# BGM-WebEx™ Information

# What is Meeting Center?

*Meeting Center* is actually part of a service provided by WebEx Communications, Inc™.  This service allows BGM to conduct daily business via the Internet in a real-time situation.

Through Meeting Center, we are able to provide product demonstrations to clients, solve software issues, provide training, or conduct business meetings with clients.

The environment of Meeting Center is unique.  It allows us to communicate with nearly anyone who has an Internet connection – regardless of where they are in the world.  Meeting Center has a "white board" where documents can appear during a discussion.  Tools are available with the whiteboard so the document can be edited and changed by all participants in the meeting.

Software applications, such as Gorilla® can be utilized during the meeting for training purposes, or one of our technicians can ask to "share" your computer with you, and check your data and software operations *via the Internet* from our office in Utah.

There is also the capability of teleconferencing all meeting participants together so everyone can enjoy the conversation.  If there are only two or three participants in a meeting, however, we often conference call attendees together via regular phone lines, rather than utilize teleconferencing through Meeting Center.

BGM clients on ESP who participate in a Meeting Center Session do not pay to *use* Meeting Center.  However, if teleconferencing is required for the WebEx session, clients pay their own long distance fees for the phone call *to* Meeting Center.

Classes marked PRIVATE are not for general attendance.  They have been set up for specific attendees.  Classes that are designated as PUBLIC are available for the general public of BGM to attend – on a first come first seated basis.

# Firewalls and How They Affect WebEx™ Performance

A "firewall" is a program that is placed on a computer network to prevent harmful or unwanted information from penetrating the protected system.  The firewall acts as a barrier preventing specific types of information from being downloaded onto a computer system.

Most companies have some form of firewall protection for the computer systems in their offices.  You may have found that you can access the Internet, but cannot download files, run video clips from websites, or download music files.  The firewall acts as a filtering system, allowing only specified information to be accessed by the computers it protects.

WebEx allows for two types of meetings to be created.  The first, most common type of meeting environment is known as a *Native client*.  When a WebEx meeting is created as a Native client, the full pallet of tools available through WebEx is available.  Applications can be shared, remote control options are available, and full sharing functions are enabled.  This is the optimal usage of WebEx.

However, in order to utilize this environment, all participants of the meeting have to be able to accept and recognize ActiveX™ files.  Unfortunately, ActiveX is widely used on the Internet in file creation protocols, and because of its wide use most firewalls filter all ActiveX files out – preventing any from penetrating to the protected computer.  The firewall cannot distinguish between "acceptable" and "unacceptable" ActiveX files.  It just blocks all of them.

The second type of meeting that can be created is called a *Java client*.  Rather than use ActiveX protocol the Java client meeting utilizes Java.  This is a much more firewall-friendly protocol and most firewalls permit Java files to be passed through to protected computers.

Bill Good Marketing, Inc. is aware of several of our clients who have strict firewall policies.  When we know that we are hosting one of these clients, we make every effort to create a meeting environment where they will be able to participate. These meetings are limited in the tools that are available but for most purposes the Java client meetings are just as effective as the Native client meetings.

If you experience difficulty running the New Client setup prior to joining your first WebEx session, that is usually a good indicator of the firewall protocol that has been installed on your computer network.  We have several options available to us, but unfortunately, some instances occur when we cannot immediately get you into the session you are scheduled to attend.  You may be asked to contact the WebEx tech support team for help in addressing your firewall issues, or you may

be asked to reschedule to a meeting that is set up to facilitate your firewall issues.

We appreciate your understanding and patience as we deal with the firewall issues of our numerous clients.  We make every effort to facilitate your participation in the WebEx sessions we provide.

If you have questions regarding firewall issues, please feel free to contact our WebEx Administrator, Shauna Moyes at 800.678-1480 x 1302 or by email at [shaunam@billgood.net](mailto:shaunam@billgood.net).

## How do I check the Meeting Center schedule for the month?

Every month a new schedule of meetings will be available. You can check a specific day on the calendar to see the meetings that are scheduled for any particular day.

