BroadData Unified Meeting Web Conferencing

Manage Your Own Audio Q & A Online

With BroadData Unified Meeting Web Conferencing you can easily manage your own audio Q&A session from the web conference. Take control of your own Q&A and eliminate the need for higher priced operator assisted audio conferencing.

To get started, from your Unified Meeting Web Conferencing interface, click on **Mute Options** and then **Q&A Mute All** (the audio portion of your conference must be started to begin)

Participants will then hear an automated recording stating *"the leader has turned lecture on and your line will remain muted until the conference leader unmutes your line, Q&A has been enabled, press #66 to request to speak in conference."* Participants are **not** able to unmute themselves.

When participant(s) dial #66, a raised hand icon will be displayed beside their name in the Participant Panel and the participant will hear an automated recording stating *"you have requested to ask a question, please wait for the leader to answer your question"*. Participants can cancel their raised hand request by dialing #66 again.

The Moderator can then click the Raised Hand icon(s), one at a time (in any order that you desire), to open up each participant's audio and allow them to ask to speak and/or ask their question(s).

When you click on the raised hand icon next to a Participant's name, they will hear a beep and you will want to announce them to let them know their audio is open and to ask their question.

You can only click on one Raised Hand at a time. When you click on the next Raised Hand, the previous Raised Hand whose audio is open will automatically be re-muted.

In order to end your Q&A session, after you have clicked on the Raised Hand for your **last** Participant Question, click on Mute Options again and select one of the following options:

- **Unmute All** – All participants will be unmuted
- **Group Mute All** - All participants will remain muted. (Note that when using Group Mute All, participants **are** able to unmute their lines individually by dialing #6. If you do not want to allow participants to be able to unmute their line, use Lecture Mute All)
- **Lecture Mute All** – All participants will remain muted. (Note that when using Lecture Mute All, participants are **not** able to unmute their lines individually by dialing #6. If you want to allow participants to be able to unmute their line, use Group Mute All)
- **Q&A Mute All** – Restart Q&A Mute All session

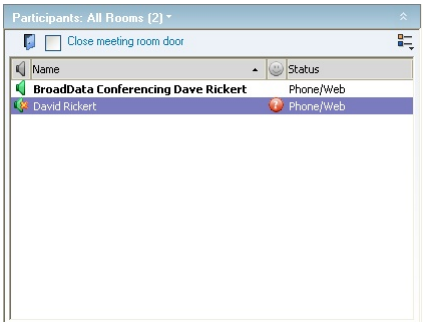
IMPORTANT NOTES:

If You Need To Have Multiple Speakers On Your Call

If you are the Moderator but you have other co-speakers who join the conference as a Participant(s), then when you select Q&A Mute All, this will also mute your co-speakers audio (which you will likely not want) and with Q&A Mute All active neither you nor the Participant will be able to unmute your co-speaker(s). If this is your situation, please contact us so that we can set your Audio Conference Code to allow multiple Moderators. In this way your co-speakers will enter the call on the front end as a Moderator and will not be subject to the Q&A Mute All command.

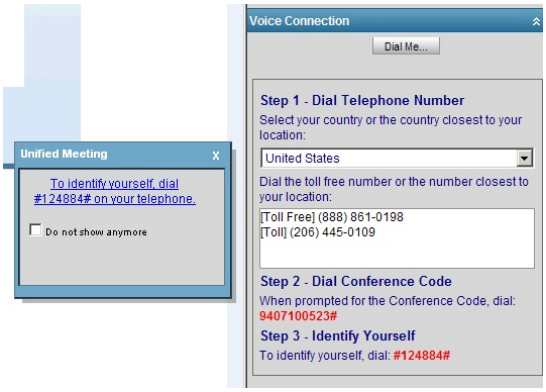
Important Information About Participant Connections

Note that when a Participant joins the web conference and lets the web conference dial out to them, then the web conference ties their audio/web together (you can see this by looking at the status next to each Participant's name in the Participant List and it will show Phone/Web).



