CENTURYLINK WEB 3.1

CENTURYLINK WEB USER GUIDE
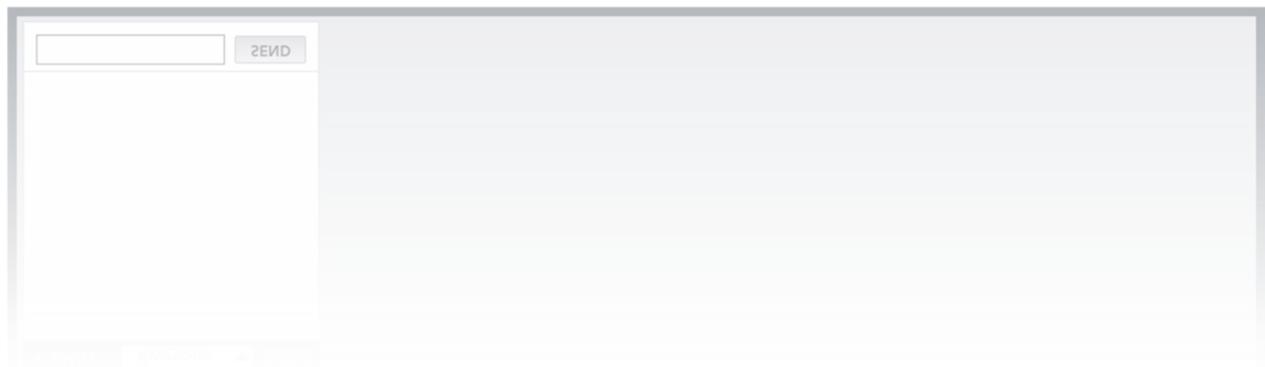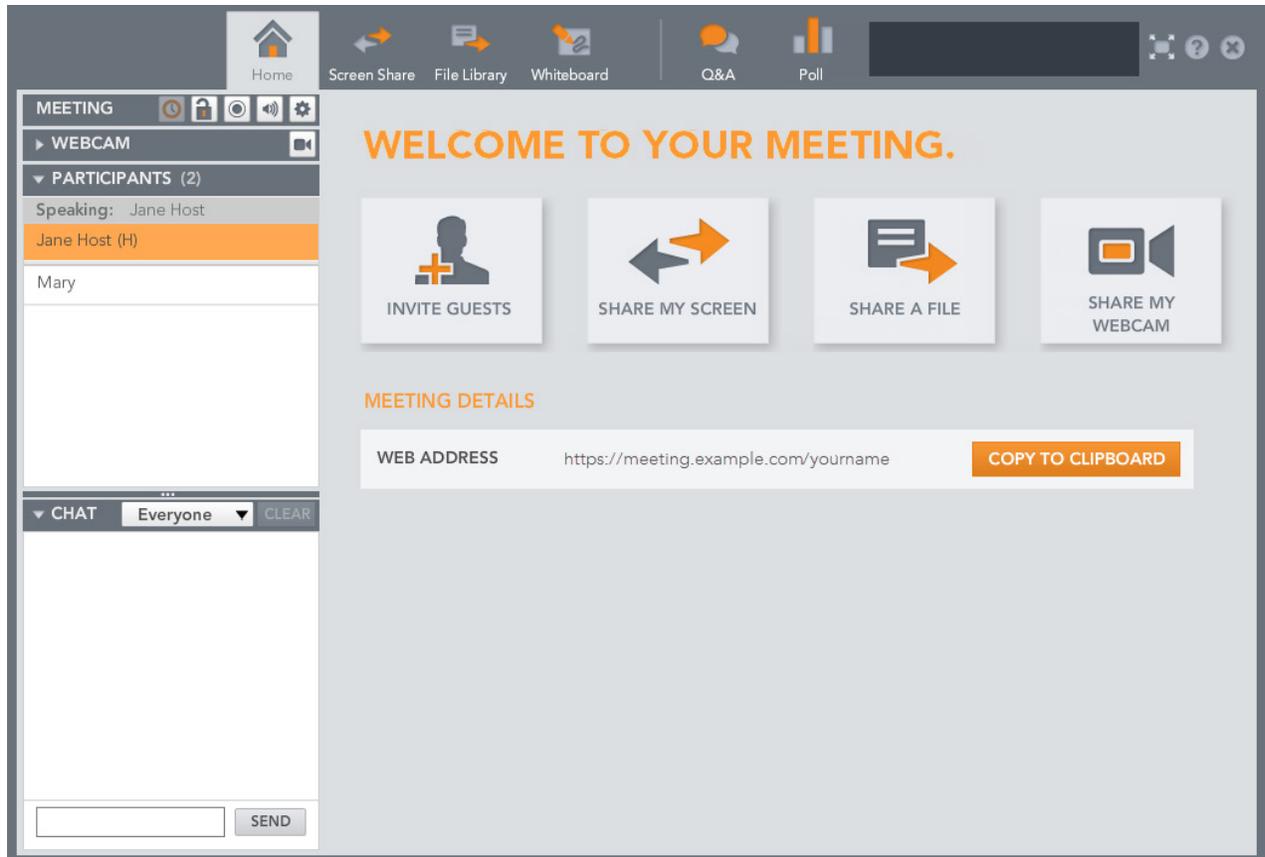
TABLE OF CONTENTS

ABOUT CENTURYLINK WEB

CenturyLink Web allows you to run efficient and engaging meetings by adding visual elements such as presentations, whiteboards, share applications from your computer, and collect immediate feedback in a simple, easy-to-use interface. You can set up meetings with a persistent URL so that your colleagues, clients and prospects can bookmark your meetings and access them with a web browser.

The Meeting Settings feature allows you to view and update your user profile, and customize your web and audio meeting preferences. Most configuration options you need are available directly from CenturyLink Web, in Meeting Settings.

GETTING STARTED

START OR JOIN A MEETING

Whether you are a host or a meeting guest, joining a web meeting is easy.

STEP 1. Open a web browser and enter the meeting URL in the address bar.
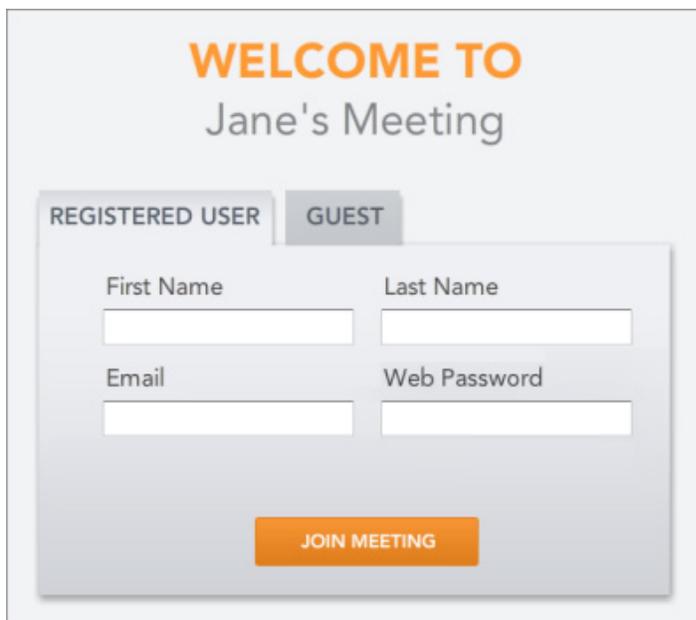
STEP 2. On the Welcome page, sign in to the meeting.

For Hosts

Click the REGISTERED USER tab and enter your name, and the email address and web password for your account. If you have more than one account, enter your client ID in the Email field. Click Join Meeting.

CenturyLink Web signs you in to your meeting and displays the meeting screen.

For Guests

If you are a guest, click the GUEST tab and enter your name and email address. Click Join Meeting.

You can also register with CenturyLink Web. Registering lets you better manage the phone numbers where meetings can call you. The next time you join a meeting, use the REGISTERED USERS tab to sign in. See Register with CenturyLink Web for more information.

STEP 3. The next step is adding your audio connection. Enter your phone number and click CONNECT to have the meeting call you.

You can also click Dial In to get a list of access numbers for the meeting.
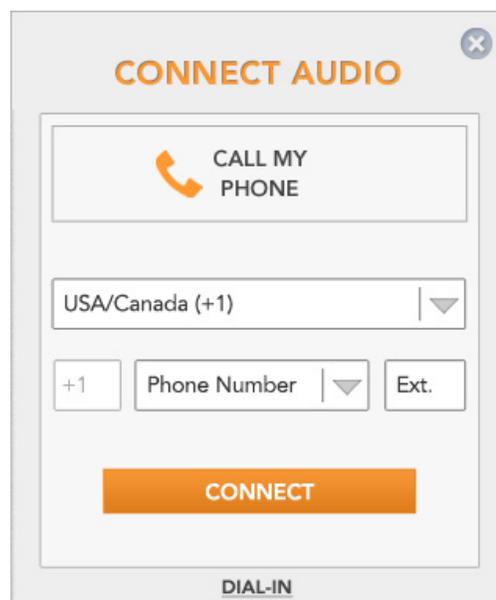
Allow Pop-Ups

CenturyLink Web opens in its own browser window, so Web browsers treat it as a pop-up window. If your Web browser has a pop-up blocker, allow all pop-ups from the site.

If your pop-up blocker does not let you allow all pop-ups from a site, turn off the pop-up blocker during your meeting. You can turn it back on after the meeting has ended.

Reference/Matter Number

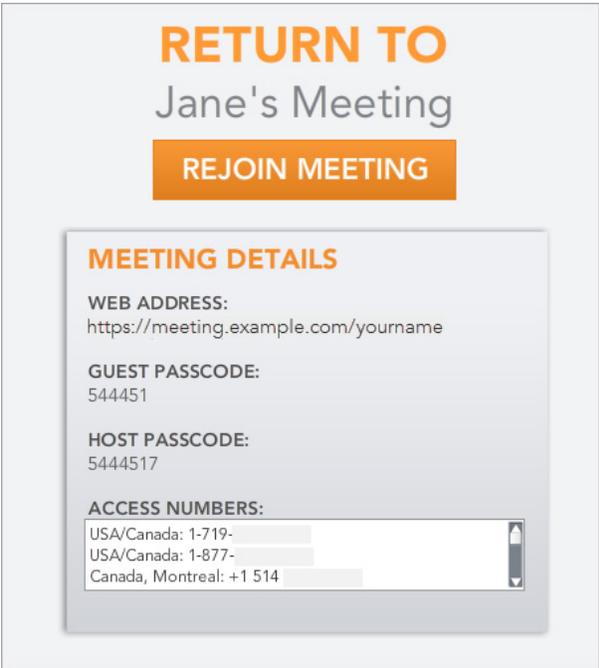Depending on the settings on your account, you may have to enter a reference number and/or matter number when you enter a meeting. Enter the appropriate numbers in the fields provided and click on Join Meeting to enter the meeting.

If you do not see these fields, your administrator has not configured them for your meeting. Also, please note that the fields may be called something slightly different, depending on your company's configuration.

