

ReadyTalk Quick Tips:

Preparing for your ReadyTalk Web Seminar

Congratulations for choosing ReadyTalk. Your participants will thank you for giving them an intuitive, seamless web conferencing experience. To help you make your ReadyTalk conference run as smoothly as possible, please use this guide as you prepare.

The Day Before the Event

Ensure that all participants can join your web seminar effortlessly by instructing them to check their systems for a supported version of Java. Send them to <http://test.readytalk.com/>, which will let them know if 1) they are all set to participate, 2) they need to install a new version of Java, or 3) they will experience firewall issues that require the assistance of their IT department. If participants have any problems, have them contact ReadyTalk Customer Care 800.843.9166 (US), 303.209.1600 (International), or help@readytalk.com for assistance.

During the Event

After you've practiced your web seminar, follow these guidelines during the event:

- **Remind Participants to Use The Phone** – Believe it or not, participants often forget to dial into the audio portion of the call, mistakenly thinking they will hear the audio portion through their computers. Not so! Please remind participants that they need to dial the toll-free number to listen to the audio portion of your web seminar.
- **Dial-Up Anyone?** - If your participants are using a dial-up connection, you will enable their screens to load faster by reducing image quality. Click on the Options button and switch from True Color to Standard Color under Applications Viewing Optimization.
- **Use a Headset** – When running a conference, ensure best audio quality for participants by using a headset.
- **Turn Off Entry & Exit Announcements** – Go to the Options button and choose Silent under Entry Announcements, so that participants don't hear constant tones when others enter and exit the event.
- **Make use of Mute All** – Eliminate unnecessary participant noise by bringing participants into the conference in a muted state. Check and uncheck the Mute

All button as needed, or unmute specific participants by clicking the checkbox next to their name. Unmute the lines during Q&A sessions.

- **Use Chat for Q&A** – Have participants send questions through the Chat function. Or, invite participants to press *7 to unmute their line in order to ask a question. Have the presenter repeat the questions for everyone to hear.
- **Record your web seminar** – Recording your web seminar is as easy as clicking a button. But remember that you cannot edit your recording, so plan accordingly. You may want to take care of administrative business, show an introductory slide, put everyone in a muted state, and then click Record. Note that you cannot record a conference in Standard Color mode.
- **Assign a New Chairperson** – ReadyTalk enables you (as the chairperson) to turn a participant into a co-presenter. Just right-click on any participant's name and select "Co-Presenter".
- **Power Point Animations** – In ReadyTalk's slideshow mode, your Power Point slides are displayed as static images, and so any animations you created will not work. To show Power Point animations, place your conference in desktop or application sharing mode, and run the presentation that way.
- **Get Help During the Conference** – Press *0 during a conference, and a live operator will privately assist you. To have an operator join the conference, press 00.

If you have any other questions, please contact us at 800.843.9166 (US), 303.209.1600 (International), or support@readytalk.com. We are delighted to provide live assistance as you prepare for your event. We are standing by to make your conference a complete success.

Contact Us

For additional information or questions, please contact ReadyTalk Customer Care at 800.843.9166 or 303.209.1600. You may also email our Customer Care Team at help@readytalk.com.