

This guide provides the basic information necessary to create, start, and host a GreenLight Web conference. Call (800) 839-9976 if we can be of any assistance. Thank you for using GreenLight Collaboration!

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MEETING SETUP

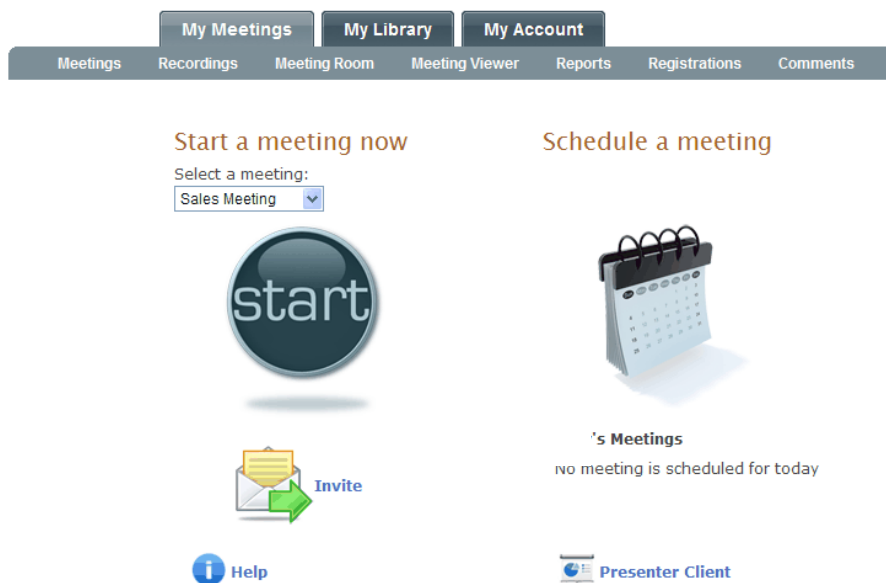
To access your GreenLight Web account

Go to www.greenlightcollaboration.com, and click “start a web conference”. Enter the account login & password. Once signed in, you will be at your account landing page.



Account Landing Page

From the account landing page, you can immediately start a meeting, create a new meeting, and invite attendees to an existing meeting.

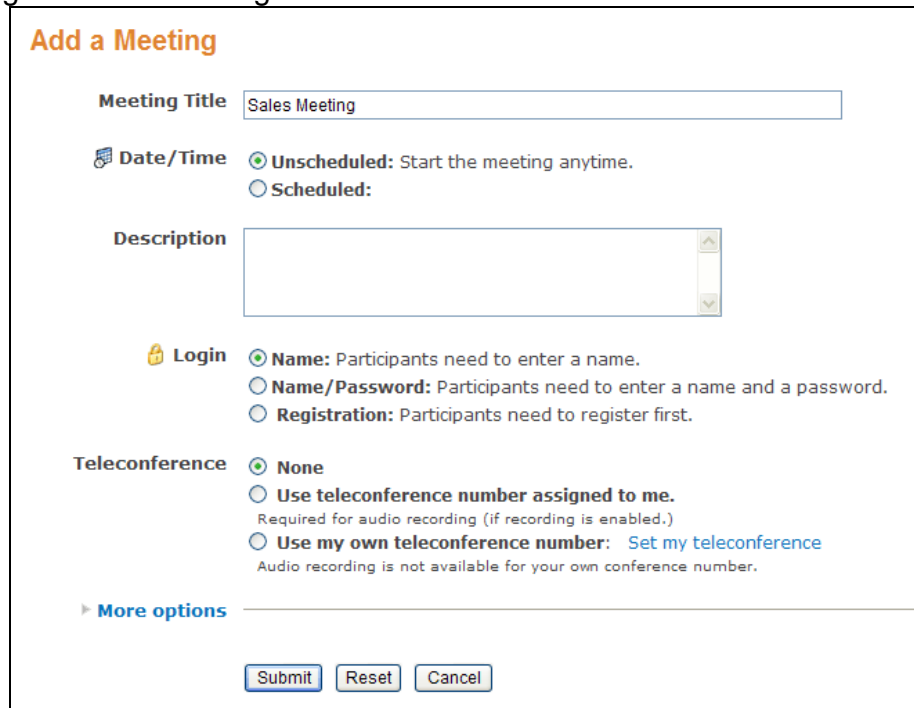


Start a meeting now

1. When you access your account the first time, there will be a single default meeting called “**My Meeting**”. You may use this meeting for all of your web meeting needs or create additional meetings as needed.
2. From the landing page, select a meeting from the drop down menu then click the big “start” button to launch the meeting. The drop down menu will show both unscheduled meetings and any meeting scheduled to begin in the future.

Schedule a meeting

1. From the landing page, click the calendar icon below “Schedule a meeting” to create a new meeting.
2. On the “Add a Meeting” page, give your meeting a name and then make the following selections:
 - a. **Date/Time.** If the meeting is for a specific date and time, select “scheduled” and set the date, time and duration. If you are setting up a meeting series, or a meeting you will use on an on-going basis, select “unscheduled”. Note that a scheduled meeting can be accessed at any time, not just at the time for which it is scheduled.
 - b. **Description.** Type a message that attendees will see on the join-meeting page prior to connecting to your meeting.
 - c. **Login.** Select whether attendees will need to submit only their name, submit their name and a password you select, or fill out a registration form in order to access this meeting.
 - d. **Teleconference.** Select none if no conference call will be used. Select “Use teleconference number assigned to me” if a conference call will be used and you would like to use the integrated conference call features & recording. Select “Use my own teleconference number” to enter your own call access information.
 - e. Under “**more options**”, you can access less frequently used meeting settings like “meeting type” and “tracking code”.
3. Click “**Submit**” to post this meeting to the meeting schedule and to generate a meeting URL.