Rejoin the Meeting

In the background, CenturyLink Web also opens a new browser tab or window and displays the Rejoin Meeting page. This page contains your meeting details (meeting URL, access numbers, and passcodes), plus a Rejoin Meeting button.

RETURN TO
Jane's Meeting

REJOIN MEETING

MEETING DETAILS

WEB ADDRESS:
https://meeting.example.com/yourname

GUEST PASSCODE:
544451

HOST PASSCODE:
5444517

ACCESS NUMBERS:
USA/Canada: 1-719-
USA/Canada: 1-877-
Canada, Montreal: +1 514

The Rejoin Meeting page stays open in your browser until you close it.

CENTURYLINK WEB MEETING SCREEN

When you are hosting a meeting, you have full control of participants and meeting functions. The Home tab displays the web address for your meeting and lets you invite guests, share your screen, share files from your File Library, and share your webcam. You can access CenturyLink Web meeting features from the meeting toolbar at the top of the meeting screen. The left side of the screen contains the meeting controls for managing a successful meeting: record your meeting, lock or unlock it, mute all lines, and work with participants.
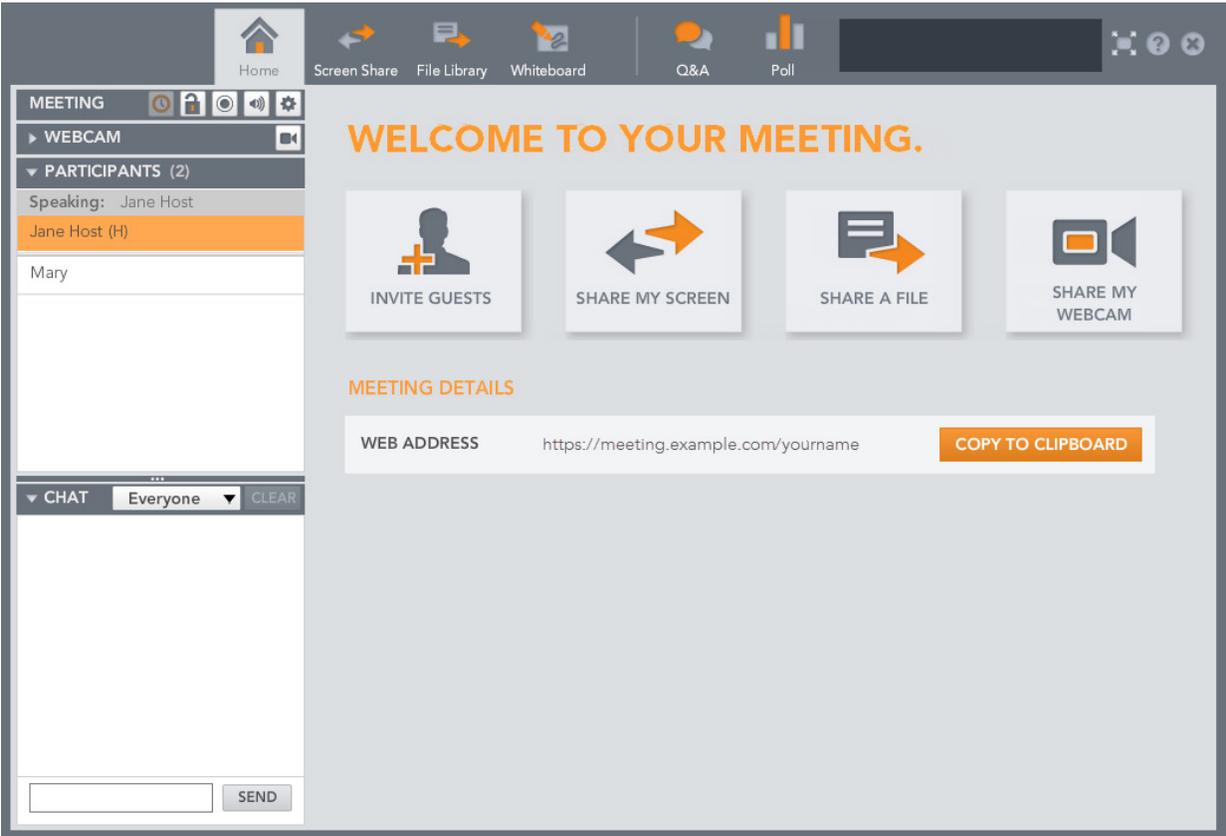
THE MEETING SIDEBAR

The meeting sidebar area is visible to all meeting participants. Here you can see who is speaking, share your webcam, text chat, and get information about other participants. If you are a host, CenturyLink Web includes meeting controls and additional options for working with participants.
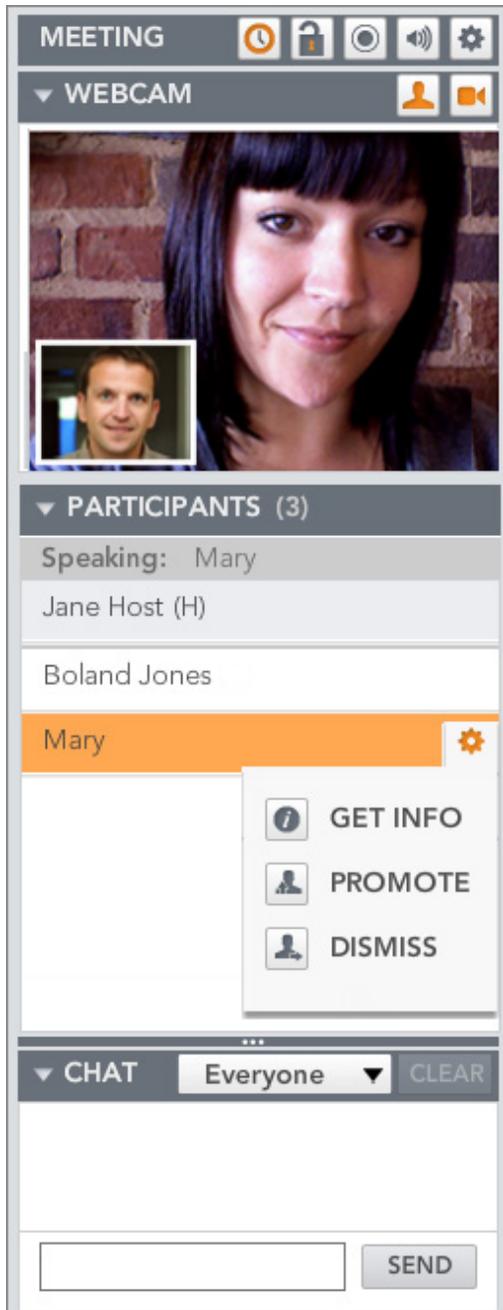
Meeting Controls

The MEETING section contains host controls that allow you to manage your meeting. Use the buttons to: see who is waiting to join the meeting, lock or record your meeting, mute all participant lines, enable video sharing (webcam), and invite guests to your meeting.

Webcam

The WEBCAM section allows you to share your webcam with the meeting and see other guests' webcams. See Webcam for more information.

Participants List

The PARTICIPANTS section lists the participants in the meeting. CenturyLink Web's active talker feature highlights the name of the participant who is currently speaking by turning the row orange. Point to your name to manage your mic and speaker volumes. Or point to any participant row and click the gear button to display participant details.

Hosts can also adjust guests' volume, promote presenters, get basic information about each guest, and dismiss a guest from the meeting. See Participants for more information.

TIP: For large public events or if you would like to keep guest names hidden, use the Guest Privacy feature.

Chat

In the CHAT section, you can send private or public instant messages to other meeting participants. See Meeting Chat for more information.

REGISTER WITH CENTURYLINK WEB

If you are a meeting host, you are already a registered user. Meeting guests -- those who are not account holders -- can also register with CenturyLink Web. Registering creates a simple user profile that includes:

• Your password

• Connect Me numbers - phone numbers (work, mobile, home, etc.) where the meeting can call you. When joining a meeting, just select from one of your saved numbers.

To register, open a browser window and access the meeting URL of the meeting you want to join. Click the GUEST tab, and then select Register to show the password fields. Enter a web password and confirm it, and then click JOIN MEETING. You are now registered!

Once registered, you can manage your profile in the meeting and enter Connect Me numbers. The next time you join a meeting, use the Registered User tab.

Select Register to display the password fields.

MANAGE YOUR PROFILE

CenturyLink Web maintains a user profile for all registered users. Your user profile includes your name, password, and Connect Me numbers. Profile settings apply to all meetings you join. You can update your profile while participating in a meeting, from the MY INFO screen.

If you are a meeting host, use Meeting Settings to update your profile.

To update your profile, sign in to a meeting. In the Participants list, click the gear next to your name and then select My Info.
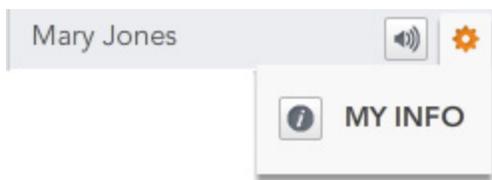
On the My Info screen, update your profile details and then click Save. Your changes take effect the next time you join a meeting.

HOST A MEETING

THE MEETING TOOLBAR

CenturyLink Web gives you the tools you need to host a successful meeting. For example, you can share applications or your entire desktop, show presentations and videos in the meeting, send files to your guests, and conduct polling or question and answer sessions. These features are available at the top of the meeting screen, on the meeting toolbar.

For more information about the meeting toolbar, see the following topics:

- Screen Share
- File Library
- Show a File in the Meeting
- Whiteboard
- Question and Answer sessions
- Polling and Surveys
- Help (includes System Diagnostic Tests and Meeting Settings)
- End the Meeting

INVITE GUESTS TO YOUR MEETING

You can invite additional guests to your meeting, while it is in progress. There are three options for inviting a guest: by email, by phone, or by copying the meeting details to your clipboard for use in IM or email.

To invite a guest via email:

1. In the Meeting section of the side menu, click the gear icon and then click Invite.
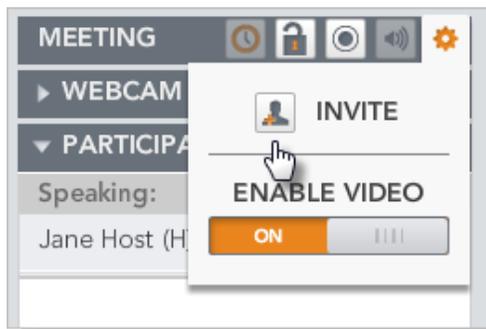
2. In the INVITE BY EMAIL section, enter the email address of the guest you want to invite.

3. Click the Send Email button.

   CenturyLink Web sends your guest an email invitation containing the web address and dial-in information for your meeting.

To invite a guest by phone:

1. Click on the gear button in the Meeting section of the side menu, and then click Invite.

2. In the INVITE BY PHONE section, enter the name and telephone number of the guest you want to invite.

3. Click the Phone Guest.

   CenturyLink Web calls your guest at the number you entered.

To invite a guest by copying to clipboard:

1. Click on the gear button in the Meeting section of the side menu, and then click Invite.

2. Click the Copy to Clipboard button.

3. Switch to your email or instant message application, and then paste the web address into a message to send it to your guest.

