



e/pop® Quick Start Guide

This pocket reference guide is intended for e/pop users that have installed the e/pop Web & Video Conferencing Quick Start Client.

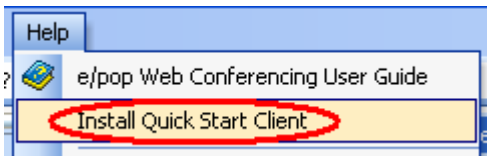
With the Quick Start Client, you can click on the Quick Start tray icon, desktop shortcut, or Outlook tool button and go right into your Internet conference!



Installation:

Automatic Installation – If you have a login account on an e/pop Web Conferencing server, you may* be automatically prompted to install the Quick Start Client (the next time you enter one of your conference rooms).

Manual Installation – You may* also install the Quick Start Client manually. Once in a conference room, pull down the help menu in the main e/pop conferencing application. Select Install Quick Start Client, and follow the installation wizard.



1

START a Conference Now!

To start a conference, first double-click the Quick Start tray icon or desktop shortcut.

Tray Icon:



Desktop Shortcut:



Now just click on the Quick Conference tool-button at the top of the screen. Depending on the options you selected during the Quick Start Client installation, this tool button may* also appear in your Microsoft Outlook client and other Microsoft Office applications too. You can click on this button anytime and go right into a quick conference.



Schedule a Conference for Later

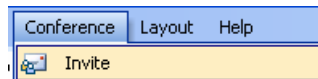
You can also schedule a conference for a later date. Just follow the steps above and click on the Schedule Conference tool button.



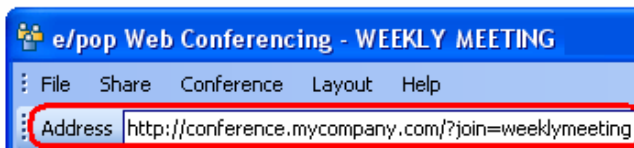
2

INVITE People

It's easy to get people into your conference. First, select the Conference pull-down menu, and select the first item, Invite. This will automatically create an email message with the link (URL) to your conference room. Just send the email, asking your participants to click on the link. That's it!



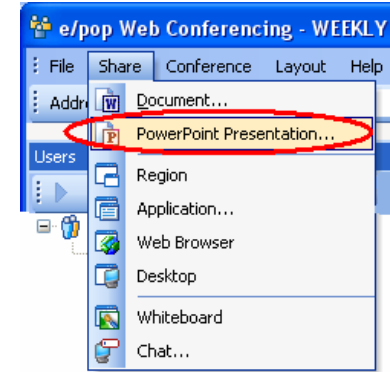
You can also read the link to your participants over the phone, or send it via text message. The link appears in the address bar. Your participants click on the link, or type it in if you are saying it over the phone.



3

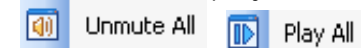
SHARE a Presentation

To Share a presentation, just select Share on the main menu, and select PowerPoint presentation. You can share virtually anything on your PC with these choices:



Use Audio & Video

Go to the main menu, and pull-down the Conference menu, you will see Unmute All (PC audio) and Play All (video). Use these to start PC audio and/or multiparty video conferencing.

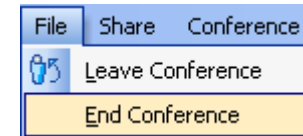


Advanced Controls

You can also control audio and video setting by user. Right click on any user on the participant list, and select mute/unmute, or pause/play. You can also right click on their video display and you will see the individual user controls.

4

END Conference



To end your conference, select File, End Conference. If you select Leave, the conference link will still be active, and any presentations being shared will be left in the conference room. This can be very handy for recurring meetings.



Video Conferencing Tips

Meeting online is very much like meeting in person, but here are a few tips specifically for video conferencing.

See yourself. For any formal presentation or marketing event, it is customary to take a dry run or two. Not just your video, but any presentation material you may have. This is especially true if you intend to use anything other than your everyday PC. If you are new to web and video conferencing, it's also a good idea to borrow an extra PC or laptop, join your own meeting, and keep the other PC in your field of view. Not necessarily every day, just initially so that you get a feel for what your audience is experiencing.

Use a headset. As millions of online gamers and Skype users already know, for best results with VoIP use a headset. Webcam mics are far from the audio source (you) and built-in laptop mics are right next to the speakers. These problems create nasty feedback loops that are difficult to overcome. For the best audio quality, use a headset with a boom microphone. For conference rooms use an echo cancelling tabletop mic. For details, visit <http://www.wiredred.com/video-conferencing-equipment/>.

Reduce gaze angle. This buzz word refers to the angle between your camera center-field and your line-of-sight. The difference is called the gaze angle. You can reduce the gaze angle by putting the camera right next to your display monitor, preferably near the area you watch the most often. Your video will look natural to your participants and feel more natural to you too, because

when you're looking at the other participants, you'll be looking at the camera too. For an added touch, you can look *directly* into the camera from time to time.

Make eye contact. When sharing desktops and applications, it's easy to get carried away and concentrate deeply on what you're doing. But just like an in-person meeting, it's always a good idea to break once in a while and re-establish eye contact with your audience.

Good lighting helps. When back-lit, you may appear hard to see on camera. When illuminated from only one side, it can lend a mysterious look to your online personality. The brightness setting on the camera can help minimize this, but it's a good idea to experiment with lighting, possibly adding a desktop lamp to overcome back or side-lighting.

Apparel. The broadcast TV professionals have it right: solid colors in light shades, such as light blue and pale yellow work best. When making formal presentations avoid stripes. Even at high resolution, the process of digitizing, compressing and displaying stripes can yield blocky edges and distracting Moiré patterns.

Move and gesture slowly. Depending on your video quality settings and available bandwidth, it might be helpful to use smooth, slow gestures. Otherwise, your gestures may appear "jumpy".

The following general meeting tips are especially important in online venues.

Start on time. When you are late to a meeting down the hall, your fellow employees often know you're in the building and you will be along shortly. When meeting online, your participants don't have that advantage. Starting on time is much more important in online venues.

Mentally check in with your participants. For meetings with a small number of people, take a second before launching into the formal agenda and ask *how's your day?* Or otherwise, make sure your participants aren't mentally checked-out on some urgent matter, cold, flu or family crisis. And if so, offer to reschedule the meeting. After all, one of the primary benefits of meeting online is flexibility. This is easier to do in person because it comes naturally, don't forget this touch when meeting online.

Have a standing agenda or meeting objective. Since e/pop allows live document, desktop and application sharing, virtually anything on your PC can be shared. This is very helpful for communicating complex topics and getting things done, but it can also provide an opportunity for diversion. A good tip is to keep the agenda document open, and click back to it from time to time. This can be very helpful for large project reviews and meetings with complex agendas.

Technical Support – You can always contact WiredRed for assistance. Our staff provides live demos, customer dry-runs and test conferences, and free training sessions every day. Call us at +1-858-715-0970, between 7:30 a.m. and 5:00 p.m., Mon-Fri. Also www.wiredred.com and support@wiredred.com.