The screenshot shows the 'Add a Meeting' form with the following fields and options:

- Meeting Title:** Text input field containing 'Sales Meeting'.
- Date/Time:** Radio button options: **Unscheduled:** Start the meeting anytime. **Scheduled:**
- Description:** Text area with a scroll bar.
- Login:** Radio button options: **Name:** Participants need to enter a name. **Name/Password:** Participants need to enter a name and a password. **Registration:** Participants need to register first.
- Teleconference:** Radio button options: **None**. **Use teleconference number assigned to me.** (Required for audio recording (if recording is enabled.)) **Use my own teleconference number:** [Set my teleconference](#) (Audio recording is not available for your own conference number.)
- More options:** A link with a right-pointing arrow.
- Buttons:** Submit, Reset, and Cancel.

Invite Attendees

1. To access and send meeting connection details from the landing page, select the meeting you want from the drop down menu then click the “invite” icon.
2. **Each meeting is assigned its own unique Meeting ID and URL.** You have several options for inviting attendees using the GreenLight Web application.
 - a. Enter attendee email(s) into the box provided and send the meeting details listed to the attendees
 - b. Click “open my email” and send the meeting details to attendees from your own email system.
 - c. Copy the meeting connection details and paste them into your calendar/scheduling program.

Meeting URL: <http://web.gcollaboration.com/?meeting=4744771>

Share It: [Facebook](#) [Twitter](#)

Invite attendees verbally

Go to 'web.gcollaboration.com' and enter the meeting id '**4744771**' to join.

Send email from this page

Email addresses of the person(s) you want to invite: (separated by a comma)

Title

Message

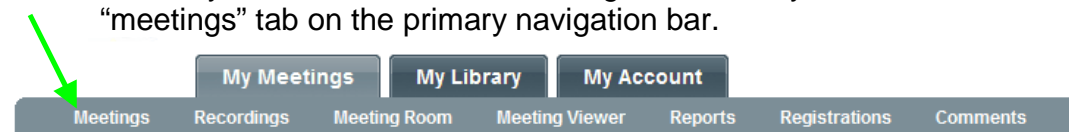
Please join the following meeting.

URL: <http://web.gcollaboration.com/?meeting=4744771>
Telephone: (303)785-XXXX Or (866)944-9160 Attendee code: 481XXXX
Password:
Date:

Send from my default email application

Meeting management off of the Landing Page

1. You may view and access all meetings created in your account off of the “meetings” tab on the primary navigation bar.

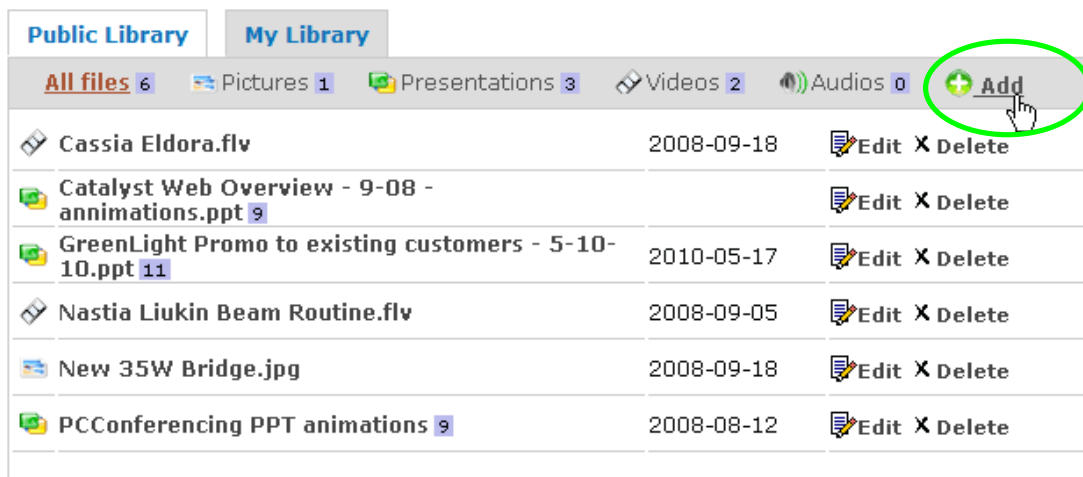


2. On the meetings page, you can create, send invites, start and adjust any meeting.

Uploading to My Library

If you plan to show a PowerPoint, Video or Audio file, or image during your meeting, we recommend uploading the files to My Library for reliability, speed and flexibility. My Library supports all PowerPoint extensions, .flv videos, .jpg images, and .mp3 audio files. All other file formats can be shown in your meeting using screen sharing. **Note:** Some PowerPoint animations are not supported. For more information, refer to item 5 below.

1. To upload Presentations, Videos, Pictures or Audios, login to your account and **click on the My Library tab** at the top of your account page.

