CIA CLIENT INSTANT ACCESS LLC

Getting Your Message Across

Web Conferencing QuickStart Guide

This guide provides the basic information necessary to start a Client Instant Access Web Conference. Please review the requirements to ensure you have everything you need to get started and then continue through the remainder of this guide to conduct your first Client Instant Access Web Conference.

If you need additional assistance getting started or if you do not yet have an account, contact Client Instant Access support at (973) 439-0088 or support@callcia.com.

Requirements

When you sign up for a Client Instant Access account, you will receive a unique User Name and Chairperson Code. Neither advanced planning nor reservations are required with Client Instant Access - you can begin conducting Web conferences instantly. The system requirements for hosting and participating in Web conferences are as follows:

General System Requirements

- Current operating system / platform
- Microsoft Windows 98/NT/ME/2000/XP/Server 2003: IE 5.5+, Netscape 7.0+, AOL 7.0+, Mozilla1.0+
- Solaris, Unix/Linux OS: Netscape 7.0+, AOL 7.0+, Mozilla 1.0+
- Mac OS X with Netscape 7.1+ or Apple Safari
- 56Kbps+ Internet connection; for large document sharing or application sharing, a faster (128Kbps+) connection is recommended.
- Minimum CPU: ~300Mhz
- ActiveScripting/JavaScript and cookies enabled

Additional requirements for Application Sharing (Presenters*)

- MS Windows OS with IE 5.5+ and ActiveX enabled
- 128Kbps+ Internet connection recommended

Additional Requirements for Viewing Shared Applications

- Browser with an enabled Sun Java Virtual Machine (JVM)
- 128Kbps+ Internet connection recommended

*The Host is the person who starts the conference. The Presenter can be the Host or a Participant who receives control of the conference from the Host.

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Logging In

Begin using your web conferencing account by opening the Conference Entry page (Figure A) at http://www.callcia.com/login.htm. When you open this page, you are presented with login forms for joining and hosting conferences. To host a conference, complete the "Host Login" form using the User Name and Chairperson Code you received at registration.

