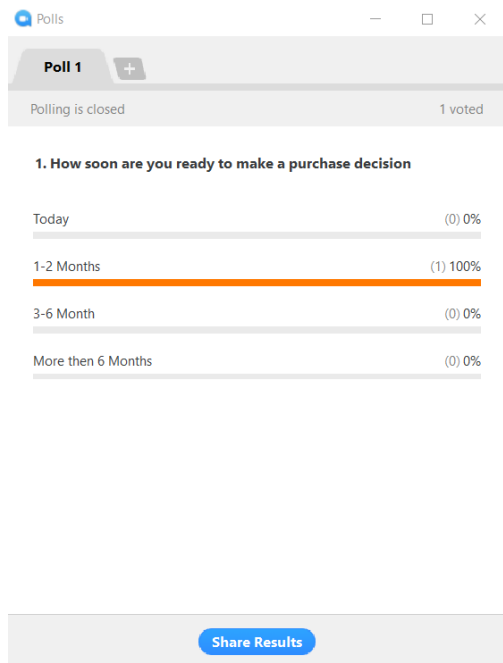
To begin a poll during your webinar:

1. Click the  button on the webinar toolbar to launch the **Polls** panel.
2. To begin polling, click the **Launch polling** button to display the following screen.



3. You will be able to see attendees responding to the poll in real time as well as view a timer for how long the poll has been active.
4. To stop the poll, click **End Polling**.

You will then see the poll results panel.



1. You can share the poll results with your Attendees by clicking **Share Results**.
2. To exit the results panel, click the x at the top right of the panel.

All poll results will be available in the webinar reports described in 7.5, Poll Report.

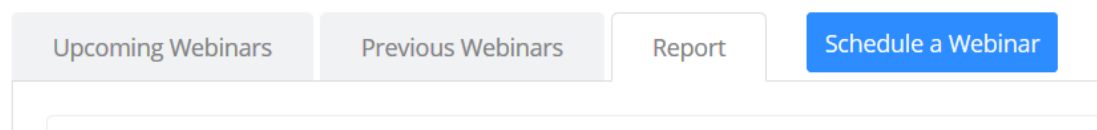
7 Webinar Reports

To allow you to make the most of your webinar, you can access reports for your Meeting Webinars. As of Q3 2020, the Registration Report has been generally rolled out for consumption. Other reports are currently in beta and will soon be released for general use.

To access reports:

1. Go to the My Webinar page.
2. Select the Report tab.

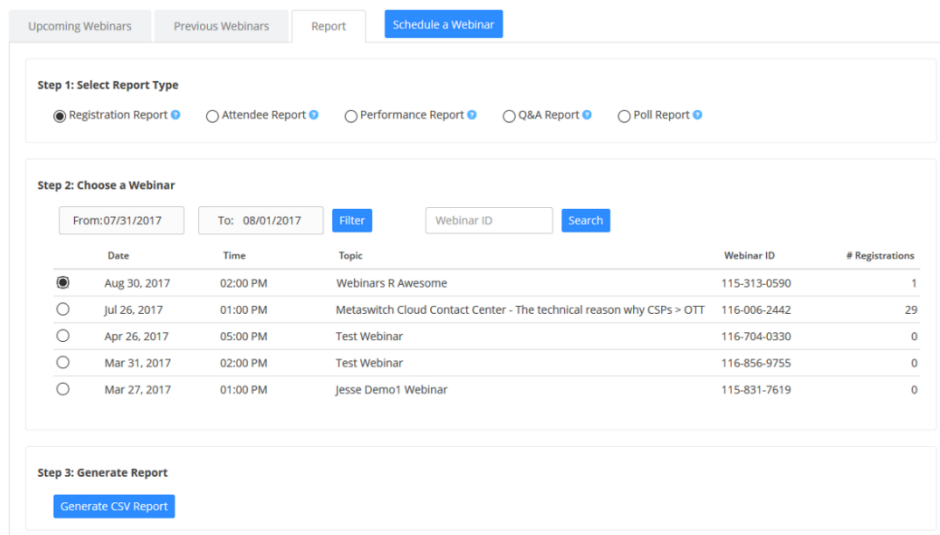
My Webinars



The navigation bar for the 'My Webinars' section. It contains four tabs: 'Upcoming Webinars', 'Previous Webinars', 'Report', and 'Schedule a Webinar'. The 'Report' tab is currently selected and highlighted in blue.