The screenshot shows the 'My Library' tab selected. At the top, there are navigation buttons for 'Home', 'My Meetings', 'My Library', and 'My Account'. Below this, there are tabs for 'Public Library' and 'My Library'. Under 'My Library', there are filters for 'All files' (6), 'Pictures' (1), 'Presentations' (3), 'Videos' (2), and 'Audios' (0). An 'Add' button with a green plus icon is circled in green. Below the filters is a table of files:

File Name	Date	Actions
Cassia Eldora.flv	2008-09-18	Edit X Delete
Catalyst Web Overview - 9-08 - animations.ppt 9		Edit X Delete
GreenLight Promo to existing customers - 5-10-10.ppt 11	2010-05-17	Edit X Delete
Nastia Liukin Beam Routine.flv	2008-09-05	Edit X Delete
New 35W Bridge.jpg	2008-09-18	Edit X Delete
PCConferencing PPT animations 9	2008-08-12	Edit X Delete

2. Under the My Library tab, **click “Add”** (green circle, above) then **select the media type** you want to add.
3. **For Pictures (.jpg), Videos (.flv) or Audios (.mp3)**, click “Select File” and then browse to find the file to upload to your library. Click “Upload” to post the file to your My Library. Note there is a 30MB size limit per file, but no limit to the number of files you can upload.
4. **For PowerPoint Presentations** (.ppt, .pptx, .pps, or .ppsx), you have a few upload options. Most users should select “Document Converter”. Browse to find your file and then click “Upload File”. Note there is a 32 MB size limit per file, but no limit to the number of files you can upload.
5. If your presentation contains **timed-animations**, you may also upload .swf or .jpg slide files directly to My Library. If you have converted PowerPoint to .swf or .jpg, click “Upload Slides”, then select the files to upload. Timed animations will play as each slide is advanced in your meeting.



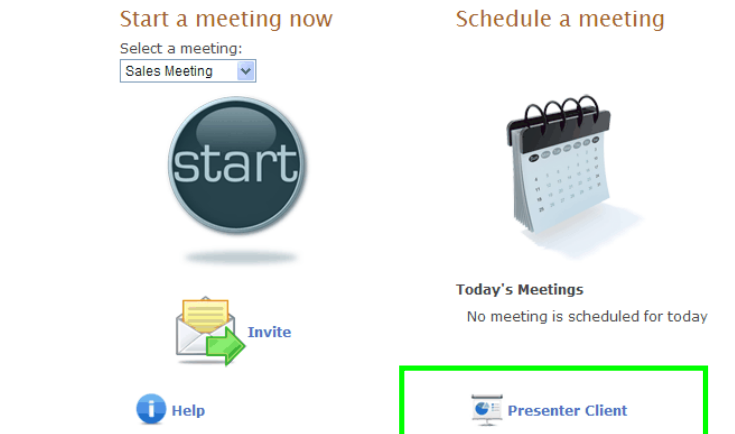
GreenLight Web Quick Guide - Host

Please note that **click-to-advance slide animations** or imbedded files such as videos do not survive the upload to My Library. If your presentation relies on click-to-advance animations, you should use screen sharing and present from your desktop.

HOSTING A MEETING

To start a meeting

1. Login to your account, find the meeting you are going to host, and click "Start". This will open the meeting room and allow attendees to join.

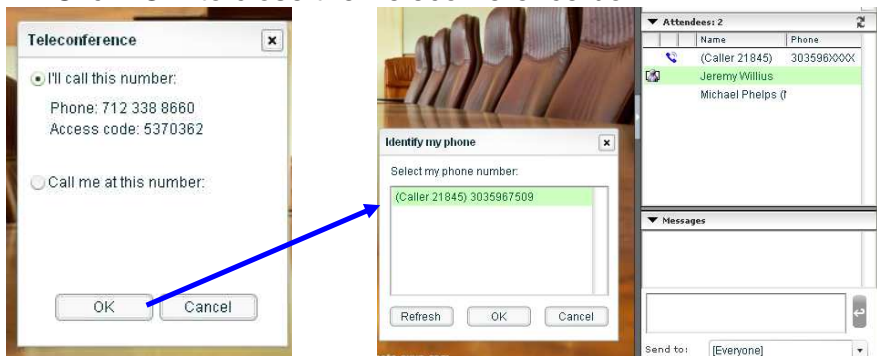


2. If this is your first time hosting a GreenLight Web meeting, you will need to download a presenter client to host your meeting. Windows users are advised to download and install the Windows Presenter Client; other users will need to download and run the Java Presenter Client.
 - a. Downloading the Windows Presenter Client
 - i. Start a meeting and select **Share > Presenter Client...** from the moderator control menu.
 - ii. Select **Windows Client (installation required.)** from the Presenter Client pop-up.
 - iii. Select **Download** from the Presenter Windows Client pop-up.
 - iv. Select **Download Default Installer** from the Presenter Client pop-up. Follow the instructions to install and run the application to begin presenting.
 - b. Downloading the Java Presenter Client
 - i. Start a meeting and select **Share > Presenter Client...** from the moderator control menu.
 - ii. Select **Java Client (for all platforms.)** from the Presenter Client pop-up. **Note:** You must have Java installed to continue.
 - iii. Select **OK** from the Presenter Java Client pop-up.
 - iv. Select desired Sharing Size and Image Quality, then click **OK**.
 - v. You will then be prompted to open/install a **vpresent.jnlp** file. Launch this file using Java to begin presenting.

- Attendees will not have to download anything** to attend your meeting and can join from a PC, Mac or Linux computer. Their browser should support Flash 9.0 or higher.

Align your web and phone connections

- Upon entering the meeting, if assigned a conference call number to this meeting, a box with **Teleconference** details will appear. Dial into the conference call and use the access code when prompted.
- Click “OK” to close the Teleconference box.