DISPLAY MEETING INFORMATION

The main meeting window displays the web address for your meeting. Click the COPY TO CLIPBOARD button to copy the meeting URL. You can then paste it into a text message or email to send to a guest who has not yet joined your meeting.

MEETING DETAILS

WEB ADDRESS	https://meeting.example.com/yourname	COPY TO CLIPBOARD
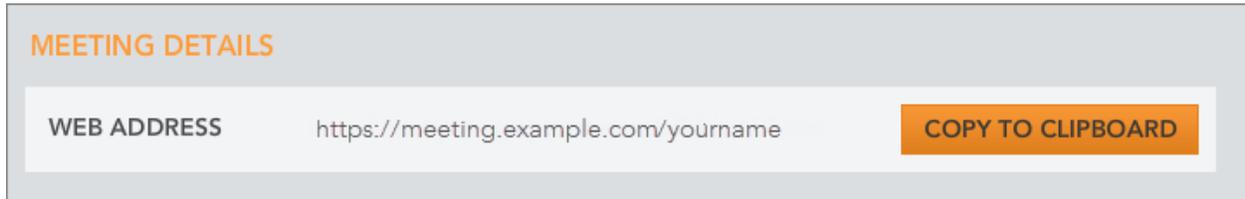
If you need the audio connection information, click the Help button on the meeting toolbar. The Meeting Information section of the Help and Support window includes the web address, dial-in access numbers, and passcodes. If you are the host or a presenter, the host passcode is displayed; when guests view Meeting Information, hides the host passcode.

HELP & SUPPORT

I NEED HELP
I HAVE AN IDEA
MEETING INFORMATION

WEB ADDRESS
https://preview.pgilab.com/janetest

GUEST PASSCODE
544451

HOST PASSCODE
5444517

ACCESS NUMBERS

US/CANADA: 1-800-
AUSTRALIA, SYDNEY: +61 (0)
AUSTRIA, VIENNA: +43 (0) 1 25

MEETING SETTINGS
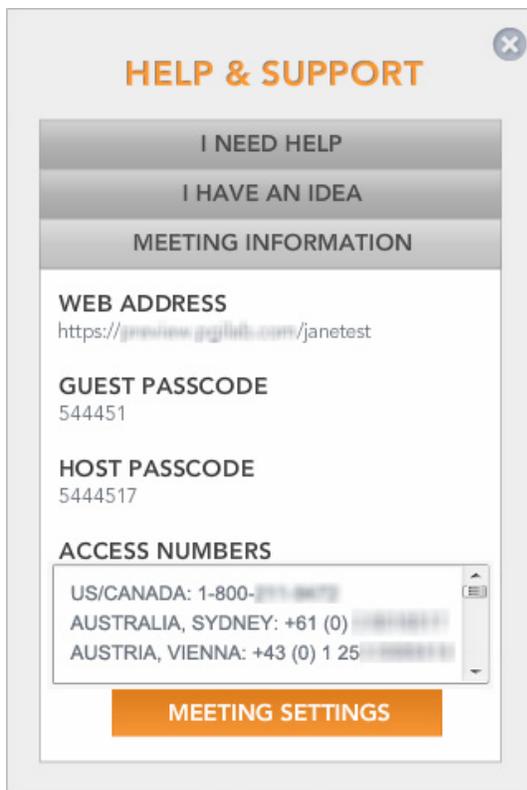
END THE MEETING

When you complete your meeting, click the "X" button at the right side of the meeting toolbar.

CenturyLink Web asks whether you would like to end your meeting, exit your meeting (allowing others to continue meeting), or stay connected to your meeting.

To close the web portion of the meeting and continue with an audio conference, in the END MEETING section, select Web.
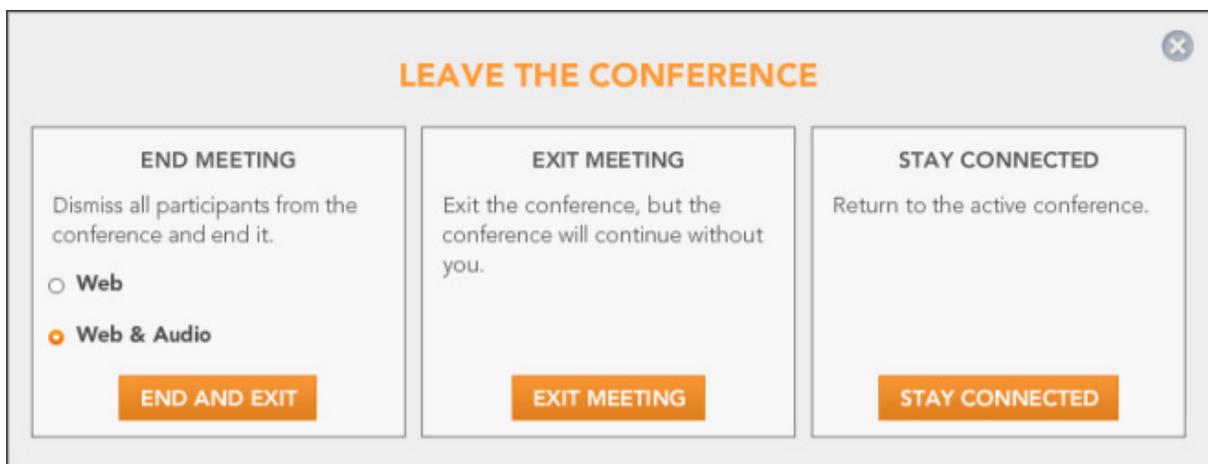
WEB MEETING FEATURES

SCREEN SHARE

Screen Share can be used to share programs, websites, or even your entire desktop with your guests. Just start Screen Share and select what you want to share. Your meeting guests can follow along as you browse a website, conduct a demo, or show files on your computer. You can grant access to your guests to control the application being shared, or you and others can make annotations while sharing.

> *To prevent delays, download and install Screen Share before your meeting begins. Screen Share is available from Help & Support, from the DOWNLOAD TOOLS link.*

Share an Application or Your Desktop

To use Screen Share, first open the application you wish to share, and then switch back to your meeting and click SHARE MY SCREEN. From the list of applications, select the application you want to share. To share your whole desktop, select Share My Screen.
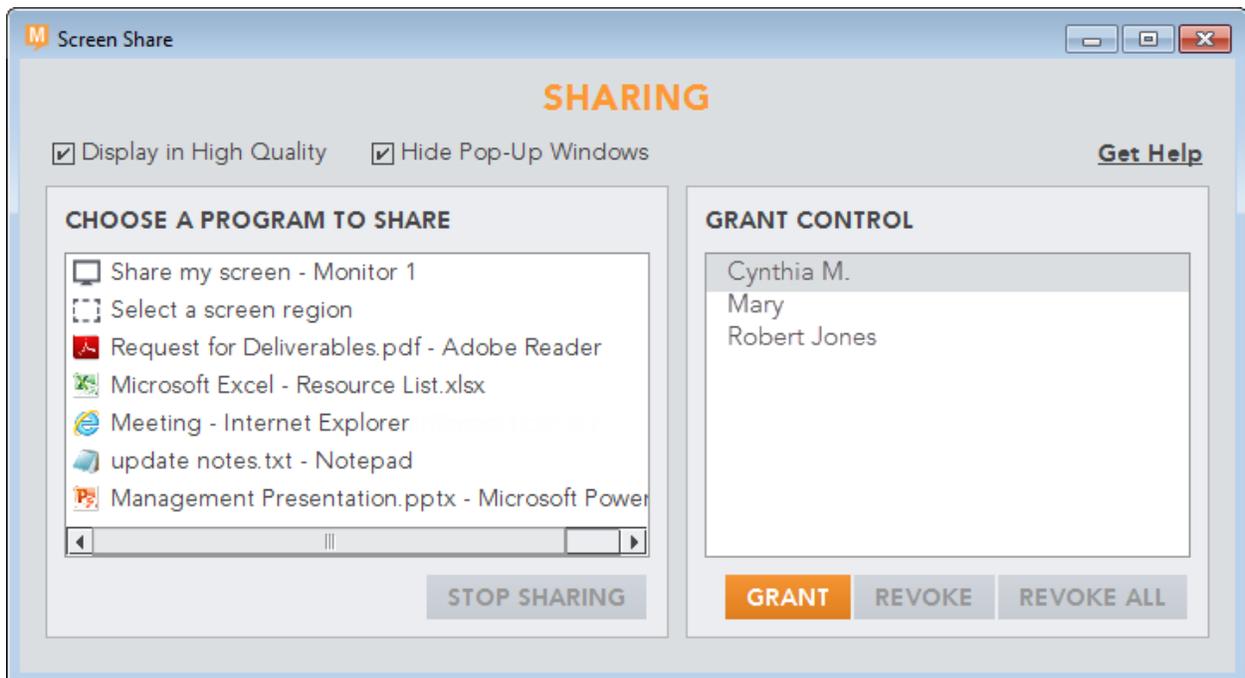
Screen Share Annotation Tools

You can annotate any application you are sharing, including your desktop. This is similar to the drawing tools available on the Whiteboard and when showing a file from the File Library. At the top of the shared area, click the Annotate button (the pencil) to display the annotation tools.

To annotate while sharing:

1. At the top of the shared area, click the Annotate button (the pencil) to display the annotation tools.
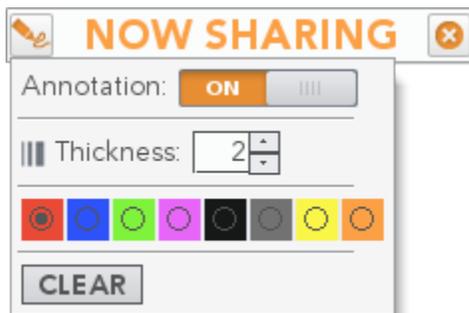
2. Select the outline color and width, then draw free-hand with the pencil drawing tool.

3. To change color or width, click the Annotate button again to display the annotation tools.

4. You can:

   > Click CLEAR to remove all annotations.

   > Click the Annotation toggle to OFF to keep your annotations, but prevent any further marking.

Grant Control to Others

While using Screen Share, you can allow meeting participants to control a shared app or your desktop.

To grant Screen Share control to one of your guests:

1. On the Screen Share window, select the guest from the list of participants.
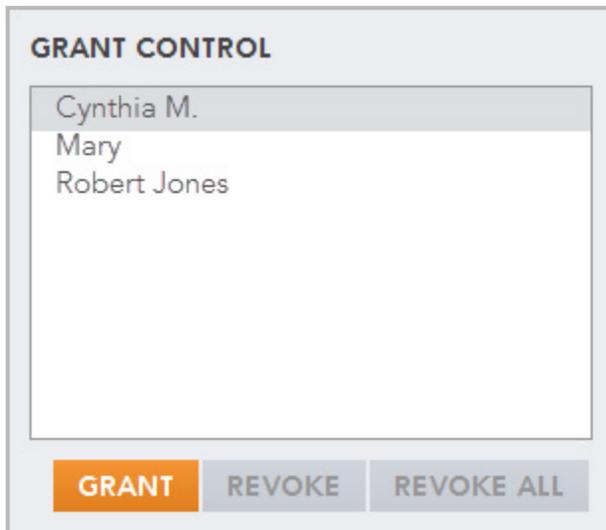
2. Click the **Grant** button.

