

# WELSH COMPOSITES CENTRE

## ON-LINE CONFERENCING ("WEBINARS")



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### SETTING UP TO JOIN A WEBINAR

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Online conferences are run on AT&T Connect software (general info at [www.interwise.com](http://www.interwise.com)).

To participate you first need to download and install the conferencing software. This is quite safe as AT&T is a major and respected organisation, and the software is legitimate, being licensed by the DTI for Materials KTN members' use.

#### Hardware Requirements

1. Laptop or PC with a sound card.
2. Connection to broadband internet is essential.

#### To download the Software

In order to download the software, the person using the PC/Laptop must be a registered member of the Materials KTN. To register, visit the website [www.materialsktn.net](http://www.materialsktn.net) and click on the register button and follow the instructions. You will then receive an email to validate your contact details and shortly afterwards a welcome email from the KTN acknowledging your full membership. Once you have done this you will be able to access the software. (The second e-mail may take a day or two – while waiting for it you can log in and have some access to site facilities but cannot access the software.)

1. Login to the Materials KTN site.
2. On the top level menu choose "Site Facilities" and then "Online Meetings" from the sub menu.
3. Click on "Conference Centre". (Sometimes when trying to access the Conference Centre you get a message "You must be logged into a KTN forum to access these pages". Generally this goes away if you visit a few other pages on the KTN site and then try again.)
4. To download the software, click on the "Getting Ready" link. Please note: if you are using a company PC you will need authorisation to install software and your company firewall will need to allow AT&T Connect to access the internet. Your IT department may need details of which ports the software needs to access, for these please contact the WCC (details below).
5. Check the listed minimum system requirements. (For Apple Mac and other non-Windows operating systems, there is a Java version of the participant application software available on [www.interwise.com](http://www.interwise.com) although we have not investigated this.) Headsets can be purchased for around £10 from electronic equipment suppliers. If you do not wish to speak at the webinar it is possible to just use the PC speakers; you will still be able to communicate with the organiser using typed messages.
6. Click the "Setup" button, then on the next page click "Click here" to download the Participant Application. When asked whether you want to save the file InstStud.exe, click "Save File", and select somewhere to put it – it is only temporary so the desktop is OK. When it has downloaded, double click the InstStud.exe file to install the software to your C drive in a folder called "Interwise". It takes up 5Mb. Once you are happy everything is working the InstStud.exe file can be deleted.

Once the software is installed you are ready to participate in the webinar.

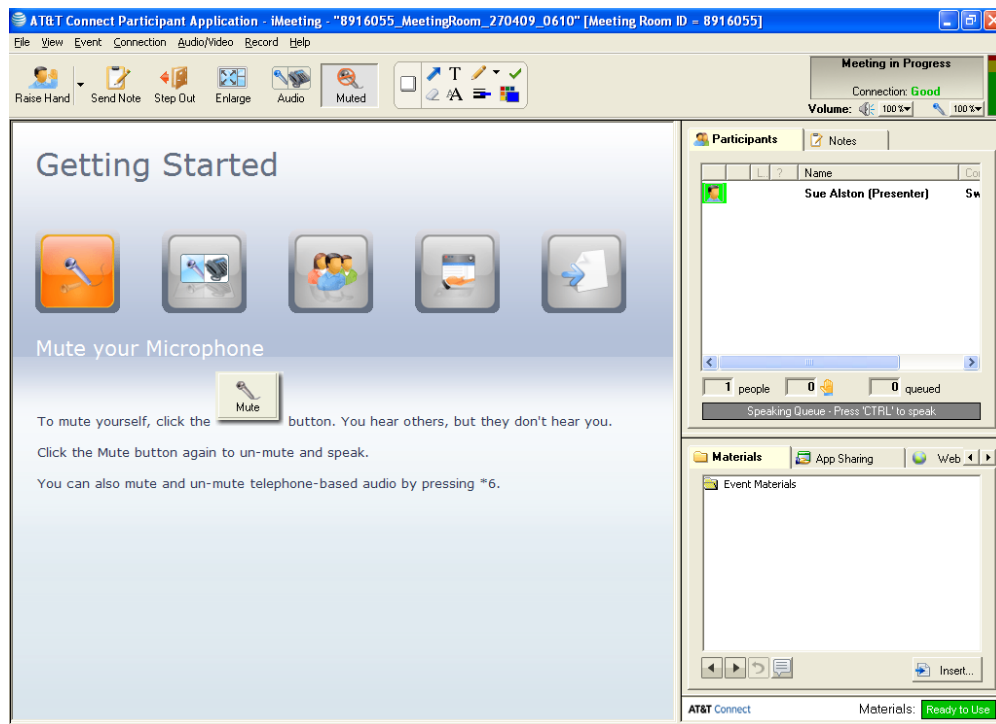
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## CHECKS AND PRACTICE