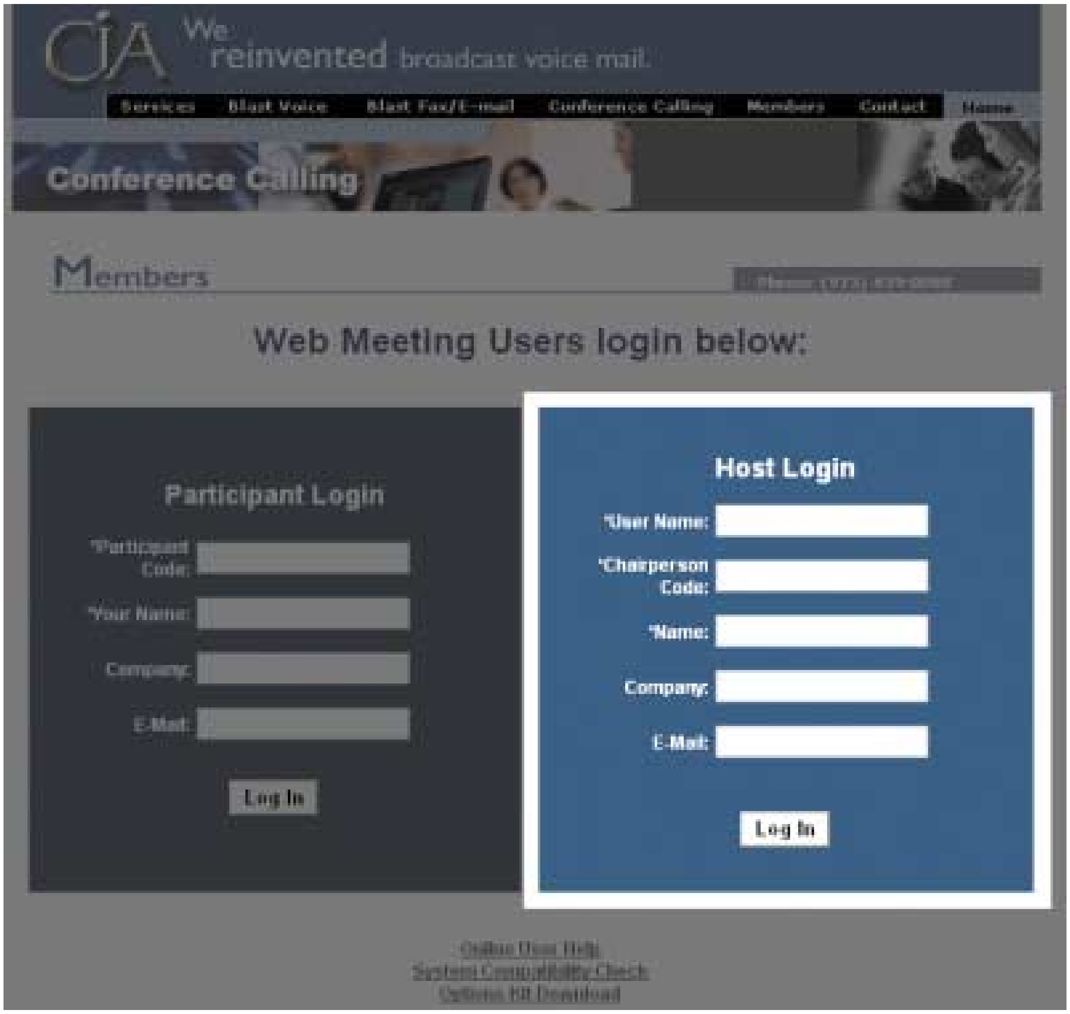

Figure A. Conference Entry Page

Host (Presenter) Controls

After you have successfully logged in, you are presented with a conference window. At the top of the conference window is a toolbar (Figure B) containing buttons used to conduct and manage Web Conferences.

Figure B. Toolbar (Host controls)

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Starting a Web Conference 

Since Client Instant Access Web Conferencing does not require pre-planning or scheduling, once you have logged into your account, you can immediately start a conference.

To start a conference:

1. Click the START button on the toolbar. A dialog window opens displaying instructions for inviting participants to join the conference.

2. Instruct participants to visit the Login page

(http://www.callcia.com/login.htm) and to complete the “Participant Login” form using the Participant Code that you provide them with from the start dialog window.

As each user logs in to the conference, the user’s name appears in the Roster.

Important Note: Participants will be unable to join a conference until the Host has started the conference.

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Publishing a Document

Once you have logged in to your Client Instant Access account you can either start a Web Conference or you can prepare for a conference by publishing Microsoft® PowerPoint®, Word, or Excel documents (Figure C).

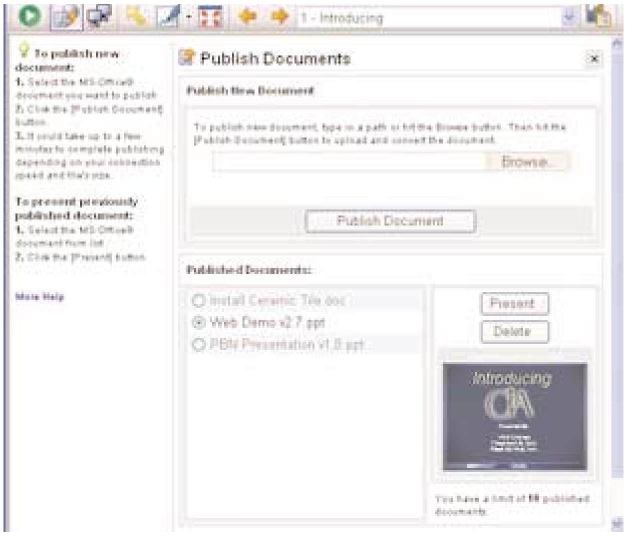

Figure C. Publishing

To Publish documents:

1. Click the PUBLISH button on the toolbar
2. Click the BROWSE button in the Publish New Document dialog window
3. Select a document file path using the file explorer window
4. Click the PUBLISH DOCUMENT button in the Publish New Document dialog window

After you complete these steps, your document is automatically copied and converted into a Client Instant Access presentation and saved into the presentation library. A status bar indicates the publishing progress. Once publishing is complete, the first page of your document appears in the conference window.