1, Go to the website billgood.webex.com (There is no leading "www" on this address).
2. Click on the "Meeting Calendar" link on the left hand side of the screen.
3. You'll notice that a new screen appears, with the calendar for the current month appearing at the top of the page.
4. By clicking on any date on the calendar, you will be able to see the classes scheduled for that particular day.

You may also check the Upcoming Events calendar on the BGM website for upcoming events (http://www.billgood.com/events.cfm). Once at the Upcoming Events page, you may register for any session that you find necesary.

NOTE: You cannot register from the billgood.WebEx.com site, but you can from the Upcoming Events site.

# On-Line Registration Instructions

## Step One – Be Sure You are Registered on the BGM Website.

Go to www.billgood.com.  You must be a registered ESP user of the BGM website in order to enroll. If your ESP expires – you will not be able to participate in any of the upcoming events.

Log in as a user.  Click on the Upcoming Events link found on the left side of the screen:
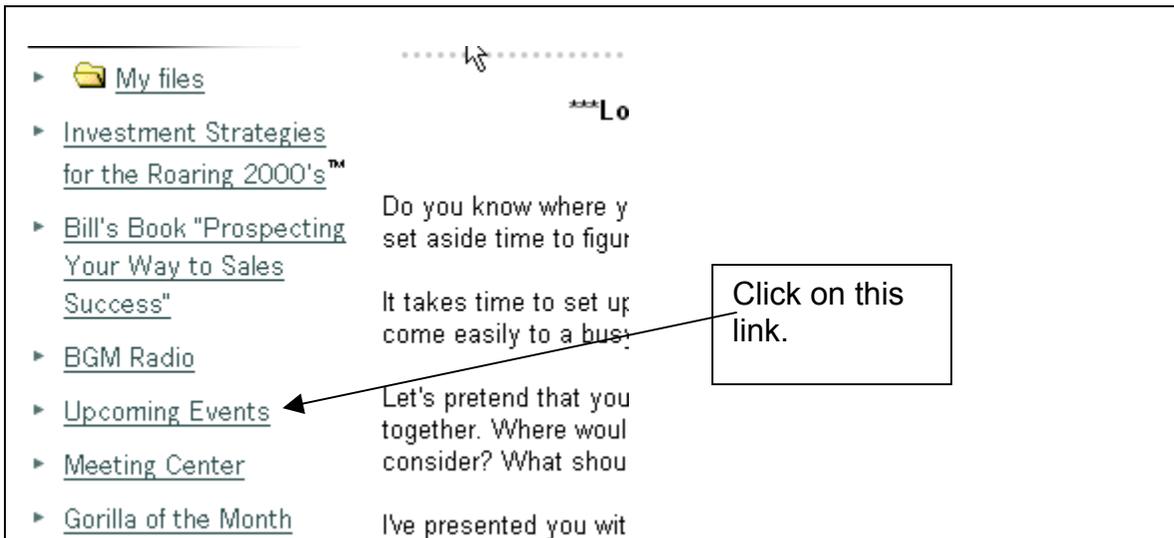


You will be taken to the Upcoming Events page of the BGM site.  Once there you will notice that you have an option for the type of view you want.  You can select either the calendar view or the list view. You can also move the calendar back 1 week or ahead 1 week to see what you missed, and what is coming up on future dates.
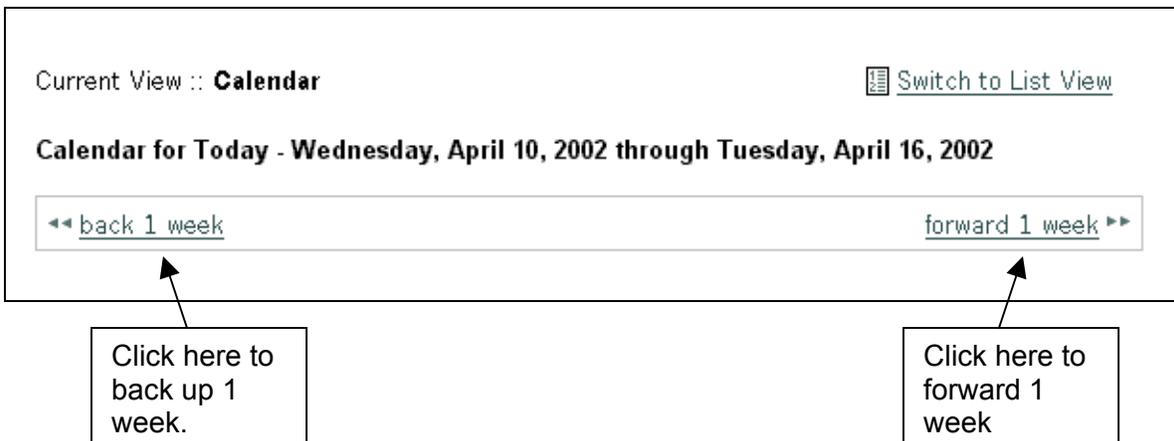
## Step Two – Select the Classes You Wish to Attend