    The participant can now control the application on your machine.

3. To remove control from the participant, navigate back to the Screen Share window, select the participant's name from the list, and then click the **Revoke** button.

*To remove control from all participants simultaneously (in the case where multiple participants were granted control), navigate back to the Screen Share window and click the **Revoke All** button.*

Stop Sharing

To share a different application or stop sharing your screen, click the Stop (X) button at the top of the shared area.

The Screen Share window is displayed. You can select a different application or screen region to share from the list of applications. If you are finished sharing, exit the Screen Share application. At the top of the Screen Share window, click the Exit button (X). When prompted, click Yes to close Screen Share.

> *You can also switch to the Home, Whiteboard, or File Library tab to exit Screen Share.*

FILE LIBRARY

The File Library contains all files you previously uploaded to your meeting and all meeting recordings. You can open a variety of files from your File Library - PowerPoint presentations, PDF and Microsoft Word documents, Microsoft Excel spreadsheets, image files, and even videos - and share them in your meeting. You can also send files to your guests for download.

To access your File Library, either click SHARE A FILE or the File Library tab on the meeting toolbar.
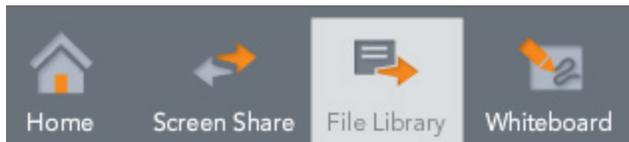
File Library Screen

The File Library screen shows all of the material that you uploaded into your meeting. You can click the NAME heading to sort the files by name, or click All Files and then select the type of files you would like to display.

Share Files in the Meeting

You can open many types of files directly from your File Library and show them to your meeting guests. Stream uploaded videos, share presentations, or present documents - all without starting Screen Share. To share a file, open the File Library and then click the file name. opens the file in the main meeting window.

> *The cursor turns to a hand if the file can be presented in the meeting.*

You can share the following types of files from the File Library:

- Videos – F4V, FLV, M4V, MOV, MP4
- Adobe Acrobat – PDF
- Microsoft PowerPoint – PPT, PPTX
- Microsoft Word – DOC, DOCX
- Microsoft Excel – XLS, XLSX
- Image files – JPG, PNG

You can also send these files to your guests for download.

Working with Files

Click the gear next to a file to display file details. From here, you can send the file to guests for download, download the file to your computer, or remove it from your File Library.

Files in your meeting can be downloaded by participants or sent to participants by you, and with certain file types, shown in the meeting.

You can find more information about File Library in the following sections:

- [Add a File](#)
- [Send a File to Guests](#)
- [Download a File](#)
- [Delete a File](#)
- [Show a File in the Meeting](#)
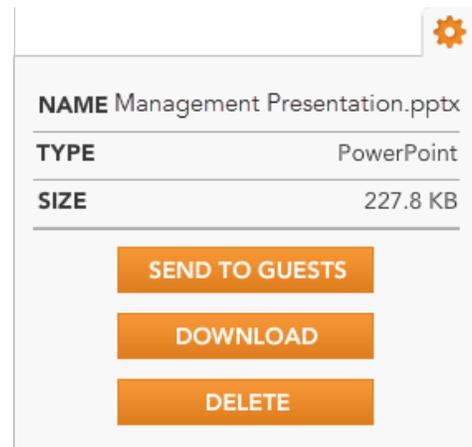
Add (Upload) a File

During a meeting, you can add files to be shown or shared using the File Library.

To upload a file:

1. Click the File Library tab on the meeting toolbar.

    Your File Library is displayed.

2. At the bottom of the page, click ADD FILE.

3. On the File Upload screen, click Browse and select the file you want to upload.
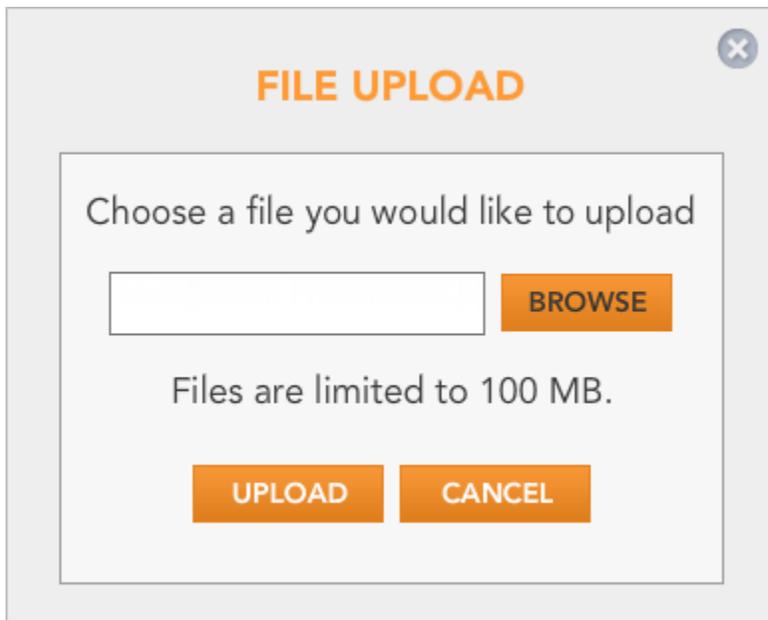
Each file is limited to 100MB. There are no limitations on file types that can be added. You can show many different types of files to your guests, directly from the File Library.

4. Click Upload.

Download a File

As the host, you can download a file from your own File Library. If you are a guest and the host has shared a file with you for download, go to the File Library tab to retrieve it.

To download a file from the host (for guests):

If you are attending a meeting and the host shares a file with guests, your File Library tab in the meeting is highlighted.

1. Click the File Library tab on the meeting toolbar.

   A download window is displayed. It lists all files the host has shared during this meeting.

   Your File Library is displayed.

2. Click the linked name of the file to download.

3. Browse to the location where you want to save the file, and save it.

To download a file (hosts):

1. Click the File Library tab on the meeting toolbar.

   Your File Library is displayed.

2. Find the file you want to download, and then click the gear icon to display the file details.

3. Click Download.

4. Browse to the location where you want to save the file, and save it.

Send a File to Guests

You can send any file in your File Library to your meeting guests. Meeting guests will receive a message to download the file. Depending on the file type, your guests will get one of two screens to send the file to your guests. If you are attempting to send a recording, you will get a screen to invite guests to a recording.

To send a file to your guests:

1. Click the File Library tab on the meeting toolbar.

   Your File Library is displayed.

2. Find the file you want to send, and then click the gear icon to display the file details.

3. Click Send to Guests.

4. The next step varies, depending on the type of file you are sending. For:

    > Meeting recordings - enter the email addresses of people you would like to invite to view or hear the recording, then click Send Invite.

    > All other file types - click OK to confirm you want to send the file.

    Guests will be notified that the file is available for download from the File Library tab.

Delete a File

If you are no longer using a file, you can delete it from your File Library.

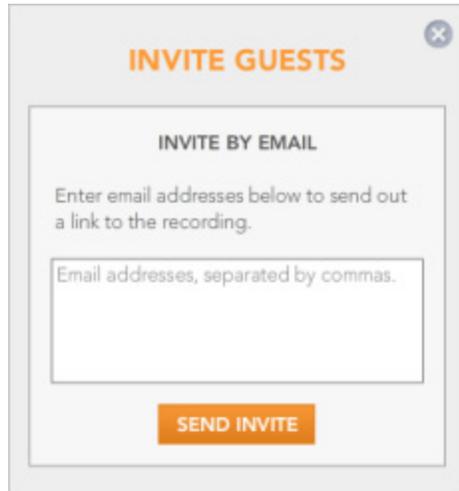**To delete a file:**

1. Click the File Library tab on the meeting toolbar.
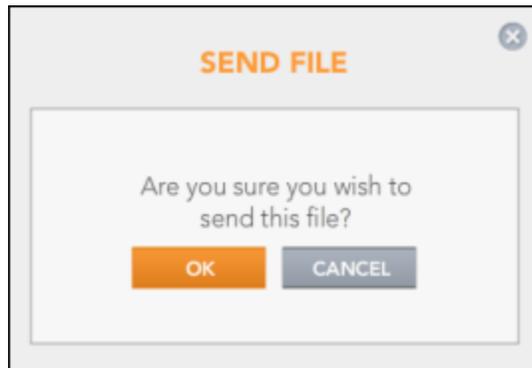
   Your File Library is displayed.

2. Find the file you want to delete, and then click the gear icon to display the file details.

   A confirmation dialog box opens.
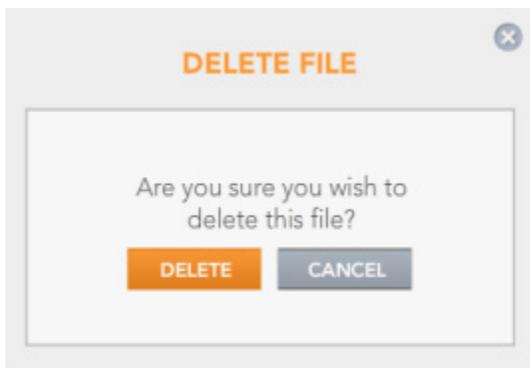
3. Click Delete.

Show a File in the Meeting

You can open many types of files directly from your File Library and show them to your meeting guests. Show uploaded videos, PowerPoint presentations, PDF and Microsoft Word documents, Microsoft Excel spreadsheets, and image files - all without starting Screen Share.

To share a file, open the File Library and then click the file name. CenturyLink Web opens the file in the main meeting window.

The following features are available when presenting from your File Library:

- Presentations controls - let you navigate through the document you are presenting.

- PowerPoint animation effects are displayed to meeting participants. Use the presentation controls to move through animation sequences.

- Full-screen view - hides the side menu, allowing you to use the maximum area for the presentation.

   Presented files always scale to fit the screen they are running in. In standard view, they appear normally. In full-screen view, they are enlarged to fit the window.

- <u>Annotations</u> - mark the slide or page with the simple drawing and text tools provided. You can allow your guests to add their own annotations.

To show a presentation, document, spreadsheet, or image:

1. On the main window, click the SHARE A FILE button, or on the toolbar, click the File Library tab.

    Your File Library is displayed.

2. Find the presentation or other document you want to share, and then click its name.

    The cursor turns to a hand if the file can be presented in the meeting.

    The selected presentation opens in the main meeting window. You are now sharing it with your guests.

Use the presentation controls, located above the displayed slide, to navigate through the presentation. If your presentation includes any notes, they are displayed below the presentation; guests cannot see the notes. Annotation tools are provided on the left of the presentation.