To present previously published documents:

1. Select the presentation in the Published Documents list
2. Click the PRESENT button

At the conclusion of the conference, you will have the option to delete your document. If you do not delete your presentation at the conclusion of a conference, you may choose to delete it anytime in the future using the PUBLISH feature.

To Delete a published document:

1. Click the PUBLISH button on the toolbar
2. Select the presentation in the Published Documents list
3. Click the DELETE button

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Presentation Tools 

Use the NEXT, PREV and the Slide List on the toolbar to move within your presentation, document sections or worksheets. Use the POINT button to toggle the Pointer tool on and off when you want to highlight the content of your presentation. To turn off the pointer, click the POINT button again. Use the MARKER button when you want to annotate the content of your presentation in real time. Choose from 15 Marker colors by clicking on the down arrow on the MARKER button. To turn off the Marker, click on the MARKER button again. To clear the annotation, advance to the next slide.

Application Sharing 

The SHARE button allows you to share specific applications or your entire desktop, thereby enabling your participants to view changes as you make them and to see applications unique to your desktop. Once you have selected the SHARE button, and if this is your first time using the application sharing feature, you will be prompted to accept a download. After taking the download you receive a dialog box that shows a list of your currently running applications (Figure D).

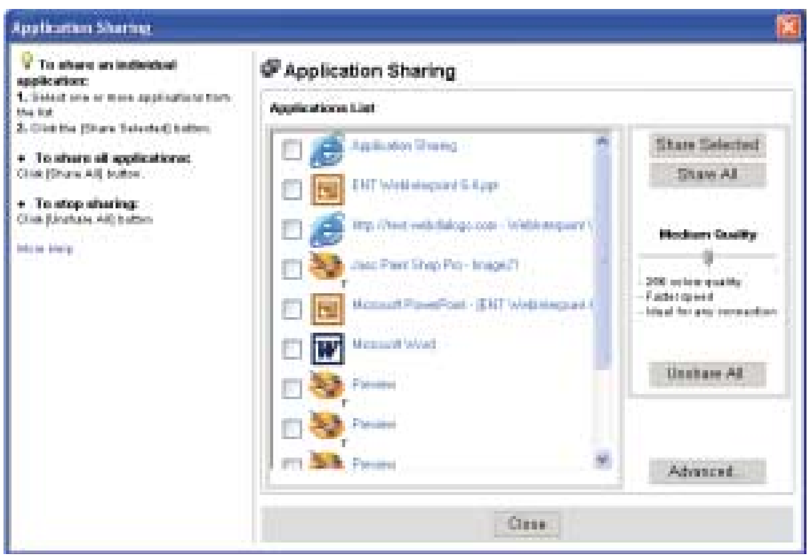

Figure D. Application Sharing. The Host could decide to select one, multiple or all applications to be viewed or controlled by participant(s).

To share an individual application:

1. Select one or more applications from the list by clicking the box next to the active application(s)
2. Select Performance Setting*
3. Click the SHARE SELECTED button

To share all applications:

1. Select Performance Setting*
2. Click the SHARE ALL button

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To stop sharing:

1. Open/restore the Client Instant Access application window
2. Click the CANCEL button

or

1. Double click the icon for Application Sharing in the system tray
2. Click the UNSHARE ALL button

If you would like to allow a participant to make changes to your shared application, you must give control to that participant.

To transfer control to a participant:

1. Click on the Participant's name in the Roster
2. Choose GIVE CONTROL

To regain control of the application:

1. Click on the Participant's name in the Roster and choose DISABLE CONTROL

**NOTE: The Performance Setting option allows you to optimize application sharing performance and quality. The options are as follows:*

- 4 bit color map (best speed),
- 8 bit color map (recommended),
- True Color (best quality).

Ending a Conference

When you are finished with your presentation, click the STOP button on the toolbar to conclude the conference and disconnect all participants. At this point, you are still logged in and can start a new conference. If you are finished, you can log out of your account using the LOGOFF button on the toolbar.

In-Meeting Help

For additional help during your meeting, access the online help through HELP button on your Client Instant Access toolbar.

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For more information or to schedule a demonstration, please contact us:

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