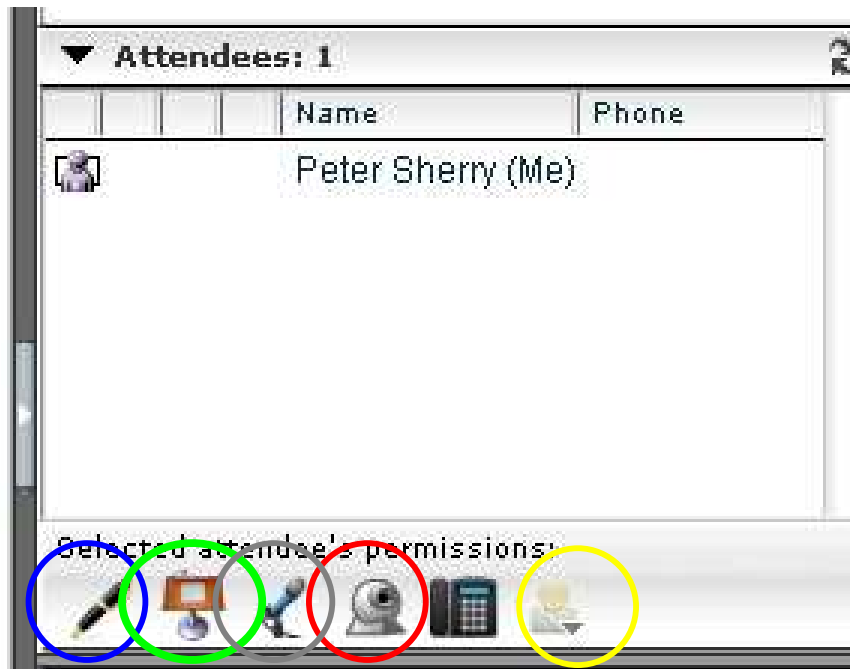
- Next you will see a box asking you to **identify your phone**. From the list of caller IDs that appears, click on your phone number and then on “OK”. This will align your web connection (your name) with your phone connection (your phone number) on the attendee list.
- Your attendees will also see the Teleconference and Identify my phone boxes upon joining your meeting.

Please note that the alignment of phone and web connections is not critical to the effectiveness of your meeting. The only functionality that is lost by not having phone and web connections aligned is the ability to click-to-mute individual participants. Individual muting can also be done through the telephone key pad (details on muting are below).

MANAGING ATTENDEES

Attendee information

1. On the **right hand side** of the web conference window you will see the **attendee list** with the names entered by all who have joined the meeting.



Give markup or presenter controls to an attendee

1. Click on the name of the attendee you want to give markup and/or presenter controls. Then click on the “allow drawing” icon (above, circled in blue) or “allow presenting” icon (above, circled in green). The selected attendee will receive a notice that they have been given markup or presenter rights. You may have as many attendees with these rights as you want at the same time. **Attendees do not have to download anything to assume these controls.**

Voice over IP (VOIP) and Web Cam Video (available only on AV accounts)

1. To **enable an attendee’s VOIP or web cam**, select the attendee from the list and then click on “turn on microphone” (page 7, circled in grey) or “show webcam” (page 7, circled in red). Attendee will be asked to allow or deny access to their VOIP or webcam. If allowed, all meeting participants will hear and/or see that attendee.
2. To **enable your own VOIP or web cam**, click on your name, and then click on the appropriate icon. A Flash-settings window will pop up, then choose “allow” to activate VOIP or webcam.

3. When you begin screen sharing, showing a PowerPoint, or whiteboarding, web cam images will move to a column on the right side of the presentation window.



4. **VOIP headsets are recommended for all meeting participants who are using VOIP.** Echo cancellation is limited without headsets and poor audio quality can result.

Disconnect Attendee

1. Select the attendee you wish to disconnect, click on the attendee options icon (page 6, circled in yellow) and click “remove attendee”. Attendee will be removed and will not be able to rejoin the meeting.

Conference Call Controls (available only when using GreenLight conference call service)

1. To **mute all attendees except for you**, click on the phone icon (circled in purple) and select “mute everyone except host”. Note that anyone entering the host/moderator PIN when joining the conference call will stay unmuted by this action. Click “unmute everyone” to open all lines.
2. To **mute or unmute individual lines**, click on the name of the attendee, then select “mute phone” or “unmute phone”. Note that an attendee must have their phone identified for click to mute/unmute to work. All conference call participants can mute their own line by hitting #1 on their phone keypad. Hitting #2 on their phone keypad will unmute an individual’s line.
3. To **dial out**, click “dial out” and then enter the number in the box provided. The number will be automatically joined to your conference call. Only US numbers are supported for dial out.
4. “**Identify phone**” and “**Identify all phones**” will prompt attendees to select their phone number from the list of caller IDs captured by the system. Once an attendee has identified their phone, their caller ID will be aligned with their web connection.
5. On the **attendee roster**, you will see the full phone number of each attendee, while the attendees will see only the first 6 digits of the other phone numbers.