The following illustration shows a PowerPoint presentation. The same presentation controls are available when you are presenting multi-page files.
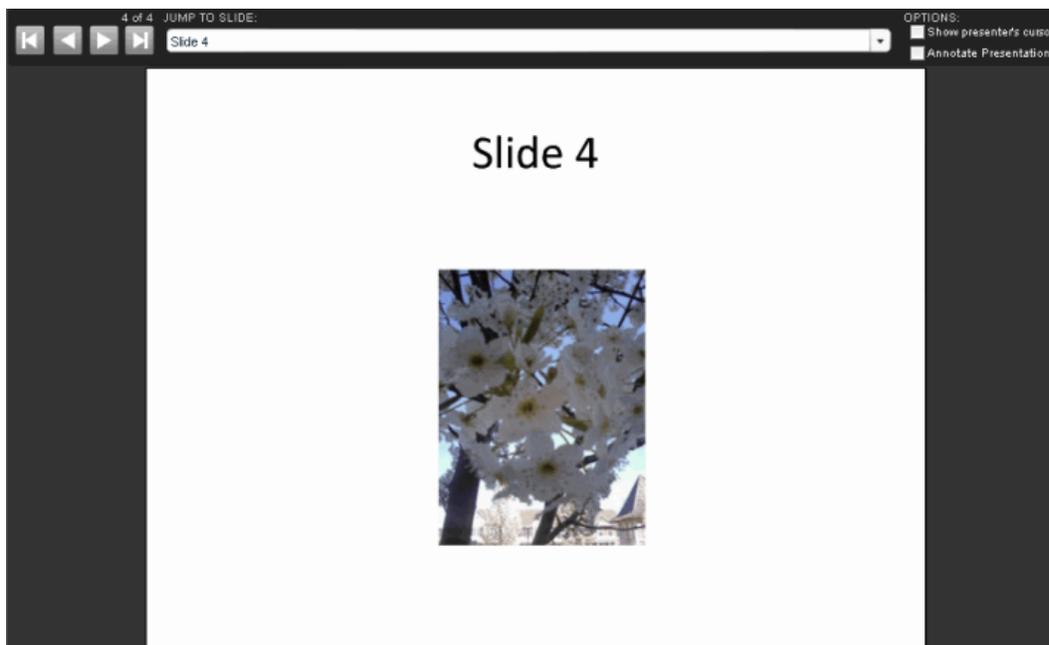
Presentation Controls

Presentation controls allow you to easily navigate through the presentation slides or pages of the document you are sharing with the meeting. They are located above the file you are sharing within the CenturyLink Web window.

The number of the current slide (or page) and the total number of pages are shown above the presentation control buttons. The buttons themselves perform the following actions.

- First - Takes everyone to the first slide in the set
- Previous - Takes everyone to the previous slide
- Next - Takes everyone to the next slide
- Last - Takes everyone to the last slide in the set
- Jump to Slide - Takes everyone to a specific slide chosen from the drop-down list

You can also access controls for your presentation by right-clicking your mouse. The controls available from the right-click menu are the same as the controls listed above.

If your presentation includes animations, the Next button moves within the animation sequence, not to the next slide.

Annotation Tools
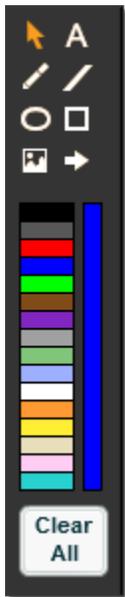
When you are showing a file from your File Library, annotation tools are available from a palette to the left of the file you are presenting. Each tool has attributes that you can modify via drop-down lists that appear immediately above the slide when the tool is selected.

| Button	Description
	Cursor. Select an annotation and drag it to a different location or delete it.
A	Text tool. Type text on the slide or whiteboard. You can modify Font, Style, and Size attributes. Press the [Enter] key to display text to everyone.
	Draws freehand lines. You can modify the thickness attribute
	Draws a straight line. You can modify the thickness attribute.
	Draws an ellipse. You can modify the thickness attribute and whether the shape is filled.
	Draws a rectangle. You can modify the thickness attribute and whether the shape is filled.
	Allows you to paste an image onto the slide or whiteboard. Enter the image URL into Image URL attribute field and select Set as Background checkbox.
	Draws an arrow onto the slide or whiteboard. You can modify the direction attribute to have it point up, down, left, or right.
CLEAR ALL	Clears all annotations currently displayed. Once you clear annotations, this action cannot be undone.

WHITEBOARD

A whiteboard is like a blank slide that you can draw or write on using the provided annotation tools. To access the whiteboard, click the Whiteboard tab on the meeting toolbar.
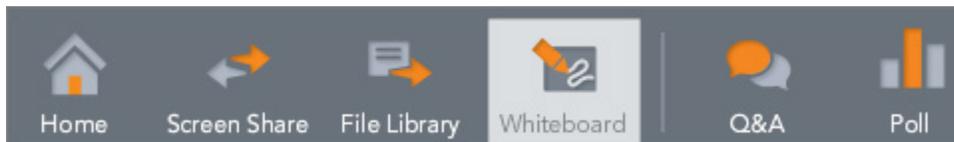

Whiteboards are useful for sketching ideas, brainstorming sessions, meeting summaries, and listing action items.

Let Your Guests Contribute

With the Enable Attendee Annotation option, you can grant guests the ability to annotate on your whiteboard. The drawing and annotation tools used with the whiteboard are the same as those used when sharing a file from the File Library.
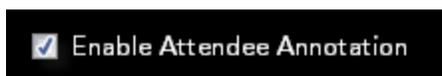
QUESTION & ANSWER

The question and answer (Q&A) feature allows guests to ask questions of the host and presenters during the meeting. The host and all presenters can answer questions. You can let the questions queue up and answer them later or click the Q&A button to answer each question immediately. All of the meeting's questions and answers will be stored in the meeting transcript at the end of a meeting.

To ask a question, click the Q&A button on the meeting toolbar, and then enter your question. When a new question is posted, CenturyLink Web alerts the host and presenters: the Q&A button on the toolbar shows the number of new, unanswered questions.
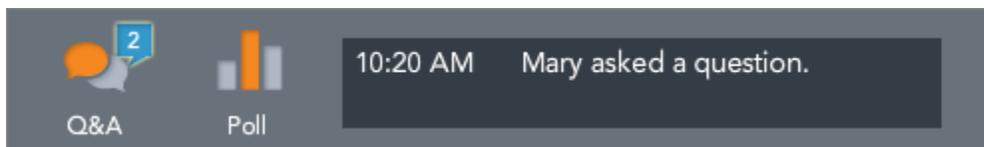
To answer a question (host or presenter):

1. Click the Q&A button.

   CenturyLink Web opens the QUESTIONS & ANSWERS window, showing all questions and the names of the guests who asked them.
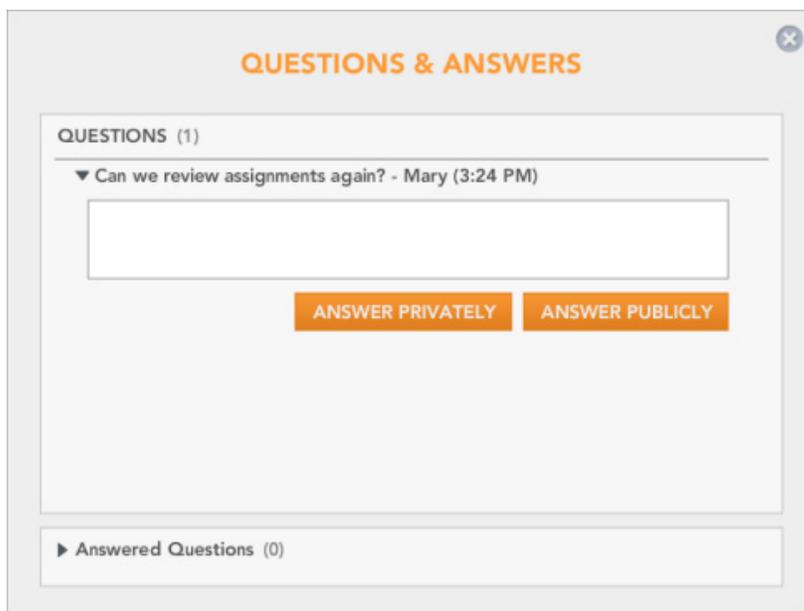
2. The top section lists new questions. Click the arrow next to the question you want to answer.

3. In the space provided, enter your answer, and then click:

   > ANSWER PUBLICLY to send the question and your answer to everyone in the meeting.

   > ANSWER PRIVATELY to send the answer only to the person who asked the question.

   The question and your answer are included in the Answered Questions section. The QUESTIONS & ANSWERS window is opened on your guests' screens.

4. To correct an answer or to add more information to it, open the answered question and enter a new response.

5. If you answered a question privately, you can make your answer public. Open the answered question, enter a new response, and then click ANSWER PUBLICLY.

POLLING AND SURVEYS

Polls allow you to get ask a question and get instant feedback from your participants during a meeting. You can ask a question you created before your meeting, or create a quick poll question during the meeting. All questions you create are saved with your meeting so that you can use them again. For more detailed input, create a survey. A survey is a set of questions that you can present to your meeting participants.

With polls and surveys, you can ask your guests a question (multiple questions in the case of a survey), view results as charts or percentages, publish results to all participants, and save questions to ask again in another meeting. You can also download poll or survey results to a file.

To poll your guests or to create poll questions or a survey, click the Poll button on the meeting toolbar.

The Polling window is divided into two tabs: Questions and Surveys. The first step is to create a question. On the Questions tab, click the plus button. You can combine questions into a survey.
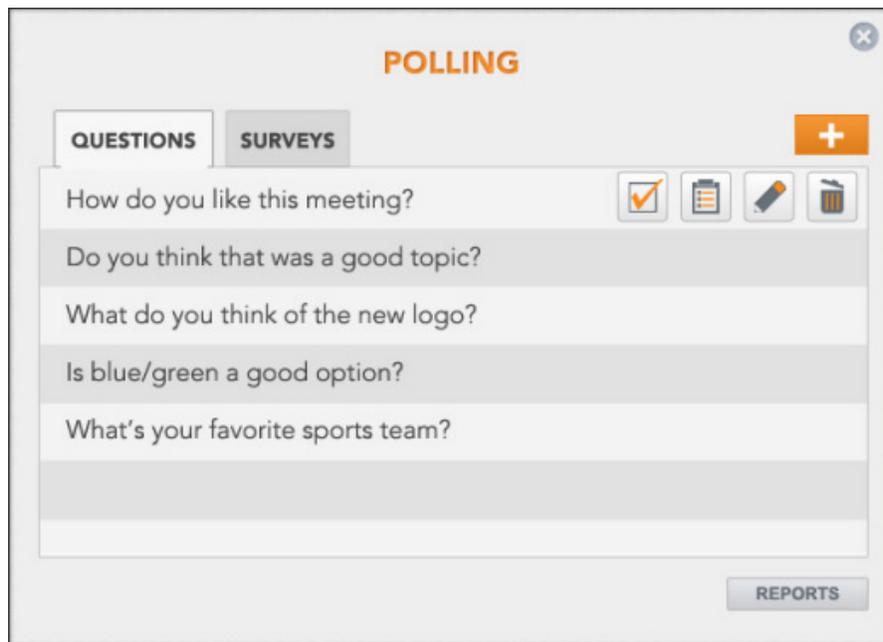
Action Buttons

Once a question or survey is created, hover over it in the list to display action buttons.