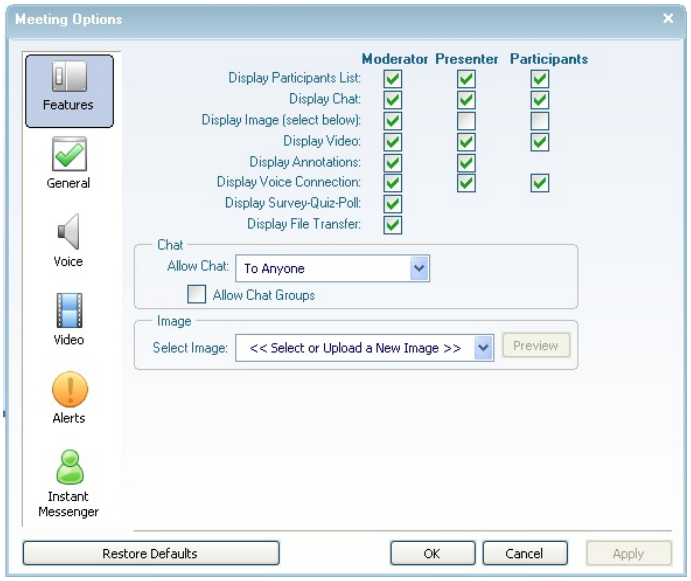
If a Participant does **NOT** let the web conference dial out to them but instead just dials in using the toll-free dial-in number, then their audio and web connections will be separate and it could be hard to manage Q&A because you won't necessarily know who an audio connection belongs to (when a Participant dials in it will just show a Phone listing and the Participant's originating phone number).

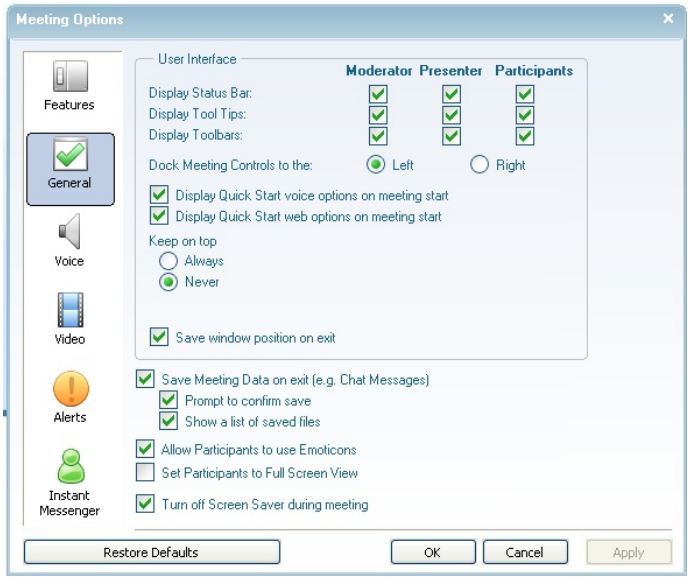
There is a built-in feature that attempts to alleviate this issue ... if a Participant dials in separately, then they will see in their Voice Connection Panel on the web conference interface, dial-in instructions including an Identification Code (format is #123456#), (a pop up box will also appear periodically with this code). When the Participant dials their unique Identification code, the system will tie their audio connection to their web connection which will make Q&A much easier.



Use Meeting Options To Select Available Features For Moderator & Participants

You can select which features are available to yourself (Moderator), Presenters and Participants by clicking on **Meeting** and then **Meeting Options**




Meeting Options
Features
General
Voice
Video
Alerts
Instant Messenger
User Interface
Moderator
Presenter
Participants
Display Status Bar:
Display Tool Tips:
Display Toolbars:
Dock Meeting Controls to the:
Left
Right
Display Quick Start voice options on meeting start
Display Quick Start web options on meeting start
Keep on top
Always
Never
Save window position on exit
Save Meeting Data on exit (e.g. Chat Messages)
Prompt to confirm save
Show a list of saved files
Allow Participants to use Emoticons
Set Participants to Full Screen View
Turn off Screen Saver during meeting
Restore Defaults
OK
Cancel
Apply