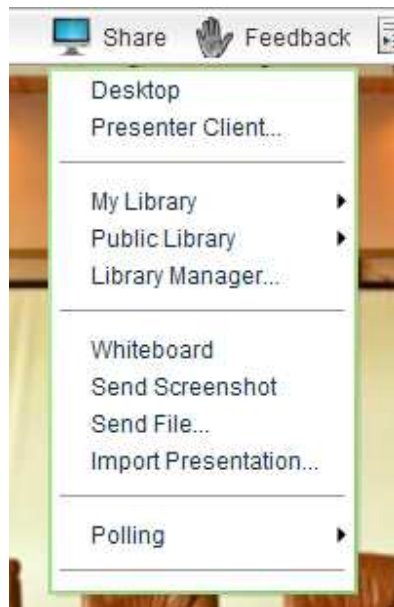


PRESENTATION AND COLLABORATION FEATURES

Once you have started a meeting, you will see the Presenter Toolbar across the top of your browser window.



Presentation and collaboration features are found within the Share menu. Click the Share icon for a drop down menu of functions.



Desktop - (See *screen sharing section below*) Click to launch screen sharing and then choose to use either the Windows or Java Client for screen sharing. Attendees will see any application you bring to the forefront of your desktop.

My Library - Allows you to share your library content. Click to present content you have uploaded to your Library such as PowerPoint (PPT) slides or Flash videos. (See the *Uploading to My Library section below*)

- a. You can also import a PPT presentation during the meeting. You must have the Windows Presenter Software installed to do this.
- b. Note that you may also show a PPT via screen sharing. This option is best suited for animation-dependent PPT decks.

Public Library - Allows you to share content that is available to all GreenLight Web users.

Library Manager - Allows you to add presentations and media to your library from within the web conference. For best practice, we suggest making additions and changes before starting your web conference.

Whiteboard - Click to bring up a whiteboard. Give participants markup capabilities so they can contribute to the whiteboard session.

Send screenshot - (See screenshot section below) Click to capture a screenshot of any open application on your desktop. Send the screenshot to participants or apply it to a whiteboard for markup.

Send file - Click then browse to find the file you want to send. Select file to send and click "open". File will be delivered to all attendees, who can then choose to open or download the file. The file will also be listed on the chat summary for later access during the meeting. If you are recording the meeting, those that watch the recording can also access the sent file.

Import Presentation - Allows you to upload and present a PowerPoint presentation during the web conference.

Polling - You can present questions and gather responses from the attendees. Questions can be yes/no or multiple choice. Polling results are delivered in the post-call report.



Feedback - Click to drop down the list of emoticons. Note that participants have this function as well. The "raise hand" emoticon is useful in managing interaction with larger audiences or doing quick votes. To lower your hand, click "none".

More - Additional functions are available by clicking the More icon and selecting from the drop-down menu.



Invite Participants - Click to send an email with connection details for the meeting in progress.

Teleconference - Identical functions to the Conference Call Control on the Attendee Permissions.

Webcam - Allows the moderator to manage the webcams of the attendees (available only on AV accounts)

Record Meeting - If you are using the GreenLight Audio conference call account associated with your GreenLight Web account, you can record both the audio and visual components of your meeting. Once you confirm you want to record, an audio message is played into the audio conference alerting all attendees that the call is being recorded. A red recording icon will appear on the toolbar to confirm you are recording. To stop recording, click Record Meeting again and confirm you wish to stop the recording. (*See Recording section below for additional details*)

Lock Meeting - Prevents any additional attendees from joining.

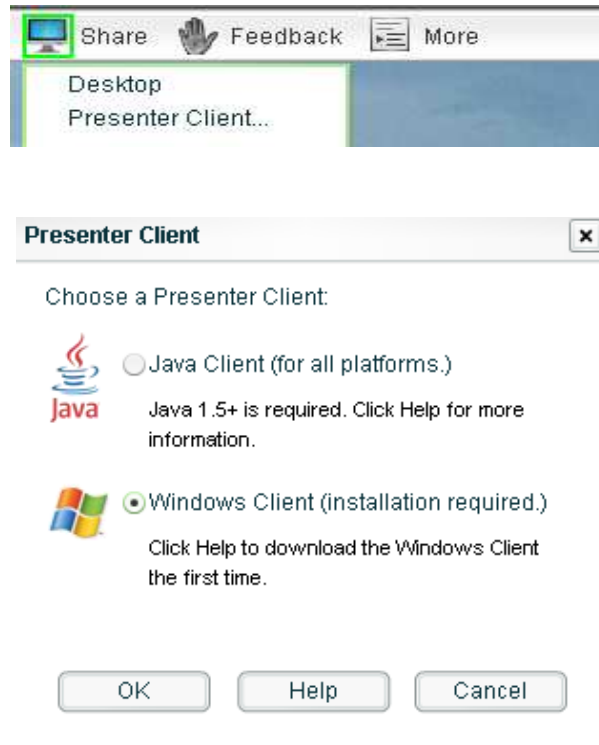
Restart Meeting - Restarts meeting and automatically reconnects participants.

Stop Meeting - Click to remove all attendees and end your meeting.

Screen Sharing

There are two Presenter Clients to choose from for screen sharing. You may use a Java Client that does not require an install, but you must have Java 1.5 or higher installed; alternatively, you may use a Windows Client which requires a download and install.

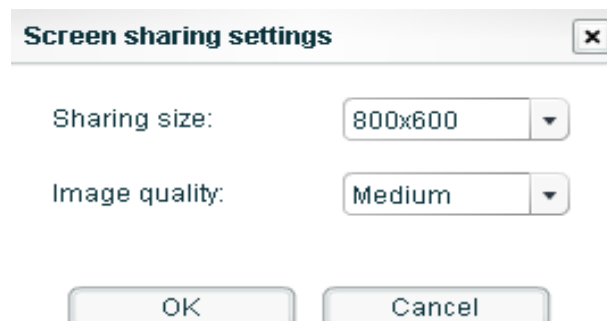
To select the screen sharing client you want to use, click the down arrow next to the blue monitor icon, then click the radio button next to your choice. This will set your choice as the default client so each time you start screen sharing, it will go to



Java Client

To use the Java client, you must have Java 1.5 or above (you may download Java from www.java.com). After selecting the Java client, you will be prompted to run a Java application called VPresent.jnlp.