3. You will then see the following screen, where you can use the radio buttons under Step 1 to select the report type and under Step 2 to choose the webinar, and then click on **Generate CSV Report** in Step 3 to create the report.

My Webinars



The 'My Webinars' report generation interface. It is divided into three steps:

- Step 1: Select Report Type**
 - ☒ Registration Report
 - ☐ Attendee Report
 - ☐ Performance Report
 - ☐ Q&A Report
 - ☐ Poll Report
- Step 2: Choose a Webinar**
 - From: 07/31/2017 To: 08/01/2017 Filter Webinar ID Search

Date	Time	Topic	Webinar ID	# Registrations
<input checked="" type="radio"/> Aug 30, 2017	02:00 PM	Webinars R Awesome	115-313-0590	1
<input type="radio"/> Jul 26, 2017	01:00 PM	Metaswitch Cloud Contact Center - The technical reason why CSPs > OTT	116-006-2442	29
<input type="radio"/> Apr 26, 2017	05:00 PM	Test Webinar	116-704-0330	0
<input type="radio"/> Mar 31, 2017	02:00 PM	Test Webinar	116-856-9755	0
<input type="radio"/> Mar 27, 2017	01:00 PM	Jesse Demo1 Webinar	115-831-7619	0
- Step 3: Generate Report**
 - [Generate CSV Report](#)

For more information on the different reports that are available, see the following sections.

- 7.1, Registration Report
- 7.2, Attendee Report
- 7.3, Performance Report

- 7.4, Q&A Report
- 7.5, Poll Report.

7.1 Registration Reports

To create a registration report for a webinar:

1. On the Report page, use the radio button under Step 1 to select the Registration Report Type.
2. Use the radio button under Step 2 to choose the webinar.
3. Click the **Generate CSV Report** button at the bottom of the screen.
4. This will create an Excel spreadsheet. When prompted, select **Open with Excel** if you want to view it immediately, or **Save File** to save it.
5. The report will contain details for each person who registered and each question captured during registration.

7.2 Attendee Report

To create a report of everyone that attended your webinar including hosts and panelists:

1. On the Report page, use the radio button under Step 1 to select the Attendee Report Type
2. Use the radio button under Step 2 to choose the webinar.
3. Click the **Generate CSV Report** button at the bottom of the screen.
4. This will create an Excel spreadsheet. When prompted, select **Open with Excel** if you want to view it immediately, or **Save File** to save it.
5. The report will contain information for each attendee including:
 - Actual webinar start time
 - Duration in minutes
 - Total number registered
 - Total number attended
 - Attendance rate
 - Number Q&A questions asked

7.3 Performance Report

The Performance Report provides information on the percentage of people that registered for the webinar compared to the actual attendees.

To create a report of everyone that attended your webinar including hosts and panelists:

1. On the Report page, use the radio button under Step 1 to select the Performance Report Type
2. Use the radio button under Step 2 to choose the webinar.
3. Click the **Generate CSV Report** button at the bottom of the screen.
4. This will create an Excel spreadsheet. When prompted, select **Open with Excel** if you want to view it immediately, or **Save File** to save it.
5. The report will contain information for each attendee including:
 - Time when entering the webinar
 - Time when leaving the webinar
 - Total time in webinar

7.4 Q&A Report

The Q&A Report provides a full list of questions asked and answers provided during the webinar.

To create a Q&A report:

1. On the Report page, use the radio button under Step 1 to select the Q&A Report Type.
2. Use the radio button under Step 2 to choose the webinar.
3. Click the **Generate CSV Report** button at the bottom of the screen.
4. This will create an Excel spreadsheet. When prompted, select **Open with Excel** if you want to view it immediately, or **Save File** to save it.
5. The report will contain each question asked and the text answer as well as the asker's name and email address.

7.5 Poll Report

The poll report provides responses to any polls launched during your webinar.

To create a Poll report:

1. On the Report page, use the radio button under Step 1 to select the Q&A Report Type
2. Use the radio button under Step 2 to choose the webinar.
3. Click the **Generate CSV Report** button at the bottom of the screen.
4. This will create an Excel spreadsheet. When prompted, select **Open with Excel** if you want to view it immediately, or **Save File** to save it.
5. The report will provide each attendees responses for each poll launched during your webinar including:
 - Poll number
 - User Name
 - User Email
 - Poll Question
 - Poll Response