You will notice that there are classes listed on every day of the week for the entire month.  If you click on the Event details link – it will give you a brief overview of what the class will cover. If you click on the Register for this event link you will be taken to the registration form for that particular class.

**Today - Wednesday, April 10, 2002**

| | |
|---|---|
| 1. CO Support - CO Housekeeping (12:00 PM Mountain Daylight Time) | event details \| **Register** for this event. |
| 2. For Gorillas Only- Effective Direct Mail (1:30 PM Mountain Daylight Time) | event details \| **Register** for this event. |
| 3. Fast Start (2:00 PM Mountain Daylight Time) | event details \| **Register** for this event. |
| 4. For Gorillas Only - Pipeline Theory of Sales (2:45 PM Mountain Daylight Time) | event details \| **Register** for this event. |

Click here for event details describing the class

Click here to register for the event

 See below for the registration form.

The registration form looks like this:

| event | CO Support - CO Housekeeping, starting at 4/10/2002 12:00 PM (Mountain Daylight Time) |
| registrant | |
| RR's name | |
| address | |
| city, state | , |
| phone | |
| fax | |
| email | |
| comments | |

NEXT

Click here after filling in the complete enrollment form.

Fill in the information accurately *for the individual taking the course – including complete phone, fax and email information.* Confirmation details are sent to the email address provided. If the individual enrolling for the class does not have an email address use one that is checked frequently in your office. Passwords and other information are sent via email or fax only.

When you have filled in the enrollment form – click on the <u>Next</u> button. Your information and request are then processed. You will receive confirmation within 24 hours of enrollment, and a final confirmation the <u>night before</u> the event is scheduled. Read this information carefully as it contains important details that will help you get into your session properly, and will provide the password to your session.

If you have questions, please contact Shauna Moyes at 800.678.1480 x 1302 or at shaunam@billgood.net.

# How do I configure my machine to optimize Meeting Center?

Your monitor should be set at 800x600 dpi for optimal viewing results, and you should have a minimum 56k modem connection. You can use a slower connection speed but you may experience latency problems during the session. You may also be "dropped" from the meeting if WebEx detects a connection speed slower than about 33k.

You should also close all other applications prior to joining a meeting. This will improve the performance of WebEx on your system.

Once into the meeting environment, you should dial the teleconference number if the "pop-up" window prompts you. You will be asked to supply the meeting number and your attendee number (that also appear in the pop-up) so you can be connected to the right meeting.

Write down the teleconference number, the meeting number and the attendee number; you are assigned for that session. If for any reason you have to leave the meeting while it is in progress – hang up the phone rather than put the call on hold. If you put the call on hold, the hold music will play over the meeting, which is very disruptive. You do not need to disconnect from the physical meeting on the computer – just the phone call. If you are able to rejoin the audio (teleconference) portion of the meeting you will need the phone number, the meeting number and the attendee number to reestablish the connection to the meeting.

If you are using a speakerphone so multiple staff members can listen to the meeting, use the mute button so any background interference will be eliminated during the call. Remember to unmute your phone before you try to make a comment or ask a question.