1. Before the Java screen sharing session begins, **select the size of your screen sharing area and the image quality**. We recommend using Entire Screen for sharing size and Medium for image quality. Choosing a smaller screen size will magnify that area of your desktop for those viewing your screen-sharing session.



2. When the Java client is running, you will see a red rectangle with a simple control panel in the upper left corner. The red rectangle signifies the portion

of your screen that you are sharing. **Bring the application you want to share to the front of your desktop.** If you have selected a size smaller than Entire Screen, you can drag the rectangle around your screen to show a different area.

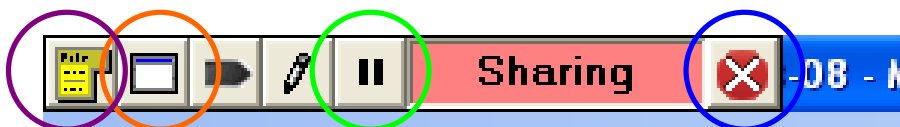


3. Click the **pointer icon** on the control panel to activate the drag-and-drop pointer to add emphasis to your screen sharing.
4. **Pause screen sharing** so you can work “behind the scenes”. Attendees will see a frozen image of what was up when you paused screen sharing.
5. To **stop screen sharing**, click on the red X on the control panel. Go back to the web meeting in your browser to use other meeting features.

Windows Client

Windows users may prefer to use the Windows screen sharing client, which requires the installation of the Windows Presenter Software. The Windows screen sharing client has a few more features than the Java Client and must be used for remote control of someone else’s shared screen.

1. Once screen sharing has started, you will see the Windows Client **screen sharing tool bar** in the top left portion of your screen. Moving from right to left, the tools are:



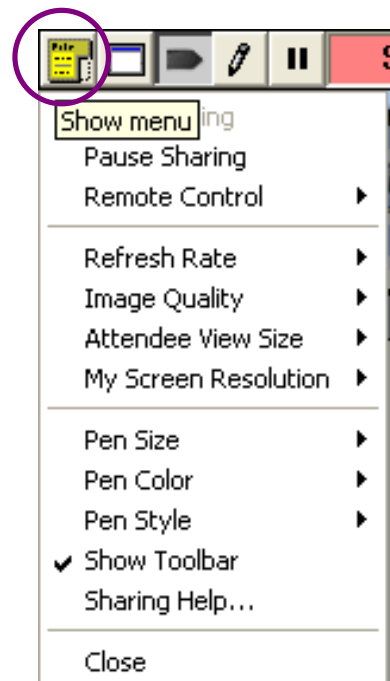
- a. **Close sharing** (blue circle, above) – This ends your sharing session.
- b. **Pause sharing** (green circle, above) – This pauses sharing so you can work on your application(s) without attendees seeing. Attendees will

- see a frozen image of what was up when you paused screen sharing. Click a second time to un-pause sharing.
- c. **Annotation** – Click to change your pointer into a highlighter tool. This freezes your application (you can not manipulate it) so you can write on top of the application to add emphasis. Click a second time to erase all annotations and to return to a live application sharing mode.
 - d. **Pointer** – Click to activate the pointer. Click and drag the pointer to where ever you want on top of the application to add emphasis. Unlike the Annotation tool, the pointer will not freeze the application so you can continue to manipulate the application. Click a second time to deactivate the pointer.
 - e. **Choose sharing window** (orange circle) – Click to change application that is being shared with the audience. Choose from list of open apps.



You may also change the screen sharing window with this tool. Choose **“Rectangular Area”** to share only what is inside of an adjustable red rectangle. Choose **“Entire Screen”** to remove the red triangle and share 100% of your desktop.

- f. **Show Menu** (purple circle) – Click to drop down screen sharing menu.
 1. Remote Control – select user (attendee) to give control of your open application. Attendee must download Windows client. Selected Attendee receives a message saying they have been given remote control.
 2. Refresh Rate – increase or decrease to effect speed and quality
 3. Image Quality – increase or decrease to effect speed and quality
 4. Attendee View Size – select to force a specific view size on all attendees. Auto size typically is best. Attendees can also adjust view size for themselves.
 5. My Screen Resolution – adjust GreenLight Web screen resolution
 6. Pen Size, Color and Style – Adjusts Annotation tool.



Screenshots

Use the screenshot tool to capture and share the image of any open application on your desktop. You may use either a Java or a Windows-based tool. When preparing to take a screenshot, the system will default to the tool used for screen sharing. To change from one client to the other, click the down arrow next to the screen sharing icon (blue monitor) and select the Presenter Client you want to use. Mac and Linux users should select the Java Client. PC users may choose either the Java or the Windows client.

