



## Getting Started with Glowpoint Conferencing Services

Welcome to Glowpoint Conferencing Services. When you need to connect three sites or 300 sites, our expert technicians will help you schedule, coordinate and conduct a successful end-to-end conference with ease and flexibility. Using the most up-to-date technology to connect your participants via audio, video or web streaming you will receive superior service seven days a week, 24 hours a day.

### Contact Us

Contact the Conferencing Services Department by:

- Calling 888-321-8439 (Inside U.S.) or 805-384-4211 (Outside U.S.)
- Emailing [bridging@glowpoint.com](mailto:bridging@glowpoint.com)
- Schedule online at [www.glowpoint.com/customercenter/index.asp](http://www.glowpoint.com/customercenter/index.asp) (Requires registration - please contact us to activate your account.)

## Account Setup

Prior to your first conference with us, there are a few account items that need to be setup.

### Site Certification

Glowpoint will work with you to collect site information and contacts, and certify your locations so they are ready for the first conference with us. This one time event is free of charge and takes only 15 minutes per location. This important step allows us to capture important site information and perform test calls with the equipment.

### Billing Options

Glowpoint Conferencing Services is invoiced on a monthly basis, and we offer three options for conference billing.

1. Bill all conferences to a single address, such as the headquarters office or the accounts payable contact.
2. Bill conferences to the requester. In this case, each requester in a company will receive an invoice for their conferences.
3. Bill by site. This will generate a bill for each location on a call with their participation fees.

Glowpoint also provides the option of including a billing code reference for each conference. Please inform us if this is required by your organization.

## Placing A Reservation

When you are placing your reservation, please provide the following information regarding your conference.

- Your name and organization - If you are a first time caller, the Multipoint Coordinator will collect your contact information for our database.
- Conference date
- Conference title
- Billing code (if required by your organization)
- Conference start and end time
- Sites involved (including your own location)
- If we have not worked with a location previously, we will need to certify that site prior to scheduling the conference. Please have contact information available for those locations.
- For an audio conference, simply specify the number of audio ports needed.
- Requested viewing option – voice activated, continuous presence or lecture mode;
- If you would like to have the call attended by a Glowpoint Multipoint Specialist.
- If you would like Glowpoint to record your conference on DVD, VHS, audio cassette or digital audio.

Please ask if you have other needs - we are happy to help.

Once the reservation has been made your conference will be scheduled and a confirmation sent to you via e-mail.



## Conference Day

### Courtesy Call

The morning of your conference, a Glowpoint representative will place a courtesy call to the requester of the meeting reminding them of the conference details and providing the name of the Multipoint Specialist that is assigned to assist with the call.

### Pre-Test

Glowpoint will launch your conference a minimum of 15 minutes ahead of time for the pre-test (longer if requested). This pre-test will include a Glowpoint Multipoint Specialist who will perform the following tasks:

1. Call sites contacts if the locations don't connect right away.
2. Provide technical assistance getting sites connected into the conference.
3. Greet each of the locations.
4. Test the audio and video quality with the on site technicians.
5. Assist technicians with adjusting volumes to proper levels.
6. Assist technicians with camera angles for optimal viewing.

When it comes time for the conference to start, the participants can simply walk into the conference room and begin their meeting.

## Conference Monitoring

Glowpoint Conferencing Services provides two options for conference monitoring. Our standard monitoring is included in our base fees and an active monitor is available for an additional hourly fee.

### Standard Monitoring

With standard monitoring, your Multipoint Specialist will monitor your conference using software on their computer. While monitoring the call this way, the multipoint specialist has instant access to all conference information including:

1. Sites connected
2. Connection speeds
3. Who is speaking
4. Which site is being seen in what square
5. Sites that are muted

The Multipoint Specialist will monitor the conference for any unusual conference activity, such as sites disconnecting before the schedule end time, and react accordingly. If during a conference call a site does experience any problems they are also welcome to call their Multipoint Specialist for assistance.

### Active Monitoring

With an active monitor, the Multipoint Specialist stays connected to your conference for the duration of the call. With this option, participants can call out to their technician for assistance during the call. This provides an enhanced level of responsiveness to any technical issues, and also allows for fully coordinated event level support.

## Cancellation Policy

Glowpoint allows cancellation up to the start time of the pre-test with no charge. If a call is launched onto the bridge and a site does not connect for any reason (no participants, technical difficulties, etc.), we will charge a one hour minimum on the port fees.



## Multipoint Suggestions

### Select a Video Conferencing Manager

Just as you normally elect someone to kick-off a meeting in a conference room, the same thing should be done in a multipoint video conference. Select an individual that will:

- Introduce all participating sites.
- Cover the agenda.
- Set expectations for the process of questions and answers. For example, would each key speaker like to be interrupted with questions? Or would each key speaker like questions held until the end of the video conference, at which time they will poll each site for questions?

### Q&A

When you would like to ask a question during a multipoint video conference, perform the following:

- Take your system off of MUTE.
- Identify who you are and what site you are calling from, then proceed with your question.
- Put your system back on MUTE when you are done asking your question.

## Presentation Guidelines

Whether you are using a document camera or PC for presentations during a video conference, there are guidelines to keep in mind. With the help of these guidelines, your presentations will be easier to read and will look more professional to your audience.

- Select the landscape mode (horizontal format) for presentations; this fits best on the monitor.
- Use simple fonts; avoid fancy text that is difficult to read.
- Use a font size of 20 point or greater and leave adequate border space.
- Use bright, bold colors that contrast well with light backgrounds.
- Simple charts, such as pie charts and bar charts, are easy to read and discuss on video.
- Distribute copies of your presentation, ahead of time, to the remote sites) if necessary.
- To avoid constant realigning and focusing when presenting from a document camera:
  - Staple pages together
  - Tape the bottom page to the document camera
  - Zoom and focus on the first page
  - Simply turn the following pages when ready
  - If you experience a bleed through effect, insert a blank piece of paper in between each page.
- Always test a PC-based presentation out on video prior to your meeting, if possible, to see how the colors truly appear. PC-based colors tend to appear different over video.

## Other Suggestions

- The microphone pod is very sensitive to sound, therefore, speak in your normal voice without shouting or leaning into the microphone.
- Avoid side conversation or shuffling of papers on or near the microphone, which can interfere with audio.
- When participating in a multipoint video conference, always mute your system unless you are the site that is presenting.
- When asking a question during a multipoint video conference, first un-mute your system, identify who you are and what site you are calling from, and then proceed with your question.
- When recording a video conference, ensure that your far end participants are aware prior to the conference that they will be recorded for legal and courtesy considerations.
- To avoid disruption and confusion, select one individual per site to operate the remote control functions for each video conference.
- Avoid wearing small, busy patterns while on video because it is harder for the camera to focus. Solid, vibrant or pastel colors send a clearer picture to the far end.
- Be aware of ornate or flashy jewelry that may reflect light.
- Please call **1-888-321-8439** for Glowpoint Conferencing Services if you need technical support.