# Keep these instructions – you will need to refer to them to join your scheduled Support Session!

Important Firewall Information: PLEASE READ THIS: If you suspect your computer Internet connection is protected by a firewall (security protocols), be sure to also review the document *Firewall considerations when using WebEx™.*

**Step One: Five minutes prior to the start time of your meeting complete the following to join the meeting:**

1. Go to the website billgood.webex.com. (Note: There is no leading "www").
2. Locate the meeting you are scheduled to attend on the *Meetings in Progress* portion of this screen. (If you do not see the meeting listed, it has not been launched yet. Click on the "refresh list" link found just under the Meetings in Progress banner on the page until your meeting appears.
3. Click on the "Join Now" link found on the right side of the screen – on the same line as the meeting title you are scheduled to attend.
4. You will be asked for a **Name** and an **email** address. The name is your first name, and the email address is your email. Click on the "join" box.
5. You will then be asked to provide the password for the meeting. The password is provided to you with your meeting confirmation. If you do not know the password, please contact Shauna Moyes at (800) 678-1480 x 1302. Click on the "enter" box. You will see a screen that says "Meeting In Progress." Wait for a few seconds until the screen changes, and you see a "Welcome" screen with information displayed. This screen will be divided into three distinct sections, one large one on the left and two small ones on the right. This is the WebEx Meeting environment. You are now in the meeting.
6. If a "pop up" box appears, you are being prompted to dial into the teleconferencing service of WebEx. Dial the number, and listen to the prompts for the meeting number and your attendee number that are also displayed in the pop-up box. Once you have completed these steps you are ready for the meeting to begin and the host of the meeting will greet you soon.

If you have any trouble with any of the above instructions, please contact Shauna Moyes directly at (800) 678-1480 x1302.

4/12/2002 8:26 AM

# WebEx™ FAQ

Below are answers to some of the FAQ's regarding WebEx and Meeting Center. If you still have questions regarding this tool, feel free to contact the WebEx administrator, Shauna Moyes at 800.678.1480 x 1302 or by email at shaunam@billgood.net.

**Q.    What is Meeting Center?**
**A.**    *Meeting Center* is actually part of a service provided by WebEx Communications, Inc.  This service allows BGM to conduct daily business via the Internet in a real-time situation.

Through Meeting Center, BGM is able to provide product demonstrations for clients, solve software issues, provide training or conduct business meetings.  The environment of Meeting Center is unique.  It allows BGM to communicate with nearly anyone who has an Internet connection – regardless of where they are in the world.

Software applications, such as Gorilla® can be utilized during the meeting for training purposes, or one of our software technicians can ask to "share" your computer with you, and check your data *via the Internet* remotely from our office in Utah.

There is also the capability of teleconferencing all meeting participants together so everyone can join in the conversation.  If there are only two or three participants in a meeting, however, we often conference call attendees together via regular phone lines, rather than utilize teleconferencing through Meeting Center.  BGM clients who participate in a Meeting Center Session do not pay to *use* Meeting Center.  However when teleconferencing is used they pay their own long distance fees for the phone call *to* Meeting Center.  These fees are whatever your long distance carrier rate is.

Classes marked PRIVATE are not for general attendance.  They have been set up for specific attendees.  Classes that are designated as PUBLIC are available for the general public of BGM to attend – on a first come, first seated basis.

**Q.    What are the system requirements for using Meeting Center?**
**A.**    There are specific hardware requirements for optimal use of Meeting Center.  The minimum requirements are as follows:
      P-166 with 32 MG of RAM or K6 350+
      Windows™ 95, 98, NT or 2000
      **56K Internet Connection (minimum)**
      Microsoft Internet Explorer 4.x, 5.x OR Netscape Communicator 4.x
      JavaScript and cookies enabled for the browser

If you are using AOL as your Internet Service Provider (ISP), there are some special considerations that need to be taken into account in order to assure you are able to participate in a WebEx session. Anytime an attendee is using AOL as their ISP they need to minimize the AOL window and open up a second, fresh browser window. You will use the second browser window to sign into the WebEx meeting.

**Q.     How do I check the Meeting Center schedule for the month?**
**A.**     Every month a new schedule of meetings is available. You can check a specific day on the calendar to see what is being offered that day. If you have previously attended a WebEx CO Support Class, you will receive a schedule via email one week prior to the start of the new month. Your RR will also receive a schedule each month.

NOTE: Classes that are listed as PUBLIC are available for anyone interested to attend. PRIVATE classes are scheduled for specific participants only.