Post the question or survey (poll or survey meeting participants)

View results and publish to the meeting

Edit the question or survey

Delete the question or survey

For more information, see the following topics:

- Create a Question
- Ask a Poll Question
- View Poll Results
- Create a Survey
- Survey Your Guests
- View Survey Results

Create a Poll Question

To create a poll question:

1. On the meeting toolbar, click the Poll button.

   The Polling window opens with the Questions tab displayed. It lists all questions saved with your account.

2. Above the list, click the plus button.

3. Enter the question to ask and select the type of question. For multiple choice questions, specify the answer choices.

4. Click Save.

   The Polling window is displayed again, with your new question included in the list.

Ask a Poll Question

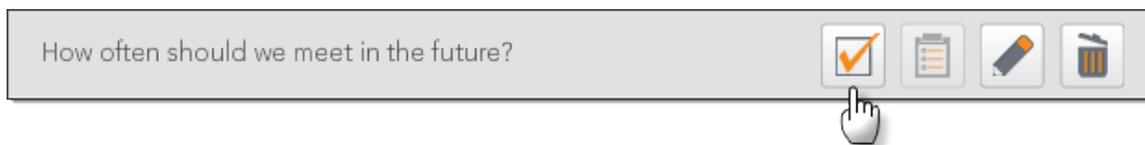Once you create a question, you can poll your meeting guests.

To poll your meeting:

1. On the meeting toolbar, click the Poll button.

    The Polling window opens with the Questions tab displayed. It lists all questions saved with your account.

2. Hover over the question to ask, and then click the Post button.

The question is posted immediately to your participants, who can answer it.
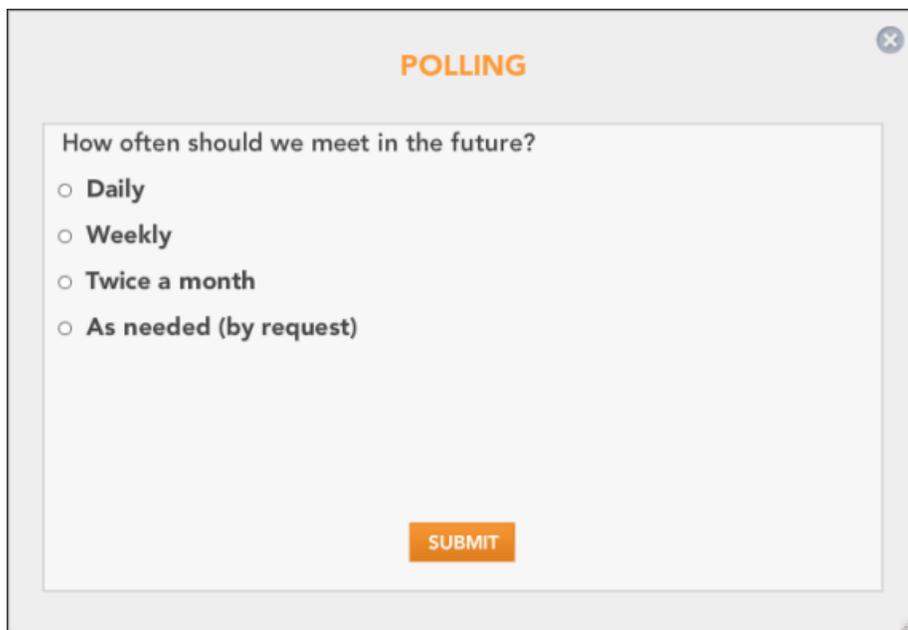
View Poll Results

Once you have asked your polling question and received responses, you can review and publish your results to your meeting guests. Poll results can be displayed as bar graphs, pie charts, or numeric results.

To view poll results:

1. On the meeting toolbar, click the Poll button.

   The Polling window opens with the current poll results displayed.

2. If you are finished with the poll, click Close Poll to stop accepting responses. Confirm that you want to close the poll.

   Select whether you would like to allow guests to see the results. You cannot change this setting after you close the poll.

   The Polling window is displayed again. If you chose to show results to your guests, the Polling window displays results to the meeting.

To go back later and view results:

1. On the meeting toolbar, click the Poll button.

2. Hover over the poll you conducted, and then click the Results button.
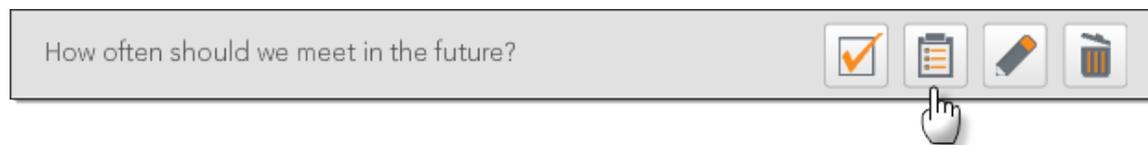
   The Polling window displays the results of the poll.

Create a Survey

After you create several questions, you can combine them into a survey. You can then post the survey in your meeting and view results.

To create a survey:

1. On the meeting toolbar, click the Poll button.

2. Click the Surveys tab.

   The Polling window displays all surveys saved with your account.

3. Above the list, click the plus button.

4. Name the survey and choose the questions to ask.
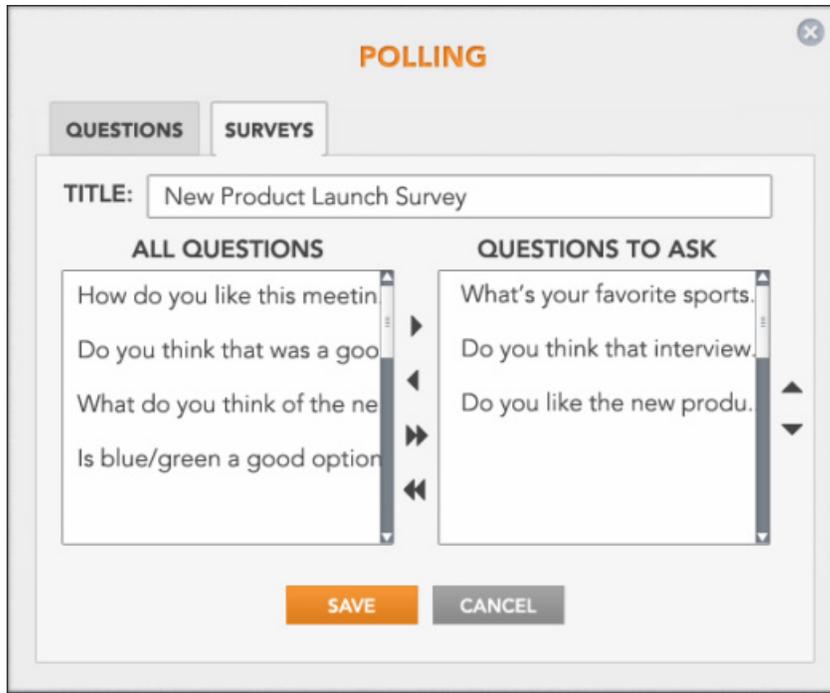
5. Use the up and down arrows to the right of the QUESTIONS TO ASK list to set the order of the questions in the survey.

6. Click Save.

Survey Your Guests

Once you create a survey, you can post it to your meeting guests.

To survey your meeting:

1. On the meeting toolbar, click the Poll button.

   The Polling window opens with the Questions tab displayed.

2. Click the Surveys tab.

3. Hover over the survey to post, and then click the Post button.
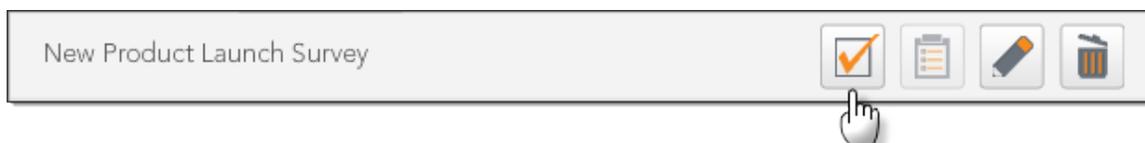
The survey is posted immediately to your participants, who can respond to it.
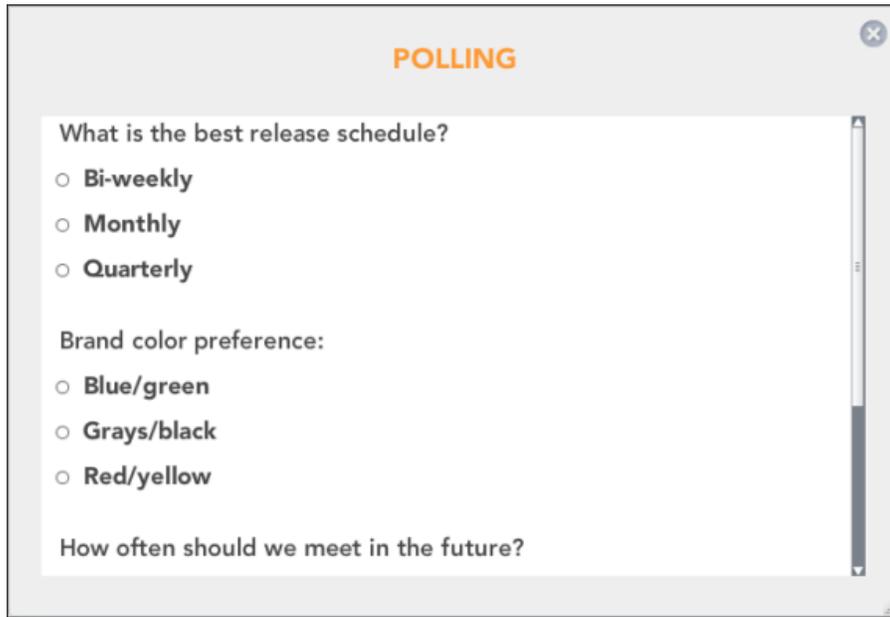
Close the Survey and View Results

While the survey is open, you can check the number of responses. On the meeting toolbar, click the Poll button and then click the Surveys tab. CenturyLink Web displays the number of participants and the response rate (how many people have completed the survey). If you are finished with the survey, click Close Survey to stop accepting responses.

CenturyLink Web saves survey results in a spreadsheet, with answers grouped by respondent. After you close the survey, you can download and save the results. At the bottom of the Surveys tab, click the REPORTS button.

Although survey results cannot be published to your meeting guests during the meeting, you can send the results spreadsheet to them.

PARTICIPATE IN A MEETING

The CenturyLink Web meeting sidebar area contains meeting and participant controls for hosts, as well as features that let all participants manage their meeting experience. The meeting controls in the MEETING section are available to hosts only. The other sections of the sidebar are available to all meeting participants; use:

- WEBCAM to share your webcam with all meeting participants and see other guests' webcams.

- PARTICIPANTS to see who is in the meeting and the active talker.

- CHAT to send text messages in the meeting.

This section explains the following meeting controls and meeting features:

- Meeting Controls (Host)
- Work with Participants
- About Guest Privacy
- Webcam
- Meeting Chat

MEETING CONTROLS (HOST)

At the top of the sidebar, the MEETING section contains host controls that allow you to manage your meeting. Use the buttons to: see who is waiting to join the meeting, lock or record your meeting, mute all participant lines, enable video sharing (webcam), and invite guests to your meeting.