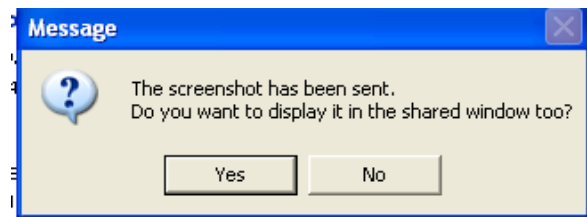
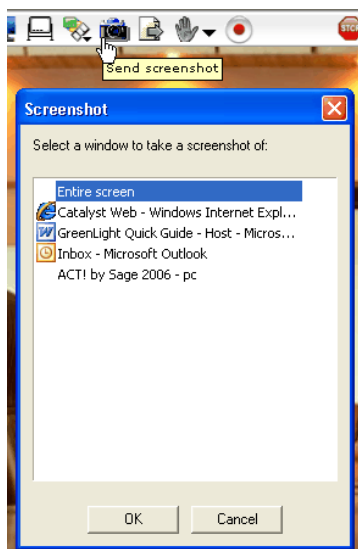
Java Screenshot Client

1. Select **Share > Send Screenshot** from the Presenter Toolbar. Click **OK** to start the Java screenshot tool.
2. The Java screenshot tool will appear on your screen. Bring to the forefront of your desktop the application you want to take a screenshot of. This may obstruct the view of the screen shot tool so find it in your tray of open applications and **bring the screenshot tool up again so it is on top of the application you want to take a screenshot of.**
3. The screenshot tool provides a virtual desktop display. Notice the black rectangle on the virtual desktop display. You will use this rectangle to target the portion of your application that you want to take a screenshot of. **Move and/or resize the rectangle so that it surrounds the desired screenshot area.** Note that the screenshot will not capture the screenshot tool in the screenshot, even though it is present on the virtual desktop display.
4. Once you have targeted your screenshot; click “**send screenshot**” to send a .jpg image of the screenshot to each attendee, or click “**share screenshot**” to bring the screenshot to a new whiteboard for markup, or click “**send and share**”.

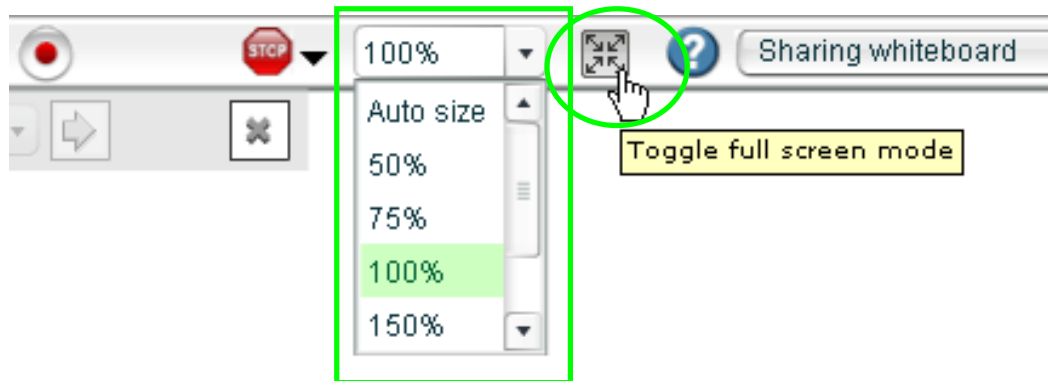


Windows Screenshot Client

1. While using the Windows Presenter Client, select **Share > Send Screenshot** from the Presenter Toolbar. Click **OK** to start the Windows screenshot tool
2. A window will open showing all open applications on your desktop. **Select the application to screenshot and click "Ok"**. Unlike the Java tool, the Windows screenshot tool does not allow for targeting a specific area of your application for a screenshot. The Windows tool will only capture the full application.
3. The system will take a screenshot of that application and send it to all attendees in a .jpg file. Each attendee can chose to open, download or close the screenshot file. The file will also be available for download via the chat list as the meeting proceeds.
4. After the file has been sent, you will be asked to **display the screenshot in a shared window (whiteboard) for markup & discussion**. Click "Yes" or "No".



Adjusting image view size



The GreenLight Web system is built to adjust the size of the presentation view based on each attendee's screen size and resolution. However, you and your attendees can adjust the view size of the presentation if needed. Note that as the host, changes you make to view percentage or full screen mode are pushed out to all attendees. You may want to guide your attendees on how to make adjustments on an individual basis.

1. Use the drop down **size scale** (green box, above) to zoom in or out on the presentation window.
2. **Toggle Full Screen Mode** (green circle, above) to maximize the size of the presentation viewing area. The information column on the right is removed and browser controls are minimized. Hit the escape key, or click the toggle-full-screen-mode icon again to return to normal view.

Polling

GreenLight Web now offers the ability to conduct polling within your meeting for accounts with 50 or more seats. For best results, we recommend adding polling questions before you start your web conference.

1. Select **Polling > Add a Question** from the **My Library** tab in the GreenLight Web console.



2. Use the **Add a Question** form to add either Multiple Choice or Short Answer questions. Note that you do not need to indicate whether or not there is a correct answer.

Question

Type Multiple Choice Short Answer

Enter up to 5 answers

A.

B.