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If you want to check beforehand that things are working and get an idea of what to expect:

1. To check out your audio settings and try out some of the facilities, you can open up your own meeting room to practice in.
  - a. On the top level menu choose "Site Facilities" and then "Online Meetings" from the sub menu.
  - b. Click on "My Meeting Room" then click on the button "Enter my room".
  - c. When asked to select software, select "Participant Application" (this is the software you have downloaded).
  - d. At the next choice, select "Enter the Event", and when asked select "Use microphone and speakers, or headset".
  - e. Eventually a screen like that shown below will come up, naming you as presenter, where you can experiment with the various menus and buttons.



- f. To test and adjust your speakers or headset, select "Audio Setup Wizard" from the "Audio/Video" menu. If you are intending to speak, it is important to make sure you will be able to be heard. If the recording made using the "Audio Setup Wizard" is faint, you may need to adjust the settings in Windows. This can be done through the Control Panel, selecting the "sounds" option at each stage and then finding the settings for microphone (the details will depend on the operating system and hardware). Try setting everything to 100% to start with!
2. If you click the "Enter Demo" button on the "Conference Centre" / "Getting Ready" page it gives access to an (American) guided tour of what the software does. (Occasionally it takes you to an automatic mock-up of a meeting if there happens to be a training session in progress.)
3. It is also possible to join real meetings (if any are available) just to observe - see instructions below. You can indicate that you are not available to speak by clicking the "Step out" button at the top of the screen. This indicates to others via your on-screen icon that you are 'not there', but you can still listen in.

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## JOINING THE WEBINAR

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To join the webinar

1. The “Conference Centre” page will show the webinar under “Upcoming Events”. About 15 minutes before the start time you will be able to click the “Join Meeting” link next to the meeting. You may also receive an email that contains information on the meeting and a link that you can click to join. It is a good idea to join a meeting a few minutes before the start time to allow time for the event files to download.
2. When asked to select software, select “Participant Application” (this is the software you have downloaded).
3. At the next choice, select “Enter the Event”.
4. A screen similar to that shown above will appear. The information being presented will be shown on the “whiteboard” area (where “Getting Started” appears above). You should see your name in the list of participants on the right, and one of the participants will also be shown as the presenter and possibly one as the moderator. The presenter has control over the display on the whiteboard. If nothing seems to be happening you may just be early!
5. During a live webinar, you should make sure that your microphone is muted most of the time (using the “Mute” button at the top) otherwise you may prevent other people from speaking. Generally a microphone symbol will show next to the presenter as the main speaker. If you want to speak, press “Control” or switch “Mute” off and your request to speak will be queued; a microphone will appear next to your name with a queuing number next to it. When you are number one and the speaker’s microphone goes off you can speak. You will then need to release “Control” or switch on “Mute” to allow others to speak after you.
6. If you would prefer not to speak but want to ask a question or make a comment, you can send a note to the moderator (or presenter if there is no moderator) using the “Send Note” button at the top and they will speak on your behalf.
7. If you find that not all the presentation can be seen on the whiteboard, you can enlarge it using the “Enlarge” button at the top. If you have a small, low resolution screen you may still only be able to see the whole presentation by using the scroll bars – in this case ask the presenter if they can reduce the size of the window they are displaying on their screen.
8. To leave a meeting you simply close the application like closing a browser.

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## OTHER SOFTWARE INFORMATION

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### Preventing automatic start-up

The installation process may put an Interwise component called “Push Client” in your StartUp folder. This is because the application can run in the background, automatically downloading any event materials (documents, PowerPoint presentations etc.) in advance of a meeting. However, most users will want to delete this from their StartUp folder so that it only uses the computer's resources when participating in an event. To do this click your Windows “Start” button, then move your mouse over “All Programs” then “StartUp” and “Push Client”, right-click on “Push Client” then left-click on “Delete” and confirm the deletion. The software will still automatically run when you join a meeting.

### Removing the software

The Interwise software can be removed by the standard procedure: “Start” – “Control Panel” – “Add or Remove Programs” then pick “AT&T Connect Participant” from the list of programs and click “Change/Remove”. You have the option to partly remove (if you want to re-install later) or completely remove the program and all its components.

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**FOR ASSISTANCE**

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Please contact Sue Alston on 01792 602009 or [s.alston@swansea.ac.uk](mailto:s.alston@swansea.ac.uk) .