Lock Your Meeting

You can lock your meeting at any time during the meeting to prevent additional participants from joining. When a meeting is locked, displays an informational web page to guests who try to join via the web and plays a short message to anyone who tries to dial in.

In the Meeting section of the side menu, click the lock button to lock your meeting. To unlock your meeting, click the lock button again.

Record Your Meeting

The Recording feature lets you record your meeting - both web and audio, or only the web or audio portions of the meeting. Meeting recordings are available in your File Library, several minutes after you complete the recording.

To start recording, click the record button.

The Recording Options window opens, allowing you to specify the parts of the meeting you would like to record. Name the recording (optional) and then click the **Record** button. The recording icon switches to red and starts recording your meeting. To pause or stop recording, click the record icon again.

Mute All Participants

During a meeting, you may need to mute all guest lines in your meeting while a presentation is being made or due to an open line that bringing noise into the meeting. When you mute all the lines in the meeting, your microphone is not muted.

Click the speaker button to mute all participant lines. An audio prompt is played, stating that all guests are muted. To unmute your meeting, click the speaker button again.

You or your guests can mute their own microphones by hovering over their names in the meeting, then clicking on the speaker button.

Waiting Room

The waiting room feature prevents guests from entering your meeting until you join. The feature is available in Web Meeting Settings. You can choose to admit each guest individually or have admit all waiting guests when you join.

To see who is waiting to be admitted and to approve guests for your meeting, click the clock button.

WORK WITH PARTICIPANTS

The Participants list shows all meeting participants. Use this section to perform basic functions with meeting participants, such as controlling audio, promoting or demoting, viewing basic information about a guest, or dismissing a guest from the meeting. In addition to the host, there are two other types of participants in a meeting - **guests** and **presenters.**

- **Guests** can ask questions, share their webcams, and control their own audio. If the host gives permission, guests can chat and use the annotation tools. As a host, you can *promote* a guest to be a presenter.

- **Presenters** can use Screen Share to share their own screens or applications on their computers with the meeting.

Most of the functions that you can perform with participants are the same whether the participant is a guest or a presenter. Point to a guest or your own name to display volume controls and participant controls.

Active Speaker

In the Participants list, highlights the person currently speaking by turning the row orange.
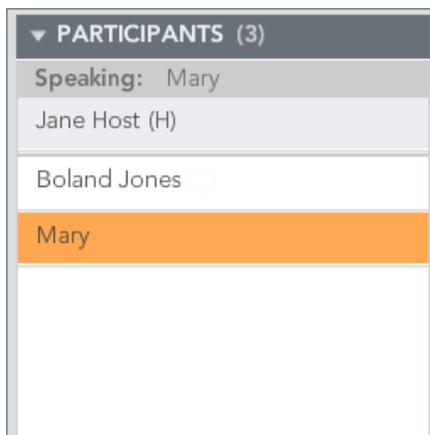
Participant Controls

Point to your own name or another participant's name and then click the gear icon to display participant controls. If a guest dials in for audio, there are two rows for the guest: one with a screen icon and another with a phone icon. Click Merge to link the two rows. This helps others in your meeting know who is in the meeting and who is speaking.
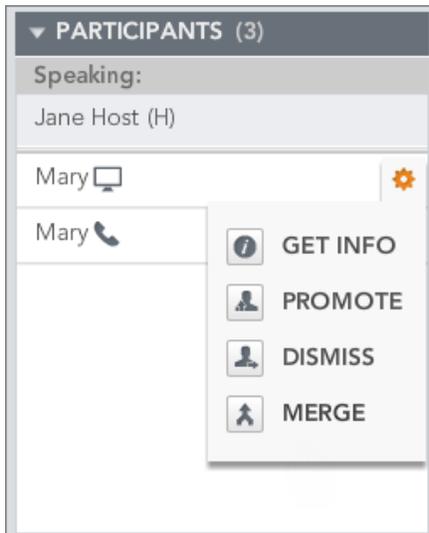
Get Info: Display guest's email address and dial-in number

Promote: Make the guest a presenter who can share her screen

Dismiss: Remove the guest from your meeting

Merge: Link screen and audio rows for the guest

Adjust a Participant's Volume (host)

As the meeting host, you can manage your participants' mic volumes whether they are guests or co-presenters. Point to the participant's name and then click the speaker icon to display volume controls.
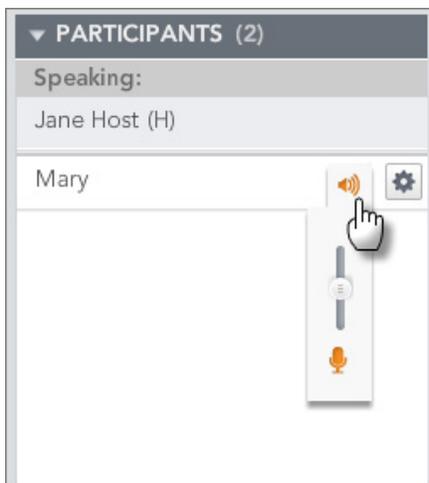
You can also manage your own mic and speaker volumes.

Click the speaker icon to mute the guest's mic.

Click and hold the speaker icon and then drag the slider to adjust the volume.

Your Controls

Point to your name and then click the speaker to manage your own mic (speaking) and listening volumes.
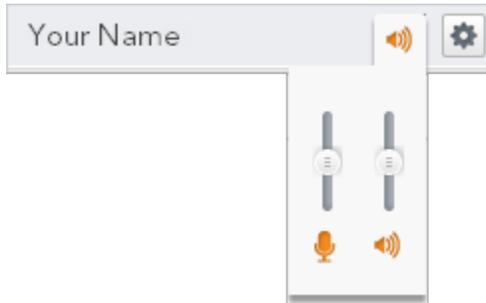
Search for a Participant

You can search the Participants list for a specific person. This is useful in meetings where there are a large number of participants. Enter the participant's name and then click the magnifying glass. As you type, CenturyLink Web narrows the list to include only those participants with names containing your search words.
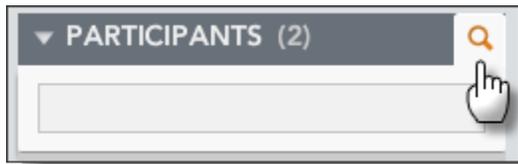
Click the magnifying glass icon again to show all participants.

ABOUT GUEST PRIVACY

The Guest Privacy feature allows hosts to hide the identity of guests from the other guests in the meeting. This is particularly useful for larger public events, where a long Participants list can become unwieldy or you may not want guests from other organizations to be able to identify one another.

When Guest Privacy is enabled, it changes the guests' view of the meeting:

- Guests see only the names of the host, presenters, and their own names; all other guest names are hidden.

- The Speaking line - with the speaker's name - is hidden.

- Active talker is highlighted only when the host, presenters, or current guest is speaking.

- Meeting notifications are hidden.

- Guest webcams and chat are disabled.

These features remain available to you, the host.

You must enable this option in Web Meeting Settings on page 37 before you conduct the meeting.

WEBCAM

Both hosts and participants can share webcam video with the meeting. Others see your video feed in the Webcam section near the top of the side menu in . You can share your webcam with your meeting. When you turn on your webcam, your video is immediately displayed to your guests.

To share your webcam, click the camera icon on the Webcam bar in the side menu.

The camera icon switches to orange and the Webcam section opens and displays the video from your webcam. Your guests can now see your image.
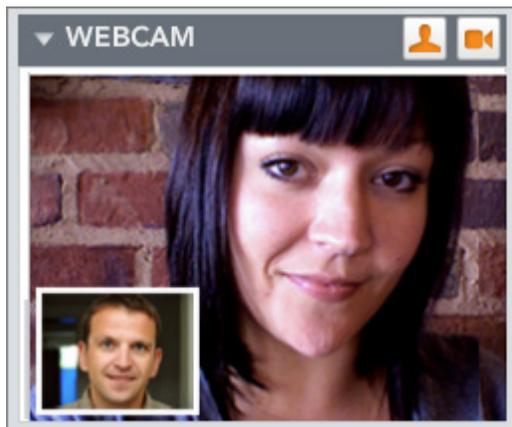
Picture-in-picture shows the active talker in the main window.

Picture in Picture

If you enabled video for your guests, they can share their webcams. The picture-in-picture (PIP) feature allows you to see your webcam while viewing video for the rest of the meeting. With PIP enabled, you can see the active talker in the main webcam window and your webcam video in a smaller window.

Allow Guests to Share

If you would like your guests to share their webcams, make sure video sharing is enabled for your meeting. In the Meeting section of the side menu, click the gear icon and then set Enable Video to ON.
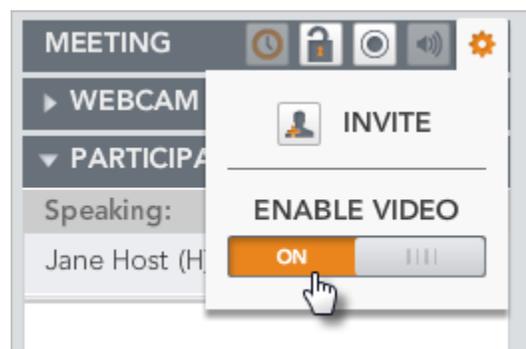
MEETING CHAT

The Chat feature allows you and your guests to exchange text messages during a meeting. You can send messages to all participants, or chat privately with an individual guest. All public chat messages are included in meeting logs (which are available from your). Private chat messages are not saved.

Chat is located at the bottom of the side menu, under the Participants section. In the Chat section of the side menu, choose whether your message is public or private, and then type your message in the text box.

Select Everyone to send a public message;

select a guest's name to send a private

message to your guest.

Limit Chat to Presenters

You can disable chat for larger meetings and for other situations where you think that granting chatting capabilities to all meeting guests will be distracting. Open Web Meeting Settings and set the ENABLE GUEST CHAT option to OFF.

GETTING HELP

You can quickly access help while using by clicking the Help button on the right side of the meeting toolbar.

From the Help and Support window, you can:

- Open this user guide.

- Run a SYSTEM CHECK.

- Download host tools like Screen Share.

- Get options for contacting support.

- Click MEETING INFORMATION to view meeting details (the meeting's web address, access numbers, and passcodes) and to open Meeting Settings.

System Check

If you are having issues with your meeting, the SYSTEM CHECK tests three areas that can affect your meetings:

- Compatibility and Network Tests - ensures browser, operating system, and Adobe Flash versions are compatible and verify that required browser features (pop-ups and JavaScript) are enabled.

- Audio and Video - test your webcam, microphone, and speakers.