1.     Go to billgood.webex.com. (Note: There is no "www" leading).
2.     Click on the "Meeting Center" link found on the left hand side of the screen.
3.     You'll notice that a new screen appears, with the calendar for the current month appearing at the top of the page.
4.     By clicking on any date on the calendar, you will be able to see the classes scheduled for that particular day.

**Q.     How do I join a meeting already in progress?**
**A.**     If the meeting you wish to attend is already in progress, complete the following steps. If more than 5 minutes has lapsed since the scheduled start time of your meeting, you may consider rescheduling to a different meeting as it is difficult sometimes to get a latecomer into a meeting and caught up with the demonstration or discussion going on.

1.     Contact the WebEx Administrator at BGM for the password to the meeting you wish to attend.
2.     Go to the website billgood.webex.com. (Note: There is no "www" leading).
3.     Locate the meeting you wish to attend on the Meetings In Progress board.
4.     Click on the "join now" link found on the right hand side of the board.

5. You will be prompted to enter a name and email address. This should be YOUR name and YOUR email address. (You will be sent a questionnaire at the end of your session for your comments.) Click on the "join" button.

6. You will be prompted to enter the meeting password. You should have contacted the WebEx Administrator at BGM for this information. After the password has been entered, click on the "enter" button. A screen with "Meeting in Progress" will appear. Wait a few moments to complete the joining process.

7. If teleconferencing has been employed for your session a "pop-up" box will appear. Dial the telephone number shown. You will be prompted to enter the meeting number and the attendee number. These also appear in the pop-up box. When this is completed you will hear a beep in your handset. You are then fully into the meeting.

**Q. Which class is right for me?**
**A.** We hope that as classes in Meeting Center increase in popularity a wide variety of topics will be available. Choosing a class that is right for you depends on a couple of things. First, are you interested in learning more about the topic being presented? Second, do you have a need to learn more about the topic being presented?

Adults usually learn best when we are either interested in a topic or we need information immediately to solve a problem. Our retention rates are better under these circumstances. Choose a good mixture of both types of topics – those you are interested in learning about and those that you need to improve your skills.

**Q. Do I have to download software to participate in a Meeting?**
**A.** To support all the interactive features of a WebEx meeting, you must have the client software which enables you share software applications and give remote control to other participants. This is especially true if you are in a software support session, where one of BGM's software technicians is checking your database, or correcting a problem you may be experiencing.

For further detailed information on downloading and setting up WebEx on your machine, refer to *How Do I Configure my Machine to Optimize Meeting Center* and *Firewalls and How they Affect WebEx Performance.*

**Q. What is a firewall?**
**A.** A "firewall" is a program that is placed on a computer network to prevent harmful or unwanted information from penetrating the protected systems. The firewall acts as a barrier preventing specific types of information from being downloaded onto a computer system.

For further detailed information on firewalls, and issues raised in using WebEx, refer to *Firewalls and How they Affect WebEx Performance.*

**Q.  What affects performance of the Meetings?**
**A.**  Since WebEx meetings provide real-time collaboration and sharing over the Internet, performance depends on the Internet's performance as well as the WebEx service.  WebEx constantly monitors service and network performance and makes continuous enhancements to keep webex meeting services highly available and reliable.

Some of these factors are:
- Connection speed of the client machine to the Internet. (Recommended is 56K minimum).
- Connection and performance of YOUR Internet service provider.
- Overall Internet traffic for your routed connection to webex.
- Performance of the firewall and proxy servers, if you are working from behind company firewalls.

Before joining any WebEx session be sure that you have closed all other applications on your machine.  You do not need to have Gorilla software or any other application open when attending a webex session.  This will improve the performance of WebEx.

**Q.  Why don't the meeting schedules appear in the attendee's time zone?**
**A.**  Meeting times are shown according to the Host's time zone, (MOUNTAIN), which is set by the host.  There is no way for WebEx to know each attendee's time zone and adjust it automatically for each individual checking the schedule or attending a meeting.  Attendees need to figure out their own time zone and the difference between their zone and the host zone.  Adjustments will need to be made for the start times of all meetings to ensure that all attendees get to the meetings at the correct time.

If you have questions about time zone differences contact the BGM WebEx Administrator.