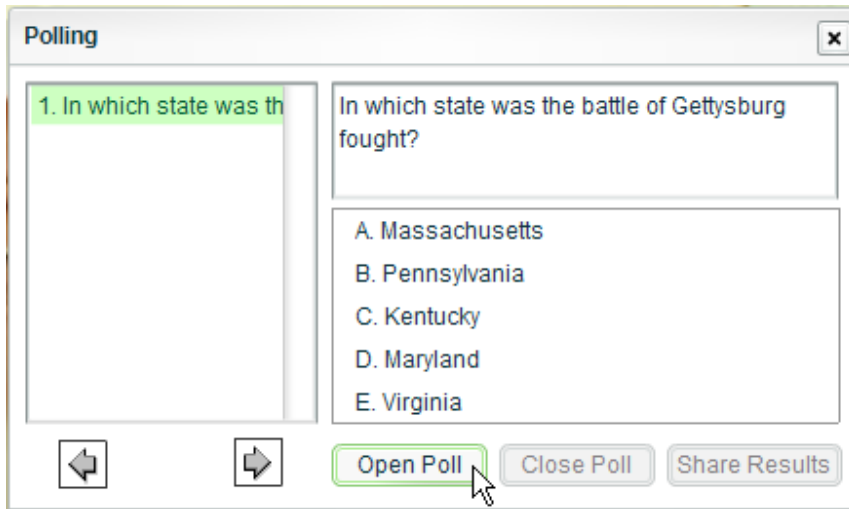
C.

D.

E.

Correct answer:

3. To begin polling, start a meeting and select **Share > Polling > Show Question...** from the Presenter Menu.
4. Select the question you wish to share from the **Polling** pop-up and select the **Open Poll** button.



5. Once polling is complete, select the **Close Poll** button. Participants will no longer be able to respond to the poll.
6. If you wish, you can share your results with all participants by selecting **Share Results**.
7. Once the meeting is completed, you can view polling results by selecting the **Reports > Transcripts** link for each meeting under the My Meetings tab.

[My Meetings](#) | [My Library](#) | [My Account](#) | [Administration](#)

[Meetings](#) | [Recordings](#) | [Meeting Room](#) | [Meeting Viewer](#) | [Reports](#) | [Registrations](#) | [Comments](#)

Show meeting sessions for: [Download](#)

Time zone: Mountain Time

Session	ID	Date	Time	Duration	Title	Attendees	Transcripts	Polls
555932	3631129	2011-01-11	13:02:44	00:03:41	My Meeting	1	6	
555552	3631129		11:38:18	00:45:52	My Meeting	1	6	

ADDITIONAL ITEMS

Accessing & Distributing Recordings

1. If you have recorded a meeting, login to your account and click on the "Recordings" tab.
2. Find the name of the meeting you recorded in the recording list. Initially, the recording needs to be processed so **click "Process"** (orange circle).



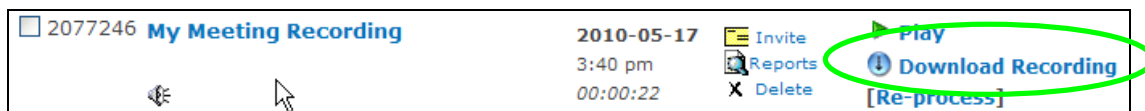
The screenshot shows the 'Recordings' tab selected in the top navigation bar. Below the navigation bar, there are options to 'Show' (Top folder) and 'Move selections to' (New folder). A table lists recordings with columns for ID, Title, Date, and actions. One recording is highlighted with a green circle around its title 'My Meeting Recording' and an orange circle around the 'Not ready [Process]' status in the actions column.

ID	Title	Date	Actions
<input type="checkbox"/> 3814938	My Meeting Recording	2008-09-16 10:34 am 00:00:20	<input type="button" value="Invite"/> <input type="button" value="Delete"/> Not ready [Process]

3. Once processed, **a URL is generated for this specific recording**. You may play the recording from this screen or invite people to view the recording.
4. To **access and distribute the URL** for your recording, you may invite users the same way you would to a typical meeting. (*See Invite Attendees under Meeting Setup*)
5. To change the name of the recording, set access requirements and manage other recording settings, click on the name of the recording (green circle, page 16). Be sure to hit "submit" after making changes.
6. Recording creation, recording file hosting and recording access is included in the monthly cost of the GreenLight Web conferencing service. You may create as many recordings as you would like.

Downloading Recordings

If you have recorded a meeting or presentation, you now have the option to download the files. You may store and play your recordings locally, place them on a CD, or edit the audio (mp3) and visual (swf) files.



The screenshot shows a recording entry with a green circle around the 'Download Recording' button in the actions column. The recording is titled 'My Meeting Recording' and has a date of 2010-05-17.

ID	Title	Date	Actions
<input type="checkbox"/> 2077246	My Meeting Recording	2010-05-17 3:40 pm 00:00:22	<input type="button" value="Invite"/> <input type="button" value="Reports"/> <input type="button" value="Delete"/> <input type="button" value="Play"/> <input type="button" value="Download Recording"/> [Re-process]

1. Login to your account and click on the "Recordings" tab.
2. Click "Download Recording". You will be prompted to open or save a zip file containing all components of the recording.
3. Open the zip file and extract all files.

4. Click the play.html file to launch and play the entire recording from your computer.
5. In the “files” folder, you will find a number of sub-folders. In the “content” folder you will find the audio file (vaudio.mp3) and a folder called “vframes” that contains the .swf image files of the recording.

Host & Guest Presenter System Requirements

- Windows 7, Vista, XP and 2000, MacOS, Linux and Unix
- Internet Explorer 6.0 or above, Firefox 1.0 or above, Safari 1.0 or above, Chrome (nearly all Flash-based browsers are supported)
- Macromedia Flash 9.0 or above
- Broadband Internet connection is recommended
- PowerPoint (optional)
- Java 1.5 or above (optional for screen sharing)
- Webcam (optional)
- Speakers (optional)
- Microphone (optional)