- Screen Share - download and install Screen Share or verify that it is installed correctly.
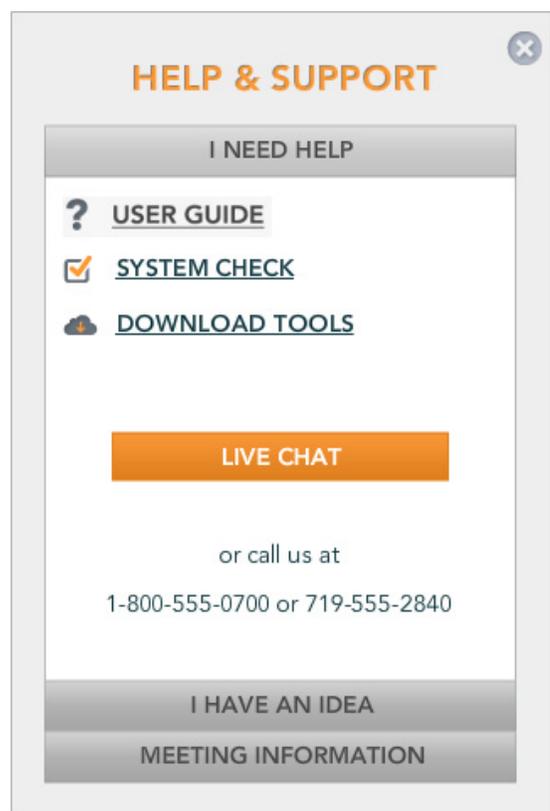
MEETING SETTINGS

The Meeting Settings feature allows meeting hosts to view and update their user profiles, web meeting preferences, and audio meeting preferences. Options previously available only from the Conferencing Hub are now available to hosts directly from CenturyLink Web.

You can manage all your web meetings and audio conference accounts, not just the web meeting to which you signed in and its associated audio conference account.

Meeting Settings is available from the Help and Support dialog. from the Help and Support window. On the meeting toolbar, click the Help button. On the Help & Support window, click to expand the MEETING INFORMATION section, and then click the MEETING SETTINGS button.

Only hosts in a meeting can see these setting screens, participants in a meeting cannot access them.

Meeting settings are grouped into three tabs: MY PROFILE, AUDIO SETTINGS, and WEB SETTINGS. Each is covered in more detail in these topics:

- Update Your Profile

- Audio Meeting Settings

- Web Meeting Settings

UPDATE YOUR PROFILE

Your account profile includes contact information for your account, and global preferences for your meetings and meetings you attend as a guest. Profile settings apply to all your meetings – web and audio – even if you have multiple web meeting rooms and/or audio conference accounts. On the MY PROFILE tab, you can change:

- Contact information - your contact name, address, and contact telephone number

- Login information - your email address (also your login name) and password

  > *If you change your email address or password, be sure to update your saved login credentials in the Conferencing Toolbar, if applicable.*

- The default language for CenturyLink Web meetings and your time zone

- Audio connection preferences - save up to three telephone numbers where CenturyLink Web can call you

Changes you make take effect the *next time* you join your meeting.

For more information, see Change Your Password and Manage Connect Me Numbers.

CHANGE YOUR PASSWORD

You can change your account password on the MY PROFILE tab. After you change your account password, be sure to update the saved password in the Conferencing Toolbar, if applicable.

To change your password:

1. Open Meeting Settings and display the MY PROFILE tab.

   At the top right of the page, click Change Password.

2. On the Change Password screen, enter your old (current) password.

3. Enter a new password and confirm the password by entering it again.

4. Click Save.

Your password is updated. The next time you sign in to your meeting, use the new password.

MANAGE CONNECT ME NUMBERS

With CenturyLink Web, you can have the meeting call you. In Meeting Settings, you can save up to three "Connect Me" phone numbers - for example, work, mobile, and home phone numbers. Then, when you join a meeting, just select from one of your saved numbers.

To add and update Connect Me numbers:

1. Open Meeting Settings and display the MY PROFILE tab.

   The MEETING PREFERENCES section includes three rows for Connect Me numbers.

2. In the first row, select the type of number you are adding (WORK, MOBILE, etc.), select the country code, and then enter the phone number.

3. Enter a second and third number, if you would like. In the following example, two numbers are defined.

4. Click the delete icon next to a number to delete it or to clear the fields if you make a mistake.

5. When finished, click Save.

AUDIO MEETING SETTINGS

Audio meeting settings control the audio meeting experience for you and your guests. You can view and update these options on the AUDIO SETTINGS tab.

> *Depending on certain settings set by your administrator, some audio options might be locked for you and not editable.*

To view and update your audio settings:

1. Open Meeting Settings and display the AUDIO SETTINGS tab.

2. If you have more than one audio conference, click the Meeting Title list to view settings for another audio meeting. You can also delete the selected audio conference.

   Audio Account 2 ▽ ⊗

3. Make all desired changes, and then click Save.

Audio Options

This section describes the various audio options.

- Meeting Title - a descriptive name for your meeting. This title is used as the subject line in audio-only meeting invitations and to identify the meeting account in reports.

- Access Numbers - click VIEW AND MANAGE to view the dial-in numbers for your audio account, and to select which access numbers to include in your meeting invitations and the order in which the numbers are listed. For instructions, see Manage Access Numbers.

- (Alert) When a Guest Joins or Leaves - notifies you (and your guests) when each participant joins or leaves the audio portion of the meeting. Select Silent Entry to avoid interruptions.

- Ask Guests for PIN Number - prompts all guests to enter a PIN after entering the passcode. The PIN is informational only; it is not used to admit or deny a guest's access. PINs are included in the attendance report (below) sent to your email and available on the Conferencing Hub.

  If you use this option, tell your guests prior to the meeting what is expected. For example, you might want guests to enter their employee numbers or the last 4 digits of their phone number.

- Ask Me for My Client ID - the meeting will ask you for your client ID before establishing an audio connection. When you select this option, CenturyLink Web plays music until you join.

- Play Music until I Join - plays music until you join your meeting. Guests hear music and cannot talk to one another until you join.

- Record Guests' Names - asks guests to state their names when joining the meeting and records them. You can have CenturyLink Web play all recorded names (a "roll call") when you join the meeting, or just save the recording.

- End Meeting When I Exit - automatically ends the meeting and dismisses all guests when you leave.

- End Meeting if I Don't Join - automatically ends the meeting and dismisses all guests if you do not join within approximately seven minutes.

- Send Attendance to My Email - sends a meeting summary to you via email. This is optional; meeting summaries are always available via the Conferencing Hub.

- The attendance recap includes information about your meeting like start and end times, elapsed time, number of guests, and passcode. It also provides details about participants, such as name, phone numbers, and how long they were connected the meeting.

MANAGE ACCESS NUMBERS

Your audio conference includes a complete set of dial-in or *access* numbers for you and your guests to call in to your meeting. When you schedule a meeting via the Conferencing Toolbar or Conferencing Hub, these access numbers are included in the invitation sent to your guests.

By default, meeting invitations list all access numbers, sorted alphabetically. On the AUDIO SETTINGS tab, you can select which access numbers to include in your meeting invitations and set the order in which the numbers are listed.

To work with your access numbers:

1. Open Meeting Settings and display the AUDIO SETTINGS tab.

2. Next to Audio Account, click VIEW AND MANAGE.

3. The MY ACCESS NUMBERS screen opens and lists all access numbers. Each access number is selected and will be included in meeting invitations.

   > Make sure the check box is selected for each access number you want to include.

   > Point to a row and use the arrows to move an access number up or down in the list.

INCLUDE	NUMBER AND LOCATION
☑	USA, Colorado, Colorado Springs: 1
☑	USA, Colorado, Colorado Springs: 1
☑	Canada, Montreal: +1
☑	Canada, Toronto: +1
☑	Argentina: 0800
☑	Australia:
☑	Australia, Brisbane: +61
☑	Australia, Melbourne: +61
☑	Australia, Sydney: +61
☑	Austria: 0800 8866 3423
☑	Austria, Vienna: +43
☑	Bahrain: 800
☑	Bahrain, Manama: +973

4. When finished, click Save.

WEB MEETING SETTINGS

Web meeting settings control the meeting experience for you and your guests. On the WEB SETTINGS tab, you can change:

- Meeting Title - a descriptive name for your meeting. The meeting title is shown on your meeting's "Welcome" page.

    If you have more than one web meeting, the Meeting Title field is a drop-down list box. Click the arrow to switch to a different web meeting. You can also delete the selected meeting or add a new one.

    Jane's Meeting

- Web Address - the URL of the meeting.

    Be sure to let people know your new web address. If you frequently host meetings with this web address or have distributed the meeting URL widely, you can also add a new web meeting. See Add or Delete a Web Meeting.

- Audio Account - the audio conference used for the audio portion of the meeting.

    Click the information icon next to the audio name to see dial-in numbers and passcodes for the audio conference. If you have more than one audio conference, you can select which one to use for this meeting.

- Waiting Room - places guests in a waiting area until you join your meeting. You can admit each guest individually, or have CenturyLink Web admit all waiting guests when you join.

- Guest Privacy - hides the names of guests and other identifying information from meeting participants. This feature is useful for larger public events, where a long Participants list might be distracting, or for meetings where you may not want guests from other organizations to be able to identify one another. For more information, see About Guest Privacy.

- Chat for Guests - controls whether guests can chat within the meeting. Set this option to OFF to restrict chat to host and presenters. For more information, see Meeting Chat.

Changes you make take effect the *next time* you join your meeting.

ENABLE GUEST PRIVACY

The Guest Privacy feature allows hosts to hide the identity of guests from the other guests in the meeting. You must enable this option in Meeting Settings before you conduct the meeting.

To enable Guest Privacy:

1. Open Meeting Settings and display the WEB SETTINGS tab.

2. Set GUEST PRIVACY MODE to ON.

3. Click Save and then close Meeting Settings.

4. Exit the meeting.

The next time you host a meeting, the Guest Privacy feature is on.

LIMIT CHAT TO PRESENTERS

You can disable chat for larger meetings and for other situations where you think that granting chatting capabilities to all meeting guests will be distracting.

To limit chat to presenters:

1. Open Meeting settings and display the WEB SETTINGS tab.

2. Set the ENABLE GUEST CHAT option to OFF.

3. Click Save and then close Meeting Settings.

4. Exit the meeting.

The next time you host a meeting, only you and presenters can chat.

ADD OR DELETE A WEB MEETING

Your CenturyLink Web account includes your own web meeting. Using Meeting Settings, you can create a new web meeting - with a unique web address, a different set of meeting options, and its own File Library.

For example, suppose you host a large customer meeting every month, and want to use the guest privacy feature. Rather than enabling the feature before each monthly meeting and turning it off again when you are finished, you could create a new meeting for your monthly meeting.

To add a meeting:

1. Open Meeting Settings and display the WEB SETTINGS tab.

2. Next to the Meeting Title, click the add button.

   Jane's Meeting

3. Enter a meeting title and web address (URL).

4. If you have more than one audio conference, select which one to use for the meeting.

5. In the MEETING OPTIONS section, select the features to use.

6. Click Save.

   Your new meeting is created. It is now included in the meetings list.

To delete a meeting:

If you have multiple web meetings, you can delete one or more of them. CenturyLink Web does not let you delete all your meetings; you must have at least one saved with your account.

1. On the WEB SETTINGS tab, use the Meeting Title list to select the meeting you want to delete.

2. Next to the Meeting Title, click the delete button.

   Jane's Meeting

3. When prompted, click DELETE to confirm that you want to delete the meeting.

   Your meeting is deleted. It is no longer included in the meetings list.