

MasterSeries Webinar QUICK REFERENCE GUIDE

MAIN WEBINARS POINTS

1. You **do not** need the MasterSeries Installed. The webinars are run through a third-party website, you just sit back watch and listen.
2. You also **do not** need a Mic or headset. Speakers or a telephone alone will suffice.
3. To use Mic and Headset/Speakers. Login to the webinar page, using the link in your confirmation email, and select the "Use Mic & Speakers" option under Audio on the right hand banner on the webinar page.
4. To use a telephone, Login to the webinar page, using the link in your confirmation email, and select the "Use Telephone" option under Audio on the right hand banner on the webinar page. Dial the number given on the screen and when prompted enter the Access Code followed by the # key and then the pin number quoted in the Audio section.
5. Make sure you login five or ten minutes prior to the webinar start time. If you encounter any difficulties, exit the website and restart. As this is a third-party website we unfortunately cannot help with tech issues when connecting.

REGISTER FOR A WEBINAR

1. Click the registration link or button provided on a registration Web site or in an invitation email.
2. Complete the registration form.
3. You will receive an email confirming your registration for the Webinar, which will contain a link to join the webinar, along with the option to add the Webinar information to your Outlook® Calendar.

JOIN A WEBINAR

1. We always recommend that you login five or ten minutes prior to the webinar start time.
2. Click the Join Webinar link provided in the confirmation email or Outlook appointment.
3. If prompted, click Yes, Grant or Trust to accept the download.
4. If requested, enter the Webinar password provided by your Webinar organizer.
5. Join the audio portion of the Webinar. Audio information is provided in the Audio pane of your Control Panel, in the Webinar confirmation email and in the Outlook appointment.

AUDIO OPTIONS

Your choice of audio mode is provided in the Audio pane of your Control Panel. Our current options are Use Telephone and Use Mic & Speakers. By default, you will be joined into the Webinar muted.

If the option to *Use Mic & Speakers* is available you can join the Webinar via VoIP.

Note: If you choose to join via VoIP, you will need speakers to listen to the Webinar and a microphone to speak (if the organizer gives you speaking rights).

VOIP BEST PRACTICES

If you join the Webinar using VoIP, please note that audio quality can vary depending on your software/hardware spec. When using VoIP, the following best practices are recommended:

- For optimum sound quality, a headset is recommended, preferably a USB headset.
- If a headset is not available, speakers are required to listen to the Webinar and a USB microphone to speak (a mic is not needed! unless the organizer gives you speaking rights).
- If using a mic, it should be at least 1.5 feet away from any speakers built in or connected to your PC.
- The use of a Webcam microphone is not recommended.
- If you are unmuted by the organizer, you may need to turn the volume down on your speakers to avoid echo.



TELEPHONE

To use a telephone, Login to the webinar page, using the link in your confirmation email, and select the "Use Telephone" option under Audio on the right hand banner on the webinar page. Dial the number given on the screen and when prompted enter the Access Code followed by the # key and **then** the PIN number quoted in the Audio section.

Note: The PIN number is important. If you do not input the PIN number then there can be audio noise on the line for every one.

TO SWITCH AUDIO FORMATS DURING A WEBINAR

You can switch between using VoIP (Mic & Speakers) or your telephone during the Webinar session.

In the Audio pane, select either *Use Telephone* or *Use Mic & Speakers*. If joining via telephone, be sure to enter the Audio PIN noted in your Control Panel.

Note: If you choose to join via VoIP, you will need speakers to listen to the Webinar and a microphone to speak (if the organizer gives you speaking rights).

USING THE CONTROL PANEL

Once you have joined the Webinar you will see the Attendee Control Panel and Grab Tab. The Control Panel contains panes that can be expanded or collapsed by clicking the +/- on the left side of each pane.

Note: Viewing the Attendee List, raising your hand and asking questions are only available if the organizer has enabled these features.

- a) Attendee List (viewable only if organizer has enabled)
- b) Grab Tab – Click arrow to open/close Control Panel. Click square to toggle Viewer Window between full screen/window mode. Click hand icon to raise/lower hand. Click mic icon to mute/unmute your audio (if organizer has enabled)
- c) Audio pane – Select audio format. Click **Audio Setup** to select Mic & Speakers devices
- d) Questions pane– If turned on by an organizer, attendees can submit questions and review answers. Broadcast messages to attendees will also show here
- e) Type your question and click **Send** to submit it to the organizer
- f) Webinar details – Provided for quick reference
- g) The View Menu at the top of the control panel allows you to view the Webinar in full screen

LEAVE A WEBINAR

Click **File** and select **Exit – Leave Webinar** to exit a session

LINKS

For more details on GotoWebinar visit www.gotomeeting.com

For free 1 to 1 meetings try www.netviewer.co.uk the free version

